Enrol and Activate Multi-Factor Authentication Quick Start Guide

Introduction

This guide will assist you to enrol with Duo Security for multi-factor authentication (MFA) and activate the Duo Mobile app on your device.

Charles Sturt University's recommended option for MFA is the Duo Mobile app, but if you wish to use a different method, you can select one of the other MFA options.

NOTE: You cannot use your laptop/computer, Security Key, or Touch ID as the second authentication method.

Enrol/Register and Activate MFA on Your Device

You only need to enrol for Duo Security once unless you change your device. If you change your device, see **Managing devices** under the multi-factor authentication Support section.

NOTE: You will need to have an active internet connection to complete these steps.

1. Go to the MFA Device Management Portal and authenticate
2. Follow the on-screen prompts to setup your account for the first time

Further details on the first time enrolment/registration and activation of Duo MFA on your device can be found on the Duo Support Site.

MFA Options

Push Notifications is the Charles Sturt University preferred method to use with the Duo Mobile app – find out why push is the best way to authenticate.

Second-Factor Options	Duo Mobile App Push Notification (Preferred option)	Duo Mobile App Passcode	SMS	Duo Hardware Token
How it works	Duo sends a login request to your smartphone. Tap Approve (green tick) to authenticate.	Duo generates a passcode for your account in the Duo Mobile app. Enter the code in the passcode /next code/token code field on your login screen.	You will receive an SMS message with 10 one-time codes. Enter one of the codes in the passcode/next code/token code field on your login screen.	Contact the Computer Shop to be allocated a hardware token. Press the green button on your hardware token and enter the six-digit code in the passcode/next code /token code field.
Available Platforms	Android / iOS	Android / iOS	N/A	N/A
Network Requirements	Internet access required.	N/A	N/A	N/A
Pros	Convenient. Can be used with a smartphone, tablet or iPad. Set your preferences to automatically 'push' a notification.	Convenient. Can be used with a smartphone, tablet or iPad.	Available if you have an older mobile phone or out of date platform and cannot install the Duo app.	Available if you do not have a mobile phone or landline.
Cons	N/A	You need to enter a new code into your browser each time prompted.	You need to enter a new code into your browser each time prompted. Requires two logins. First attempt with SMS will fail. Login again using one of the SMS codes.	You need approval from your section or division to buy one. You need to enter a new code into your browser each time prompted. You must carry the token with you for access out of the office.
Cost to the University	None	None	Yes (per SMS)	Yes – Cost to your Section or Division (per token)