Duo MFA Setup Tutorial:

What is MFA?

MFA stands for Multi-Factor Authentication. MFA requires the use of a second method to verify that you are the actual person logging into your ENMU account. It uses either a smart-phone application or a phone call to approve you are logging in or to provide a code that will prove you are allowing the login attempt.

Why is ENMU Requiring MFA?

ENMU is dedicated to keeping student information private and confidential. Over the last three years, the world has seen a dramatic increase in cybercrime focusing on stealing Personally Identifiable Information (PII) to steal money or identities using a practice called Phishing.

The criminals typically try to gain access to an account using emails, text messages or phone calls by prompting you for your username and password under the guise of being an official communication from the University. They are now targeting students to use your email account to send emails to internal individuals from an email address that shows it is from a legitimate ENMU email address. Further, the criminals also steal information out of your email and attempt to compromise other people you have sent emails using the same tactics as stated above. By having access to an actual ENMU email address, the criminal has a higher chance of getting other users to fall victim to their ploys.

MFA provides protection from such an attack. A criminal might be able to get the username and password for an account, but it is very difficult for them to gain access to your MFA credentials. We are requiring MFA on all accounts to protect your personal data, protect you from potentially negative consequences to your reputation to other people you talk to using ENMU email, to protect everyone from potential financial loss, and to meet Federal cyber security requirements. Furthermore, MFA is becoming a standard at all schools and many companies throughout the world and is considered best practice by cybersecurity professionals.

Where will I need to use MFA?

MFA is required for students to access digital institutional resources at ENMU including email. Other services may require MFA access in the future as we continue the deployment to other University systems.

How often will I have to authenticate using MFA?

You will need to authenticate using MFA the first time you login from a new device and every 14 days thereafter if you have your browser cookie permissions set properly.

What happens if I lose my device I was using for MFA?

Contact the ENMU ITS Helpdesk by phone at 575-562-4357 or email help.desk@enmu.edu. We can assist you in adding your MFA to a new phone and disabling the old phone's access to MFA, as well as with temporary assistance to login one time without MFA.

Setting Up MFA for the First Time

As a new user, you will be prompted to enroll in MFA the first time you log into your email. We recommend that you do this process on a computer rather than a mobile device.

Before you begin, install Duo on your Mobile Phone:

For Android - Link

For Apple - Link

Security Advisory: If at any point your Mobile or other Device gets an MFA prompt when you are not attempting to log in to ENMU resources, whether that is the Portal, the VPN, or other resources, press 'Deny' and inform ENMU.Cybersecurity@enmu.edu, or if unable to access your email, call ITS Help Desk at 575-562-4357

1. Start by going to the ENMU Portal Home page [my.enmu.edu] and logging in with ad\ or sd\ and your credentials as you normally sign in to portal, as seen below:
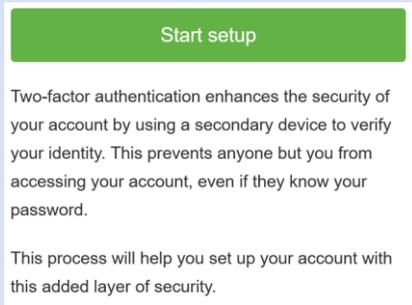

2. Left Click on 'Duo Authentication for AD FS…'

3. You will then be presented with the below information,

you may Left Click [Start setup] to proceed:

Start setup

Two-factor authentication enhances the security of
your account by using a secondary device to verify
your identity. This prevents anyone but you from
accessing your account, even if they know your
password.

This process will help you set up your account with
this added layer of security.

4. Select the type of device you will be using for the MFA (*Mobile is most common*):

What type of device are you adding?

- ● **Mobile phone** RECOMMENDED
- ○ **Tablet** (iPad, Nexus 7, etc.)
- ○ **Security Key** (YubiKey, Feitian, etc.)
- ○ **Touch ID**
  Requires Chrome on macOS to use Touch ID.

Continue

Then Left Click [Continue]
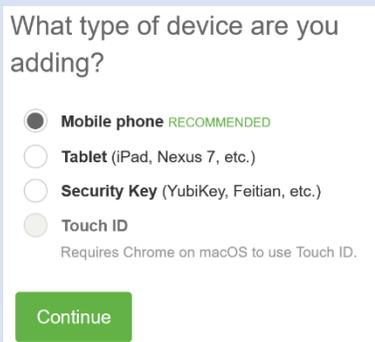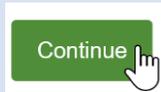
5. If you selected *Mobile*, enter your phone number:

Enter your phone number

United States

+1 | 5755624357 | ✔

Example: (201) 234-5678

☐ You entered **(575) 562-4357**. Is this the
correct number?

