Yale University

Multi Factor Authentication for VPN

Pilot User Guide

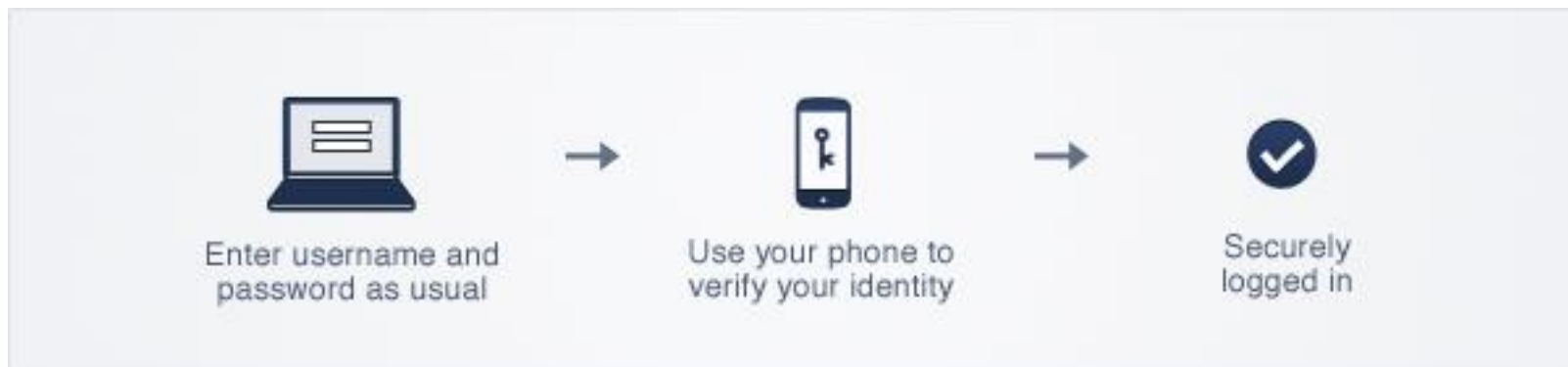2015

Multi Factor Authentication - Overview

What is Two-Factor Authentication?

Two-factor authentication adds a second layer of security to your online accounts. Verifying your identity using a **second factor** (like your phone or other mobile device) prevents anyone but you from logging in, even if they know your password.

How It Works

Once you've enrolled in Duo (Yale's MFA Solution) you're ready to go: You'll login as usual with your username and password, and then use your device to verify that it's you. Your can set up the system to do this via SMS, voice call, one-time passcode, the Duo Mobile smartphone app, and so on.

No mobile phone? You can also use a landline or tablet, or ask your administrator for a hardware token. Duo lets you link multiple devices to your account, so you can use your mobile phone and a landline, a landline and a hardware token, two different mobile devices, etc.

Enter username and password as usual → Use your phone to verify your identity → Securely logged in

Multi Factor Authentication - Overview

Why do I need this?

Passwords are increasingly easy to compromise. They can often be stolen, guessed, or hacked — you might not even know someone is accessing your account.
Two-factor authentication adds a second layer of security, keeping your account secure even if your password is compromised. With Duo, you'll be alerted right away (on your phone) if someone is trying to log in as you.
This second factor of authentication is separate and independent from your username and password — **Duo never sees your password**.

Supported Devices Include:

- iPhone & iPad
- Android Phones & Tablets
- BlackBerry Phones & Tablets
- Windows Phones & Tablets
- Cell Phone and Landlines
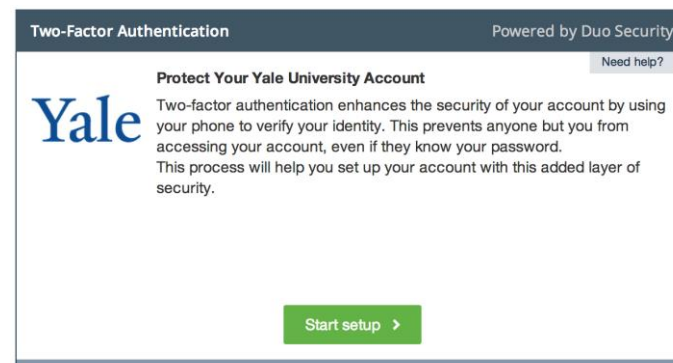- Hardware Tokens

Enrolling Your Device

The device enrollment process makes it easy to register your phone and install the Duo Mobile application on your smartphone or tablet.
You'll be prompted to enroll via an email message sent from Duo.

