

UT System Administration Two-Factor Authentication with Duo

As you may already know, passwords alone are no longer enough to properly secure University data. Advances in computing technology have made password cracking easy and social engineering techniques like phishing provide fraudsters with the passwords needed to access our information. This has become a serious problem which requires a better way to prevent access by criminals with stolen user accounts and passwords. The solution to this problem is Two-Factor authentication, or 2FA. Two-factor authentication provides an added layer of protection and minimizes the risk of unauthorized access to our information resources.

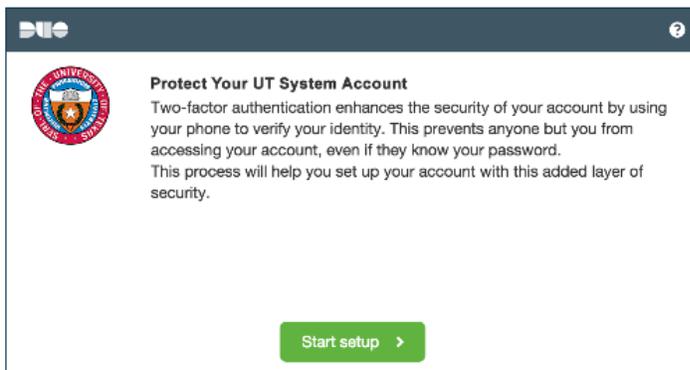
Enrolling Your Mobile Device

The Duo 2FA self-enrollment process makes it easy to register your phone and install the mobile application on your smartphone or tablet. The app prompts you to enroll when you log into a protected VPN, server, or web application. **You will need a computer and your mobile device (phone or tablet) to complete the enrollment process.** Enrollment can be completed from either your home or other remote location, or in the office.

Please click the following link from your computer to begin: <https://apps.utsystem.edu/2fa>

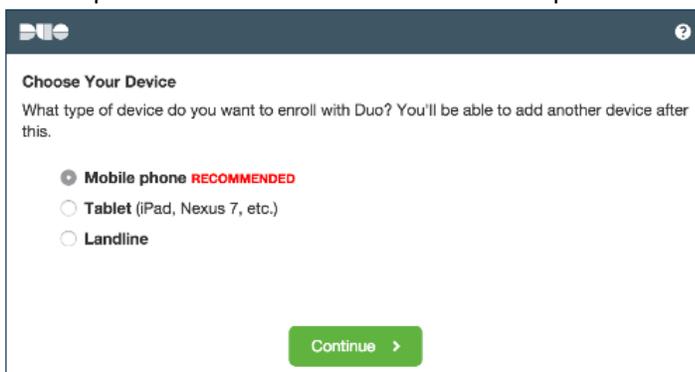
1. Welcome Screen

Click **Start Setup** to get started.



2. Choose Your Authenticator

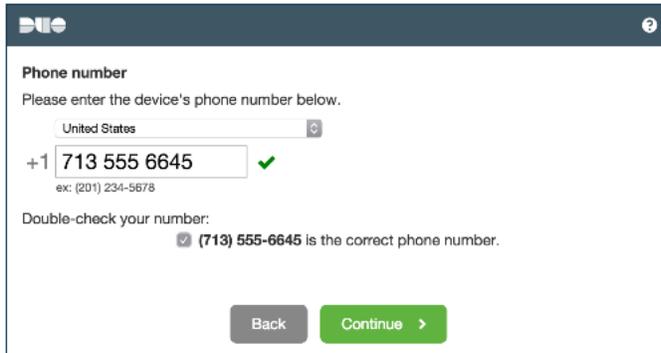
A smartphone is recommended for the best experience.



3. Type Your Phone Number

Select your country and type your phone number. Use the number of your smartphone, landline, or cell phone that you'll have with you when you're logging in.

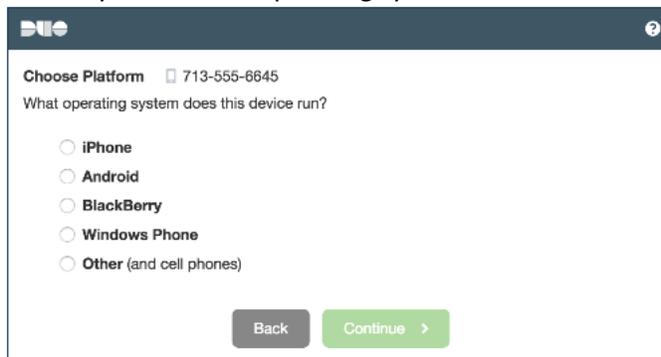
- You can enter an extension if you chose "Landline" in the previous step.
- Double check the number to ensure it is correct
- Click **Continue**



The screenshot shows the Duo Mobile interface for entering a phone number. At the top, there's a header with the Duo logo and a help icon. Below that, the title is "Phone number" and the instruction is "Please enter the device's phone number below." A dropdown menu is set to "United States". The phone number field contains "+1 713 555 6645" with a green checkmark to its right. Below the field, it says "ex: (201) 234-5678". A confirmation section says "Double-check your number:" followed by a checked checkbox and the text "(713) 555-6645 is the correct phone number." At the bottom, there are two buttons: "Back" and "Continue >".

