

# Duo Security User Guide

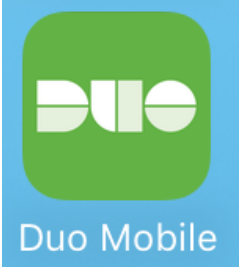
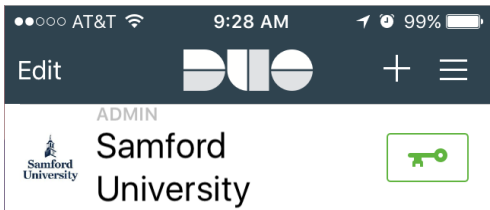
Samford University is implementing Two-Factor Authentication utilizing DUO Security software. What this means is you will need to authenticate within certain applications with more than just your Samford UserID and Password. It will require an addition level of authentication (via the DUO Security Software).

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Below are some screenshots of how the application works.

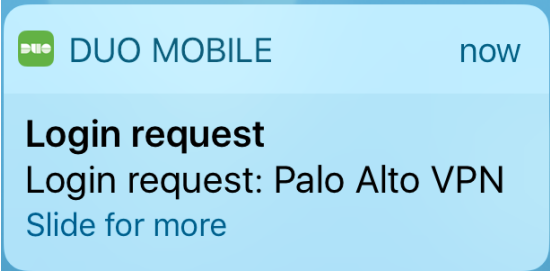
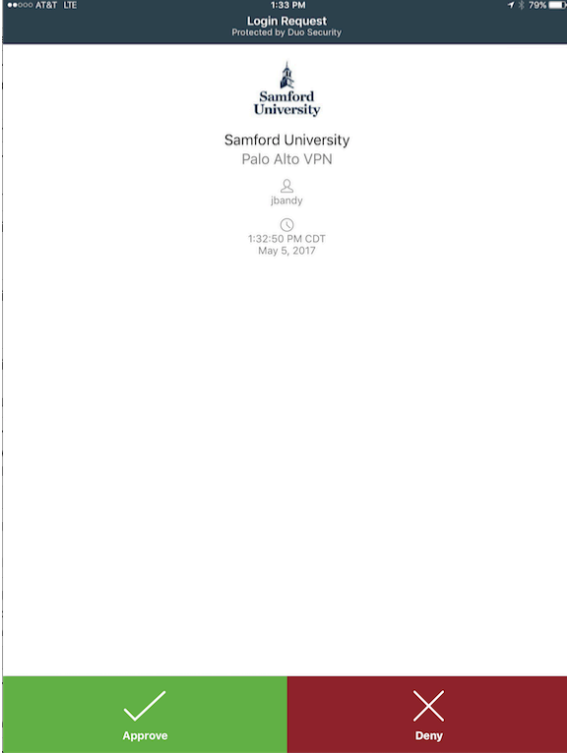
## How do I Install DUO Security?

| Description                                                                                                                                                                                                                                                                                                                                                                | Screenshot                                                                           |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|
| <p><b>Go to the Apple Store (for iPhones) and the Play Store (for Android) and download the DUO Mobile Application</b></p> <p><b>Once the application is downloaded the application should be listed on your phone</b></p> <p><b>If it asks if you want to receive notifications answer "YES".</b></p>                                                                     |  |
| <p><b>Once the application has been downloaded to your phone contact the Samford University Information Security team to have an activation link sent to your phone. Contact info is <a href="mailto:Jbandy@Samford.Edu">Jbandy@Samford.Edu</a> or (205) 726-2692</b></p> <p><b>Be prepared to verify your mobile phone number and Operating System (iOS, Android)</b></p> |  |

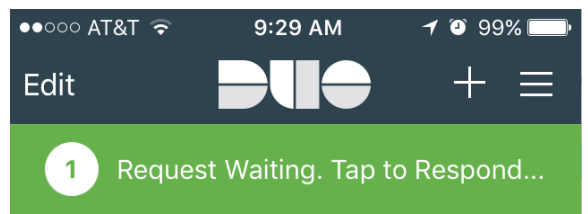
Information Security will send you an Activation Text message with a link that will add the Samford University Link into your Mobile Application.

