



Duo Mobile – Multi-factor Authentication

Self-enrollment Guide



All KU faculty, staff and GTAs/GRAs/GAs will use multi-factor authentication (MFA) with Duo Mobile to sign in to most KU systems, such as Blackboard, HR/Pay, etc. Duo will be required after Oct. 1, but your department may have already activated the service. Follow the steps below to sign up now.

- **What is MFA?** When logging in, multi-factor authentication confirms your identity using something you know, a username and password, and something you have, such as an app or device with a code.
- **How does the Duo Mobile app work?** Log in to any KU system as usual. After entering your KU Online ID and password, you will be prompted to verify your identity a second time using Duo Mobile. Confirm your identity, and you will be logged in. It's that simple!

Using the Self-enrollment Portal

The self-enrollment portal allows you to:

1. Set up your device.
2. Enroll in Duo.

Step 1: Setting up your device

1. Download and install Duo Mobile (free).
2. Go to myidentity.ku.edu/multifactor.

Step 2: Enrolling in Duo MFA

1. Click **"Enroll now"** and follow the steps.
2. Sign in with your KU Online ID and password.
3. Once finished, you will see **"Enrollment Complete."**

Next, a ServiceNow ticket will automatically be created for you and you will be emailed the ticket number. You will receive another email when you are enrolled in multi-factor authentication.

When enrolled, you will sign in through Single Sign-on as normal, select **"Send Me a Push"** and confirm the login on your device. You will then be authenticated!

Download Duo Mobile app

Scan the appropriate QR code below to install



You can also search in your app store for "Duo Mobile."

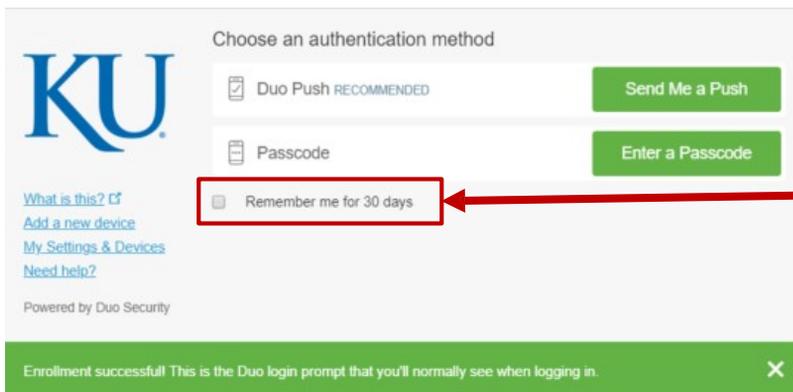
Duo is available on Apple, Android, Windows Phone 7, Windows Mobile 8.1 and 10 and J2ME/Symbian.

Setting up the Duo Mobile app for customers waiting until Oct. 1 or their departmental cutover date:

1. When you are promoted to use Duo Mobile after logging in to a KU system, click **“Start setup”** and follow the prompts for each step.
2. You will be asked to install the Duo Mobile app on your device. If you haven't done so, you can scan the appropriate code on the other side of this handout. *Alternatively, search your app store for “Duo Mobile.”*

Note: Duo Mobile will ask for permission to use your camera if you are installing the app for the first time. This is only used to scan a code during the setup process.

3. Once installed, click **“I have Duo Mobile installed”** at myidentity.ku.edu/multifactor and continue the steps.
4. When you have finished all of the steps, you will see the following:



Tip:

Check “Remember me for 30 days” to reduce the number of times you have to verify a sign-in!

5. **Click “Send Me a Push”:** A notification will appear on your device asking if you attempted to sign in. If you are logging in, confirm by choosing **“Yes.”** If you are not actively trying to log in to a KU system, choose **“No,”** as someone may be trying to access your accounts.
6. **Alternatively, click “Enter a passcode”:** If you open the Duo mobile app on your device and click on **“KU,”** you will see a six-digit code which you can enter on the sign-in screen.
7. **After accepting the push or entering a passcode, you will be logged in.**

Tech help is readily available. Email itcsc@ku.edu, call 785-864-8080 or visit the KU IT Walk-up Help Center on the 3rd floor of Anschutz Library.

Password reset and MFA help are also available 24/7 at 785-864-8080.