Back | Continue
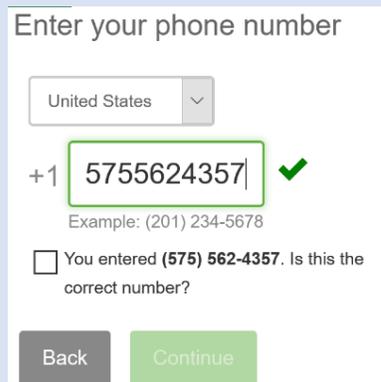
Then make sure the box is checked

☑ You entered **(575)**

Finally Left Click [Continue]

6. Select Phone Type than Left Click [Continue]

ENMU | ☰ Settings

What type of phone is ▮▮▮▮▮

- ○ iPhone
- ○ Android
- ○ Windows Phone
- ○ Other (and cell phones)

Back | Continue
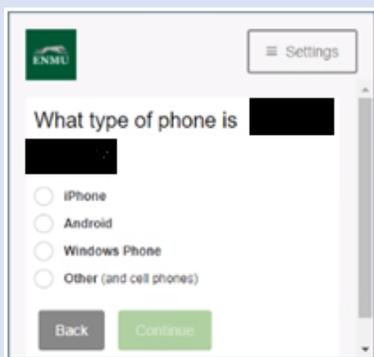
7. If you have DUO installed on your device like the beginning of this tutorial instructed, press

[I have Duo Mobile] , otherwise install the app on your device now and then tap it.

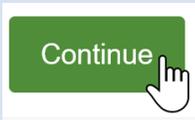**8.** On the next Screen You will either need to Scan a QR as shown below:

1. Open Duo Mobile.
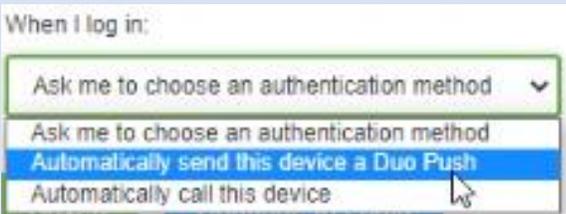2. Tap the "+" button.
3. Scan this barcode.

OR

Left Click [Text me] then enter the 6-digit code you receive via text in the area show below:
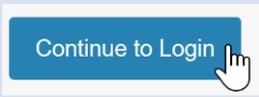
2. Enter your 6-digit code:

[   ] [Verify]

lastly for this step, Left Click [Verify] then Left Click [Continue]

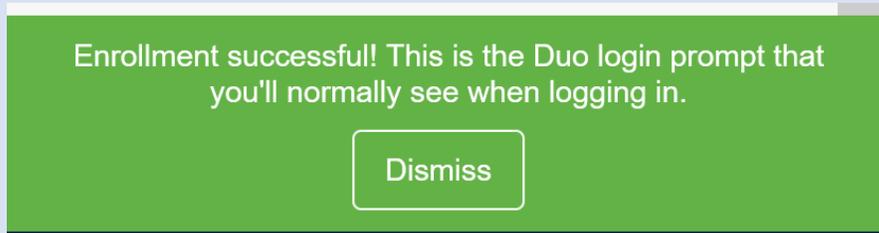**9.** At the next screen scroll down and select from the drop down menu your authentication method preference:

When I log in:

| Ask me to choose an authentication method ⌄ |
| Ask me to choose an authentication method |
| Automatically send this device a Duo Push |
| Automatically call this device |

This option makes life easier

Automatically send this device a Duo Push

Saved   Continue to Login
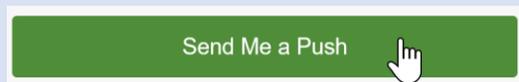
Then Left Click [Continue to Login]

10. If your setup has been successful, you should see the below:

After reading it you may Left Click

11. Depending on what authentication preference you selected in step 7, you may see the following button and need to Left Click on it when logging in:

To see additional tutorials, or download this tutorial, visit

ENMU ITS Work From Home

If you need any assistance or have questions, please contact the Help Desk
via Teams by clicking Here
via phone at: **575-562-4357**
via email at: **Help.Desk@enmu.edu**

–ENMU Portales ITS Technical Trainer