

SALC Duo 2 Factor Authentication Student Crib Sheet

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1. Introduction

1.1 What is 2 Factor Authentication?

2-factor authentication is an additional layer of security that prompts you to verify your identity whenever you log in to certain University systems and services. The University's 2-factor authentication service is provided by a company called Duo.

From **Wednesday, 9 March 2022**, all undergraduate and postgraduate taught (masters) students will need to use Duo to log in to:

- Blackboard
- Microsoft 365, including University email

You can read more about why this is needed [here](#).

1.2 What is this crib sheet for?

The University of Manchester has lots of support and information available to help you get registered for and working with Duo. This crib sheet summarises some of the information available elsewhere, but if you have any problems you should always refer to the official [IT Services web pages](#) and/or access support as detailed below.

There are two stages to using Duo:

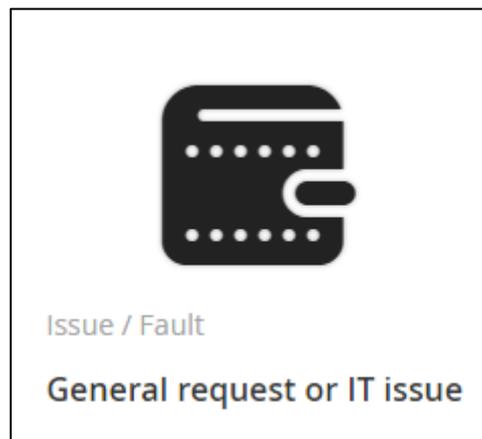
1. Enrol for Duo (this requires you to have a computer or laptop *and* the smartphone or tablet that you will be installing the Duo app on).
2. Using Duo with an IT service which has been configured for 2 Factor Authentication protection.

This crib sheet provides step by step guidance about both stages, and some other helpful information.

1.3 How do I get support?

If you have any problems installing or using Duo you can get further help and support in the following ways:

- **Consult the [Frequently Asked Questions document](#).**
- **Call the IT Support Centre on 0161 306 5544.** Our telephone line is available 24-7 and you'll always get to speak to a person.
- **Raise a ticket in the IT Support Portal.** To do this click [here](#) to open the support portal, then click on "Request Support". This takes you to the "Service Catalogue" then either use the search bar at the top and search "general request" or scroll through the icons until you find the one pictured below. Click on the icon, follow the prompts and enter the issue, providing as much detail as possible. A member of the IT Support team will get back to you as soon as possible.



- **If you are on campus you can access in-person IT support** from Library Digital Support by visiting the customer services desks in the Main Library and Alan Gilbert Learning Commons, and also at the IT support desk in the Kilburn Building.

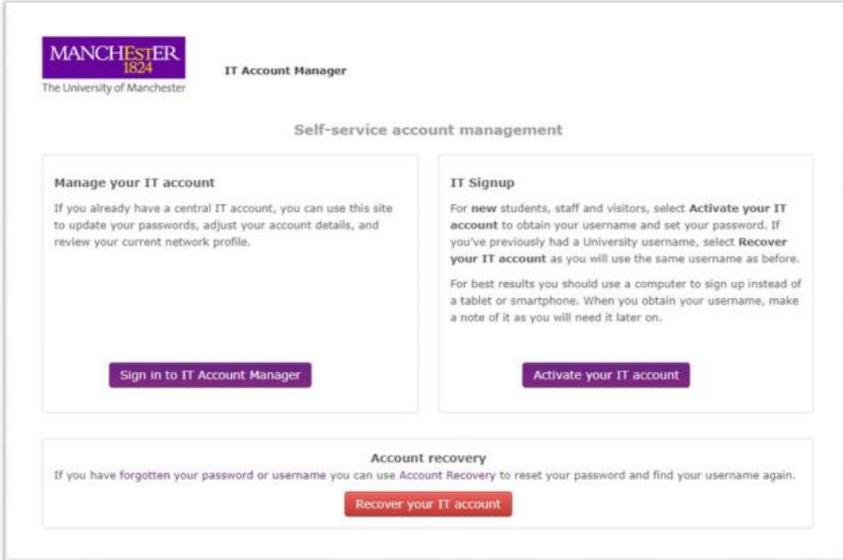
2. How to enrol

This step-by-step guide is also available [online here](#) and as an [instructional video](#), and you can find more information [on the IT Services website](#).

Note: IT Services strongly recommend you carry out the set-up process on a laptop or computer. You will not be able to complete the set-up if you begin the IT Account Manager set-up on your mobile device, as you are required to scan a QR code to complete the App installation.

