

Duo MFA Setup Tutorial:

What is MFA?

MFA stands for Multi-Factor Authentication. MFA requires a second method to verify that you are the actual person logging into your ENMU account. It uses either a smartphone application or a phone call to you or provides a code to you that is used to prove you are allowing the login attempt.

Why is ENMU Requiring MFA?

ENMU System is dedicated to keeping student information private and confidential. Over the last three years, the world has seen a dramatic increase in cybercrime, focusing on stealing Personally Identifiable Information (PII) to steal money or identities using a practice called Phishing.

The criminals typically try to gain access to an account using emails, text messages, or phone calls by prompting you for your username and password under the guise of being an official communication from the University. They are now targeting students to use your email account to send emails to internal individuals from an email address that shows it is from a legitimate ENMU email address. Further, the criminals also steal information from your email and attempt to compromise other people you have sent emails to using the same tactics stated above. By having access to an ENMU System email address, the criminal has a higher chance of getting other users to fall victim to their ploys.

MFA protects from such an attack. A criminal might be able to get the username and password for an account, but it is tough for them to gain access to your MFA credentials. We require MFA on all accounts to loss and our data, protect you from potentially negative reputational consequences amongst the other people you talk to using ENMU email, protect everyone from potential financial loss and meet Federal cyber security requirements. Furthermore, MFA is becoming a standard at all schools and companies worldwide and is considered best practice by cybersecurity professionals.

Where will I need to use my MFA?

MFA is required for Faculty & Staff to access digital institutional resources at ENMU, including email, MFA is required. Other services may require future MFA access as we continue deploying to other University systems.

What happens if I lose the device I was using for MFA?

Contact the ENMU ITS Helpdesk by phone at **575-562-4357** or email Help.Desk@enmu.edu. We can assist you in adding your MFA to a new phone, restricting the old phone's access to MFA, and with temporary assistance, log in once without MFA.

Setting Up MFA for the First Time

As a new user, you will be prompted to enroll in MFA the first time you log into your email. We recommend doing this process on a computer rather than a mobile device.

Before you begin, install Duo on your Mobile Phone:

For Android - [Link](#)

For Apple - [Link](#)



Security Advisory: If at any point your Mobile or other Device gets an MFA prompt when you are not attempting to log in to ENMU resources, whether that is the Portal, the VPN, or other resources, press 'Deny' and inform ENMU.Cybersecurity@enmu.edu, or if unable to access your email, call ENMUR ITS Help Desk at **575-562-4357**

1. While **Off-Campus** and not connected via the VPN, start by going to the ENMU Portal Home page [my.enmu.edu] and logging in with ad\ or sd\ and your credentials as you usually sign into the portal, as seen below:



Eastern New Mexico University
(Portales and Ruidoso Portal Access)
Please enter your username as: 'domain\username'
Students will use: **sd\username**
Faculty/staff will use: **ad\username**

Username field
Password field

Sign in

[New user? Activate your account](#)
[Login instructions/tutorials](#)
[Forgot password](#)

By signing onto this portal, you agree to abide by its [Terms of Use](#). Violations could lead to restriction of portal privileges and/or disciplinary action.

2. You will then be presented with the below information;

you may Leave a Click  to

proceed:



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.

3. Select the type of device you will be using for the MFA (*Mobile is most common*):

What type of device are you adding?

- Mobile phone RECOMMENDED
- Tablet (iPad, Nexus 7, etc.)
- Security Key (YubiKey, Feitian, etc.)
- Touch ID
Requires Chrome on macOS to use Touch ID.

Note: This is the secondary device you use for authentication, not the machine you typically log in with.



Then Click Continue.



4. If you selected *Mobile*, enter your phone number:

Enter your phone number

United States

+1

Example: (201) 234-5678

You entered (575) 562-4357. Is this the correct number?

Then make sure the box is checked.



Finally Click Continue



5. You will be asked to enter your phone number:

6. Press Continue when you have entered your number.

7. You will be asked to verify ownership of the cell phone number you entered; click on 'Text me' and enter the verification you receive on your cell phone into 2. seen within the image.