4. Choose Platform

Choose your device's operating system.

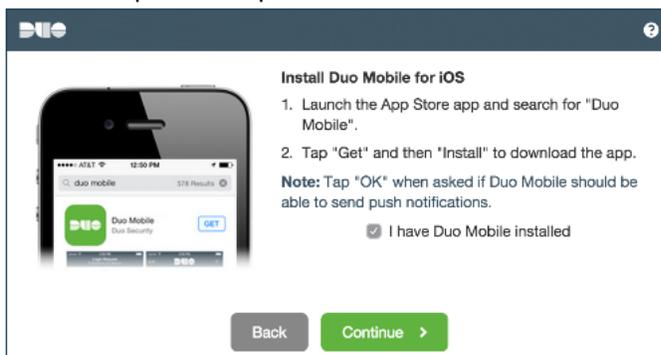


The screenshot shows the Duo Mobile interface for choosing a platform. The header includes the Duo logo and a help icon. The title is "Choose Platform" with the phone number "713-555-6645" next to it. The question is "What operating system does this device run?". There are five radio button options: "iPhone", "Android", "BlackBerry", "Windows Phone", and "Other (and cell phones)". At the bottom, there are two buttons: "Back" and "Continue >".

5. Install Mobile App

Duo Mobile is an application that runs on your phone and helps you authenticate. Without it you'll still be able to log in using a phone call or text message, but it is strongly recommended that you use Duo Mobile to authenticate quickly and easily.

Follow the platform-specific instructions on the screen to install Duo Mobile.

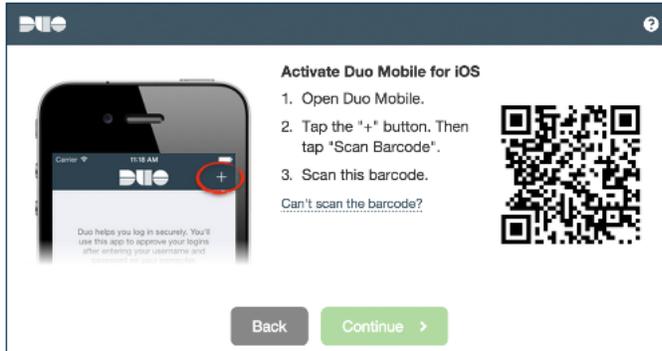


The screenshot shows the Duo Mobile interface for installing the app on an iPhone. The header includes the Duo logo and a help icon. On the left, there's an image of an iPhone displaying the App Store search results for "Duo Mobile". To the right, the title is "Install Duo Mobile for iOS". There are two numbered steps: "1. Launch the App Store app and search for 'Duo Mobile'." and "2. Tap 'Get' and then 'Install' to download the app." Below the steps, there's a note: "Note: Tap 'OK' when asked if Duo Mobile should be able to send push notifications." At the bottom, there's a checked checkbox and the text "I have Duo Mobile installed". At the very bottom, there are two buttons: "Back" and "Continue >".

6. Activate Duo Mobile

Activating the application will link it to your account so you can use it for authentication.

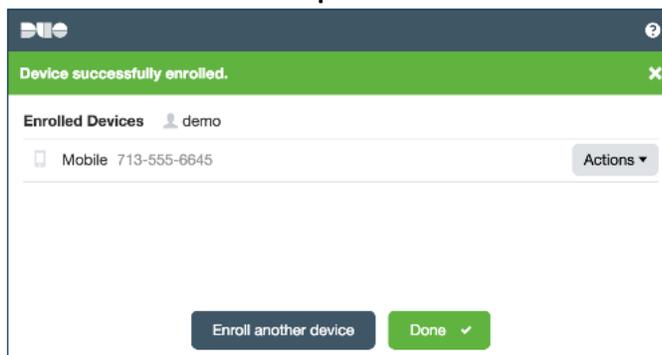
On iPhone, Android, Windows Phone, and BlackBerry 10, activate Duo Mobile by scanning the barcode with the app's built-in barcode scanner. Choose your platform for specific instructions:



The "Continue" button is clickable after you scan the barcode.

NOTE: If the barcode cannot be scanned, click the [Can't scan the barcode](#) link and then follow the instructions.

