DUO Multi Factor Authentication Setup

1. Purpose

The purpose of this document is to introduce the DUO two-factor authentication app that will add an extra layer of security for users logging into our network services – both locally and remotely. This common industry-standard method of MFA (or any other method similar in technology) is now a pre-requisite of the carrier's cyber security insurance AoA is covered by

2. Scope

These procedures pertain to all AoA-based users at the Chancery who access the organization's network services

3. Prerequisites

Best (Recommended) Method: Have the DUO app installed on your mobile phone.
Good Method: Provide the DUO service your mobile phone number
Acceptable Method (not Recommended): Provide the DUO service a land-line number (i.e. AoA office number) where the service can send an access code. Note: In this situation, you would need to be able to have access to the land line to login.

4. Responsibilities

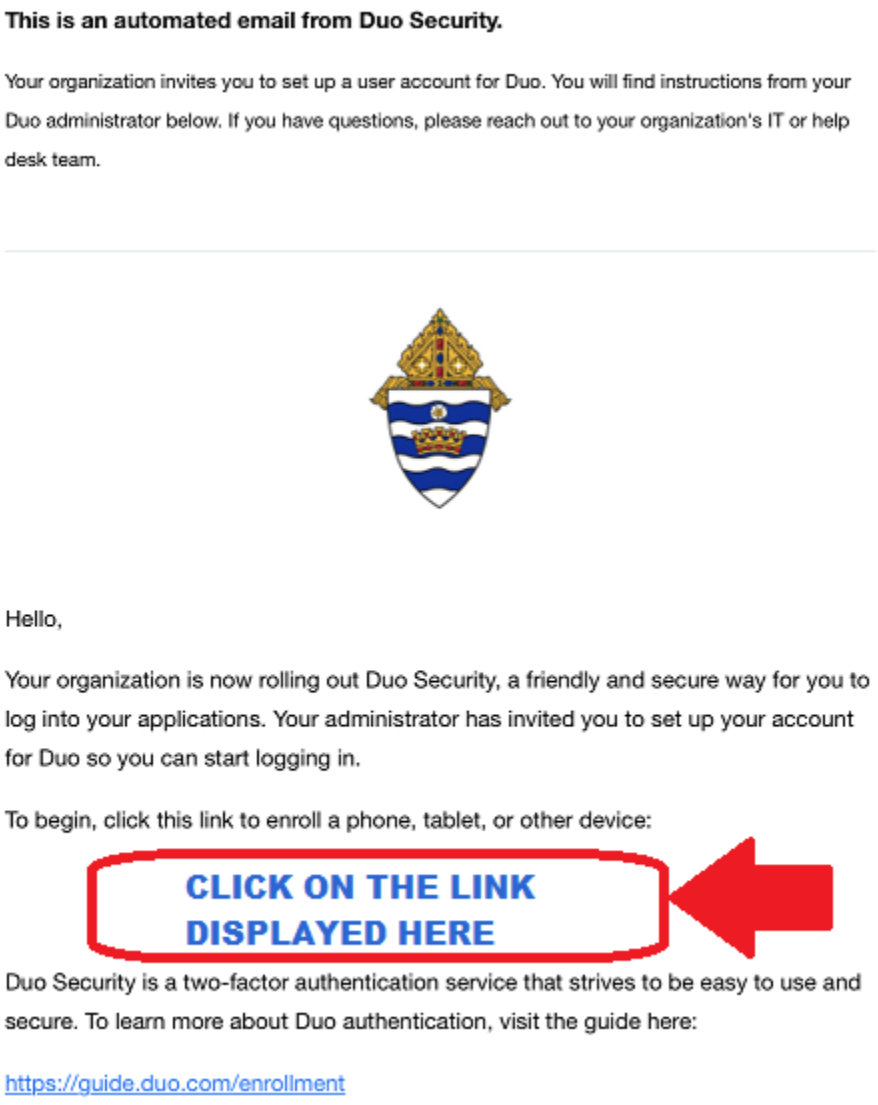
It will be the responsibility of AoA's Department of Information Technology to keep these directions updated. Should these procedures require an update, a modification, a correction, etc. – the IT department should be notified by way of the helpdesk ticketing system found at: http://help.archatl.com/