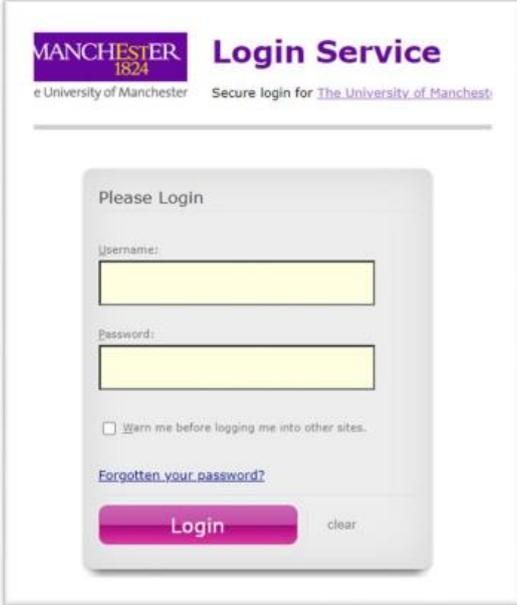
2.1 Step by Step Guide

- Step 1: Go to the IT Account Manager: <https://iam.manchester.ac.uk/> If you have not already done so, activate your IT account.



The screenshot shows the 'IT Account Manager' page for The University of Manchester. The page title is 'Self-service account management'. It features three main sections: 'Manage your IT account', 'IT Signup', and 'Account recovery'. The 'Manage your IT account' section includes a description and a 'Sign in to IT Account Manager' button. The 'IT Signup' section provides instructions for new users and those with previous usernames, and includes an 'Activate your IT account' button. The 'Account recovery' section offers a 'Recover your IT account' button for users who have forgotten their credentials.

- Step 2: On the IT Account Manager webpage, select Sign into IT Account Manager.



The screenshot shows the 'Login Service' page for The University of Manchester. The page title is 'Login Service' and it is described as 'Secure login for The University of Manchester'. The main content is a 'Please Login' form with fields for 'Username:' and 'Password:'. Below the password field is a checkbox labeled 'Warn me before logging me into other sites.' and a link for 'Forgotten your password?'. At the bottom of the form is a 'Login' button and a 'clear' link.

- Step 3: Log in with your University username and password.
- Step 4: Select the 2-factor tab and then enter your details to access the set-up
 - Note: Your University ID here is the same as your SpotID and can be found on your University ID card.



Please confirm your details before adding a 2FA device

Date of Birth (dd/mm/yyyy)

University ID

Contact us
 Call us on +44 (0) 161 306 5544
 The University of Manchester, Oxford Road, Manchester M13 9PL, UK

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- Step 5: Scroll to the bottom of the page and select the option to Start set-up
 - Note: If you do not have or cannot use a smartphone for authentication, please contact the IT Support Centre team on 0161 306 5544 to discuss other options.

You can add or change 2-factor devices below

Protect Your PP: University of Manchester Account

Two-factor authentication enhances the security of your account by using a secondary device to verify your identity. This prevents anyone but you from accessing your account, even if they know your password.

This process will help you set up your account with this added layer of security.

[What is this?](#) [Need help?](#)

- Step 6: Select your authentication device type and then Continue.

- Step 7: Put in your country code and mobile phone number and then Continue

- Step 8: Choose what make of device you have, for example an Apple or Android phone. Now install the Duo Mobile App from your App store onto your smartphone.

The Duo Mobile app can be downloaded to your device directly from your phone's app store using the following links.

- [Download Duo Mobile for iOS](#)
 - If you have an iPhone with an older OS than iOS13, you will not be able to install the Duo Mobile App on your device via the Apple store. Please download the Duo Mobile app [directly from the Duo website](#). The app is known as 'Duo Mobile APK'. You'll need to set your phone to 'allow apps from unknown sources' before installing the app this way.
- [Download Duo Mobile for Android](#)
 - If you have trouble accessing the Google Play Store, the Duo Mobile app can also be downloaded [directly from the Duo website](#). The app is known as 'Duo Mobile APK'. You'll need to set your phone to 'allow apps from unknown sources' before installing the app this way.

- Step 9: Once the Duo Mobile app is installed, open the App and allow camera access.
 - NB. Camera permissions are only required to register your phone by allowing your camera to scan the Quick Response (QR) code. Duo Mobile App does not use the camera at any other time.
- Step 10: On the computer, select the button for I have Duo Mobile installed.
- Step 11: When the QR code appears on the computer screen, scan it using the camera on your smartphone. Once successfully scanned, a tick will appear over the QR code.
- Step 12. On your Duo Mobile App now, you will see an account called University of Manchester. Note: You can use the Settings menu on the Duo App to set up Duo Restore. This will allow you to save your Duo set-up in your cloud storage. This can be used to as a back-up in case you change your device.

