

HOW TO USE DUO MULTI-FACTOR AUTHENTICATION

For a video tutorial of these steps with a mobile device, please click on the following link: [How to Use Duo MFA with Duo Mobile](#) and for a Yubikey, please click on the following link: [How to Use Duo MFA with Yubikey](#)

Duo Multi-Factor Authentication

- Duo is a system that provides easy to manage and use multi-factor authentication or MFA. MFA means you have to provide an additional method of verifying who you are after you enter a password. You may use MFA in your personal life with email or banking systems when prompted to enter a code from a text message when you log in. This text message is the second factor. MFA combines something you know (your password), with something you have (your smart phone or token.)
- **Duo is mandatory** for all district staff and administration network accounts.
- Duo provides several options for verifying your identity. No matter which method you chose, **it is essential that you keep that phone or token with you.** You will not be able to log in without it or without a bypass code from the helpdesk.
 - **Duo Mobile** - this is by far the **easiest solution.** When the app is installed on your device, it will provide a prompt for you to approve, which automatically tells your system to log you in.

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- **SMS/Text message** - this option sends you a code in a text message that you would type into your computer when prompted to do so.
- **U2F token** - this is a USB device that you plug in to your computer and activate when your computer prompts you. This is usually done by pressing the top or sides of the USB device. The downside to this option is that you would need to keep it safe and with you at any time you wish to login. The U2F token we have is made by Yubikey.

HOW TO USE DUO TO LOGIN TO A WINDOWS DEVICE

- For instructions using the Duo mobile app continue with the following steps:
- For instructions using SMS or text messaging ONLY continue to the third bullet point under [Step 1](#):
- For instructions using a Yubikey U2F token go to the [Yubikey section](#).

Step 1: Choose How to Authenticate

Authenticate your login with your phone: Push Notification

- To use Duo when you login, you will need to login to your computer as normal. Then the Duo authentication screen will pop up.

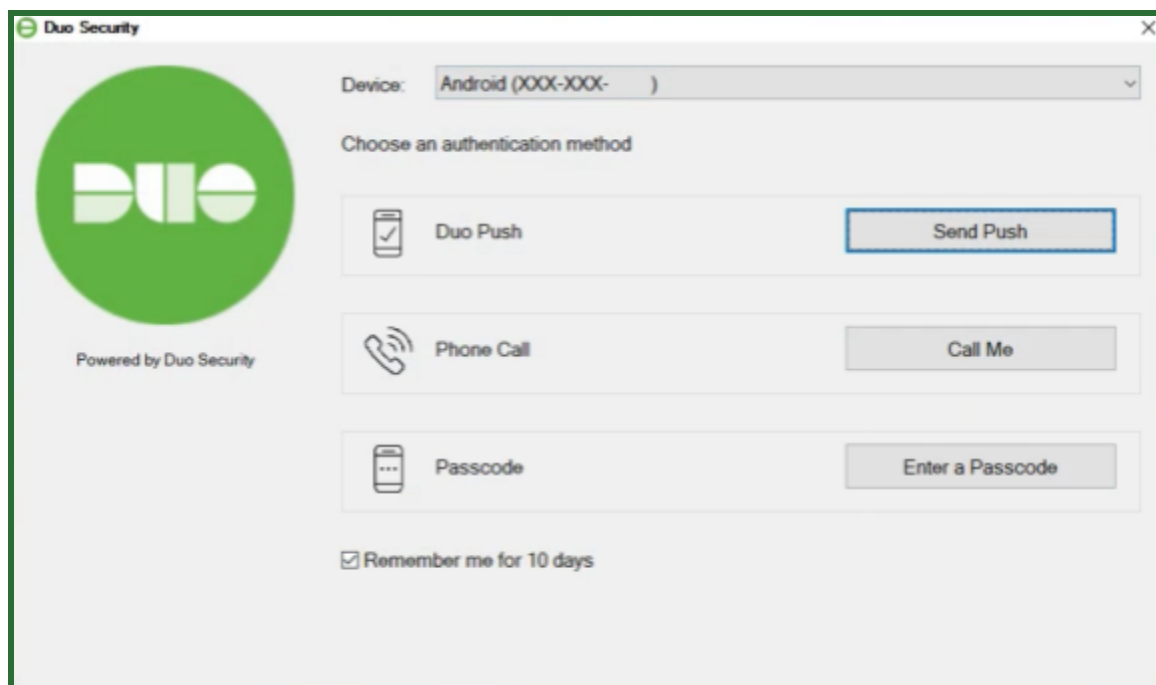
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- Depending on how you enrolled, Duo might send you a push notification to your phone automatically, or you will be asked on this screen to choose how to authenticate by sending a push notification, calling your phone, or sending your a passcode via text message
- If you choose to have a text message sent, click “**Enter a Passcode**” and wait for the text message to come through and enter the code on your computer to complete the login process.
- NOTE: if you enrolled and selected for Duo to automatically send you a push notification, but would like to use a different authentication method you can click the “**Cancel**” button in the lower right corner and then you will be able to select a different option from the list.