5. Procedure

(Starts on the following page)

1. Upon receiving an e-mail similar to the illustration shown below, use your smartphone to access the message and click on the link shown below …

   ***Note*: As this e-mail is being sent directly from the DUO Security Service site, it will be delivered with the external e-mail warning banner. Nonetheless, it is legitimate!**



This is an automated email from Duo Security.

Your organization invites you to set up a user account for Duo. You will find instructions from your Duo administrator below. If you have questions, please reach out to your organization's IT or help desk team.

Hello,

Your organization is now rolling out Duo Security, a friendly and secure way for you to log into your applications. Your administrator has invited you to set up your account for Duo so you can start logging in.

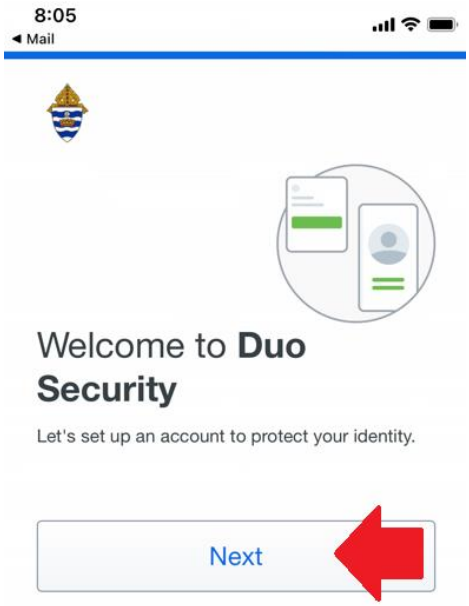
To begin, click this link to enroll a phone, tablet, or other device:

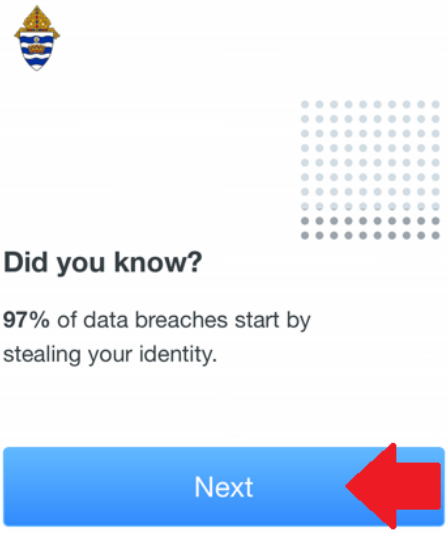
Duo Security is a two-factor authentication service that strives to be easy to use and secure. To learn more about Duo authentication, visit the guide here:

