Duo 2-Factor Authentication

- Set Up Duo 2-Factor Authentication
- Sign In with Duo 2-Factor Authentication
- Recovering Duo 2-Factor Account
- How to Access Duo Multi-Factor Authentication

Set Up Duo 2-Factor Authentication

****Did you get a new phone and not setup Duo Restore beforehand? Visit our Recovering Duo 2-Factor Account page to learn how to setup Duo 2-Factor Authentication on a new device.****

What is Two-Factor Authentication?

Two-Factor Authentication (2FA) adds a second layer of security to your SJSUOne account. By verifying your identity using a second factor (such as your mobile device or a key fob), 2FA prevents anyone else from logging into your account, even if they know your password.

Duo 2FA only effects your SJSUOne account. Once it is set up, you must use Duo 2FA to sign-in to this account and its associated services (SJSU Email, PeopleSoft, CFS, FTS, etc). It does not apply to your MLML-specific credentials.

Currently, it is available to all SJSU/Foundation Staff, Faculty, and Student Employees.

To setup Duo 2-Factor Authentication:

- **Start with First Steps**
- **Proceed to Installation**
- **Continue to either SmartPhone (recommended) or Key Fob**
- **Finish by Enabling Third-Party Accounts for easy recovery**

First Steps:

- Go to the SJSU Duo Page
- Scroll down to **Register for Duo 2FA - SJSU Employees Only**
- Select the **Smartphone App** option in the **Duo Method** section of the form.
  - *Please Note:* Only select the **Key Fob** option if you *do not own a smartphone* or *absolutely refuse* to install the Duo App on your phone. A key fob is a small physical device that displays a continuously updating passcode. Please submit an IT Helpdesk Ticket to request a key fob.
- Enter your information and then **Submit** the form. Select "**College of Science**" in the **Division or College** section:

SJSU-Duo-Registration.png

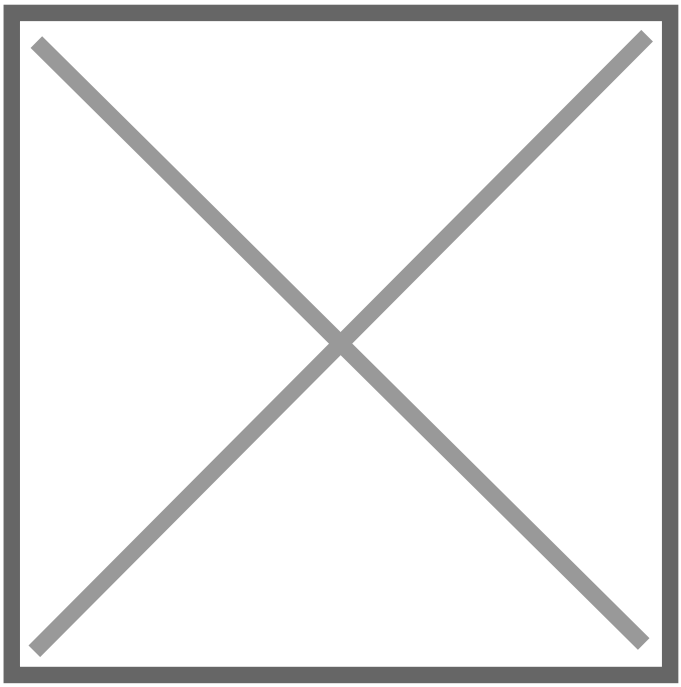
- Wait to receive an email from SJSU IT enabling Duo on your account
- Once you receive the email with setup instructions, it may take 1-2 hours for the change to sync to your account

Install Instructions:

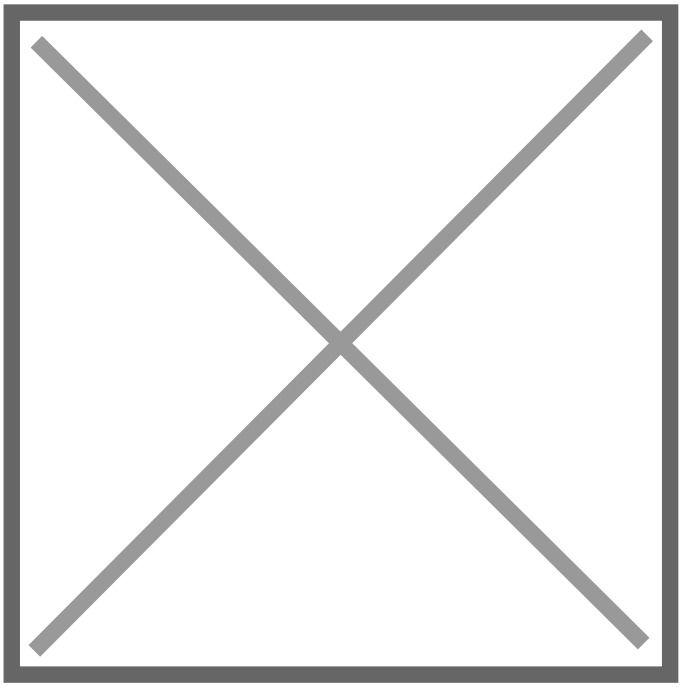
- Navigate to the **SJSUOne** page, or any other page where you use your SJSU login credentials (eg. SJSU Email):