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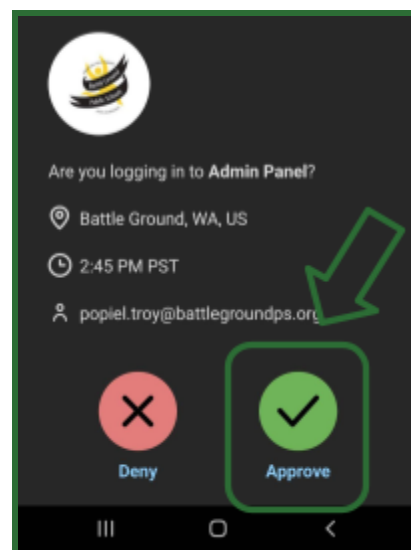
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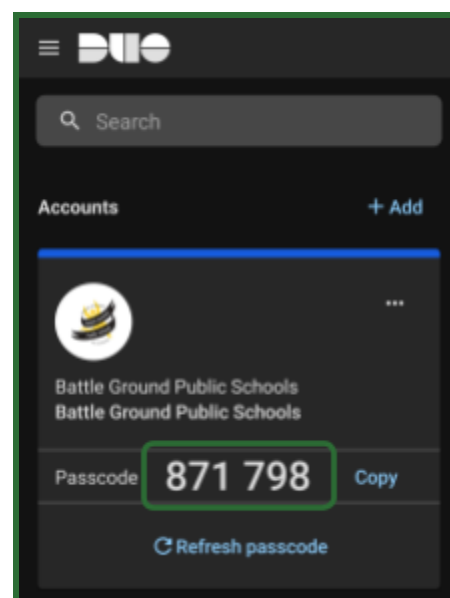
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- If you choose to have a push notification sent, click “**Send Push**” or if you set up your enrollment to have push notifications sent automatically, wait for the notification to appear on your phone.
- Select the approve button on your phone to complete the login process.



Authenticate your login with your phone: Passcode Option

- If you are unable to receive your Duo Push, you can manually open the Duo Mobile app on your phone, select “**Show passcode**” and enter the resulting code into the “**Enter a passcode**” screen on your computer.



Authenticate your login with a U2F token (Yubikey)

- To use Duo when you login, you will need to login to your computer as normal.
- Then the Duo authentication screen will pop up as shown above in [Step 1](#).
- Insert your Yubikey token into your computer’s USB port/drive.
- Lightly press your finger on the top of the Yubikey and it will turn green.