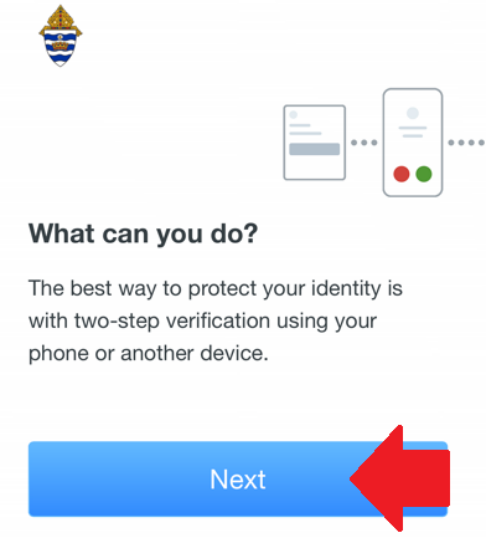
https://guide.duo.com/enrollment

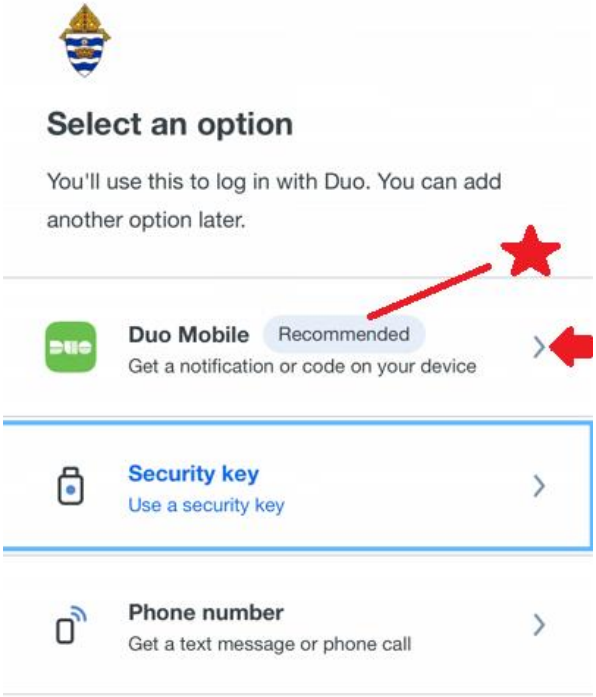
2. The installation process will then take you through a series of screens on your smartphone ……

   Note: Your screens may look a bit different or display in a different order …. But continue to choose the options that have been highlighted with the red arrow …