3. Using Duo with an IT service which has been configured for 2 Factor Authentication protection

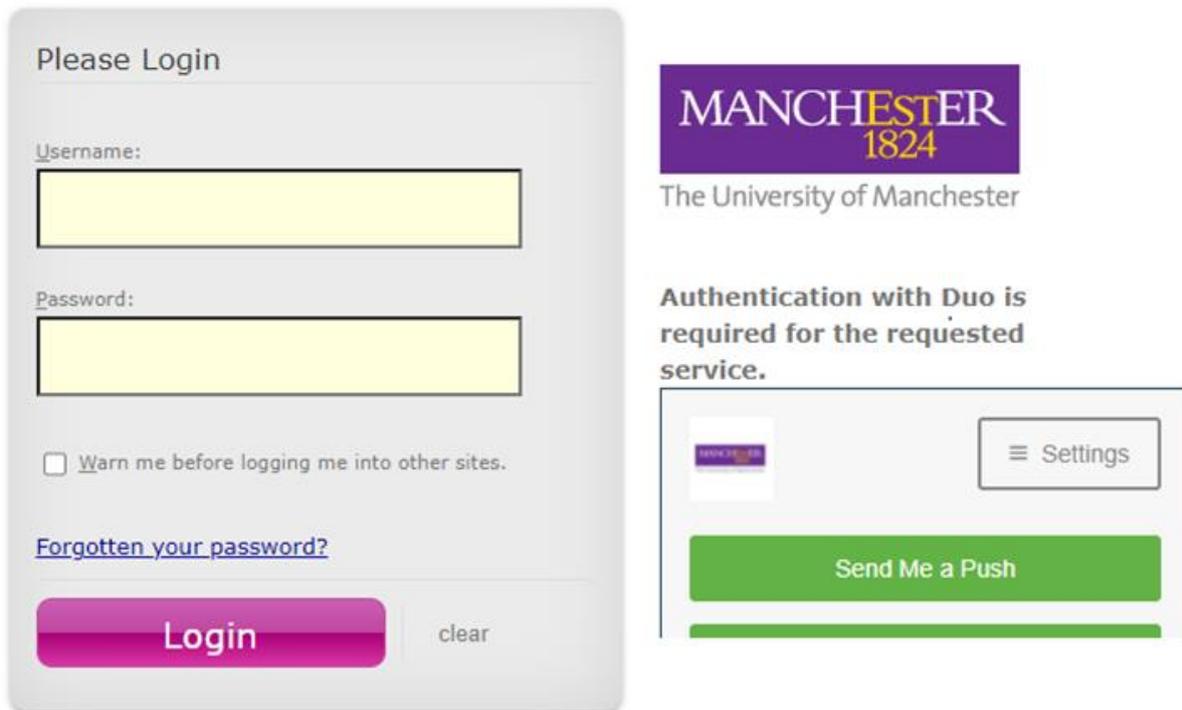
3.1 How does it work?

- When you access an IT service which has been configured for 2 Factor Authentication (2FA) protection, you will log in as usual with your username and password.
- Duo will then present you with a pop-up box, advising that you require an additional authentication.
- Simply select the <Send Me a Push> option and then when the request comes to your device (smartphone, tablet, etc) approve the request.

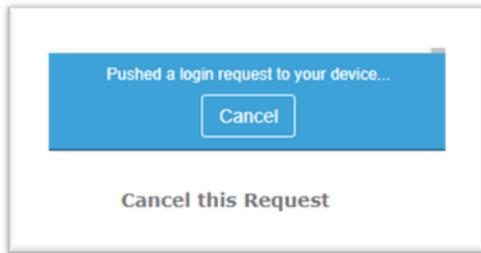
3.2 For example, to access Blackboard:

- Step 1: Log in as usual with your University username and password.
- Step 2: You will then be prompted to use Duo 2FA authentication. Select <Send Me a Push> to send an authentication token to your device. Log in as usual with your University username and password.