ENMU Settings

Verify Ownership of [REDACTED]

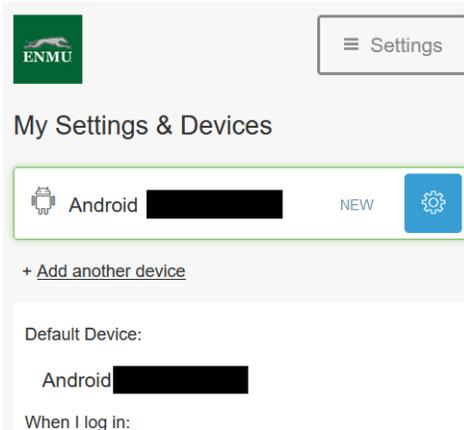
1. We can text you with a verification code.

2. Enter your 6-digit code:

8. Once you have entered the verification code, click Verify, which should cause you to see a, then click Continue.



9. You should then see the screen below, click the blue Gear icon .

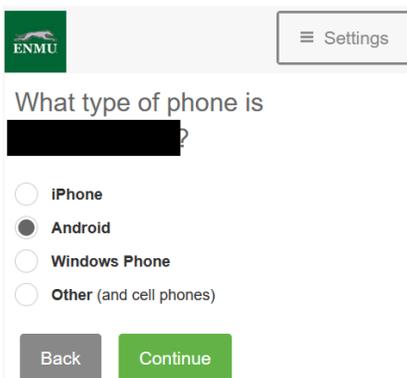


10. Once you have clicked on the blue gear in step 9 above, you will see the options within the image below, click on Reactivate Duo Mobile.

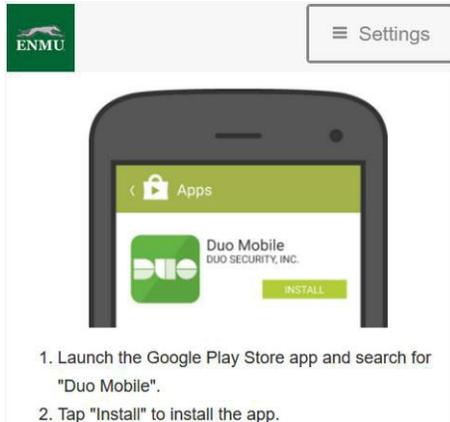


11. It will ask you to re-verify ownership of your cell phone, but this time with a 'Call me' or 'Text me' option. Using the 'Text me' option, you can re-follow steps 7 & 8 above.

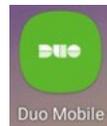
12. Select Phone Type, then Click Continue .



13. If you have DUO installed on your device, as the beginning of this tutorial instructed, when you see the screen below, scroll down and press; otherwise, install the app on your device now and then. Click I have Duo Mobile.



14. On the next Screen, you will need to Scan the QR code that is presented to you as shown below:

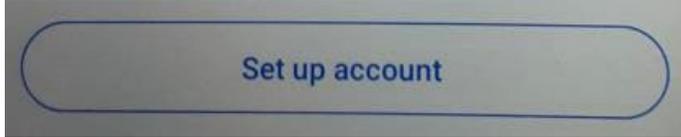


15. To do so, open your Duo Mobile app on your cell phone.

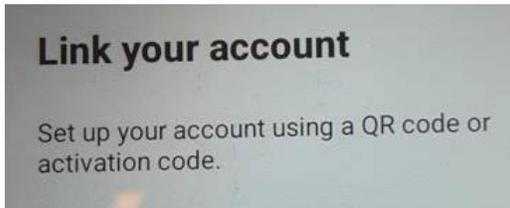
16. The following screen will greet you on your cellphone:



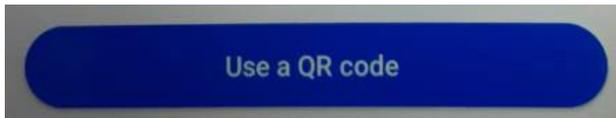
17. Tap Set up an account.



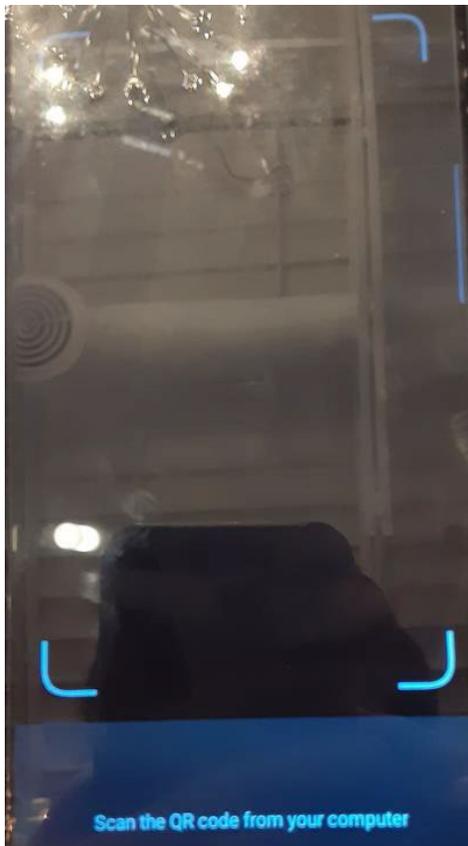
18. You will be sent to the below screen:



19. Tap Use a QR code.



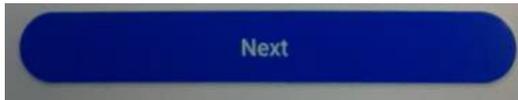
20. Place the QR Code you see on your computer screen from Step 14 within the curved corners you see in the image below:



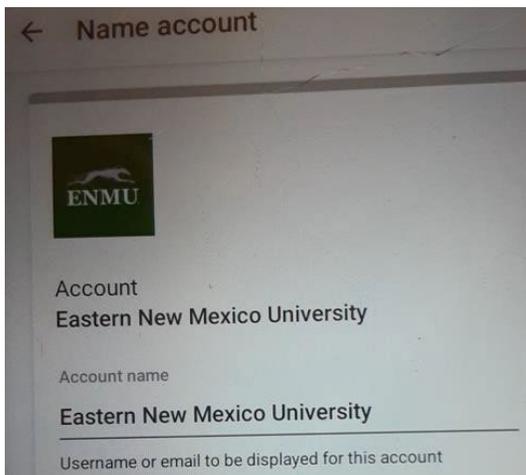
21. If successful, you will see 'Name your account to continue.'



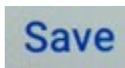
22. Tap 'Next.'



23. You should see the Roswell version of the below image:



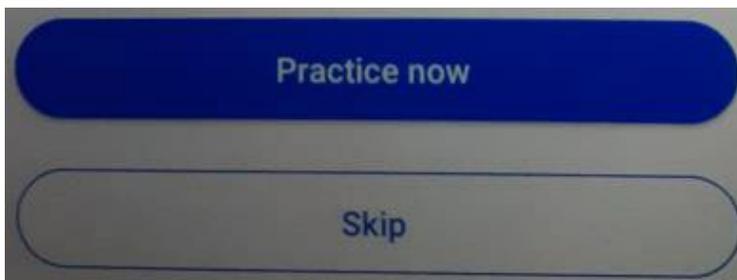
24. Tap Save.



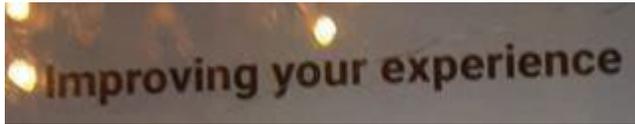
25. If successful, you will see the following:



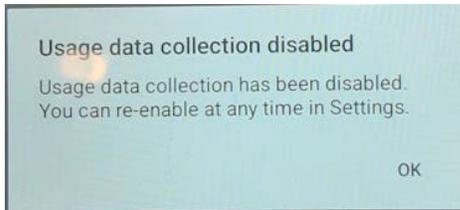
26. You can tap Practice now, but this tutorial will tap Skip.



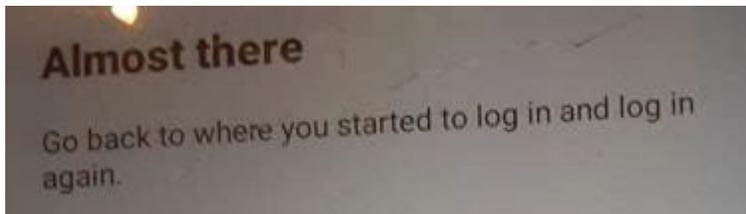
27. You will next see a screen titled Improving your experience, you may select whatever you wish, but this tutorial will choose Turn off.



28. If you selected Turn off in the step above, tap OK.



29. Your next screen will be titled Almost there; follow its instructions to go back to where you started to log in and login again. Do this by closing out of the browser tab on your computer and re-opening my.enmu.edu; log back in to use MFA authentication for the first time.



To see additional tutorials, visit

[ENMU ITS Work From Home](#)

If you need any assistance or have questions, please get in touch with the
Help Desk via Teams by clicking [Here](#)
via phone at: **575-562-4357**
via email at: Help.Desk@enmu.edu

ENMU Portales ITS

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