Duo Mobile – Multi-factor Authentication
Self-Enrollment Guide

What is multi-factor authentication?

Multi-factor authentication (MFA) is the process of confirming a person's identity using multiple pieces of evidence when accessing systems. This evidence is typically something they know, such as a username and password, and something they have, such as a device with a code or app.

How does the Duo Mobile app work?

Log in to any KU system via Single Sign-On as usual. After entering your KU Online ID and password, you will be prompted to verify your identity a second time using Duo. Confirm your identity through the Duo app, and you will be logged in. It's that simple!

Using the Self-Enrollment Portal

The self enrollment portal offers two things:

1. Setting up your device.
2. Begin using Duo before your department's cutover date.

Step 1: Setting up your device

1. Go to https://myidentity.ku.edu/multifactor
2. Click **Enroll a Device Now**.
3. Sign in with your KU ID and Password.
4. Follow the instructions on the back of this handout.
5. Once finished, you will see the "Step 1 complete" message on your computer.

Step 2: Begin Using Duo Now

1. If you don't want to wait for the cutover date, click **Sign me Up**.
2. A ticket will be created for you and you'll be emailed the ticket number.
3. You will receive another email when you're opted in.

Download Duo Mobile app

Scan the appropriate QR code below to install



Apple Store

Google Play

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:

1. 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."
3. Once installed, click **I have Duo Mobile installed** from your computer and continue the steps.
   Note: Duo Mobile will ask for permission to use your camera. This is only used to scan a code during the setup process.
4. When you have finished all of the steps, you will see the following:
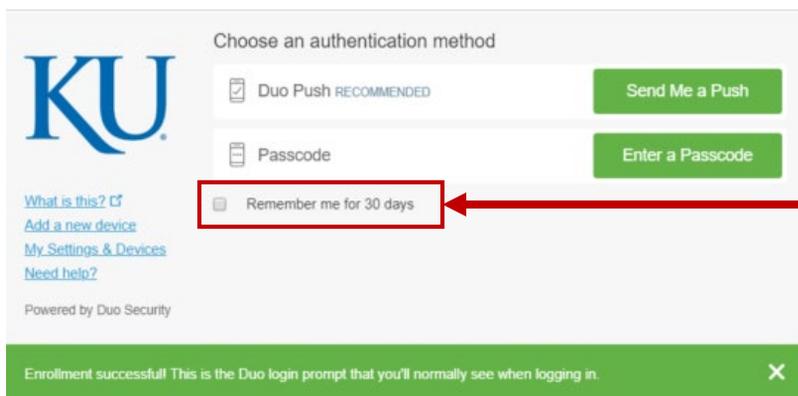
Tip:
Check "Remember me for 30 days" to reduce the number of times you have to verify a sign-in!

5. **To Proceed to "Step 2: Begin Using Duo Now", you must authenticate with Duo at this point**

6. **Send me a Push** - a notification will appear on your device that asks if you attempted to sign in. You can choose **Yes** or **No** depending on if it is actually yourself trying to sign in.

   Enter a Passcode – if you open the Duo mobile app on your device and click on **KU**, you will see a 6-digit code which you can enter on the sign-in screen.

7. Once you've authenticated, you will see the following screen on your computer:
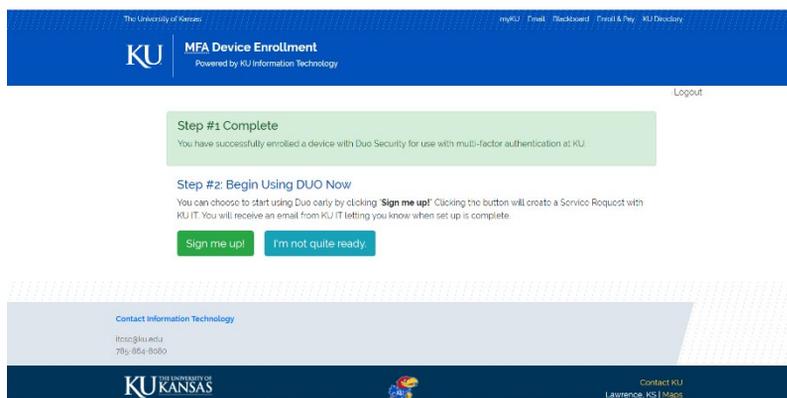
8. Click **Sign Me Up** if you wish to begin using Duo right away; before your department's cutover date.