7. Your Enrollment is Complete



After enrollment, you can verify that 2FA is working by logging in to this website: <https://apps.utsystem.edu/2fa/congrats.htm>

Authenticating with the Duo Push Method

The following services will be affected by the deployment of two-factor authentication:

Remote Access Services affected:

1. Cisco VPN network access
2. Connect - Desktop Remote Access
3. Terminal Server Access

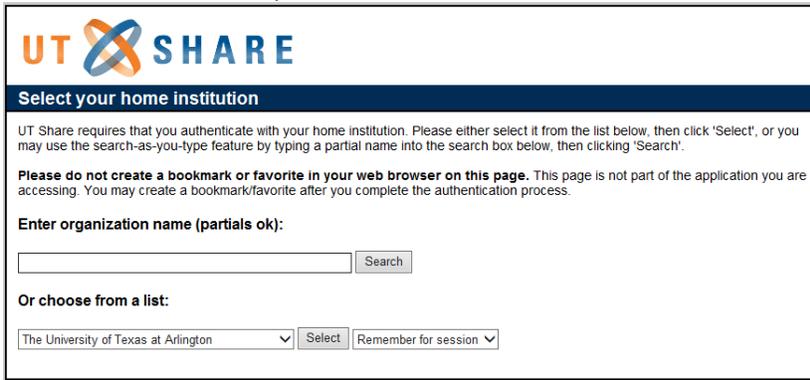
Websites affected*:

4. PeopleSoft Employee Portal

*Other services will be added at a later date.

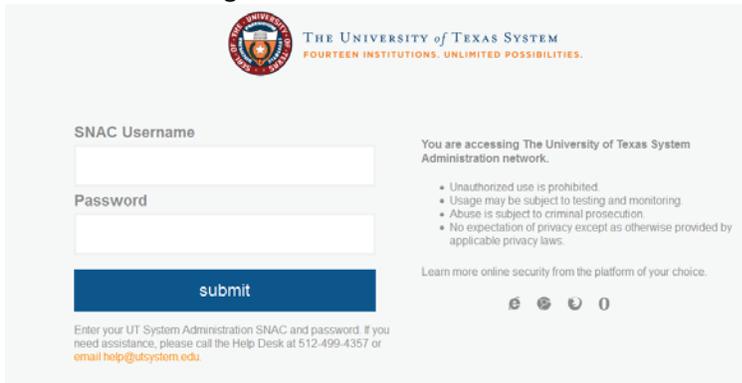
Authentication Prompt

1. Once you login to UT Share, you will be taken to the Authentication Prompt page
 - a. Select your institution



The screenshot shows the 'UT SHARE' logo at the top. Below it is a dark blue header with the text 'Select your home institution'. The main content area contains instructions: 'UT Share requires that you authenticate with your home institution. Please either select it from the list below, then click 'Select', or you may use the search-as-you-type feature by typing a partial name into the search box below, then clicking 'Search'.' A warning follows: 'Please do not create a bookmark or favorite in your web browser on this page. This page is not part of the application you are accessing. You may create a bookmark/favorite after you complete the authentication process.' There are two input methods: a search box with a 'Search' button, and a dropdown menu with 'The University of Texas at Arlington' selected, a 'Select' button, and a 'Remember for session' checkbox.

2. Your institution credential page will appear (UT System is used for this example).
 - a. Log in as normal



The screenshot shows the 'THE UNIVERSITY of TEXAS SYSTEM' logo and tagline 'FOURTEEN INSTITUTIONS. UNLIMITED POSSIBILITIES.' Below is a login form with 'SNAC Username' and 'Password' fields, and a blue 'submit' button. To the right, a notice states: 'You are accessing The University of Texas System Administration network.' followed by a list of security warnings: 'Unauthorized use is prohibited', 'Usage may be subject to testing and monitoring', 'Abuse is subject to criminal prosecution', and 'No expectation of privacy except as otherwise provided by applicable privacy laws.' There is also a link to 'Learn more online security from the platform of your choice.' and social media icons for Facebook, Twitter, and LinkedIn. At the bottom, there is a footer with contact information: 'Enter your UT System Administration SNAC and password. If you need assistance, please call the Help Desk at 512-499-4357 or email help@utsystem.edu.'

3. Select the desired method of authentication
 - a. Click **Log in**



The screenshot shows the 'UT System Administration' logo and '2FA two-factor authentication' text. On the left is the UT System logo and a 'Need help?' link. The main area shows a 'Device' dropdown set to 'IOS (000-XXX-1191)'. Below it are three options: 'Duo Push RECOMMENDED' (selected), 'Phone call', and 'Passcode' with a 'Send SMS passcodes' link. A checkbox is checked for 'Automatically send a push to XXX-XXX-1191 from now on.' At the bottom are 'Manage devices' and 'Log in >' buttons.

