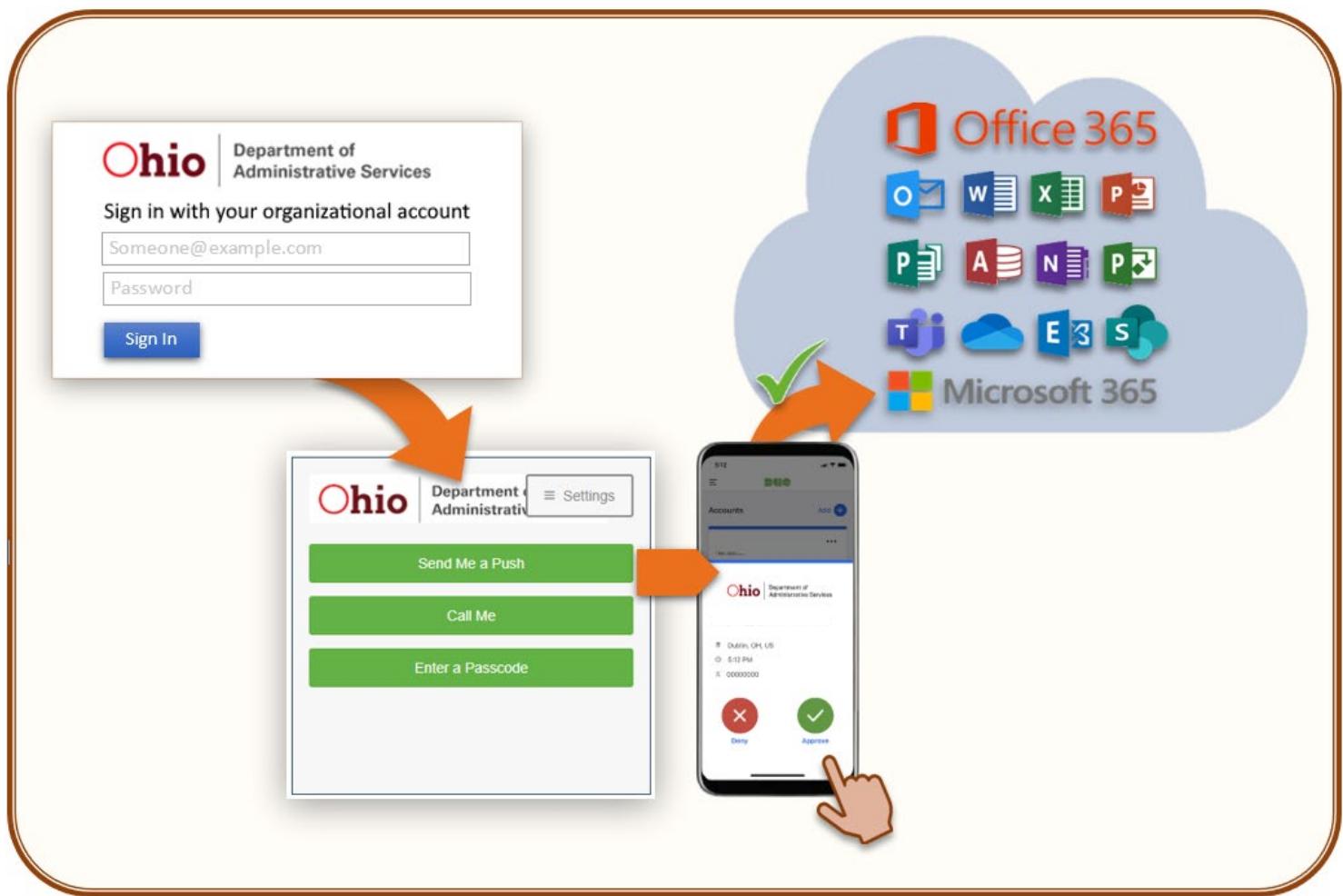


# Multifactor Authentication Job Aid

## Using Duo Security



## Multifactor Authentication Job Aid

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# Multifactor Authentication Job Aid – Using Duo Security

## What is Duo Security?

Duo Security is required for employees and contractors to gain access to Microsoft Office 365 applications (O365 applications). This tool is allowing the State to implement multifactor authentication, which is an IT security best practice.

Multifactor authentication takes authentication (proving that you are who you say you are to an information system) a step beyond the traditional user ID and password process (OH|ID). This additional step protects State data by using a second source of validation to verify user identity before granting access to O365 applications.

This job aid outlines the steps needed to:

1. Successfully enroll and activate Duo Security for multifactor authentication for mobile phones or landlines/phone lines. (Please note that a tablet example is not provided as enrollment and use is very similar to a mobile phone.)
2. Install the “**Duo Mobile**” app (© Duo Security LLC) on mobile devices for the daily Duo Security prompt multifactor authentication process to gain access to O365 applications. (Please note that mobile app installation is an optional step. It is not required to use Duo Security. However, multifactor authentication options are more limited if the app is not installed.) 
3. Complete the daily Duo Security prompt multifactor authentication process to gain access to O365 applications.
4. Manage your Duo Security account through the mfa.ohio.gov self-service portal. This includes adding, removing, reactivating, or renaming a device.
5. Reset the timing (23-hour expiration period) of your Duo Security authentication prompts so they are more convenient for your work schedule (refer to User Tip on page 12).

