Using Duo to Complete the 2FA Login Process

The following sets of instructions detail methods that can be used to complete the two-factor authentication (2FA) process and connect to sites or applications that UAB protects via Duo Mobile security. The Push notification method is preferred, but the Passcode method can be used if your mobile device cannot get a signal and cannot connect to the Internet.

**Note:** In order to use these methods for 2FA authentication to sites/applications protected by Duo, a user must have a Duo account and a mobile device enrolled for use with Duo Mobile. For more information regarding 2FA and Duo Mobile security, please visit [http://www.uab.edu/it/home/2-factor](http://www.uab.edu/it/home/2-factor). Duo’s “Guide to Two-Factor Authentication” ([https://guide.duo.com/](https://guide.duo.com/)) also is an excellent resource for learning more about 2FA, Duo’s Mobile app, and how everything works.

**Using a Duo Push notification to log in to a protected site or application**

UAB uses Duo Mobile 2FA to provide added security to the login process of select applications and web sites, such as uab.box.com. The following steps can be taken to complete this process using a Duo Push notification that is sent to your registered mobile device. In this example, uab.box.com will be used to illustrate the process. **Note:** This document also assumes that the user already has a Duo account set up, has a smartphone enrolled for use with Duo 2FA, and has the Duo Mobile app installed on that device. For more on these subjects, please visit [http://www.uab.edu/it/home/2-factor](http://www.uab.edu/it/home/2-factor).

1. Launch a browser and navigate to uab.box.com.
2. Click the “Continue” button to reach the login page.
3. Type your BlazerID and strong password into the appropriate fields and click the “Log In” button.

![UAB Central Authentication System](image)

*Figure 1: The first factor in 2FA consists of entering your BlazerID and strong password.*

4. A Duo login portal will appear and ask the user to choose an authentication method. Click the “Send Me a Push” button. **Note:** You also can click the “Remember me” checkbox to have Duo remember your login on this device and exempt you from the 2FA process until the defined grace period ends.
5. Now go to your mobile device and open the Duo Mobile app. A green bar will appear at the top of the app informing you that you have received a Push notification. Tap the green bar to access the Push notification.
   a. **Note:** Occasionally, you might need to swipe down to get the green bar to appear.

6. The Push notification will open. A green box and a red box appear at the bottom. Tapping the green box completes the two-factor authentication process. Tapping the red box will terminate the authentication attempt. Tap the green box.
7. Once the green “Approve” button is clicked, the Duo portal in your browser will display a successful authentication bar across the bottom. You then are redirected to your personal uab.box.com account page.

8. You will arrive at your uab.box.com account page and can begin accessing your files.
Note: If you receive a Duo Push notification and you ARE NOT trying to log in, DO NOT hit the “Accept” button. An unsolicited Push notification likely is a sign that your BlazerID credentials have been compromised and a malicious actor is trying to login as you. In such a scenario, click the “Deny” button, immediately go to BlazerID Central, and change your strong password.

Using a Duo Passcode to log in to a protected site or application

UAB uses Duo Mobile 2FA to provide added security to the login process of select applications and web sites, such as uab.box.com. The following steps can be taken to complete this process by generating a passcode with the Duo Mobile app and entering it into the Duo 2FA portal. In this example, uab.box.com will be used to illustrate the process. Note: This document also assumes that the user already has a Duo account set up, has a smartphone enrolled for use with Duo 2FA, and has the Duo Mobile app installed on that device. For more on these subjects, please visit http://www.uab.edu/it/home/2-factor.

1. Launch a browser and navigate to uab.box.com.
2. Click the “Continue” button to reach the login page.
3. Type your BlazerID and strong password into the appropriate fields and click the “Log In” button.

![UAB Central Authentication System](image)

Figure 6: The first factor in 2FA consists of entering your BlazerID and strong password.

4. A Duo login portal will appear and ask the user to choose an authentication method. Click the “Enter a Passcode” button.
Figure 7: Using the "Enter a Passcode" button will require the use of the Duo Mobile app on your device to generate a passcode.

5. To fill in the passcode field, go to your mobile device, open the Duo Mobile app, and follow these instructions:
   a. Click the green key to the right of your UAB account to generate a passcode.

   Figure 8: Click on the green key to generate a Duo passcode.

   b. Duo will generate a six-figure passcode. Return to the browser on your computer and enter your passcode into the “Enter a Passcode” field.
c. Click the “Log In” button.

Figure 10: Once the passcode is typed in, click the “Log In” button to complete the 2FA field.

6. Once the passcode is validated, the Duo portal in your browser will display a successful authentication bar across the bottom. You then are redirected to your personal uab.box.com account page.
UAB uses Duo Mobile 2FA to provide added security to the login process of select applications and web sites, such as uab.box.com. The following steps can be taken to complete this process by generating a passcode with a Duo hard token and entering it into the Duo 2FA portal. In this example, uab.box.com will be used to illustrate the process. **Note:** This document also assumes that the user already has a Duo account set up and has a Duo hard token assigned for use with that account. For more on these subjects, please visit [http://www.uab.edu/it/home/2-factor](http://www.uab.edu/it/home/2-factor).

1. Launch a browser and navigate to uab.box.com.
2. Click the “Continue” button to reach the login page.
3. Type your BlazerID and strong password into the appropriate fields and click the “Log In” button.