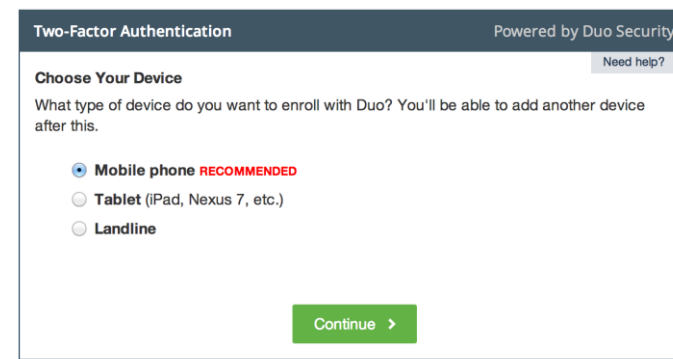## 1. Click the link in the Duo Message

2. Welcome Screen
Click "Start Setup" to begin the enrollment process.

3. Choose the type of device to register
We recommend using a smartphone if you have one.
Click the authentication device you are enrolling,
click "Continue".

Enrolling Your Device
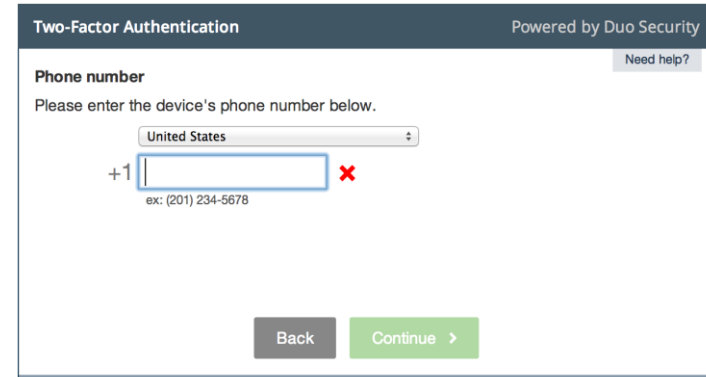
4. Type Your Phone Number
Select your country.

Type your phone number. Use the number of your smartphone, landline, or cell phone that you'll have with you when you're logging in. You can enter an extension if you chose "Landline" in the previous step.

Then double-check that you entered it correctly, check the box, and click "Continue".

5. Choose Platform
Choose the operating system that your phone runs, and click "Continue".

Two-Factor Authentication   Powered by Duo Security
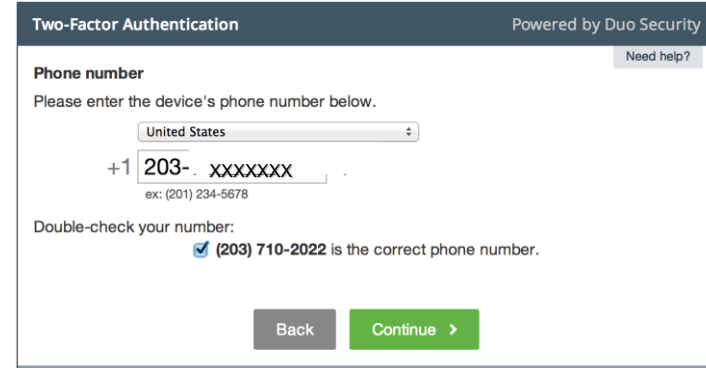
Need help?

Phone number
Please enter the device's phone number below.

United States

+1 [   ]   ✖
ex: (201) 234-5678

Back   Continue ›

Two-Factor Authentication   Powered by Duo Security

Need help?

Phone number
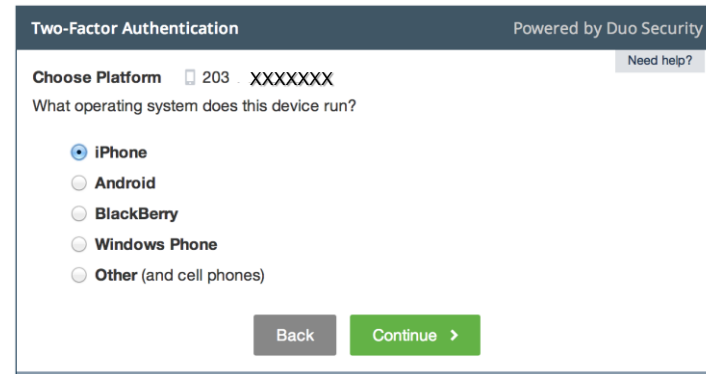Please enter the device's phone number below.

United States

+1 203- . XXXXXXX
ex: (201) 234-5678

Double-check your number:
☑ **(203) 710-2022** is the correct phone number.