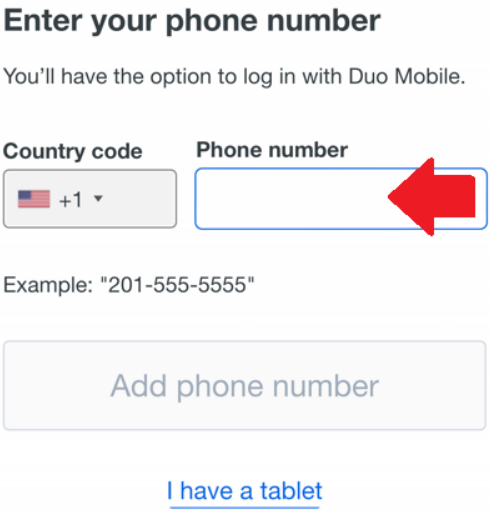


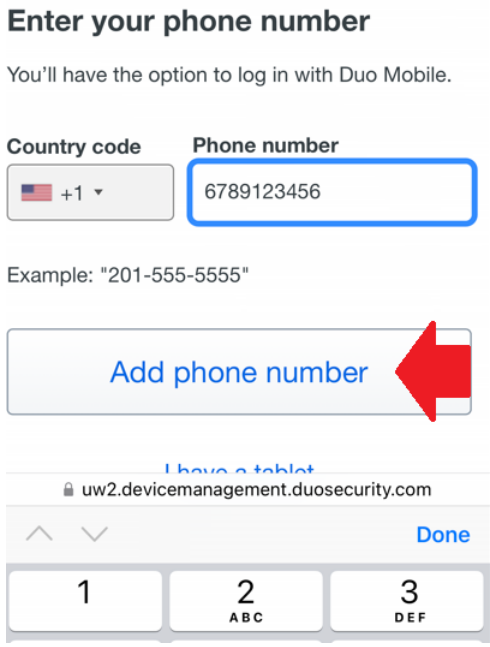


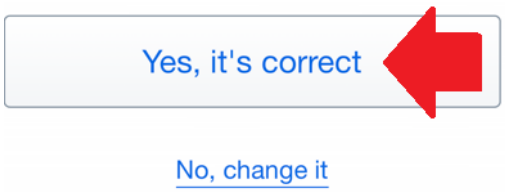


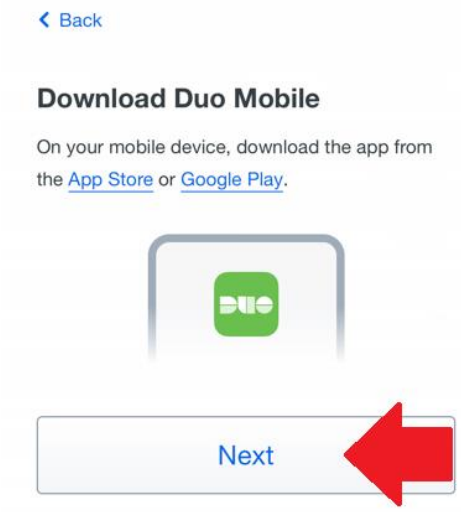


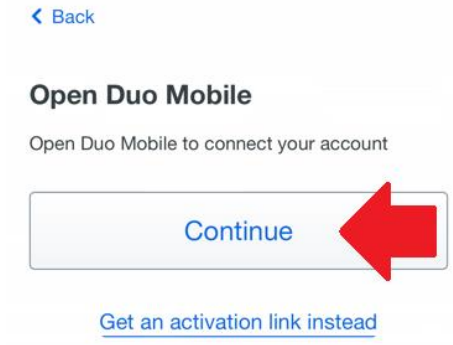
<u>Note</u>: Please see section 3 of these directions (Page 1). We HIGHLY recommend that the Duo Mobile option is chosen from the above screen.

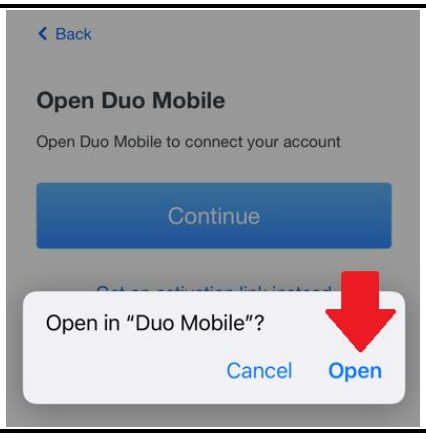

Enter your phone number
You'll have the option to log in with Duo Mobile.
Country code
Phone number
+1
Example: "201-555-5555"
Add phone number
I have a tablet

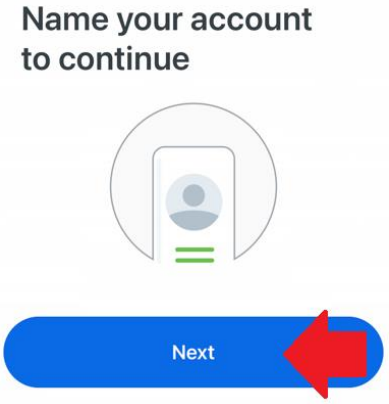

Enter your phone number
You'll have the option to log in with Duo Mobile.
Country code
Phone number
+1
6789123456
Example: "201-555-5555"
Add phone number
uw2.devicemanagement.duosecurity.com
Done
1
2 ABC
3 DEF

