

# *Setting Up MFA: Duo Mobile*



# *Multi-Factor Authentication?*

- Additional authentication that you will be required to provide whenever you use your UH Username.
- All UH students, faculty, and staff are required to set this up by October 2, 2023
  - Failure to do so results in failure to accessing all UH services
- If you do not have a phone, you will need to use a token instead.
  - Please email [hccreach@hawaii.edu](mailto:hccreach@hawaii.edu) to request a token
- This guide will focus on the Duo Mobile App, but if you want to use another method, go to this link: <https://www.hawaii.edu/askus/1758>



# Download Duo Mobile

The device you download it on will be used to verify all of your UH logins

< Search



Duo Mobile

Duo Security LLC

Open



595K RATINGS

4.9



AGE

4+

Years Old

CHART

#5

Business

DEVELOPER



Duo Security L



Duo Mobile

Duo Security, Inc.

3.8★

17K reviews

10M+

Downloads

E

Everyone ⓘ

Install

- Duo Mobile in the iOS App Store

- Duo Mobile in the Google Play Store



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# Setting up MFA

- Go to the Device Registration Website:  
<https://www.hawaii.edu/its/uhlogin/device-reg>
- Select “Start Setup” button
- If you are asked if you want to allow Duo Mobile to send notifications, please **Allow Notifications**

## Information Technology Services

University of Hawaii System

### UH Login Multi-Factor Authentication (MFA) Device Registration



[What is this?](#)

[Need help?](#)

### Protect Your University of Hawaii Account

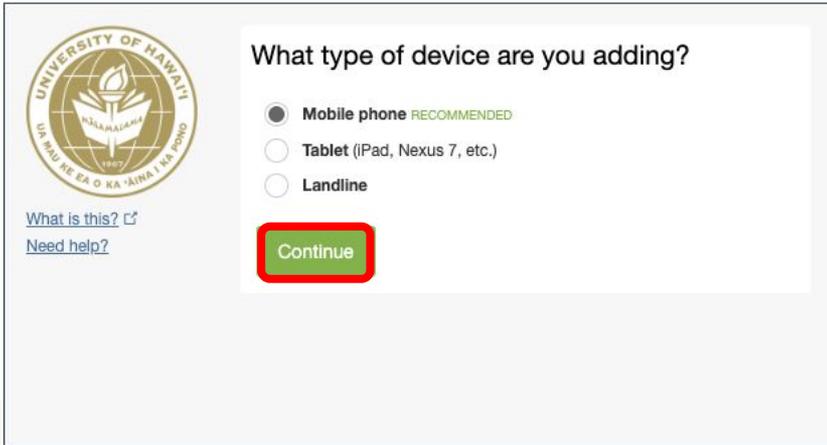
Two-factor authentication enhances the security of your account by using a secondary device to verify your identity. This prevents anyone but you from accessing your account, even if they know your password.

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

[Start setup](#)

# Setting up your phone

- Select the “Mobile phone”, then click “Continue”



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What type of device are you adding?

**Mobile phone** RECOMMENDED

Tablet (iPad, Nexus 7, etc.)

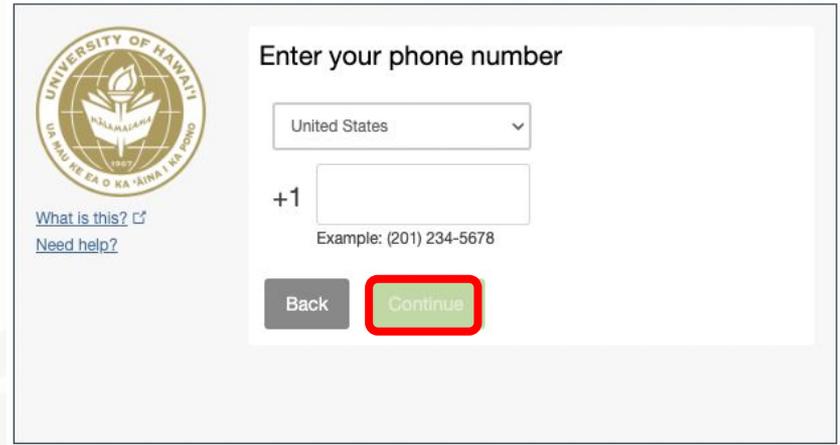
Landline

[What is this?](#) 

[Need help?](#)

**Continue**

- Next, input your phone number, then click “Continue”



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Enter your phone number

United States ▾

+1

Example: (201) 234-5678

**Back** **Continue**

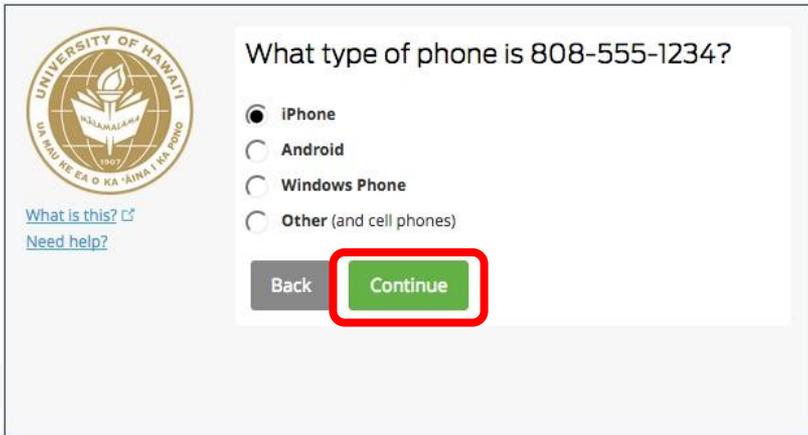
[What is this?](#) 