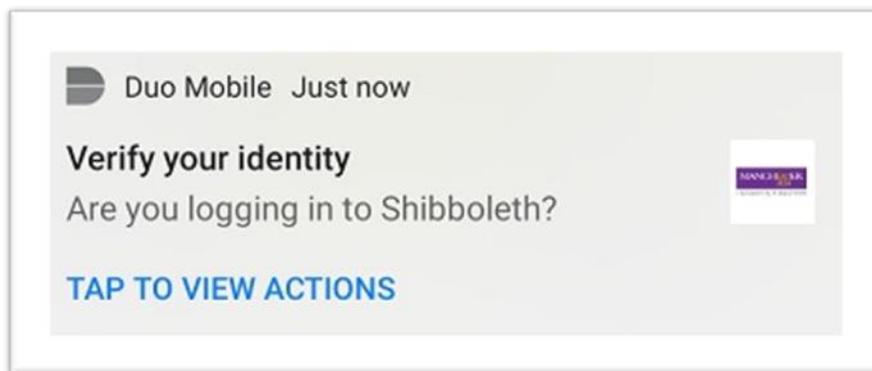
Note: These images were taken using an Android device, but other smartphones and tablets will look similar.



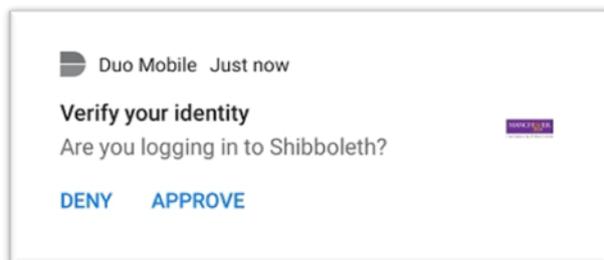
- Step 3: The Duo notification box on the screen where you're accessing Blackboard will notify you about sending the Push.



- Step 4: On your 2FA device (i.e. your smartphone or tablet), you should get a push notification as shown.



- Step 5: Tap to view and then Approve the authentication.



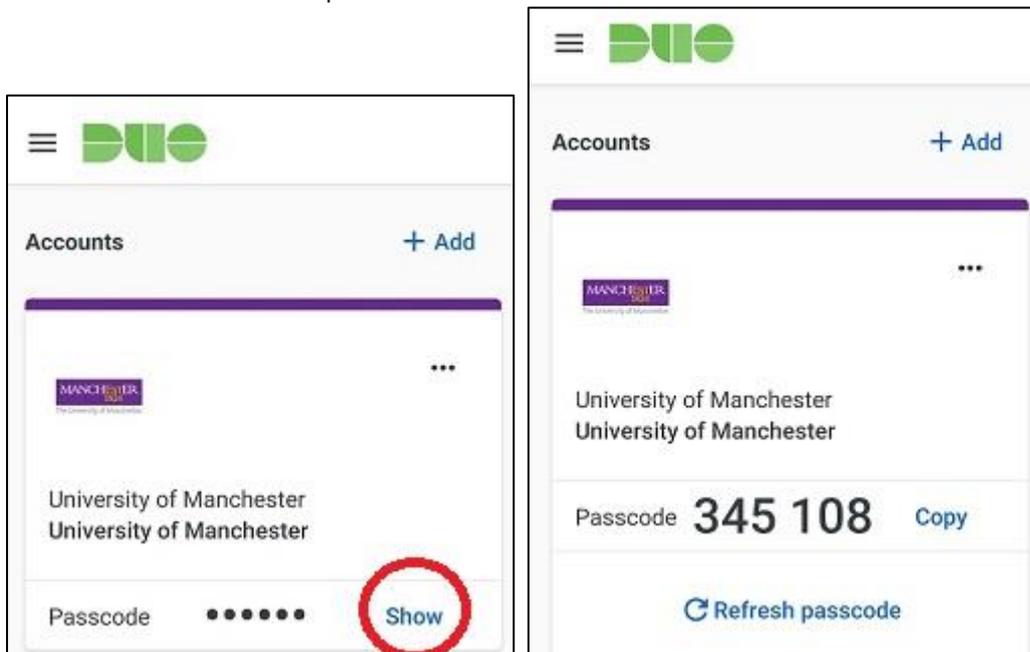
- Step 6: You will then be logged in. This should all only take a few moments.

4. What happens when I have no internet connection or mobile phone reception?

As well as a push notification, the Duo mobile app on your smartphone can generate a code without the need for a mobile signal or internet connection. This works anywhere, even in places where you don't have an internet connection or can't get a mobile phone service. There's a clever algorithm which can generate a code in the app which works the same way as a bank fob.

4.1 To use this you should:

1. Open the Duo Mobile app
2. Select Show to view the passcode



3. Use the passcode generated to authenticate, by typing in your password, then entering a comma, followed by the code.

(NOTE: The code will timeout after 40 seconds; to refresh tap the circular arrow symbol)

The image shows a login form with two input fields. The first field is labeled 'username' and the second field is labeled 'password, 343679'. Below the fields are two buttons: a blue 'Sign In' button and a grey 'Cancel' button.