SJSUOne-Sign-In.png

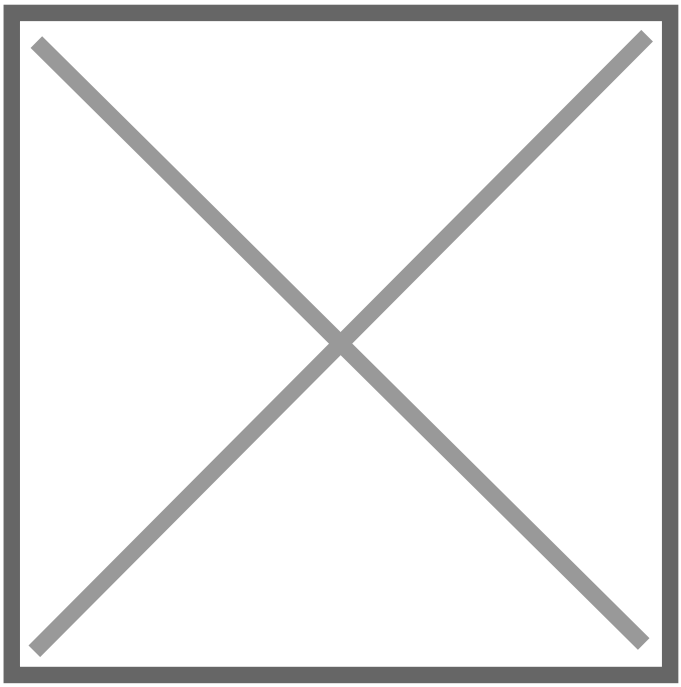
- **Sign In**:
  - Note: If you are already logged in, you may want to use your browser's incognito/private mode so that you do not have to log out and back in again.



- Click **Setup**:



- Scroll down and click **Start Setup**:



If you are using a Key Fob:

- Press **Enter a Passcode**, and press the single **Button** on your **Duo Key Fob**:

Duo-Fob-Select-Passcode.png

Duo-Fob.jpg

- Enter your **One Time Password** from the Key Fob into the passcode field and press **Log In**:
  - You have about 15 seconds to enter the passcode.

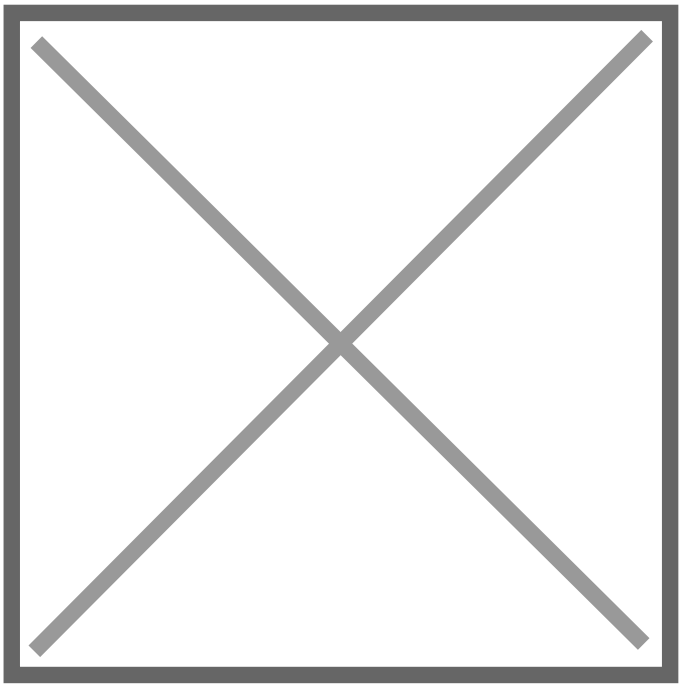
Duo-Fob-OTP.jpg

Duo-Fob-Login.png

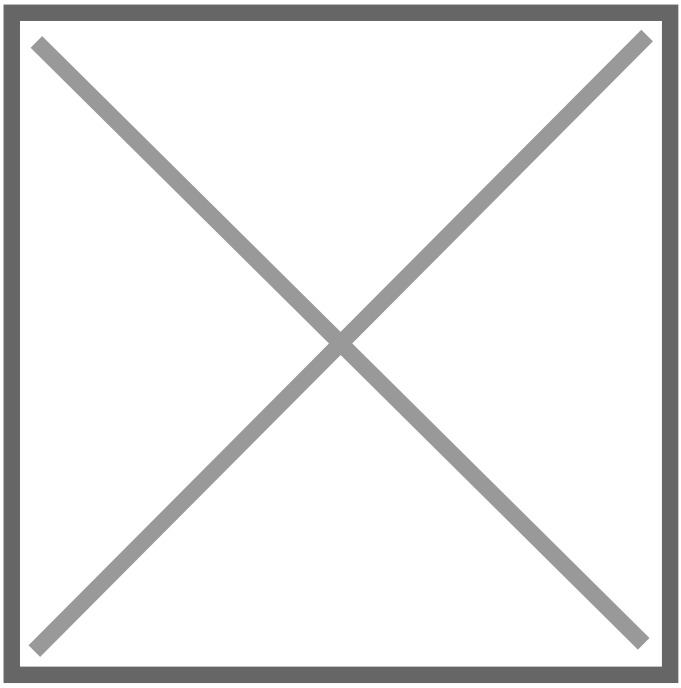
Congratulations, Duo 2-Factor Authentication should now be set up for use with your Key Fob!

If you are using a Smartphone:

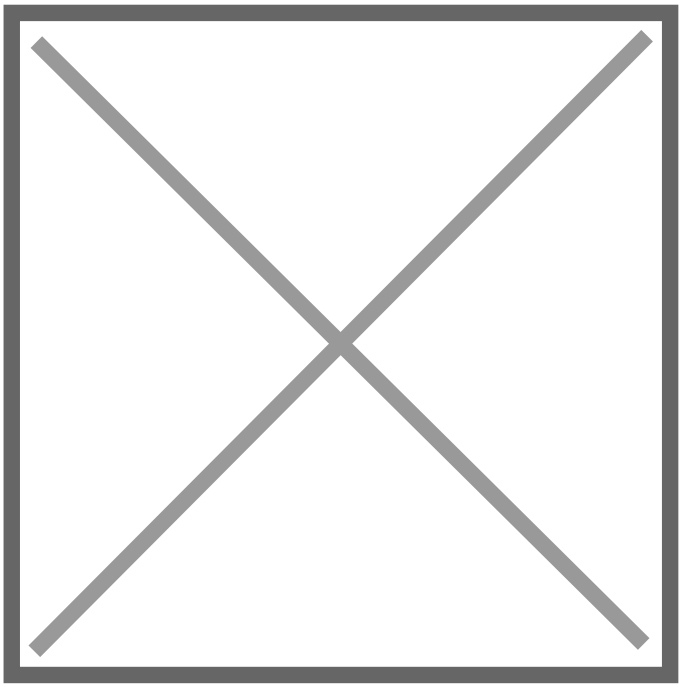
- Select **Mobile phone** and click **Continue**:



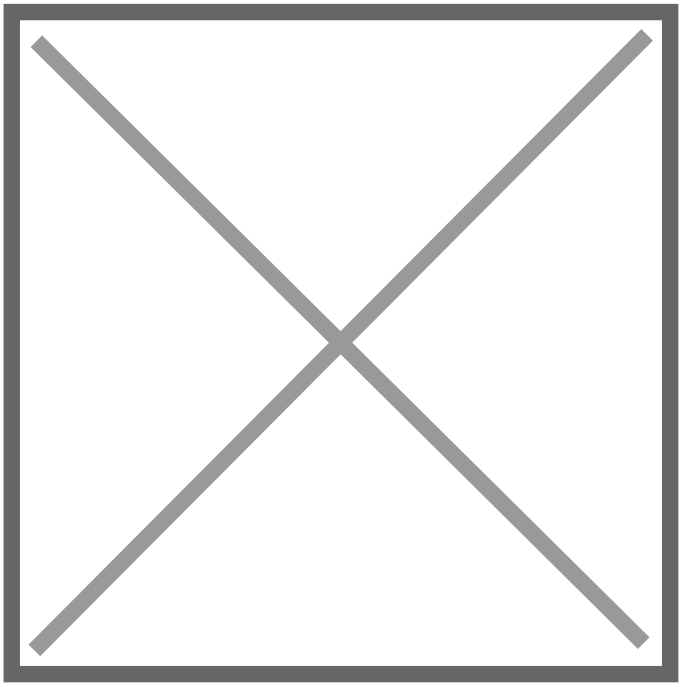
- Enter your **phone number** and click **Continue**:



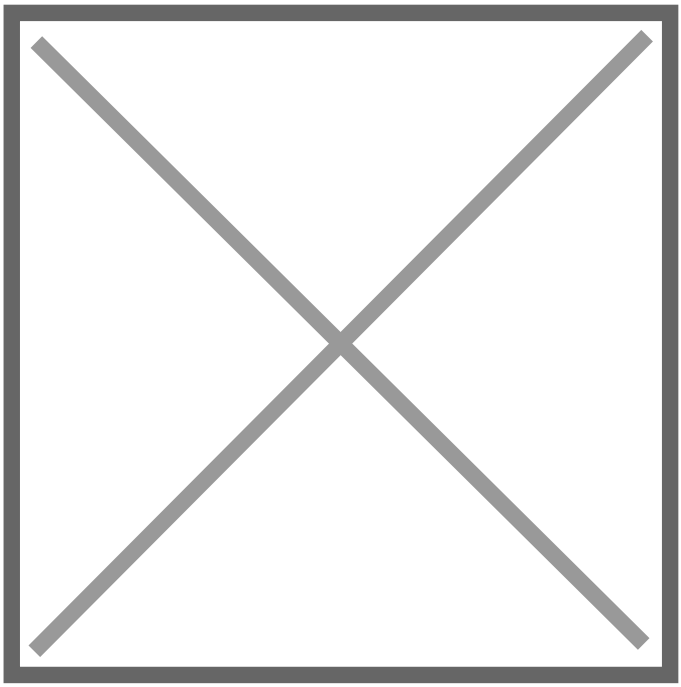
- Select the **type of phone** and click **Continue**:



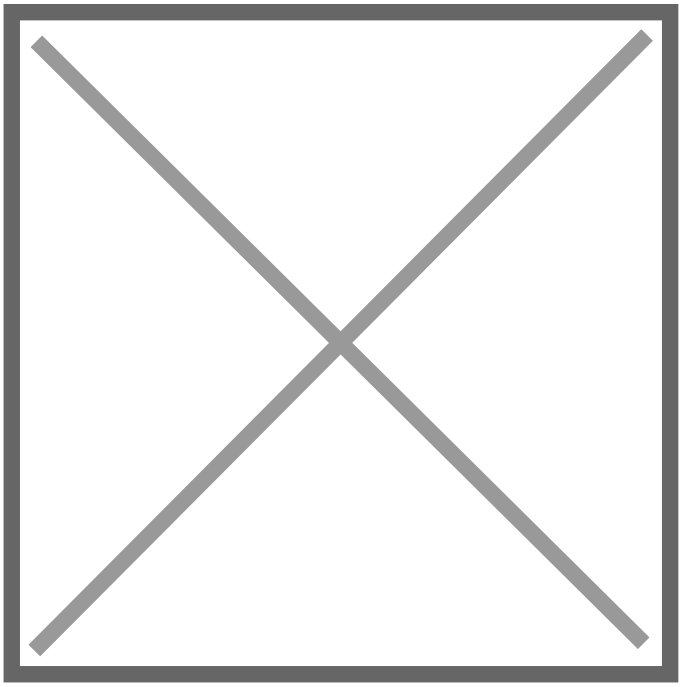
- Search and install “**Duo mobile**” from your app store onto your device:
  - Apple **App Store** for iOS
  - Google **Play Store** for Android
- Once downloaded, go back to setup screen and click **I have Duo Mobile** :