**There will be a Green Key icon. You will not use this option at this time. You will be given instructions later if it is ever needed.**

## How do I interact with DUO Security?

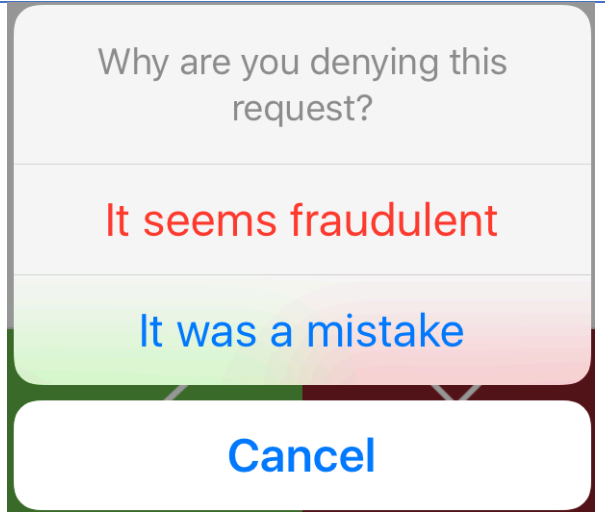
| Description                                                                                                                                                                                                                         | Screenshot                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>When you try to log into an application that has been associated with DUO Security you will receive a Login Request prompt on your phone.</p>                                                                                    |  A notification card from DUO MOBILE. At the top left is the DUO logo, and at the top right is the word "now". The main text reads "Login request" in bold, followed by "Login request: Palo Alto VPN" and "Slide for more" with a right-pointing arrow.                                                                                                                                                                                                        |
| <p>Swipe the login request to bring up the authentication screen</p> <p>If you click on the "green" Approve button it will log in you into the application.</p> <p>See below for instructions related to the "red" Deny button.</p> |  A screenshot of a mobile phone screen showing a "Login Request" prompt. The status bar at the top shows "AT&T LTE", "1:33 PM", and "79%". The screen content includes the Samford University logo, the text "Samford University Palo Alto VPN", the user name "jbandy", and the time "1:32:50 PM CDT May 5, 2017". At the bottom, there are two buttons: a green "Approve" button with a white checkmark icon and a red "Deny" button with a white 'X' icon. |

**If you do not get a login request, go to the DUO Security application and click on the Green Bar at the top that says “Request Waiting. Tap to Respond...”**



**If you click on the “red” Deny button you will get three options. “It was a mistake” and “Cancel” allow you to return to the DUO Security Application.**


**If you click “It seems fraudulent” then the Information Security team will be contacted immediately and you can expect a call from them to find out if there is an attempted use of your account.**




**If you click on the “It was a mistake” link  
you will receive a Request Denied response**


••••• AT&T 7:27 AM 100%


**Login Request**  
Protected by Duo Security

  
**Samford University**

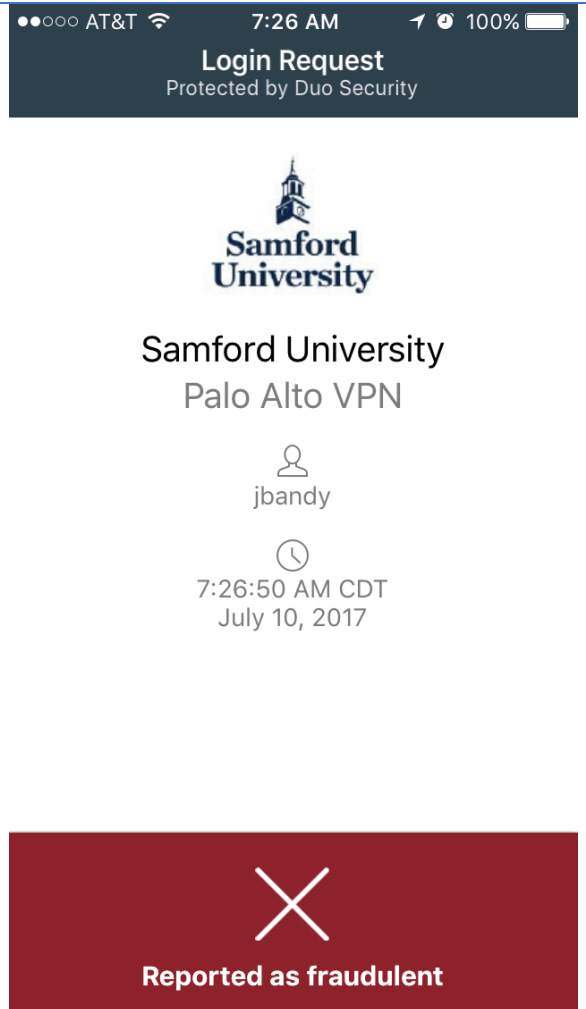
Samford University  
Palo Alto VPN

  
jbandy

  
7:27:14 AM CDT  
July 10, 2017

  
**Request denied**

**If you click on the “It seems fraudulent” link you will receive a Reported as fraudulent response**



What do I do if I have questions?

Please contact the Samford University Service Desk at (205) 726-2662 or email them at [ServiceDesk@Samford.Edu](mailto:ServiceDesk@Samford.Edu)