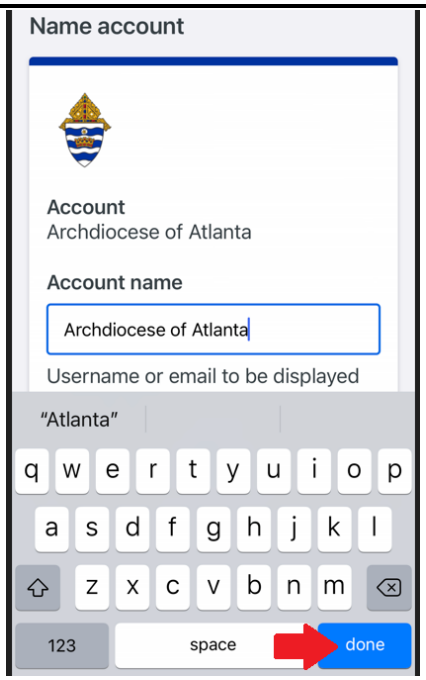

Is this correct?
(555) 555-5555
Yes, it's correct
No, change it

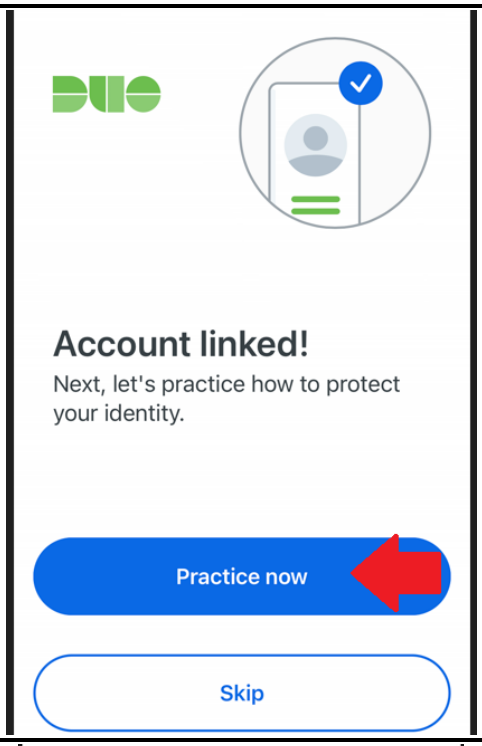

Back
Download Duo Mobile
On your mobile device, download the app from the App Store or Google Play.
Next

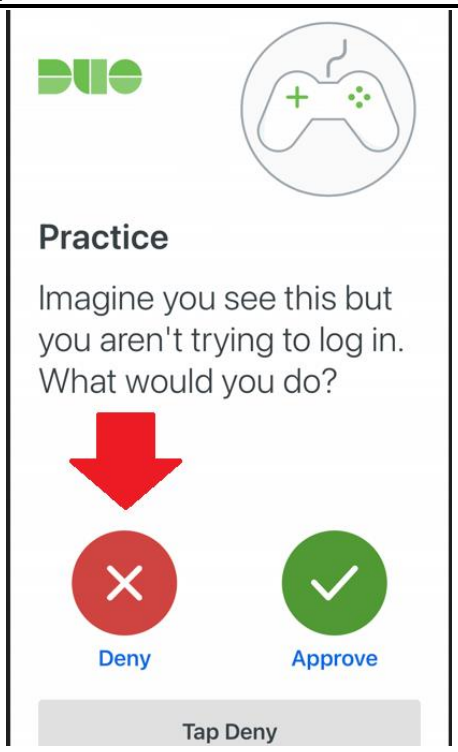

Back
Open Duo Mobile
Open Duo Mobile to connect your account
Continue
Get an activation link instead

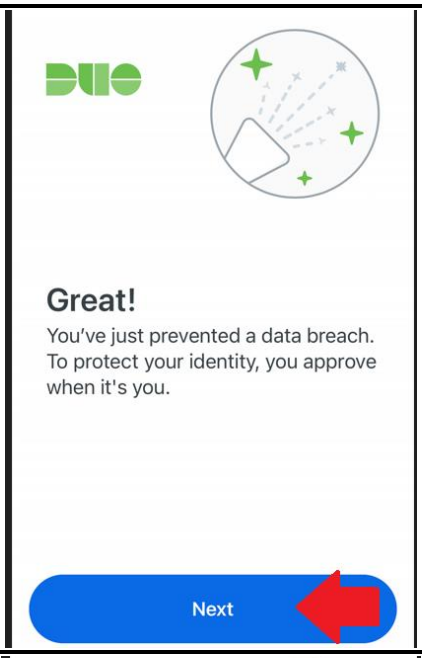

Back
Open Duo Mobile
Open Duo Mobile to connect your account
Continue
Open in "Duo Mobile"?
Cancel
Open

