

DUO MULTI-FACTOR AUTHENTICATION (MFA) - SELF-ENROLLMENT

INTRODUCTION

This guide walks you through the Duo MFA self-enrollment process for users who are not currently enrolled in Duo.

This guide includes instructions for a smartphone as well as a landline. Please refer to the appropriate section for your particular use case.

If you are enrolled but having trouble using Duo, contact the [IT Help Center](#).

MULTI-FACTOR SELF ENROLLMENT - USING A SMARTPHONE

1. Log in to the [myNorthridge portal](#) with your CSUN username and ID.
2. Under the **Staff** tab, select **Multi-Factor Self-Enrollment** in the **Information Security** pagelet.

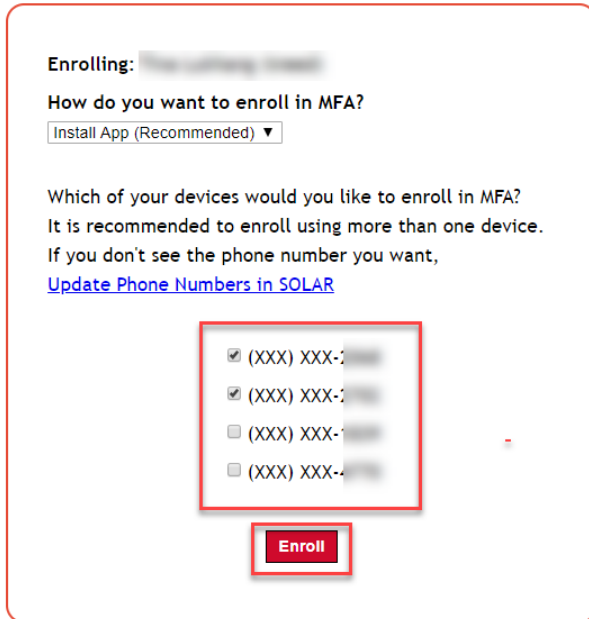


3. Select the 'How do you want to enroll in MFA?' dropdown menu and select **Install App (Recommended)**.

The screenshot shows the 'Enrolling:' section of the MFA enrollment form. The question 'How do you want to enroll in MFA?' has a dropdown menu with 'Install App (Recommended)' selected and highlighted with a red box. Below the dropdown, there is a link 'Update Phone Numbers in SOLAR' and a list of radio button options for phone numbers: (XXX) XXX-XXXX, (XXX) XXX-XXXX, (XXX) XXX-XXXX, and (XXX) XXX-XXXX. An 'Enroll' button is at the bottom.

4. **Select** a listed smartphone number and select **Enroll**. This is the smartphone number that will be contacted for verification.

Note: To update a number, select the **Update Phone Numbers in SOLAR** link.



Enrolling: [redacted]

How do you want to enroll in MFA?
Install App (Recommended) ▼

Which of your devices would you like to enroll in MFA?
It is recommended to enroll using more than one device.
If you don't see the phone number you want,
[Update Phone Numbers in SOLAR](#)

- (XXX) XXX-: [redacted]
- (XXX) XXX-: [redacted]
- (XXX) XXX-: [redacted]
- (XXX) XXX-: [redacted]

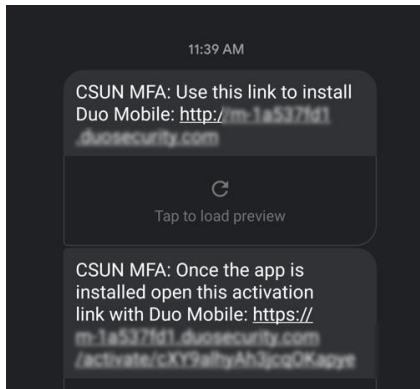
Enroll

Strongly Recommended: It is recommended that you enroll more than one device so that if there is a problem with one device, or it is not readily available, you have another device to assist with authentication.

5. After selecting the **Enroll** button, you should see the following message.

You should be receiving two SMS messages to download and then activate your account. Please contact the IT Help Center at <http://www.csun.edu/it/need-help> should you have any questions.

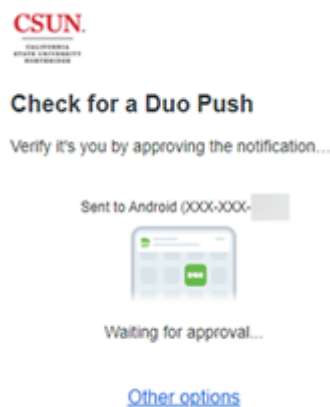
6. **If you selected “Install App (Recommended)”**
 - Check your smartphone. You will receive two text messages with instructions.
7. One message will read **“CSUN MFA: Use this link to install Duo Mobile”** followed by a link. Select the provided link to install the Duo app.
8. After installing the Duo app, select the activation link provided in the second text message to activate the Duo Mobile app.



