

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

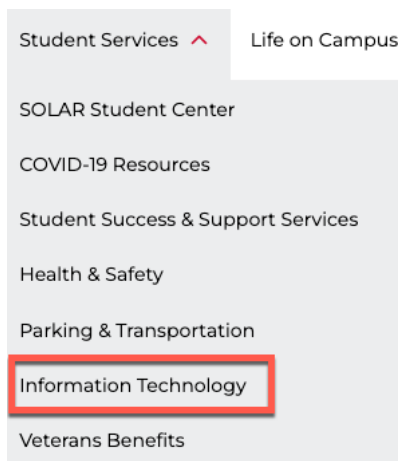
INTRODUCTION

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

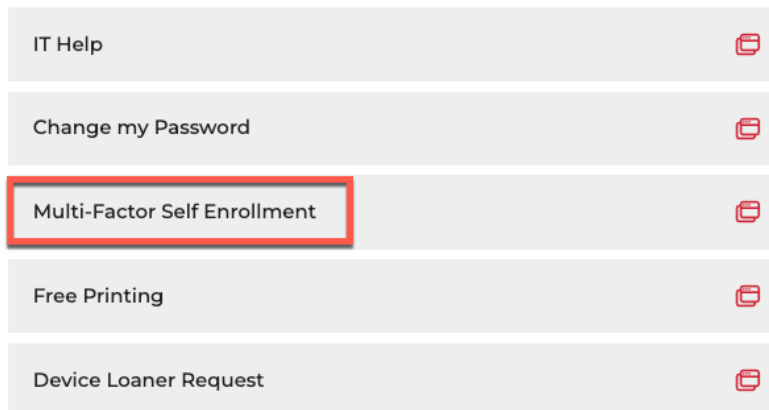
If you are enrolled but having trouble using Duo, contact the [IT Help Center](#).

MULTI-FACTOR SELF ENROLLMENT - USING A SMARTPHONE

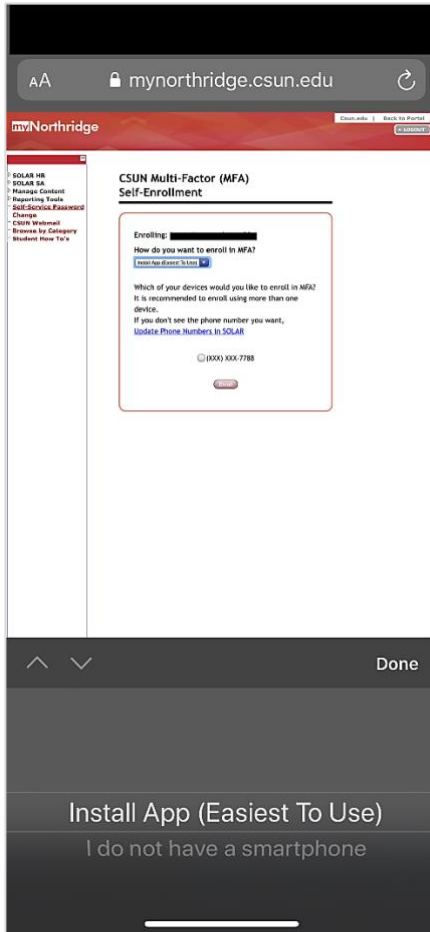
1. Log in to the [CSUN portal](#) with your CSUN username and ID.
2. Under the **Student Services** drop-down, select **Information Technology**.



3. Select **Multi-Factor Self-Enrollment**.



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

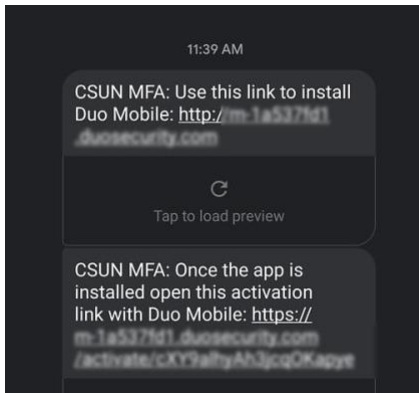


2. **Select** a listed smartphone number and select **Enroll**. This is the smartphone number that will be contacted for verification.

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

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.

3. After selecting the **Enroll** button, you should receive two messages.
4. **If you selected “Install App (Recommended)”** ○ Check your smartphone. You will receive two text messages with instructions.
5. 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.
6. After installing the Duo app, select the activation link provided in the second text message to activate the Duo Mobile app.



7. 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 CSUN portal or other Duo enabled CSUN service, you will be prompted to use Duo and presented with the authentication methods listed below.

1. Select the device, and then the notification method that you prefer.

Tip: Select the **Remember me for 12 hours** checkbox to avoid being prompted every time you log in.

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.

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 **Add a new device link** when prompted for an authentication method and complete the required steps.

The screenshot shows the CSUN MFA enrollment page. On the left is the CSUN logo and navigation links: 'What is this?', 'Add a new device' (highlighted with a red box), 'My Settings & Devices', and 'Need help?'. The main area is titled 'Choose an authentication method' and lists three options: 'Duo Push RECOMMENDED' with a 'Send Me a Push' button, 'Call Me' with a 'Call Me' button, and 'Passcode' with an 'Enter a Passcode' button. At the bottom, there is a checkbox for 'Remember me for 12 hours'.

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).