Back   Continue ›

Two-Factor Authentication   Powered by Duo Security

Need help?

Choose Platform   📱 203 . XXXXXXX
What operating system does this device run?

◉ **iPhone**
◯ **Android**
◯ **BlackBerry**
◯ **Windows Phone**
◯ **Other** (and cell phones)

Back   Continue ›

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6. Install Duo Mobile

Duo Mobile is an application that runs on your phone and helps you authenticate. Without it you'll still be able to log in using a phone call or text message, but Duo strongly recommends that you use Duo Mobile to authenticate quickly and easily.

Follow the platform-specific instructions on the screen to install Duo Mobile.


7. Activate Duo Mobile

Activating the application will link it to your account so you can use it for authentication.

On iPhone, Android, Windows Phone, and BlackBerry 10, activate Duo Mobile by scanning the barcode with then built-in barcode scanner.

The "Continue" button will be clickable after you scan the barcode.

Can't scan the barcode? Click the link and then follow the instructions.
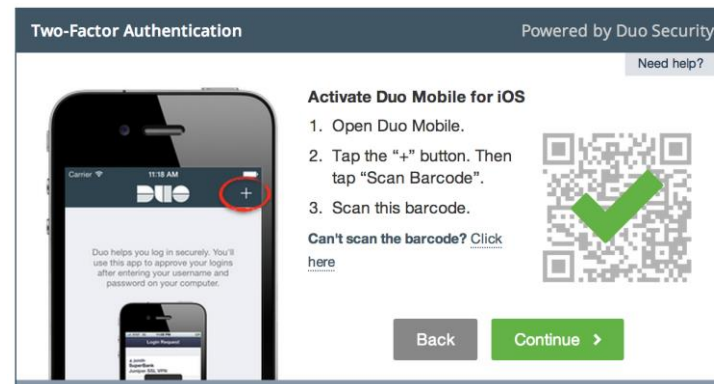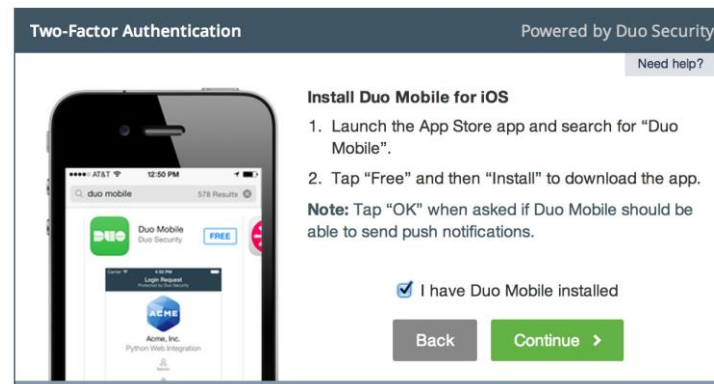
Enrollment Complete!

Click "Enroll another device" to add another device (backup phone, etc.), or click "I'm done enrolling devices" to continue to the authentication prompt.

If enabled by your administrator, you can manage your devices via the authentication prompt. Otherwise, contact your administrator if you ever need to change your phone number, re-activate Duo Mobile, or add a second phone.

Registering Other Device Types
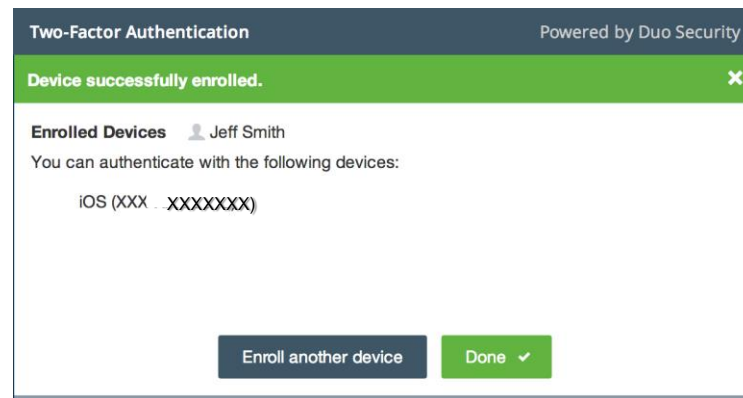
Follow the links below for more specific instructions on registering other devices.