[Need help?](#)



# Connecting to Duo Mobile

- Verify the type of smartphone you have, then click “Continue”
- Select “I have Duo Mobile Installed” (it will look the same for iOS and Android)



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What type of phone is 808-555-1234?

iPhone

Android

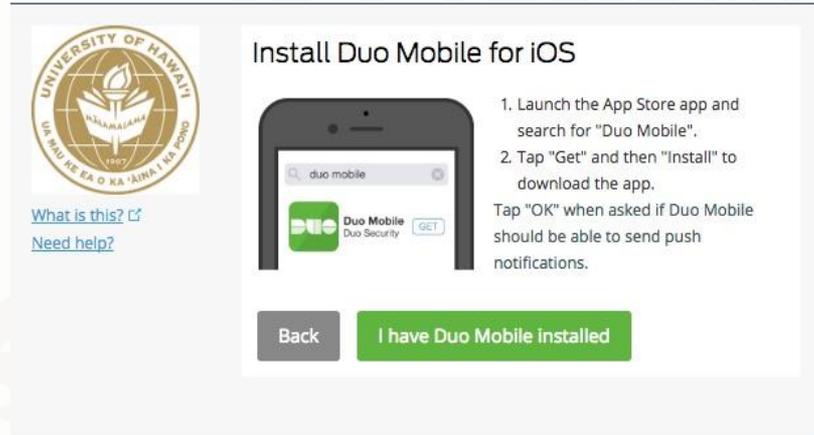
Windows Phone

Other (and cell phones)

[What is this? ↗](#)

[Need help?](#)

Back Continue



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Install Duo Mobile for iOS



1. Launch the App Store app and search for "Duo Mobile".

2. Tap "Get" and then "Install" to download the app.

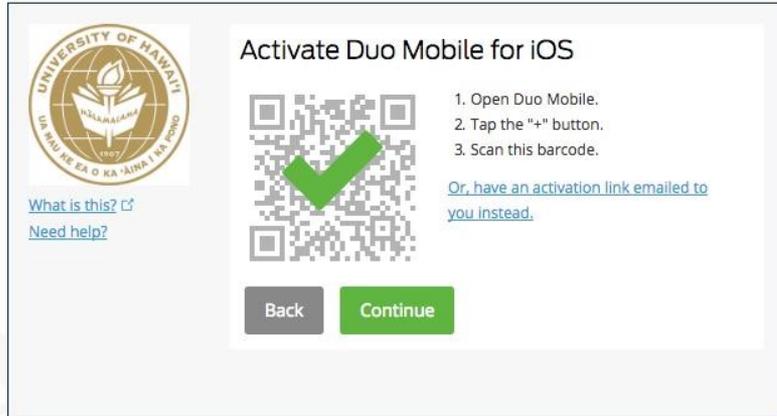
Tap "OK" when asked if Duo Mobile should be able to send push notifications.

Back I have Duo Mobile installed



# Final Steps

- On Duo Mobile, select “+” then “Scan QR Code” to scan the code on your screen

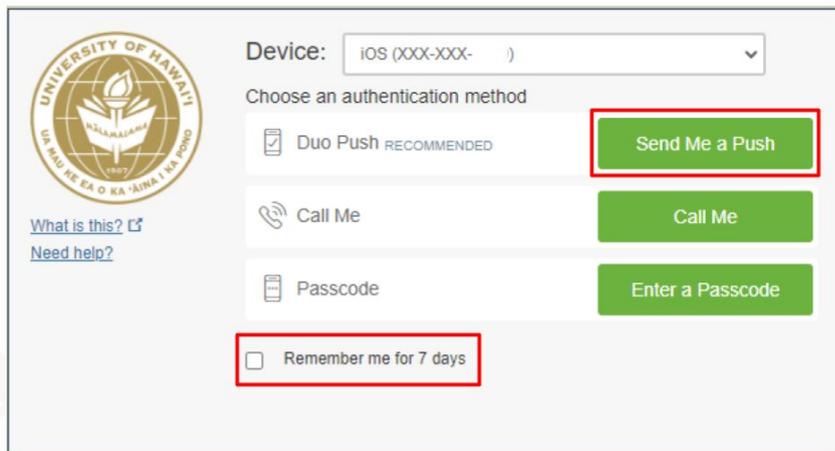


- Select “Ask me to choose an authentication method” and practice logging in



# Logging On

- When logging in, this screen will pop up. Select “Send Me a Push”



The screenshot shows the University of Hawaii login interface. On the left is the university's logo. Below it are links for "What is this?" and "Need help?". The main area features a "Device:" dropdown menu set to "iOS (XXX-XXX- )". Below this is the heading "Choose an authentication method" followed by three options: "Duo Push RECOMMENDED" with a green "Send Me a Push" button, "Call Me" with a green "Call Me" button, and "Passcode" with a green "Enter a Passcode" button. At the bottom, there is a checkbox labeled "Remember me for 7 days". Red boxes highlight the "Send Me a Push" button and the "Remember me for 7 days" checkbox.

- A notification will appear on your smartphone.
- iPhone: Press and hold on the notification, then tap on **Approve** to approve or **Deny** if it was a fraudulent request. If necessary enter your iPhone's passcode.
- Android: Tap on **Notifications**. You may have to unlock your phone. Tap on **Approve** to approve or **Deny** if it was a fraudulent request.

