WAKE COUNTY
PUBLIC SCHOOL SYSTEM

To ensure the security of data in applications that use your WakeID, WCPSS is implementing multi-factor authentication (MFA) with Duo. You will receive an email notification from Duo Security with an enrollment link. You will have several days to complete setup before MFA is enforced. When MFA is enforced, you will be automatically prompted to verify your user account when accessing WakeID applications.

> **IMPORTANT**: **DO NOT** click the enrollment link in your email until you are ready to complete the entire enrollment process. The link is only active for one use. Once clicked, you CANNOT reuse the link later to complete an unfinished setup.

MFA Setup Process

To set up MFA, WCPSS staff must complete the 5-step process in order. Initial setup takes 10-15 minutes. Be prepared to complete the **entire** process in one sitting.

1. Plan a 10-15 minute block of time for enrollment:
   - If enrolling ahead of time, click the enrollment link in the email from **Duo Security**.
   - If enrolling on the enforced date, sign into **WakeID Portal**. You will be automatically promoted to enroll.
2. Install Duo Mobile app on mobile device (recommended).
   - If you cannot download mobile apps or do not want to install the mobile app, review these instructions for other options.
3. Enroll your mobile device using a computer
4. Activate Duo Mobile on your mobile device
5. Log into WakeID using Duo Mobile
   - If setup is completed prior to the enforcement date, users will NOT be required to verify with Duo Mobile until the date MFA is enforced. When MFA is enforced, WCPSS staff will be prompted to verify their user account when accessing WakeID applications.

Important notes before enrollment:

- These instructions explain how to enroll in Duo using a mobile app. Review these instructions to complete enrollment using the Call Me or Enter a Passcode notification.
  - WCPSS does not have access to information in this app or your personal mobile device. Duo Mobile is only used to verify you are who you say you are.
  - If you choose to enroll with a mobile device, use the device you typically have access to when you access your WakeID.
- The icon to the left of each step indicates the device you need to use for that step.

Install Duo Mobile App on Mobile Device
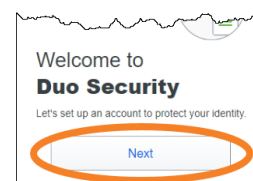
1. On your mobile device, install **Duo Mobile**.

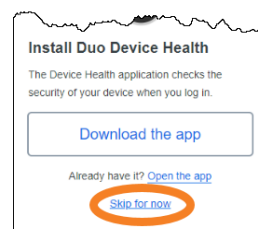2. During enrollment, click **Next**.

Enroll your Mobile Device Using a Computer

1. Click the **enrollment link** in your email notification to begin MFA setup.
   - On the enforced date, users will be prompted to enroll in MFA automatically from the **WakeID Portal**.
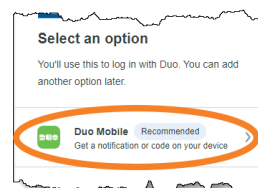
2. Click **Next** to begin setup.

3. Click **Next** to move through prompts.

4. Click **Skip for now**.
   - Review these instructions to install Duo Device Health (optional).

5. Select **Duo Mobile**.
   - If using a tablet, select **I have a Tablet** and move to **page 3, step 1**.

6. Enter your **phone number** and click **Add Phone Number**.
   - Use the number of the mobile phone you have with you.

7. Verify your number and click **Yes, it's correct** to confirm.
   - If incorrect, click **No, I need to change it**. Edit phone number and click **Add Phone Number**.
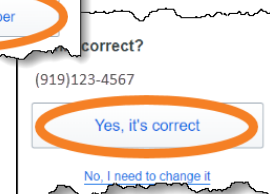
8. Click **Next**.

Activate Duo Mobile on your Mobile Device

1. On your mobile device, open **Duo Mobile app** and tap **Set up account.**
   - If you have used Duo before with another account (e.g. a university), select **I have existing accounts**.
   - On a tablet, click **Continue**.

2. Follow the prompts on the mobile app, tap **Use a QR code** and scan the code shown on your computer.
   - Prompts may vary based on device type.

3. On mobile device, follow prompts in the Duo Mobile app.

4. When the QR code is scanned successfully, you will be able to click **Continue**.
   - If you have trouble scanning the QR code, click **Get an activation link instead** and follow instructions.

5. Click **Skip for now**.

6. If enrolling on enforced date, click **Log in with Duo**.
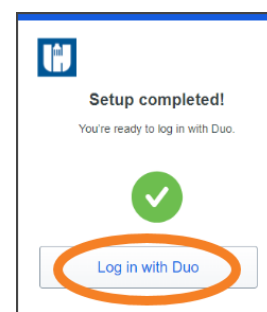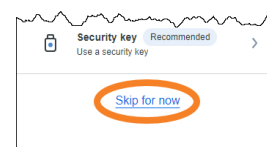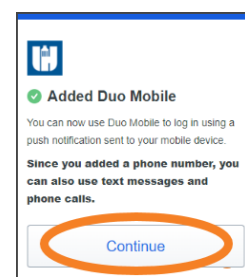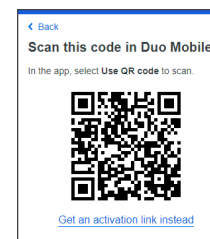
IMPORTANT: It is **strongly recommended** to enroll more than one device with Duo in case you do not have your primary device with you. Additional devices can be added on your enforced enrollment date. Review Enroll an Additional Device below.

IMPORTANT: If setup is completed <u>prior</u> to the enforcement date, users will <u>NOT</u> be required to verify with Duo Mobile until the date MFA is <u>enforced</u>.

Log into WakeID using Duo Mobile

Now that your mobile device is enrolled with Duo Mobile, you will be prompted to verify your account using Duo when you access your WakeID user account.

1. Log into **WakeID Portal** with your **WakeID** and **password**.

2. Tap **Approve** to verify your account.
   - If you receive a Duo notification and you are not the person logging into your WakeID user account, tap **DENY**. Change your WakeID password **immediately**.
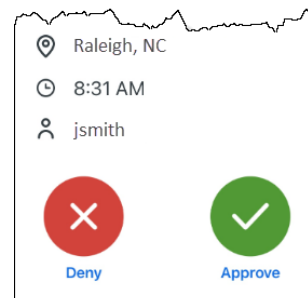
Enroll an Additional Device

It is **strongly recommended** to have more than one device enrolled with Duo in case you do not have your primary device with you. This additional device must be different from the original defaulted device (e.g. mobile phone, tablet). Additional devices can be added on your enforced enrollment date. For more information on adding and managing existing devices, review these instructions.

1. If you are logged into your WakeID, **log out** and close all browser windows.

2. Log into WakeID Portal again with your **WakeID** and **password**.
   - When you receive the notification from Duo on your mobile device, do <u>NOT</u> authorize.

3. Click **Other options**.

4. Click **Manage devices**.

5. Verify your account with Duo using your original verification method.

6. Click **Add a device** and follow these instructions.