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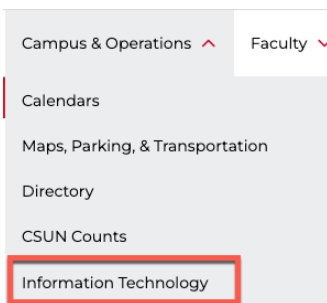
This guide includes instructions for a smartphone as well as a landline. Please refer to the appropriate section for your particular use case.

If you are enrolled but having trouble using Duo, contact the IT Help Center.
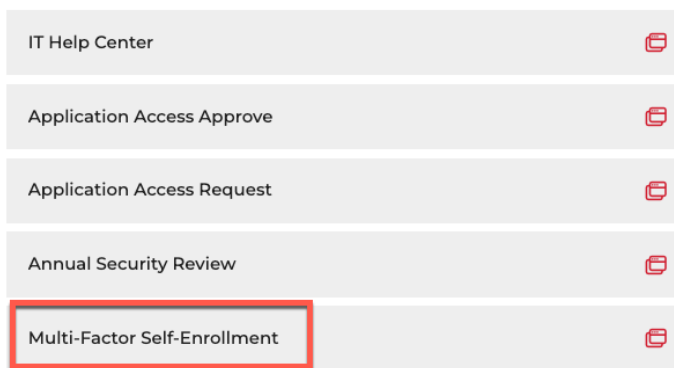
MULTI-FACTOR SELF ENROLLMENT - USING A SMARTPHONE

1. Log in to the CSUN portal with your CSUN username and ID.
2. Select **Information Technology**.

Campus & Operations ⌃   Faculty ⌄

Calendars

Maps, Parking, & Transportation

Directory

CSUN Counts

Information Technology

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

IT Help

IT Help Center

Application Access Approve

Application Access Request

Annual Security Review

Multi-Factor Self-Enrollment

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

5. **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.

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6. 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.

7. **If you selected "Install App (Recommended)"**
   o Check your smartphone. You will receive two text messages with instructions.

8. 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.

9. After installing the Duo app, select the activation link provided in the second text message to activate the Duo Mobile app.
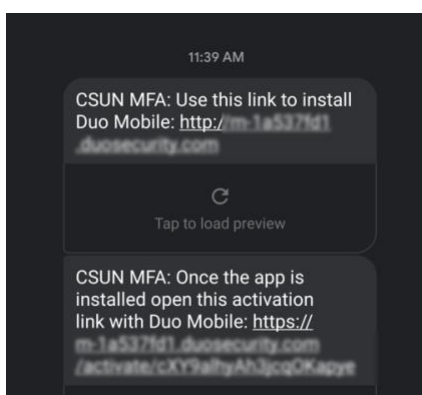

10. After your Duo Mobile App activates, you will receive a **success message** in the app along with a **six-digit passcode**
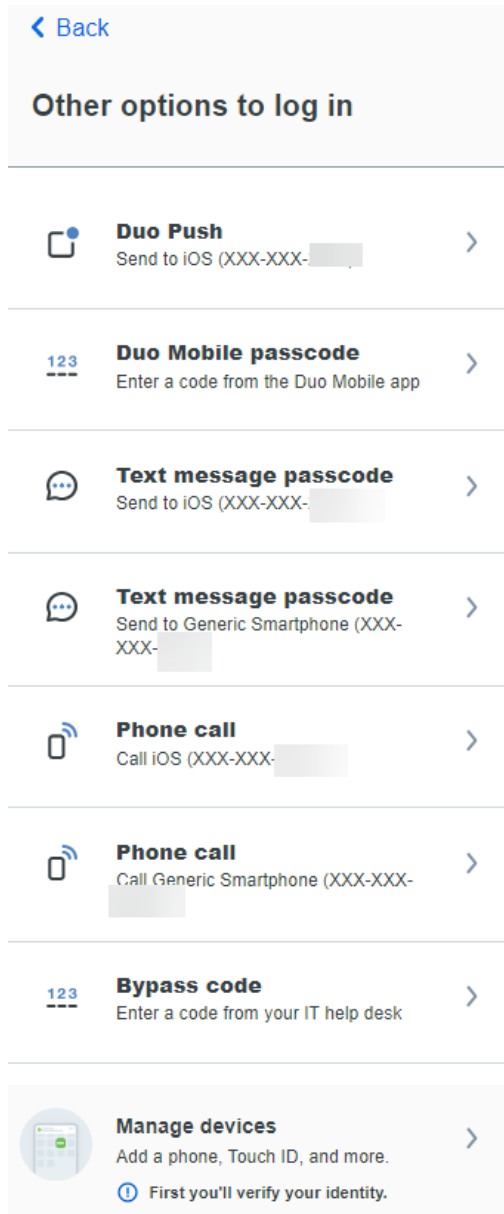

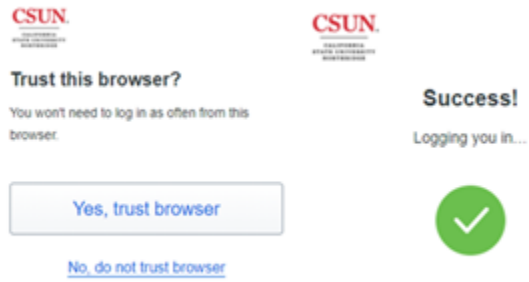*LOGGING IN with Multi-factor Authentication Using a Smartphone*

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.