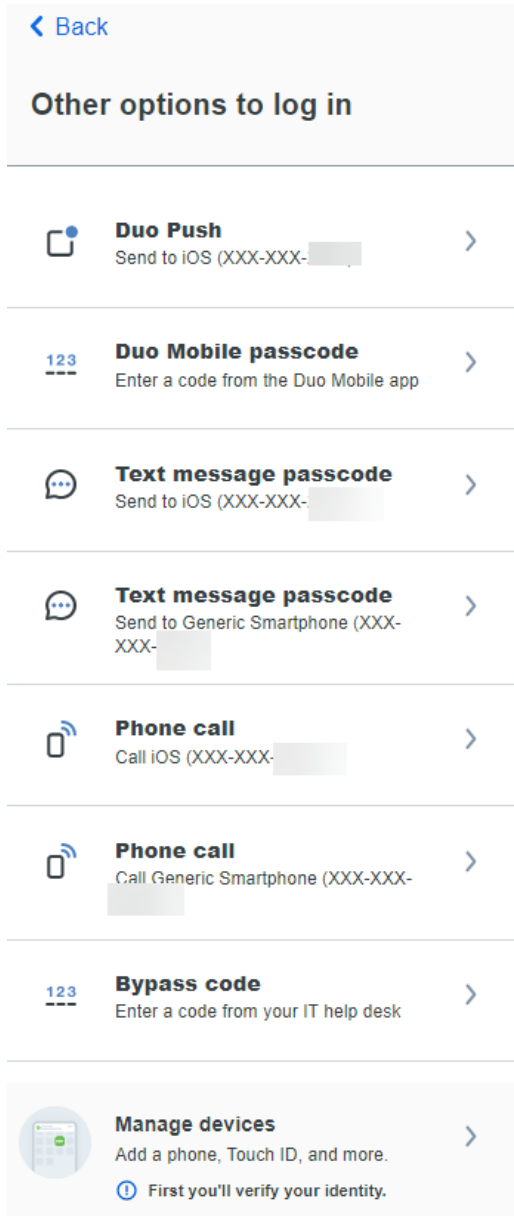
9. After your Duo Mobile App activates, you will receive a **success message** in the app along with a **six-digit passcode**

LOGGING IN with Multi-factor Authentication Using a Smartphone

From here on out, whenever you log in to the [myNorthridge portal](#) or other Duo enabled CSUN service, you will be prompted to use Duo and presented with the authentication methods listed below.



1. If you want to select another notification option, select the **Other options** link, and then make your selection.



2. A notification will be sent using the method you selected. The notification will ask you to authorize the log-in attempt to access the Duo enabled CSUN service. Authorize the log-in attempt if appropriate.

Tip: If you do not want to be prompted by DUO on this machine for 12 hours, select "**Yes, trust browser**" and Duo will remember you.

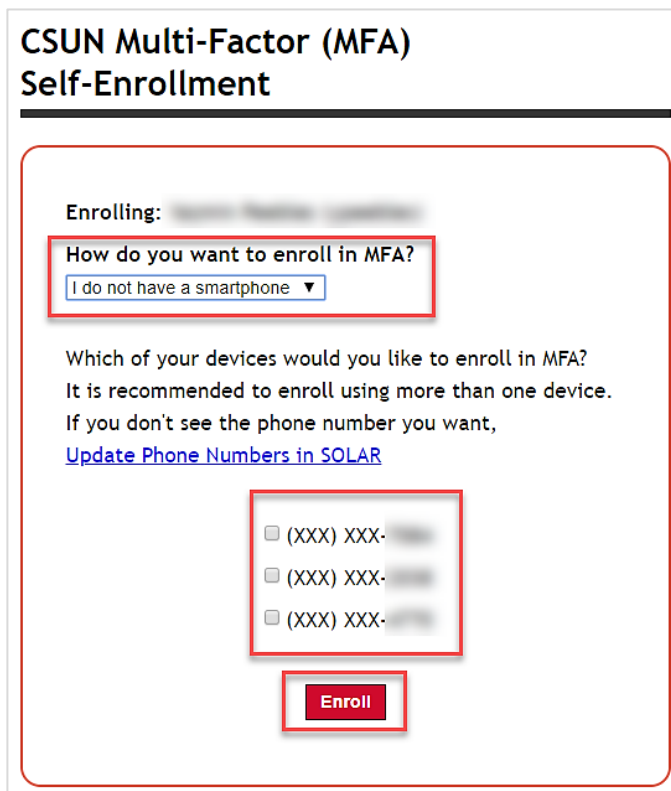


1. Log in to the [myNorthridge portal](#) with your CSUN username and ID.
2. Under the **Staff** tab, select **Multi-Factor Self-Enrollment** in the **Information Security** pagelet.



3. Select the 'How do you want to enroll in MFA?' dropdown menu and select 'I do not have a smartphone' from the dropdown menu.

