

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.

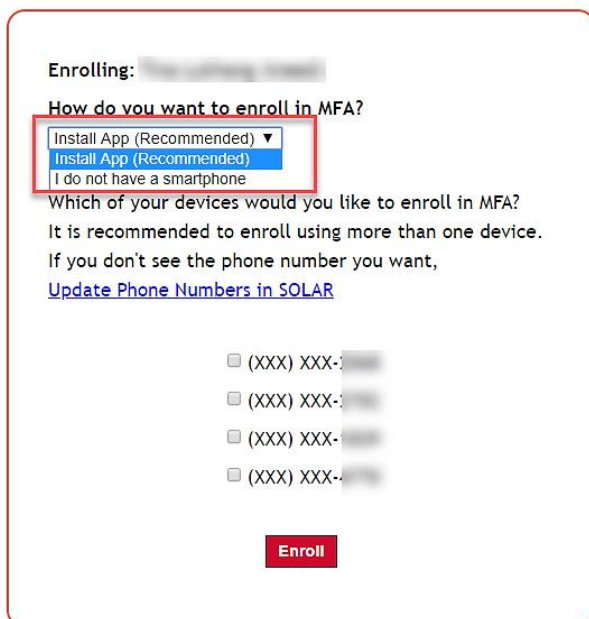
If you are enrolled but having trouble using Duo, contact the [IT Help Center](#).

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.

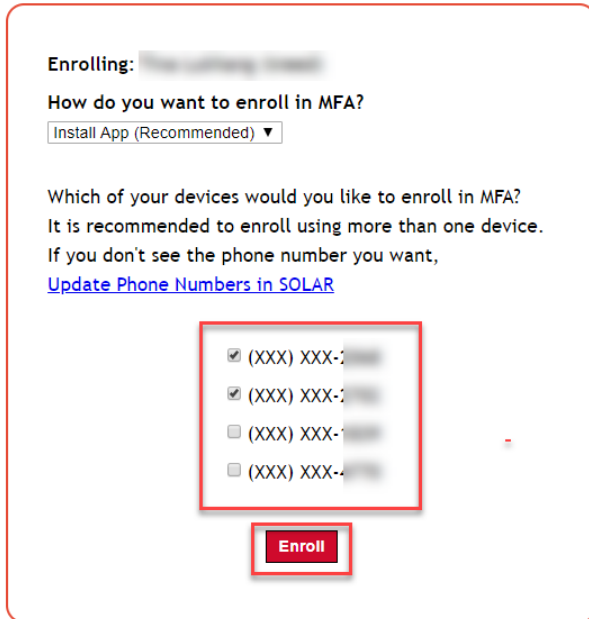


3. Select the 'How do you want to enroll in MFA?' dropdown menu and select **Install App (Recommended)**.



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]

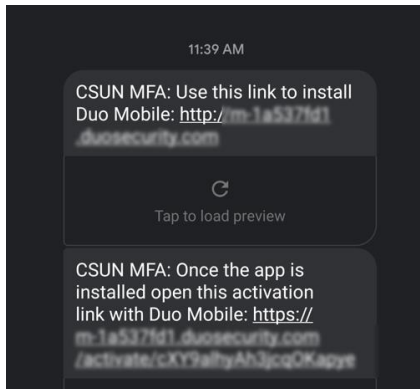
Enroll

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. 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.

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' form. The form has a title 'CSUN Multi-Factor (MFA) Self-Enrollment' and a subtitle 'Self-Enrollment'. Below the title is a red-bordered box containing the following elements: 'Enrolling: [redacted]', a dropdown menu labeled 'How do you want to enroll in MFA?' with 'I do not have a smartphone' selected, and a list of three phone numbers with checkboxes next to them. Below the list is a red 'Enroll' button. The text below the dropdown menu reads: '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](#)'.

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.

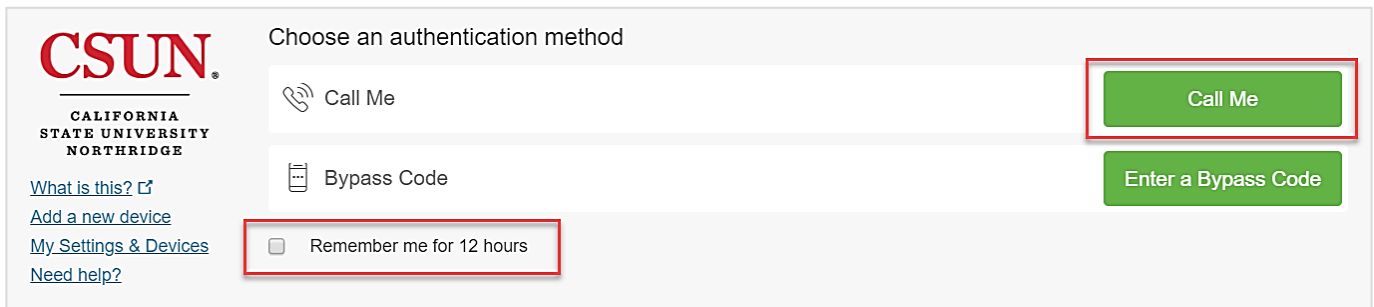
- The landline you selected is now enrolled. The next time you log into the myNorthridge portal or any other Duo enabled CSUN service, you will be prompted by Duo.