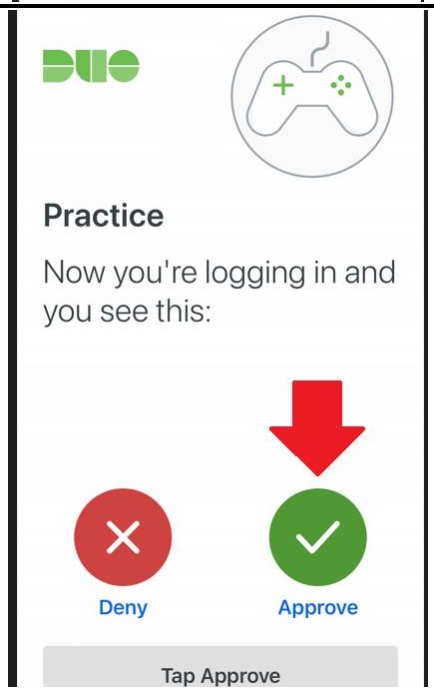

Name your account to continue
Next

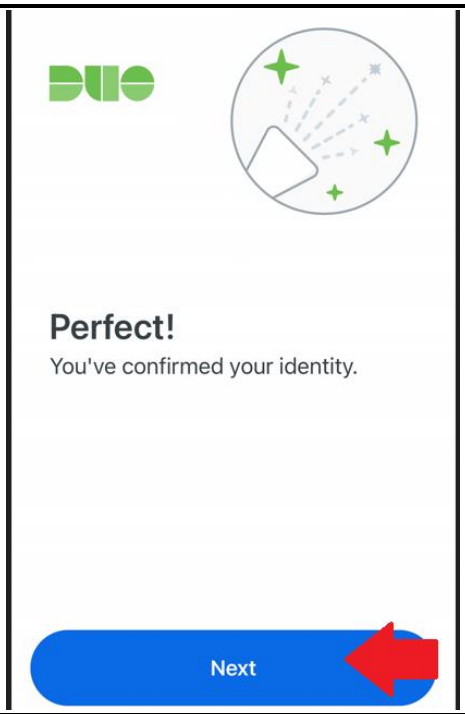

Name account
Account
Archdiocese of Atlanta
Account name
Archdiocese of Atlanta
Username or email to be displayed
"Atlanta"
q w e r t y u i o p
a s d f g h j k l
z x c v b n m
123
space
done


Account linked!
Next, let's practice how to protect your identity.
Practice now
Skip


Practice
Imagine you see this but you aren't trying to log in. What would you do?
Deny
Approve
Tap Deny

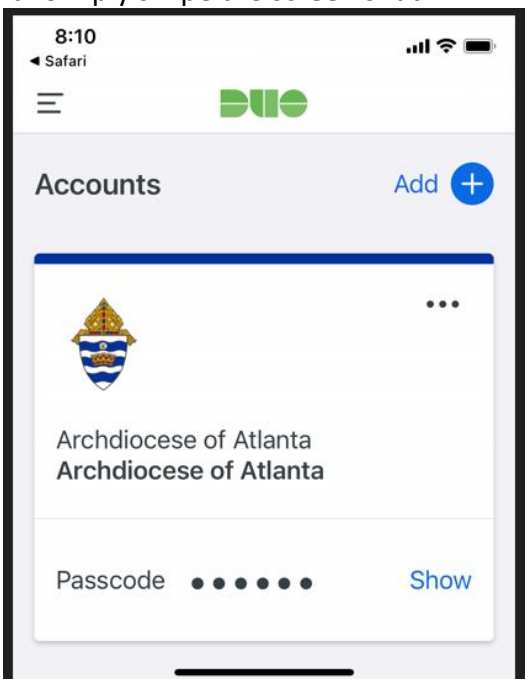

Great!
You've just prevented a data breach. To protect your identity, you approve when it's you.
Next