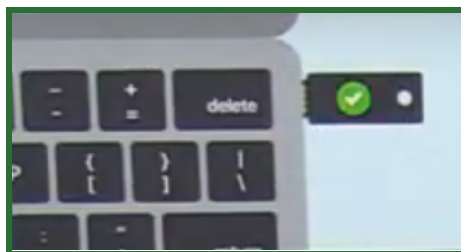
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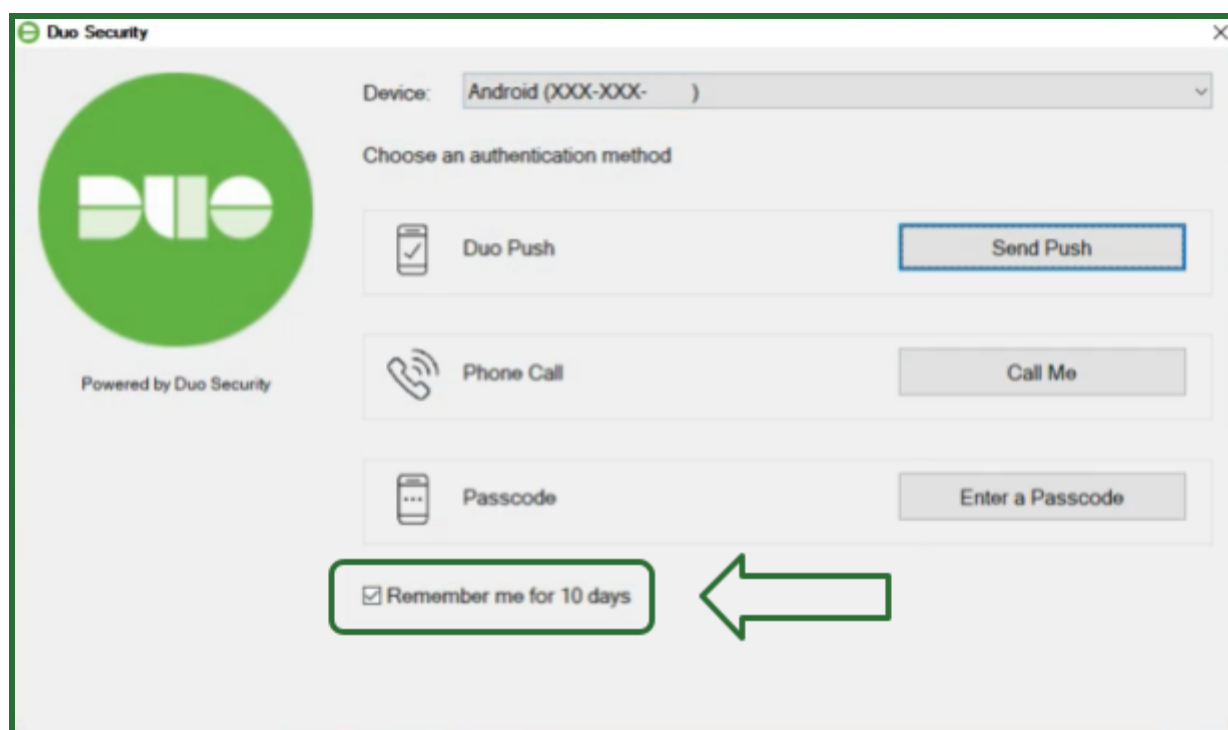
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- A passcode will automatically generate in the Duo authentication screen and will log you into your computer.

Step 2 - Remember your device

- When the Duo authentication screen pops up when you login there is a small check box near the bottom that says “**Remember me for 10 days.**” Check this box before you complete the authentication process so you don’t have to login every time your computer screen locks for the next 10 days. This will keep Duo from challenging you every time you login.



- Please contact the helpdesk if you ever need assistance to change your phone number, reactivate Duo Mobile, or add an additional phone.

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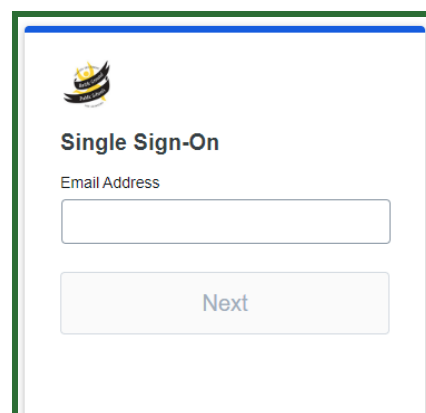
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HOW TO USE DUO TO LOGIN TO YOUR GOOGLE ACCOUNT & A CHROMEBOOK