![UAB Central Authentication System](image)

**Figure 12:** The first factor in 2FA consists of entering your BlazerID and strong password.

7. You will arrive at your uab.box.com account page and can begin accessing your files.

**Note:** This method of logging in to a Duo-protected site or application can be used even if your mobile device is unable to connect to the Internet or can’t get a signal.

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**Ver. 1.0**
4. A Duo login portal will appear and ask the user to choose an authentication method. Click the “Enter a Passcode” button. **Note:** You also can click the “Remember me” checkbox to have Duo remember your login on this device and exempt you from the 2FA process until the defined grace period ends.

![Duo 2FA login portal](image)

*Figure 13: Using the “Enter a Passcode” button will require the use of a Duo hard token to generate a passcode. Also check the “Remember me” box to be exempt from 2FA for the defined grace period.*

5. To fill in the passcode field, grab your token and follow these instructions:
   a. Click the button on the token to generate a passcode.
   b. The token will generate a six-figure passcode in the LED display. Return to the browser on your computer and enter your passcode into the “Enter a Passcode” field.
   ![Duo token generating passcode](image)

   *Figure 14: When the Duo token generates a passcode, return to the Duo login portal and type your passcode into the “Enter a Passcode” field.*

   c. Click the “Log In” button.

![Duo 2FA login portal with passcode](image)

*Figure 15: Once the passcode is typed in, click the “Log In” button to complete the 2FA field.*
6. Once the passcode is validated, the Duo portal in your browser will display a successful authentication bar across the bottom. You then are redirected to your personal uab.box.com account page.

![Duo Mobile Authentication Screenshot](image)

*Figure 16: Duo uses a green “Success” bar to notify users that the 2FA process was completed properly.*

7. You will arrive at your uab.box.com account page and can begin accessing your files.

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**Using a cellphone and SMS codes to log in to a protected site or application**

**Before you begin:** If you have a smartphone with the Duo mobile app, please refer to its specific login guides instead of this one. This guide is for non-smartphones that cannot use apps, such as the Duo Mobile app.

UAB uses Duo Mobile 2FA to provide added security to the login process of select applications and web sites, such as uab.box.com. The following steps can be taken to complete this process on a basic cellphone by having batches of DUO passcodes texted to you. In this example, uab.box.com will be used to illustrate the process. **Note:** This document also assumes that the user already has a Duo account set up and has a cellphone enrolled for use with that account. For more on these subjects, please visit [http://www.uab.edu/it/home/2-factor](http://www.uab.edu/it/home/2-factor).

**Important security note regarding passcodes sent via SMS texts:** Duo conducts 2FA services for standard cellphones by texting passcodes to the approved UAB user. These passcodes should be protected the same way in which you treat your BlazerID strong password. Therefore, you should **NEVER** share your specific passcodes with anyone else. You should **NEVER** forward the text to anyone else. You should **NEVER** include them on a group SMS text. Protect these passcodes as if they were your BlazerID strong password.

To use a cellphone and SMS-delivered passcodes to log in to a protected site or application, follow these steps:

1. Launch a browser and navigate to uab.box.com.
2. Click the “Continue” button to reach the login page.
3. Type your BlazerID and strong password into the appropriate fields and click the “Log In” button.

![UAB Central Authentication System](image)

*Figure 17: The first factor in 2FA consists of entering your BlazerID and strong password.*

4. A Duo login portal will appear and ask the user to choose an authentication method. Click the “Enter a Passcode” button. **Note:** You also can click the “Remember me” checkbox to have Duo remember your login on this device and exempt you from the 2FA process until the defined grace period ends.

![Choose an authentication method](image)

*Figure 18: Using the “Enter a Passcode” button will require the use of a passcode provided by Duo. Also check the “Remember me” box to be exempt from 2FA for the defined grace period.*

5. A blue bar with a “Text me new codes” button will appear after you click the “Enter a Passcode” button. If you have not received any passcodes from Duo in the past, click the “Text me” button that is highlighted in the next screenshot. If you still have unused passcodes from a previous text, you can use one of those. **Important note:** If you still have previous passcodes that have not been used, use all of them before requesting that Duo send a new batch of 10 passcodes.
6. Duo texts a list of 10 SMS passcodes that can be used for this and future login attempts. Each passcode can only be used once. When you run out of passcodes, repeat step 5 to have another list of 10 passcodes sent to you. When your list is first sent to you via text, use the passcode that’s at the top-left corner of the text.
   a. Once you’ve used the first passcode in the list, Duo will provide you with hints in the future as to which passcode in the list should be used for a specific login attempt. If you’re unsure which passcodes you’ve used in your list, read the hint at the bottom of the window.

7. Type the appropriate passcode into the “Log In” field on the Duo screen, then click the “Log In” screen. The authentication process should be completed and you will be passed through to the appropriate application or site.

Figure 19: Click the "Text me new codes" button if you have run out of passcodes. If you still have valid passcodes from a previous batch that was texted to you, use one of those passcodes, per Step 6a.

Figure 20: If you still have valid passcodes remaining from a previous text, Duo will provide a hint regarding which one to use.
8. You will arrive at your uab.box.com account page and can begin accessing your files.

*Figure 21: Once the passcode is typed in, click the "Log In" button to complete the 2FA field.*