Duo Self-Enrollment Guide for iPhones

The Duo Mobile application provides an extra layer of security when it is incorporated into the login process for web sites such as uab.box.com. In addition to using your BlazerID and strong password to log in, Duo Mobile leverages your phone to add a second authentication layer for uab.box.com. That way, if your BlazerID strong password is ever compromised, the bad guys still would be unable to complete the login process because they would not have access to your phone and the final authentication process provided by the Duo Mobile app.

This document walks you through the process of initially enrolling in Duo’s two-factor authentication service and adding an iPhone to your account. To expedite this process, be sure to go to the App Store, search for “Duo Mobile,” and download the Duo Mobile app before beginning with Step 1. Also, it is highly recommended that you use a computer to set up your Duo account. Be sure that you are using one of the following supported browsers:

- Chrome,
- Firefox,
- Safari,
- Internet Explorer 8 or later,
- Opera

For more information about using Duo Mobile two-factor authentication at UAB, 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 two-factor authentication, Duo’s Mobile app, and how everything works. **Note:** If you already have enrolled a mobile device and want to add a second device for 2FA, please refer to the “Adding a Device in Duo and Managing Settings” document located at [https://www.uab.edu/it/home/images/2FA/Documents/Duo-User-Guide-Add-Device_Manage-Settings_2017-12-19.pdf](https://www.uab.edu/it/home/images/2FA/Documents/Duo-User-Guide-Add-Device_Manage-Settings_2017-12-19.pdf).

To initially set up your Duo Mobile account and add an iPhone to it, please conduct the following steps:

1. Launch a browser and visit UAB’s Duo Self-Service page. Click the “Duo Self-Service” button and login to that site by typing your BlazerID and strong password.
2. Once you have authenticated, you will land on Duo’s Start Setup landing page. If you have not enrolled a mobile device for using Duo’s two-factor authentication (2FA), this process will allow you to set up your first mobile device for use with Duo.
3. Click the “Start setup” button at the bottom to begin the Duo Mobile device enrollment process.
4. You may now select a device type to use for two-factor authentication with Duo. Click the “Mobile phone” radio button, and then click the “Continue” button.
5. A prompt appears for you to choose the country for your phone (United States is the default) and enter the phone number of your iPhone. Type in your phone number, including the area code. Once a valid phone number is typed in, a green check mark appears next to it and a check box appears that states “This is a correct number.” Check the box and click “Continue.”

6. Several radio buttons appear for various types of phones. Click the iPhone radio button, and then click the “Continue” button.
7. Directions are provided for downloading the Duo Mobile app. If you already have installed the app on your iPhone, click the “I have Duo Mobile installed” button. If you have not already installed the app, follow the instructions to download and install the app onto your iPhone. Once that is completed, click the “I have Duo Mobile installed” button.

8. The “Activate Duo Mobile for iOS” screen appears, along with a bar code and an activation link. Activation of the mobile app can be conducted via one of the following three processes:

a. To use the bar code, perform the following steps:
   i. On your iPhone, open the Duo Mobile app and press the + button at the top of the app.
   ii. A prompt will appear on the iPhone asking for permission to access the camera function. Click “OK” on the phone.
   iii. Scan the bar code with the iPhone’s camera. Successful completion will result in the creation of a UAB account in the Duo Mobile app on your phone.

b. To use the “Add Account” button at the bottom of the Duo Mobile app on your phone, perform the following steps:
i. Press the “Add Account” button to activate the camera on your phone.
   1. If a prompt appears on the phone asking for permission to access the camera function, click “OK” on the phone.
ii. Use the phone’s camera to scan the bar code. Successful completion will result in the creation of a UAB account in the Duo Mobile app on your phone.

c. To use the activation link, perform the following steps:
i. Click the “Or, have an activation link emailed to you instead” link on the “Activate Duo Mobile for iOS” screen.
ii. Enter an email address that you can access on your iPhone, and then click “Send email.”
iii. A Duo Mobile Activation email containing the activation link will arrive in your iPhone’s Inbox. Open the email and tap the activation link.
iv. Now open the Duo Mobile app. You should see a new UAB account appear in the iPhone’s Duo Mobile app.

Figure 5: Successful enrollment will result in a new Duo account appearing in the Duo app on your iPhone.

9. Return to the “Activate Duo Mobile for iOS” screen in your browser. A green check box should now appear over the bar code, signifying successful activation. Click on the “Continue” button.

Figure 6: A green check mark will appear once your Duo app has been activated. Click “Continue.”

10. The “My Settings & Devices” screen appears and displays all of the devices that you have enrolled. You can select the Duo authentication method, and you also can choose any of the
devices that have been enrolled. Users also can choose their preferred method of authenticating. Choosing “Ask me to choose an authentication method” allows the user to select either the Duo Push method or the “Enter a Passcode” option when authenticating with Duo.

Figure 7: Once the initial enrollment is completed, your iPhone will appear on the My Settings & Devices page. In the future, you can use the “Add a new device” or “My Settings & Devices” links to add or manage your Duo-enrolled mobile devices.

11. You can now complete the authentication process for the site or application that you originally were logging into by clicking the gray “Back to Login” button in the bottom right corner.

Figure 8: Click on the “Back to Login” button.

12. You can have Duo send a one-click Push notification to complete the authentication process, or you can use the Duo Mobile app to generate a six-digit passcode to complete the process.
   a. To use the Duo Push, perform the following steps:
      i. 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.
Figure 9: Click the "Send Me a Push" button to have Duo send an authentication request to your mobile device. Also check the "Remember me" box to be exempt from 2FA for the defined grace period.

ii. 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.
   1. **Note:** Occasionally, you might need to swipe down to get the green bar to appear.

![Figure 10](image)

Figure 10: Check the Duo Mobile application on your mobile device for a Push notification.

iii. 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.
iv. Once the “Approve” button is clicked, the Duo portal in your browser will display a successful authentication bar across the bottom. You then are redirected to a page stating that you have successfully completed this process.

b. To use the Duo Mobile app to generate and input a six-digit passcode, perform the following steps after clicking the “Back to Login” button in Step 11:
   i. Click the “Enter a Passcode” button.
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Figure 13: Using the “Enter a Passcode” button requires the use of the Duo Mobile app on your device to generate a passcode.

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

Figure 14: Click on the green key to generate a Duo passcode.

2. Duo will generate a six-figure passcode. Return to the browser on your computer and enter your passcode into the “Enter a Passcode” field.

Figure 15: When Duo generates a passcode, return to the Duo login portal and type it into the Passcode field.

iii. Once the passcode has been typed in, click the “Log In” button.
iv. Duo will validate the passcode, and then the Duo portal in your browser will display a successful authentication bar across the bottom. You then are redirected to a page stating that you have successfully completed this process.

If you encounter any problems with the enrollment process, please contact AskIT by calling 996-5555, emailing askit@uab.edu, or visiting the Contact AskIT web page.