Step 1: Authenticate your login with your phone

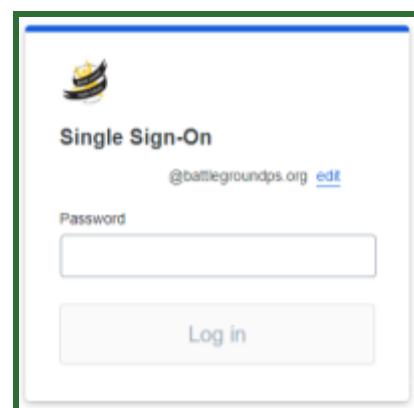
- When prompted to login to your Google account on a computer or when you login on a Chromebook you will be prompted to login with Duo now.
- First type in your lastname.firstname as normal and then when prompted type in your **full email address**.
- Click “**Next**”
- Then enter your password
- Click the “**Log in**” button



Single Sign-On

Email Address

Next



Single Sign-On

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Password

Log in

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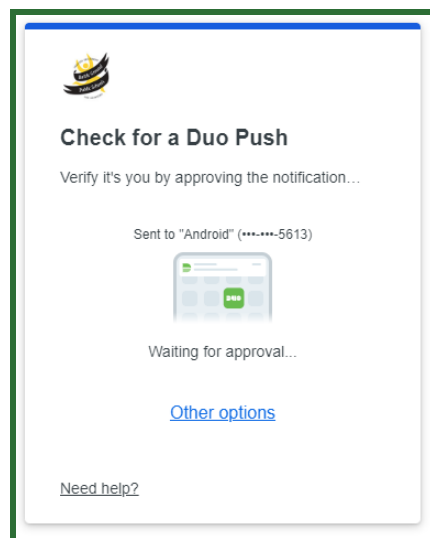
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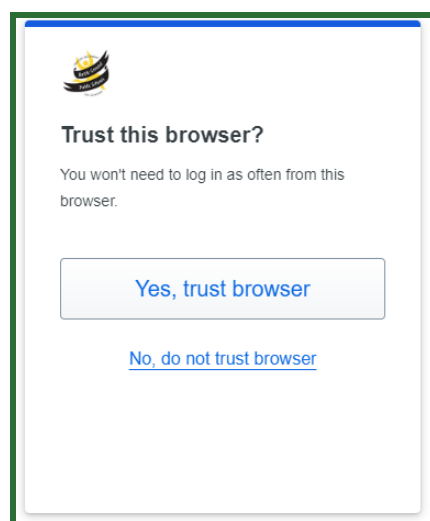
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Step 2: Approve and login

- Depending on how you have enrolled in Duo, you will automatically receive a push notification on your phone.
- Open your notification and click on the green **“Approve”** button.



- After you click **“Approve”** on your phone you will be prompted to trust your browser on your computer.
- If you are logging in on a trusted device like your district computer or personal device then click the **“Yes, trust browser”** button.



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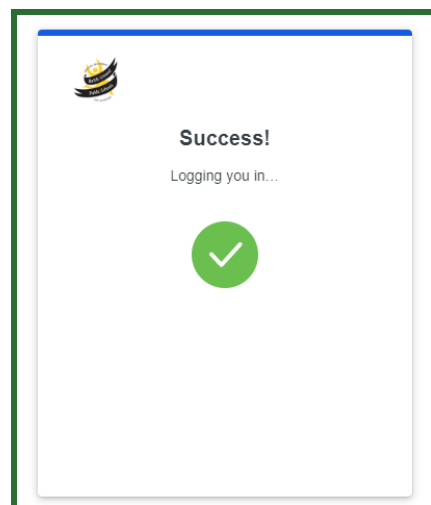
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- You are now logged in and have full access to your Google account either on your computer or through your Chromebook.
- You may be prompted one more time with a “Verify it’s you” button from Google. Click the button to complete the login process.



