Duo Self-Enrollment Guide for iPhones

Supported Authentication Methods
Duo Mobile for iPhone supports the following authentication methods:

1. **Push.** When logging into a Duo-protected application, click the “Send Me a Push” option to send a push notification to your device. Open the Push notification on your device, then click Approve in the Duo Mobile app to complete your authentication.

2. **Duo Mobile Passcode.** When logging into a Duo-protected application, click the “Enter a Passcode” option to display a text field in which a six-digit one-time passcode will be entered. Navigate to the Duo Mobile app on your device, click to expand the UAB-BlazerID account, then enter the passcode into the Duo screen. Note that this authentication method works in both online and offline modes.

3. **Call Me.** When logging into a Duo-protected application, click the “Call Me” option to send a phone call to your device. The phone call will initiate from a UAB telephone number. Accept the call, then press 1 on your phone’s keypad to complete your authentication. Note that if you receive this call without having requested to authenticate, you can report the logon attempt as fraudulent by pressing 0 on your phone’s keypad.

4. **SMS Passcode.** When logging into a Duo-protected application, click the “Enter a Passcode” option to display a text field in which a six-digit one-time passcode will be entered. Click the “Text me new codes” in the blue bar along the bottom of the Duo login screen to receive a text message with a passcode. Enter the passcode into the Duo login screen to complete your authentication. Standard SMS messaging rates apply.

Steps to Enroll

1. Launch a browser and visit UAB’s [2FA Sign-Up page](#). Click to select iPhone as your enrollment device.

2. Next, you will land on UAB’s Sign Me Up landing page. Under the “Continue to the next step,” click the “Sign Up” button to continue.

3. After clicking the “Sign Up” button, you will land on a BlazerID login screen. Login with your BlazerID and strong password to continue.

4. In the “Protect Your UAB-BlazerID Account” screen, click the “Start setup” button to continue.

5. 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.
6. 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."

7. Several radio buttons appear for various types of phones. Click the iPhone radio button, and then click the "Continue" button.
8. 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.

9. 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:

![Duo Enrollment Guide for iPhones](image)

**Figure 5: Either scan the activation bar code with your iPhone or click the activation link to the right of it.**

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 e0mail.”

   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.

![Duo Mobile app](image)

*Figure 6: Successful enrollment will result in a new Duo account appearing in the Duo app on your iPhone.*

10. 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.

![Duo Mobile activation](image)

*Figure 7: A green check mark will appear once your Duo app has been activated. Click “Continue.”*

11. 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.

![My Settings & Devices](image)

*Figure 8: 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.*

12. 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.

![My Settings & Devices](image)

*Figure 9: Click on the “Back to Login” button.*

13. You can have Duo send a one-click Push notification to complete the authentication process, you can use the Duo Mobile app to generate a six-digit passcode to complete the process, or you can have Duo call you to confirm that you are logging in to a Duo-protected system.

   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 10: 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 11: 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.

   Figure 12: Click the green box to Approve.

   Figure 13: Duo uses a green “Success” bar to notify users that the 2FA process was completed properly.

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.
Figure 1: 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 15: Click on the down arrow 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 16: 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.

c. To use the Call Me feature, follow these instructions:
   i. After typing in your BlazerID and passphrase at a site or application protected by Duo, the Duo portal will appear.
   ii. If you have two phones enrolled with Duo, choose the phone that you want to receive the call.
   iii. Click the “Call Me” 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.
iv. Your phone will receive a call from a UAB phone number. Answer it.
v. Press 1 on your phone’s keypad to complete the 2FA process. **NOTE:** If you receive a Duo phone call and you currently are not trying to log in via 2FA, press 0 to reject the call. That could be a sign that your BlazerID and password have been compromised. Report the unexpected Duo call to AskIT and change your UAB password, just to be on the safe side.

vi. After pressing 1, Duo will validate the response and the Duo portal in your browser will display a successful authentication bar across the bottom. You then are granted access to the site or application that you are logging into.

![Duo Authentication Method](image)

*Figure 19: Duo uses a green “Success” bar to notify users that the 2FA process was completed properly.*

If you encounter any problems with the authentication process, please contact AskIT by calling 996-5555 or visiting [uab.edu/techhelp](http://uab.edu/techhelp).