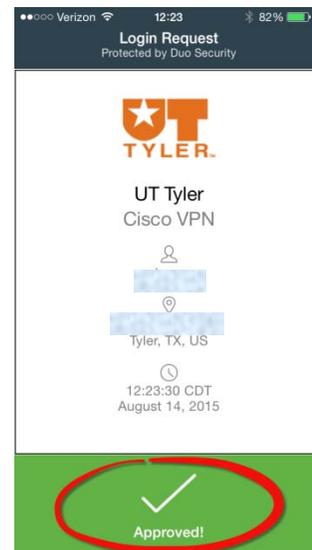
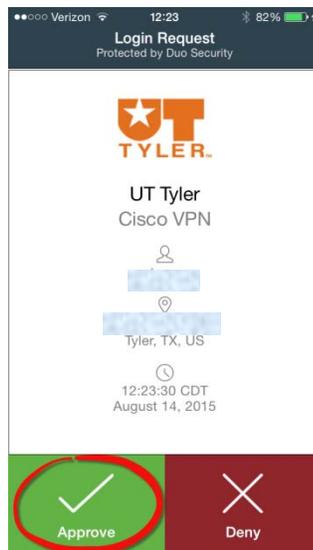
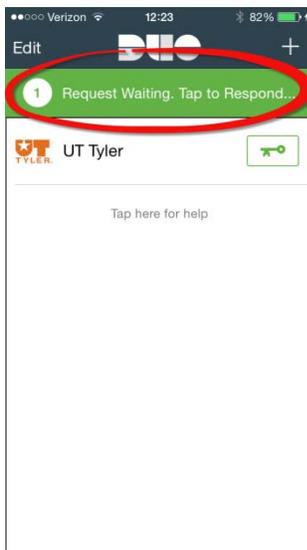
Methods of authentication

METHOD	DESCRIPTION
Duo Push	This method pushes a login request to your phone or tablet (if you have Duo Mobile installed and activated on your iPhone, Android, Microsoft, or BlackBerry device). Open Duo Mobile on your phone, review the request and tap Approve to login. NOTE: This is the simplest method because it does not require retyping a code.
Phone Call	You will receive a telephone call and can push any key on your phone to continue.
Passcode	Login using a passcode, generated with Duo Mobile, sent via SMS, or provided by an administrator. Click Send SMS passcodes to get a new batch of passcodes.

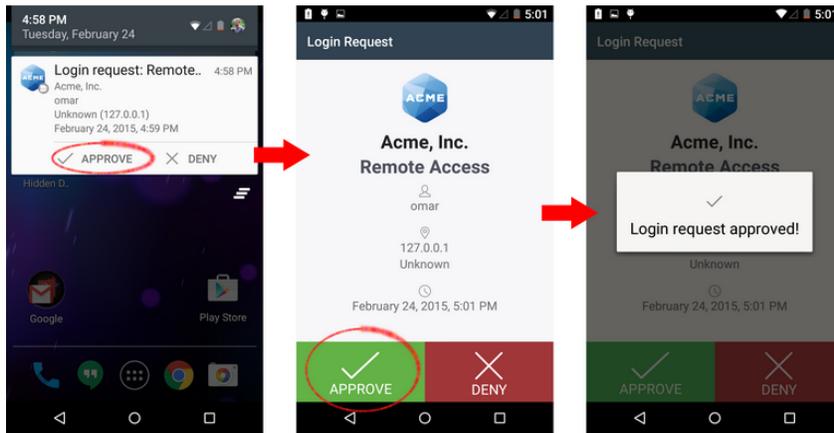
Screenshots with the Duo Push Method

Duo push on iphone

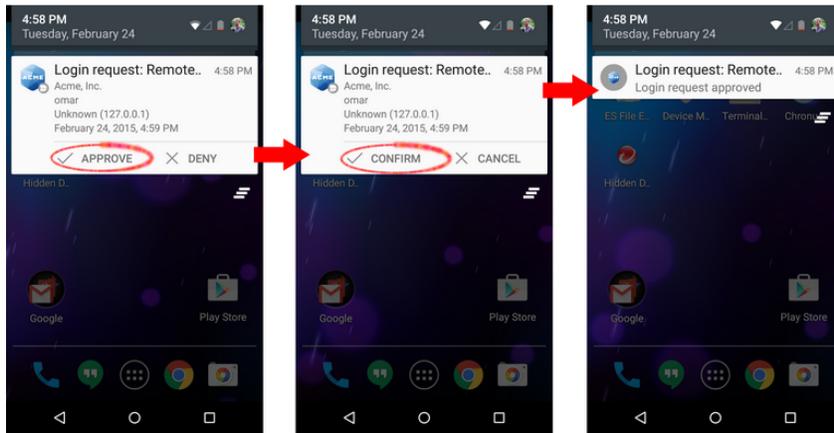
- UT Tyler is used for this example



Duo push on android



If you are running Android 4.1 or later, you can approve the request right from the notification.



4. Once the login is approved from your smartphone, you will be logged into the service