- OR -

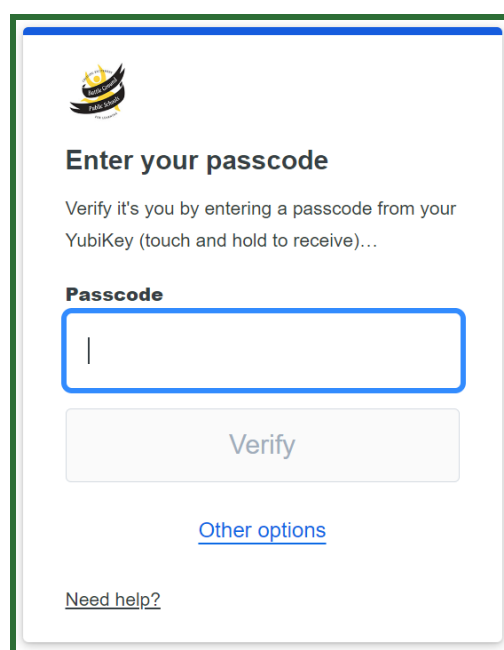
Authenticate your login with text message

- Follow the exact same steps above except you will receive an automatic text message instead of a push notification on your phone.
- Enter the passcode on the pop-up message to advance to the next step.

- OR -

Authenticate your login with a Yubikey

- Follow the same steps above for authenticating with a phone.
- You will be prompted to enter your entire email address and then your password in the Duo pop-up message.
- Then you will be prompted to “**Enter your passcode**” as shown on the right, which is when you will insert your Yubikey USB device.
- Lightly tap your Yubikey token and the passcode will automatically fill in on your screen.



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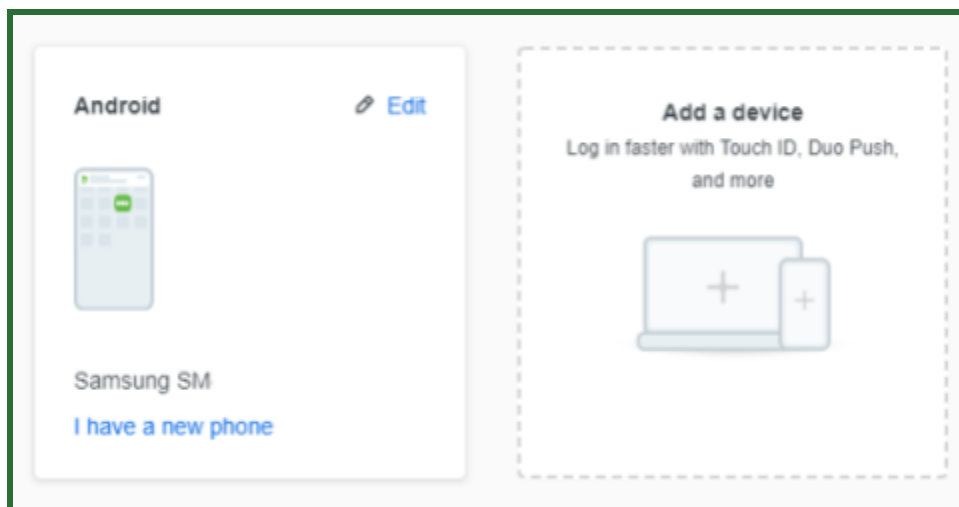
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- This will log you in and take you to the next steps as indicated above where you will be asked to trust your browser.
- NOTE: you may see a brief Google 404 error on the screen after you are authenticated. Please wait a moment and this message will clear out and you will be automatically logged in and will have full access to your account.

Step 3: Update or Change Authentication Method

- If you ever need to update your authentication device or if you want to change how you authenticate with Duo you can access the Duo Portal to do so. You can update your phone number or add a new device in this portal.
- Access the portal at the link below:
 - <https://bgps.login.duosecurity.com/devices>
- At the portal you can edit your current authentication method or add a new device:



To open this article in a new window, save it to your Google Drive, or print the article, please click on the following link: [How to Use Duo MFA](#)

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