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.

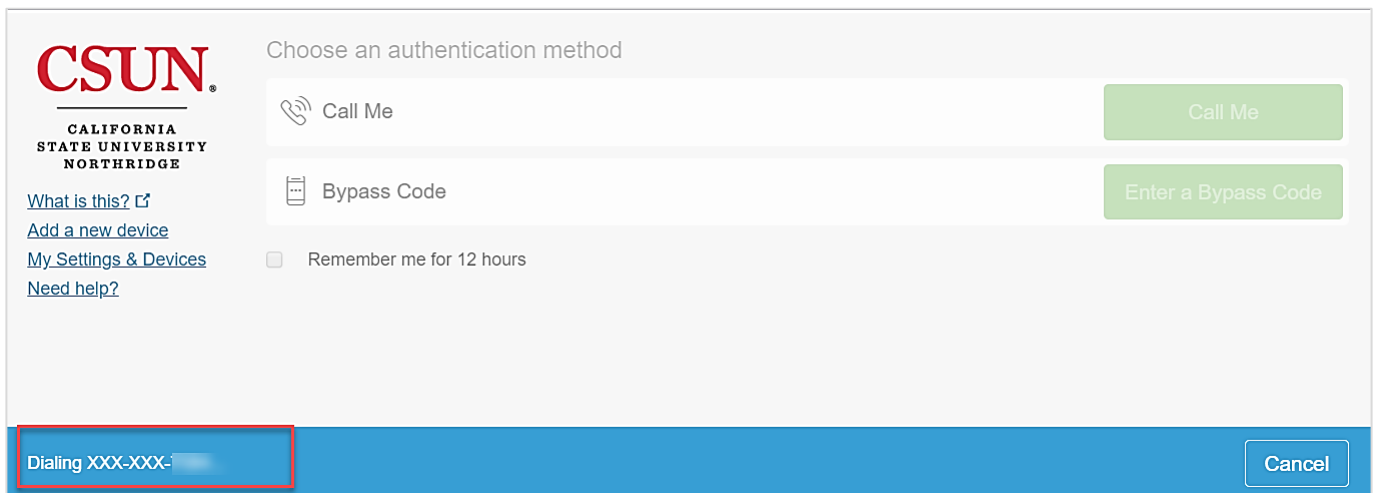
- After logging into a Duo enabled service, select the **Call Me** option. Make sure you have immediate access to the landline you selected.

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



The screenshot shows the Duo authentication interface for CSUN. On the left is the CSUN logo and navigation links: "What is this?", "Add a new device", "My Settings & Devices", and "Need help?". The main area is titled "Choose an authentication method" and contains two options: "Call Me" (with a phone icon) and "Bypass Code" (with a code icon). The "Call Me" option is highlighted with a red box, and a green "Call Me" button is visible to its right. Below the options is a checkbox labeled "Remember me for 12 hours", which is also checked and highlighted with a red box. To the right of the "Bypass Code" option is a green button labeled "Enter a Bypass Code".

- The Duo screen below indicates that the landline is being called. Answer the phone call and press any key on the phone's keypad to authorize authentication.



This screenshot shows the Duo authentication interface after the "Call Me" option has been selected. The "Call Me" option is now highlighted with a green button labeled "Call Me". The "Remember me for 12 hours" checkbox is now unchecked. At the bottom of the screen, a blue status bar is visible, containing a text field that says "Dialing XXX-XXX-" and a "Cancel" button on the right.

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

CSUN
CALIFORNIA
STATE UNIVERSITY
NORTHRIDGE

What is this? ⓘ
Add a new device
My Settings & Devices
Need help?

Choose an authentication method

Duo Push RECOMMENDED Send Me a Push

Call Me Call Me

Passcode Enter a Passcode

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 (<http://techsupport.csun.edu>) or in person in (Oviatt Library, First Floor, Learning Commons).