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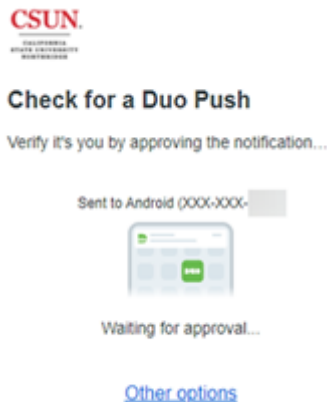
1. If you want to select another notification option, select the **Other options** link, and then make your selection.

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.
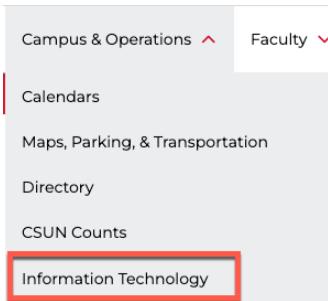
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Other options to log in

	Duo Push Send to iOS (XXX-XXX-	>
123	**Duo Mobile passcode** Enter a code from the Duo Mobile app	>
💬	**Text message passcode** Send to iOS (XXX-XXX-	>
💬	**Text message passcode** Send to Generic Smartphone (XXX-XXX-	>
📱	**Phone call** Call iOS (XXX-XXX-	>
📱	**Phone call** Call Generic Smartphone (XXX-XXX-	>
123	**Bypass code** Enter a code from your IT help desk	>
	Manage devices Add a phone, Touch ID, and more. ⓘ First you'll verify your identity.	>

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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.

CSUN.

Trust this browser?

You won't need to log in as often from this browser.

Yes, trust browser

No, do not trust browser

CSUN.

Success!

Logging you in...

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1. Log in to the CSUN portal with your CSUN username and ID.
2. Select **Information Technology**.

Campus & Operations ∧   Faculty ∨

Calendars

Maps, Parking, & Transportation

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Information Technology

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

IT Help

IT Help Center	⧉
Application Access Approve	⧉
Application Access Request	⧉
Annual Security Review	⧉
Multi-Factor Self-Enrollment	⧉

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

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CSUN Multi-Factor (MFA) Self-Enrollment

Enrolling:

How do you want to enroll in MFA?

I do not have a smartphone ▼

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-
☐ (XXX) XXX-
☐ (XXX) XXX-

Enroll

1. Select the landline you want to enroll by selecting the checkbox next to it.
2. Select the **Enroll** button to enroll this number.
3. 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.

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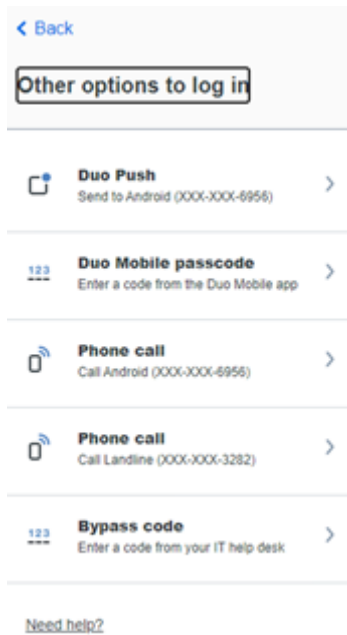

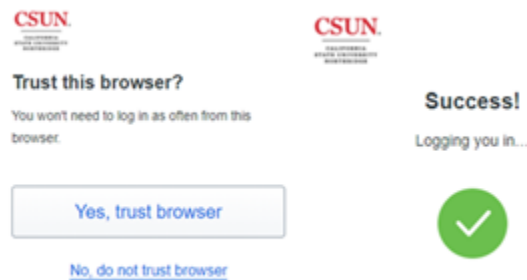## *LOGGING IN with Multi-factor Authentication Using a Landline*

From here on out, whenever you log in to the CSUN 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.

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Other options to log in

Duo Push
Send to Android (XXX-XXX-6956)

Duo Mobile passcode
Enter a code from the Duo Mobile app

Phone call
Call Android (XXX-XXX-6956)

Phone call
Call Landline (XXX-XXX-3282)

Bypass code
Enter a code from your IT help desk

Need help?

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.

CSUN
Trust this browser?
You won't need to log in as often from this browser.

Yes, trust browser

No, do not trust browser

CSUN
Success!
Logging you in...

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.

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Other options to log in

▢	**Duo Push** Send to iOS (XXX-XXX-	›
123 ---	**Duo Mobile passcode** Enter a code from the Duo Mobile app	›
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💬	**Text message passcode** Send to Generic Smartphone (XXX-XXX-	›
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📱	**Phone call** Call Generic Smartphone (XXX-XXX-	›
123 ---	**Bypass code** Enter a code from your IT help desk	›
	Manage devices Add a phone, Touch ID, and more. ⓘ First you'll verify your identity.	›

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).

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