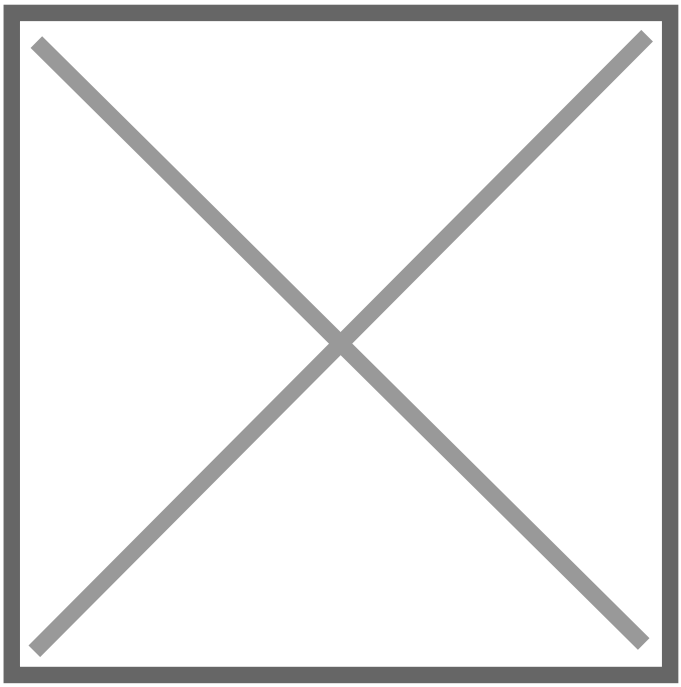


- Open the Duo Mobile app and tap **Get Started** or **Add Account**:

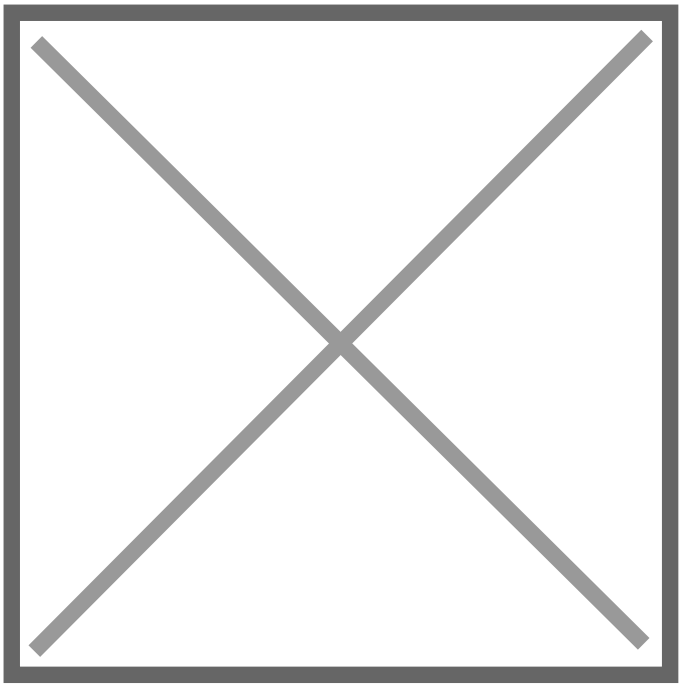


- **Allow camera permissions** on your device if you have not already, and **scan the QR code** that appears on the setup screen:

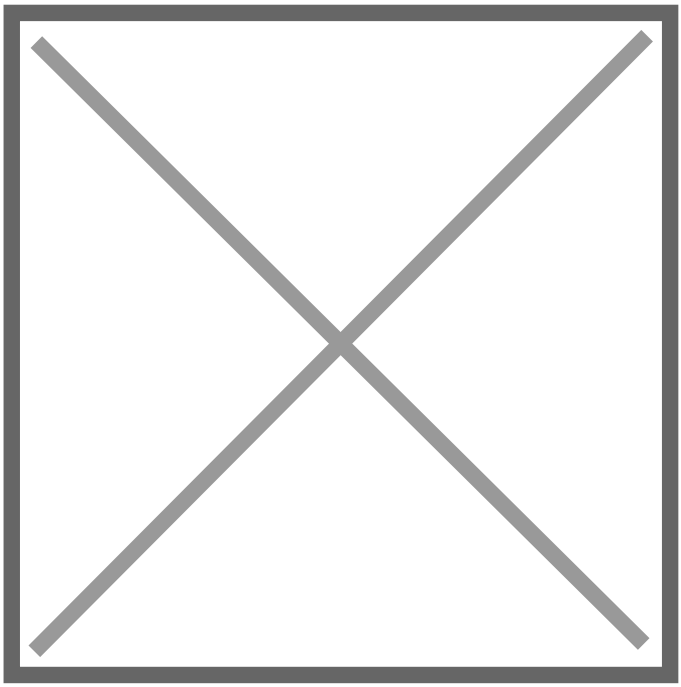




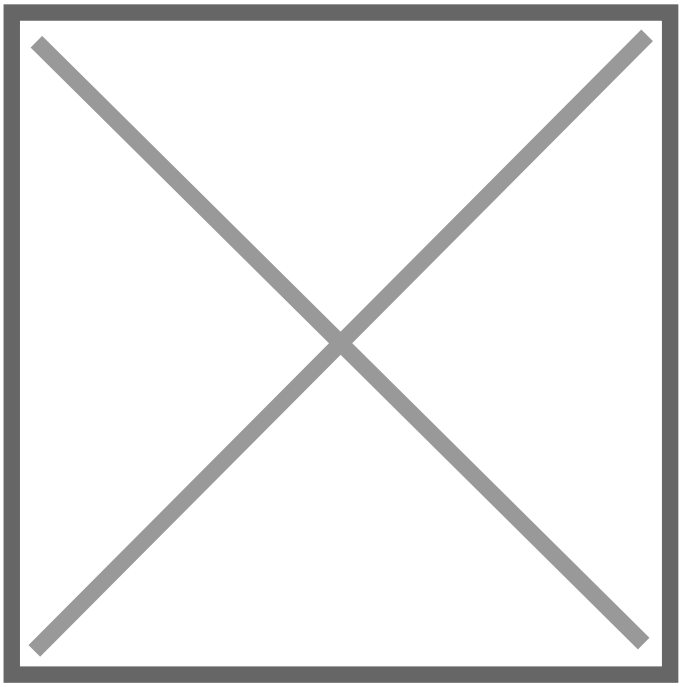
- Once you have scanned the QR code, scroll down and click **Continue** on the setup screen:



- Check/set device settings for Duo and click **Continue to Login**:

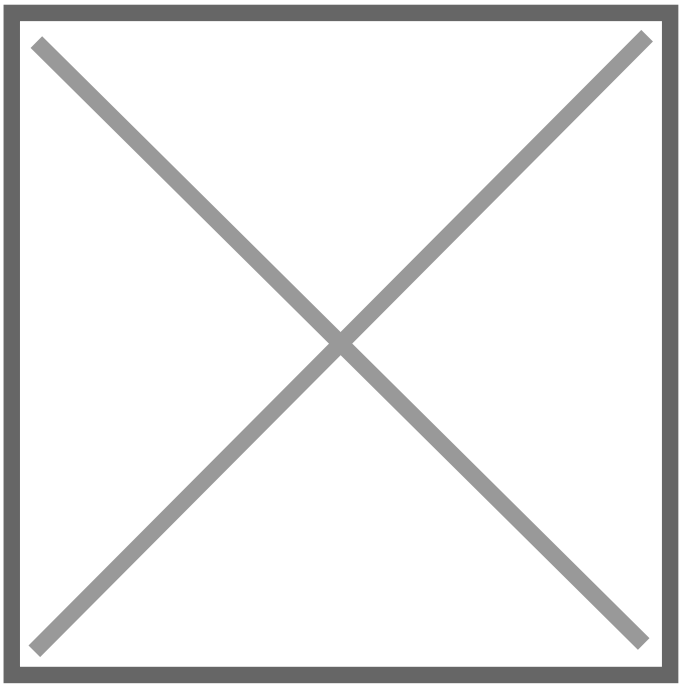


- Congratulations, Duo 2-Factor Authentication should now be set up for use with your smartphone!

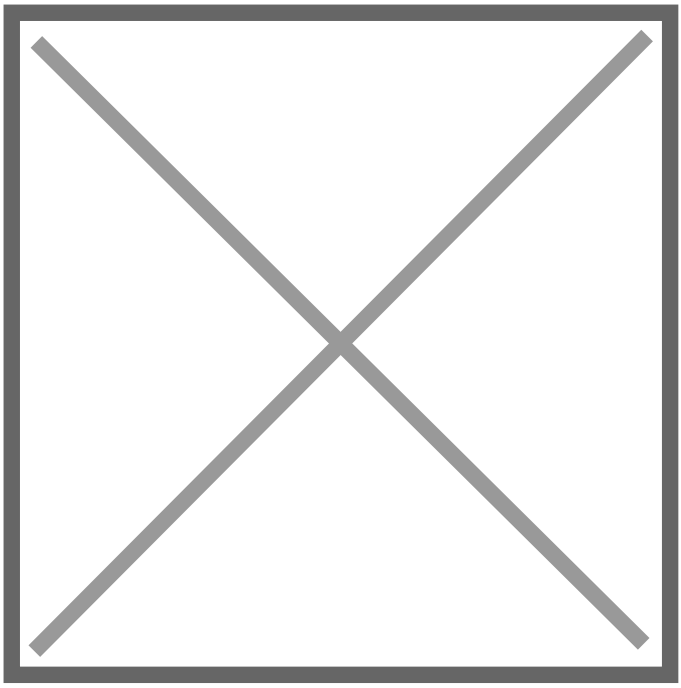


Signing In:

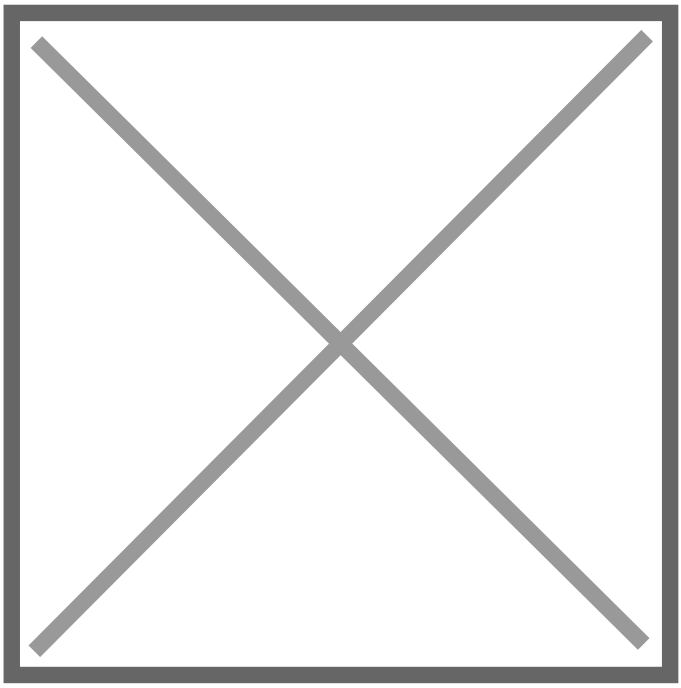
- To sign in with Duo 2FA from your computer or other device, click **Send Me a Push**:



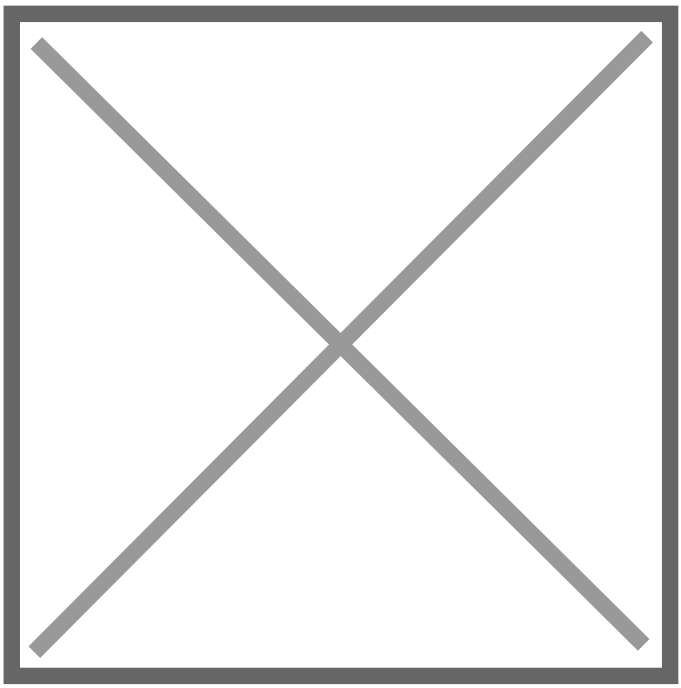
- Press **Approve** on your phone:

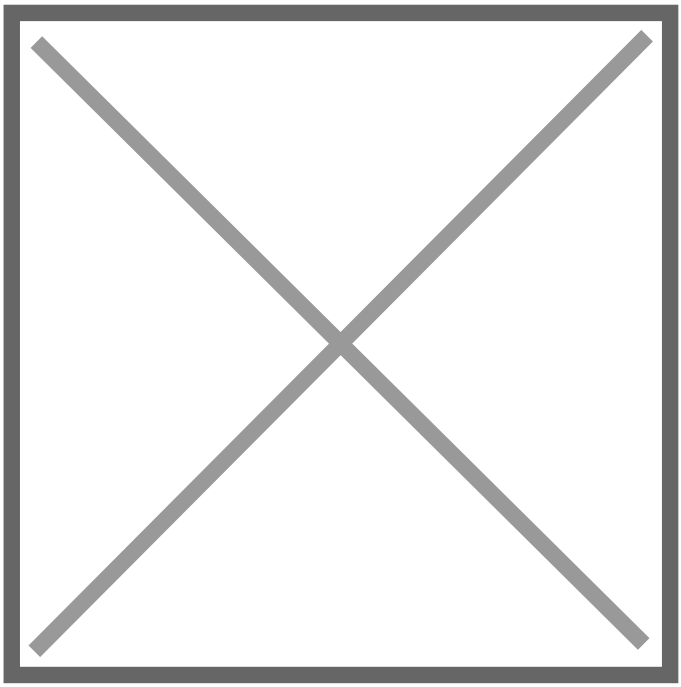


- Alternatively, click **Enter Passcode:**
    - Entering a passcode may be helpful in situations where the push notification won't get through, for instance when your computer has a connection to the internet but you have no data service (cell or WiFi) on your phone.



- Enter the **passcode** from Duo on your phone into the field on the device you are signing in with:





Enable Easy Account Recovery:

Recovering your account on a new device can be made simple by setting up Duo Restore NOW - before you get a new device. It backups your account and uses a recovery password that you can enter on your new device to register that new account. If you do not do this, you will have to unregister your old device, then register your new device with SJSU IT (even if it is the same number).

To learn how to setup Duo Restore for your iOS or Android follow the instructions on this page.

For more information:

- SJSU Duo Page
- Duo End-User Guide

Sign In with Duo 2-Factor Authentication

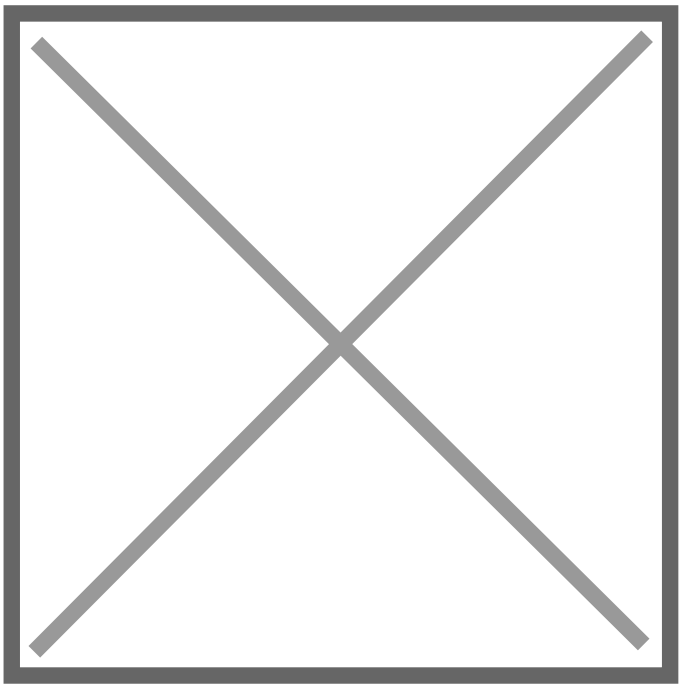
This page assumes you have **previously set up** Duo 2-Factor Authentication with your **smartphone** or a **key fob**. If you have not, please see our Duo Set Up Guide.

First, sign in to SJSU Normally:

- Navigate to the **SJSUOne** page, or any other page where you use your SJSU login credentials (eg. SJSU Email):

SJSUOne-Sign-In.png

- **Sign In** with your SJSU ID Number or SJSU Email Address and Password:
- ○ Note: If you are already logged in, you may want to use your browser's incognito/private mode so that you do not have to log out and back in again.