Practice
Now you're logging in and you see this:
Deny
Approve
Tap Approve

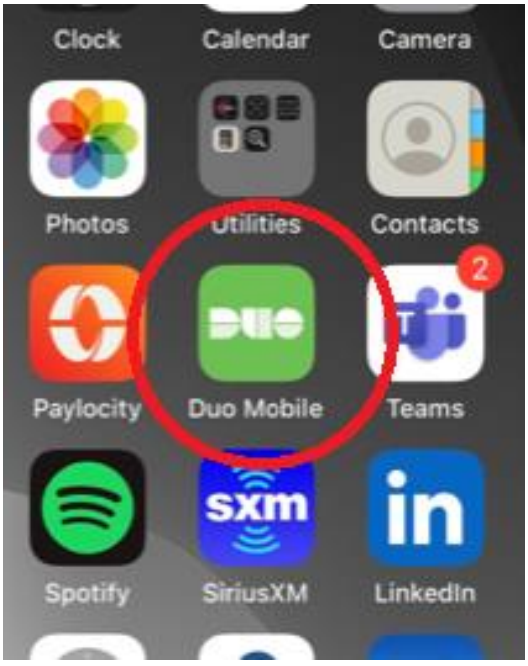

Perfect!
You've confirmed your identity.
Next

Almost there
Go back to where you started to log in and log in again.
OK

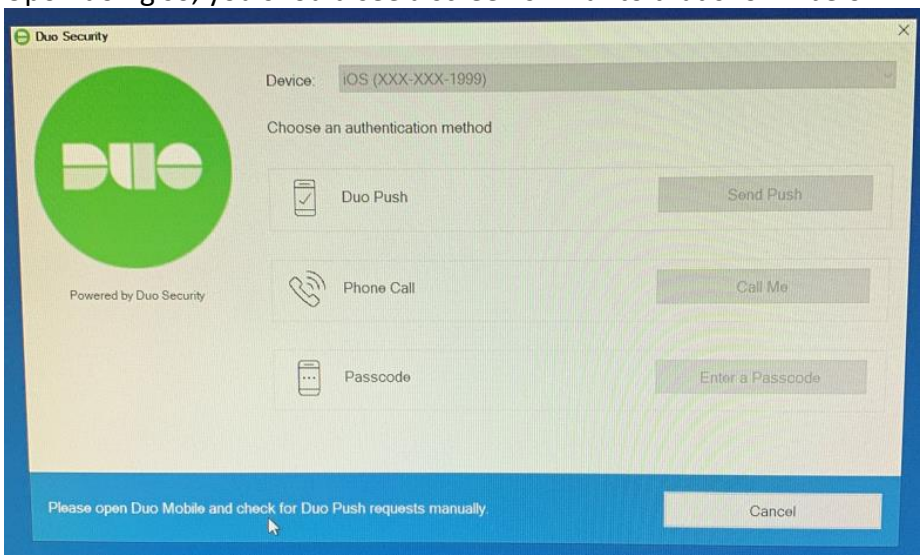
3. You will now see a confirmation screen similar to the one shown below showing the new DUO account. Simply swipe the screen shut ….



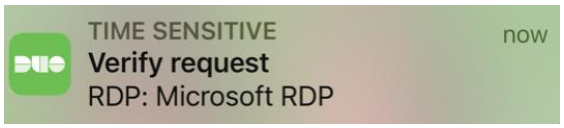
….. and look to be sure you can find the newly loaded DUO app on your smartphone ….



4. Next, log into the AoA network (either locally or from a remote connection). Upon doing so, you should see a screen similar to that shown below ….



5. A notification similar to the illustration below should occur on your smartphone…



6. Open your DUO app and approve the authorization …

7. Steps 4 through 6 will be repeated each time you …..

    - Log into your system to access the AoA network
    - Need to 'wake' your system after it goes into 'sleep' mode from prolonged non-activity

6. References

A library of procedures such as this may be found at AOA IT Dept.'s Knowledgebase page at: https://archatl.zendesk.com/hc/en-us/sections/360006554592-Knowledgebase

7. Definitions

None.