Duo Mobile App

[iPhone](#)

[Android](#)

[BlackBerry](#)

[Palm](#)

[Windows Phone 7](#)

[Windows Mobile](#)

[J2ME/Symbian](#)

Other Devices

[Cell Phones & Landlines](#)

[Hardware Tokens](#)

[U2F Authenticators](#)

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Solutions to common issues can be found via the links below:

- I need to re-activate Duo Mobile.
- Why have I stopped receiving push notifications on Duo Mobile?
- What if I lose my phone?
- I am not able to install Duo Mobile 3.1.0 from the App Store on my iPhone running iOS 4.3 (or lower).
- My hardware token stopped working

1. Log into VPN

You will need to use the pilot profile: access.yale.edu/duo. Type this into your browser or VPN Client. If this profile does not work, log in via the normal VPN login process, access.yale.edu. Here is additional information about loading the VPN Client. For any issues with VPN contact the ITS Helpdesk.

2. Logging in with your second factor

You will be prompted to enter your Yale NetID and password. You will also see an additional field when using VPN. Use the additional field to tell Duo how you want to authenticate. Here's how:

DUO multi factor screen
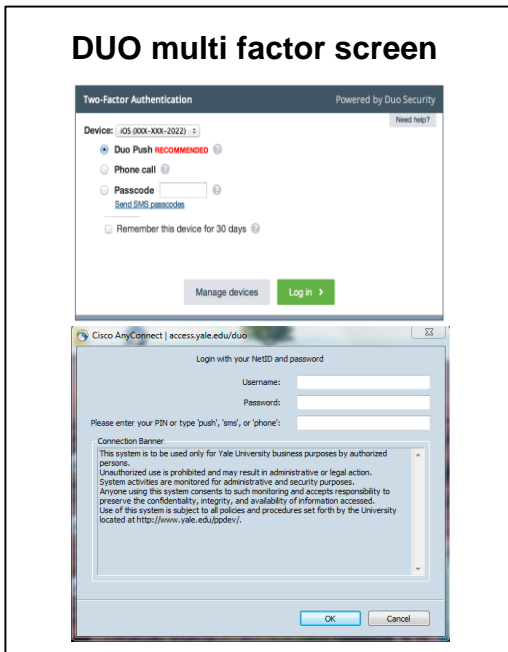
| Type...	To...
PIN	Log in using a PIN, either generated with Duo Mobile, sent via SMS, generated by your hardware token, or provided by an administrator. Examples: "123456" or "1456789"
push	Push a login request to your phone (if you have Duo Mobile installed and activated on your iPhone, Android, Windows Phone, or BlackBerry device). Just review the request and tap "Approve" to log in.
phone	Authenticate via phone callback.
sms	Get a new SMS passcode. If your login attempt fails — log in again with a new passcode.

You can also add a number to the end of these factor names if you have more than one device registered. For example, **push2** will send a login request to your second phone, **phone3** will call your third phone, etc.

3. Logging in with your second factor

Depending on what you choose in Step 2 you will be prompted to authenticate via your second authentication result. Proceed via the instructions in the table below.

Method	Description and Instructions
Duo Push	Pushes a login request to your phone (if you have Duo Mobile installed and activated on your iPhone, Android, or BlackBerry device). Just review the request and tap "Approve" to log in.
Passcode	Log in using a passcode, either generated with Duo Mobile, sent via SMS, generated by your hardware token, or provided by an administrator. Click "Send SMS passcode" to get a new passcode.
Phone call	Authenticate via phone callback.

DUO Push screens   **Passcode**   **SMS code**
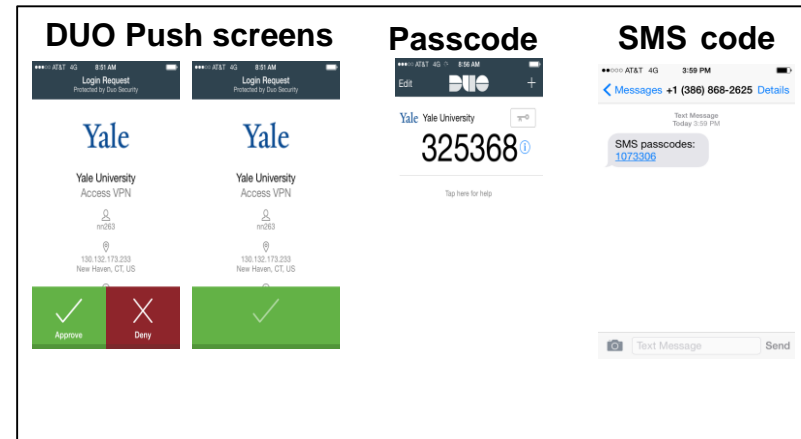
Thank you for Participating in the Pilot for this very important initiative.

For issues contact:
helpdesk@yale.edu

For questions or feedback contact:
mfafeedback@yale.edu

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