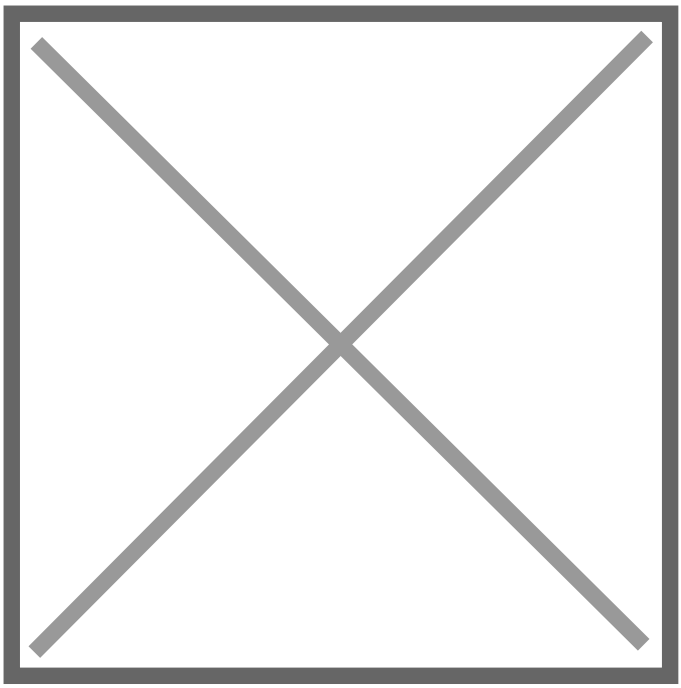


Your browser will now bring up the Duo 2-Factor Authentication page, the method you use to sign in with Duo 2-FA will vary based on which option you select and whether you are using a smartphone or a key fob.

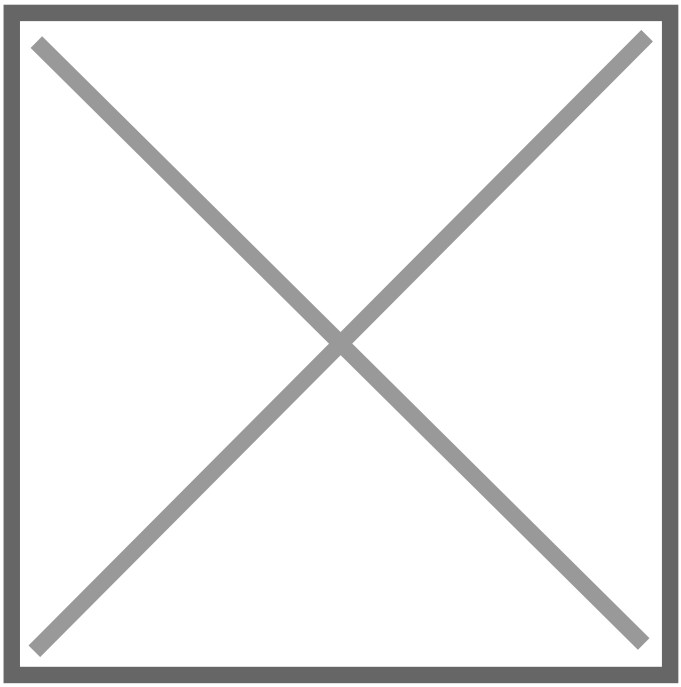
These methods are outlined below.

Sign In with a Push Notification:

- To sign in with 2-factor Authentication from your computer or other device you are signing in with, click **Send Me a Push**:

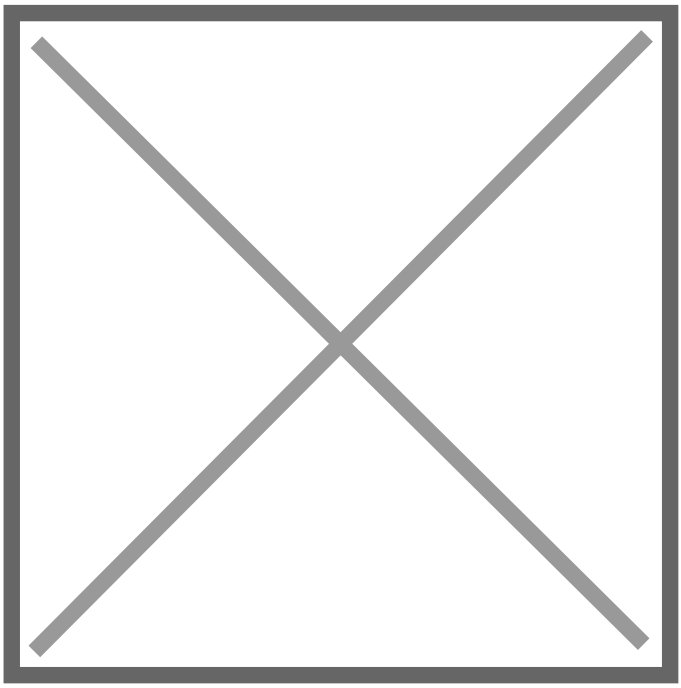


- Press **Approve** on your phone:

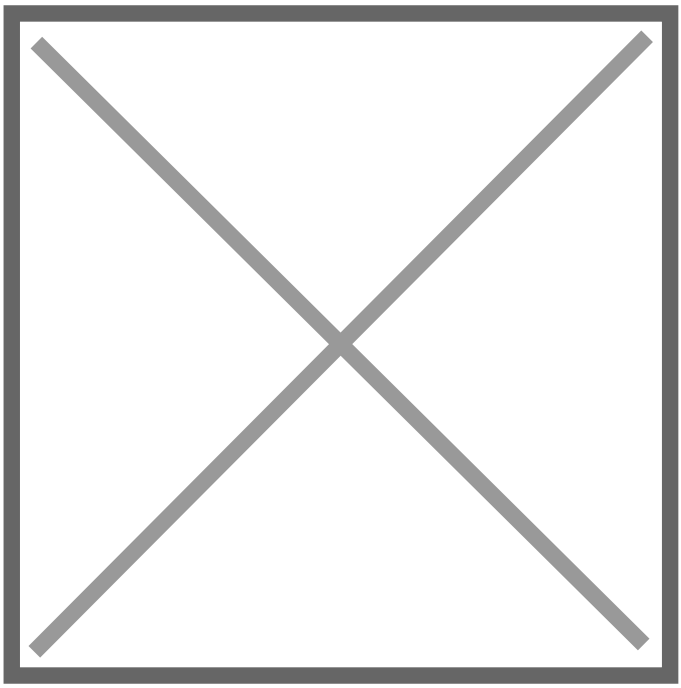


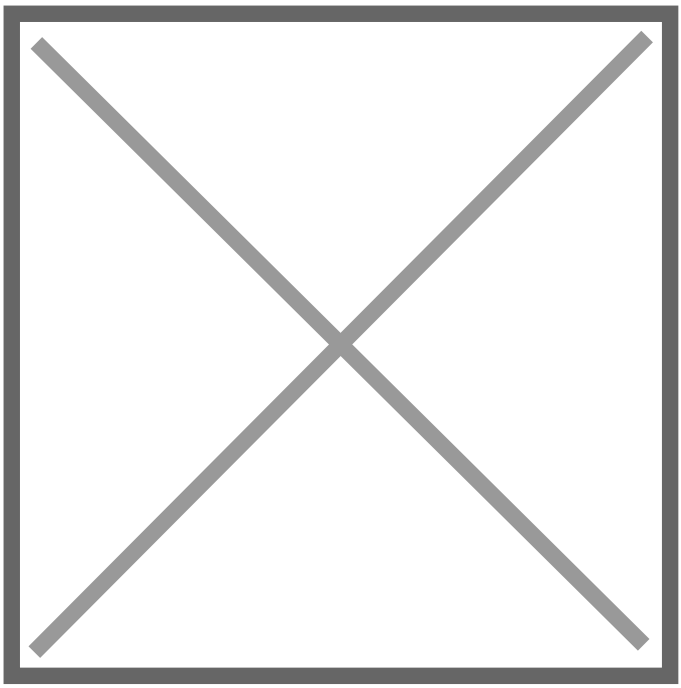
Sign In with a Passcode:

- Alternatively, click **Enter Passcode:**
  - Entering a passcode may be helpful in situations where the push notification won’t get through, for instance when your computer has a connection to the internet but you have no data service (cell or WiFi) on your phone.



- Enter the **passcode** from Duo on your phone into the field on the device you are signing in with:





Sign in with a Key Fob Passcode:

- On the Duo **Sign in** page, where it says **Device**, make sure the device selected is **Token**:

Duo-Devices.jpg

- Press **Enter a Passcode**, and press the single **Button** on your **Duo Key Fob**:

Duo-Devices-Passcode-highlight.jpeg

Duo-Fob.jpg

- Enter your **One Time Password** from the Key Fob into the passcode field and press **Log In**:
  - You have about 15 seconds to enter the passcode.

Duo-Fob-OTP.jpg

Duo-Token-Passcode-Login-highlighted.jpeg

Recovering Duo 2-Factor Account

When you setup your Duo 2-Factor Account, it's important to setup Duo Restore to ensure easy account recovery if you get a new device or your account is deleted off your original device. However, if you did not enable Duo Restore before getting a new device do not fear, you can still recover your account by contacting the SJSU IT Help Desk. Follow the instructions below:

1. File an IT Ticket and include your name, and your SJSU email address and ID number.
2. When your request is processed, you will be sent a temporary bypass code.
    1. Visit the SJSU Duo MFA Settings page: https://sjsu.okta.com/signin/verify/duo/web
    2. Enter this code when prompted for a Duo code: image-1634258396430.png
    3. Follow the directions on the SJSU Duo setup page to add your new device as a Duo authentication device: https://www.sjsu.edu/it/services/computer-security/duo/

How to Access Duo Multi-Factor Authentication

What is Duo?

Two-Factor Authentication (MFA) adds a second layer of security to your SJSUOne account. By verifying your identity using a second factor (such as your mobile device or a key fob), MFA prevents anyone else from logging into your account, even if they know your password

Who should use Duo?

Students should set up Duo MFA to protect their account and private information from being hacked. As of September 2020, it is available to all SJSU staff and students

How does Duo work?

Two-Factor Authentication combines something you know (your username and password) with something you carry (your Apple or Android smartphone, or a Hardware Token / Key-Fob), to ensure that only you can log in to your SJSUOne account. After entering your username and password you will be prompted to confirm your login, using your device

Cost

- Using the smartphone app factor is covered by the CSU master license
- Hardware tokens (key fobs) are purchased by SJSU and provided to you. Replacements are available for broken or lost fobs

How do I set up Duo for my account?

Using a smartphone

1. Download the Duo mobile app
   - Apple Devices
   - Android Devices
2. Register for SJSU Duo
   - After you register, Duo should be enabled for your account within one hour
   - At your next login, a series of prompts will guide you through the self service Duo Mobile enrollment process. The initial enrollment should be completed by logging in

from a web browser on a computer, and having your phone with you

3. Secure login
    - Once your enrollment is complete, every time your SJSU ID and Password is requested, you will also get a notification pushed to your mobile device. Acknowledge this notification to complete the login process

Using a key FOB

The current procedures for student access to Duo are only for smart phones, so please contact the IT Service Desk for assistance by calling 408-924-1530 or by submitting a help desk ticket. Because Duo MFA is a security service, the IT Service Desk must confirm your identity before providing assistance.

More Resources:

SJSU's Duo for Students page

Duo's Guide to MFA's

Duo's YouTube channel