Note: To update a number, select the **Update Phone Numbers in SOLAR** link

A screenshot of the 'CSUN Multi-Factor (MFA) Self-Enrollment' page. The page has a title 'CSUN Multi-Factor (MFA) Self-Enrollment' and a sub-header 'Enrolling: [redacted]'. Below this is a dropdown menu labeled 'How do you want to enroll in MFA?' with the option 'I do not have a smartphone' selected. Below the dropdown is a section titled 'Which of your devices would you like to enroll in MFA?' with the text 'It is recommended to enroll using more than one device. If you don't see the phone number you want, [Update Phone Numbers in SOLAR](#)'. Below this is a list of three phone numbers, each with a checkbox: '(XXX) XXX- [redacted]', '(XXX) XXX- [redacted]', and '(XXX) XXX- [redacted]'. Below the list is a red 'Enroll' button.

3. Select the landline you want to enroll by selecting the checkbox next to it.
4. Select the **Enroll** button to enroll this number.
5. After selecting the **Enroll** button, you should see the following message.

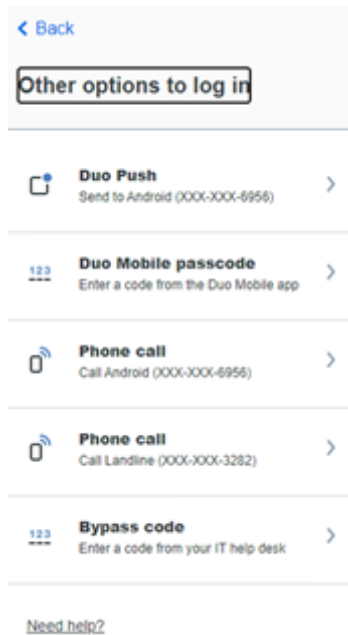
Thank you for enrolling in MFA. For assistance, please contact the IT Help Center at <http://www.csun.edu/it/need-help> should you have any questions.

6. The landline you selected is now enrolled. The next time you log into the myNorthridge portal or any other Duo enabled CSUN service, you will be prompted by Duo.

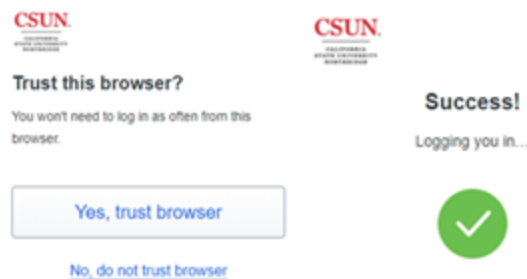
LOGGING IN with Multi-factor Authentication Using a Landline

From here on out, whenever you log in to the [myNorthridge portal](#) or other Duo enabled CSUN service, you will be prompted to use Duo and presented with the authentication methods listed below.

1. After logging into a Duo enabled service, select the **Phone Call** option. Make sure you have immediate access to the landline you selected.



Tip: If you do not want to be prompted by DUO on this machine for 12 hours, select "Yes, trust browser" and Duo will remember you.

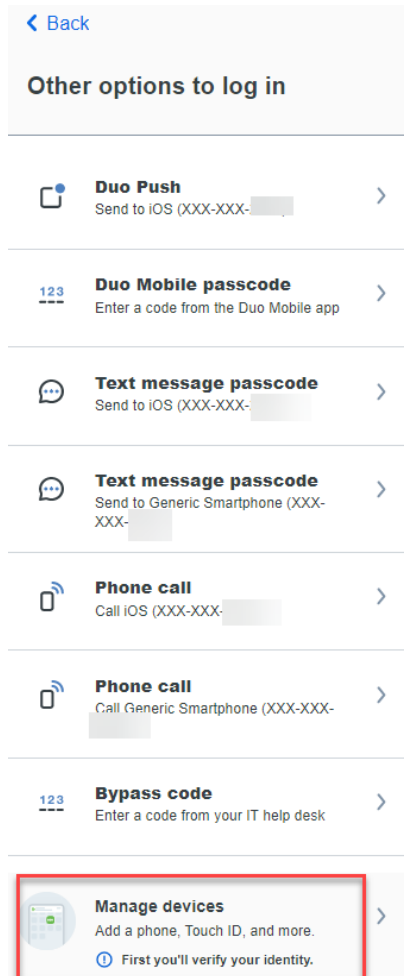


2. The landline selected will be called. Answer the phone call and press any key on the phone's keypad to authorize authentication.
3. Authentication is complete and you are logged into the Duo enabled service.

ADD A NEW DEVICE

If you've lost the device that is currently enrolled in MFA, contact the [IT Help Center](#) for assistance.

If you'd like to change or add a new device, select the **Other options > Manage devices** link when prompted for an authentication method and complete the required steps.



NEED HELP?

If you need assistance with enrollment, or are already enrolled but having trouble, please contact the [IT Help Center](#) by phone (818-677-1400), online at (<https://csun.topdesk.net/>) or in person in (University Library, First Floor, Learning Commons).