### **IMPORTANT!**

- **Your Duo Security enrollment must be completed by the date specified or you will not be able to access your O365 applications that require multifactor authentication.**

# Multifactor Authentication Job Aid – Using Duo Security

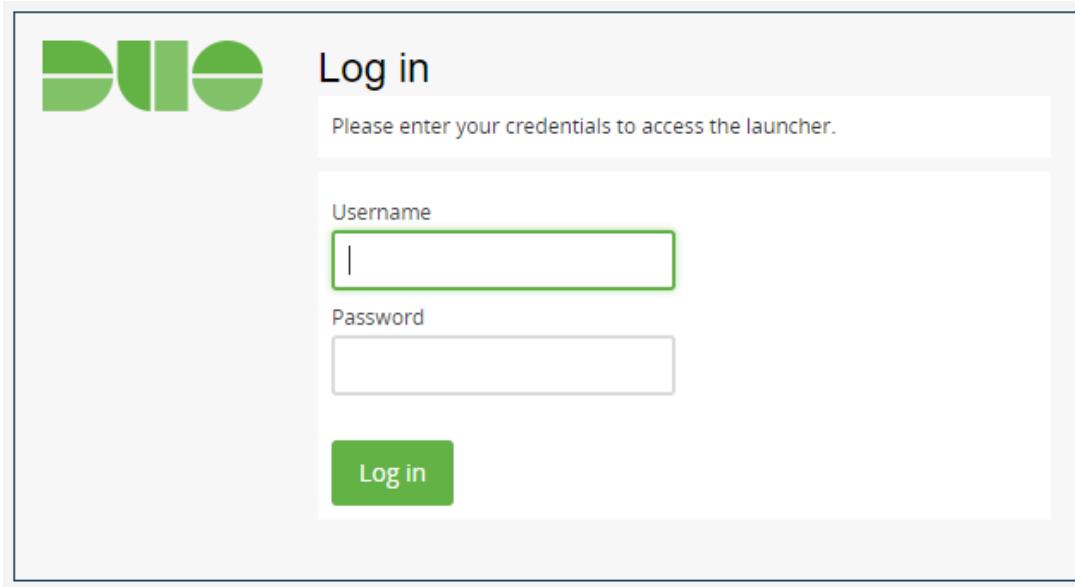
## Duo Security Enrollment and Activation Steps – Mobile Phone Option

Below are the steps for Duo Security mobile phone enrollment and activation. Your screens on your desktop/laptop may not look the same, but this example will give you an idea of what to expect.

**Note:**

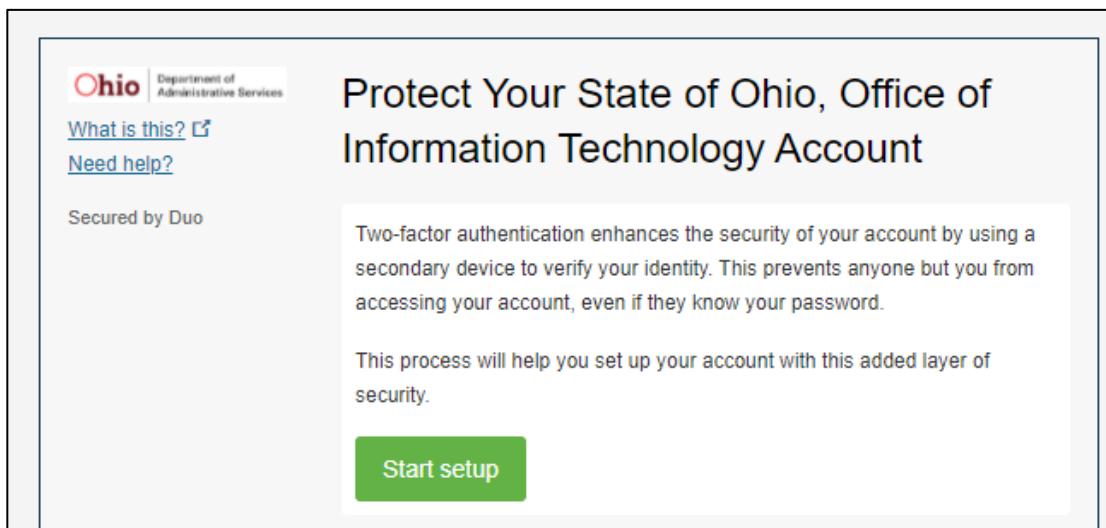
A tablet will follow steps similar to enrolling a mobile phone if the tablet has an associated cellular plan and a mobile phone number. For the purposes of this guide, we will focus on the recommended suggestion of using a mobile phone.

**Step 1: Enter <https://mfa.ohio.gov> into your internet browser and login using your OH|ID and password.**



The image shows a 'Log in' screen for Duo Security. The Duo logo is in the top left corner. The main title 'Log in' is centered above a text input field that says 'Please enter your credentials to access the launcher.' Below the input field are two text input fields: 'Username' and 'Password', both with placeholder text. A large green 'Log in' button is centered at the bottom of the form.

**Step 2: Click on “Start Setup**



The image shows a 'Start setup' screen for the Ohio Office of Information Technology account. The top left corner features the Ohio logo and 'Department of Administrative Services'. Below the logo are links for 'What is this?' and 'Need help?'. The text 'Secured by Duo' is displayed. The main title 'Protect Your State of Ohio, Office of Information Technology Account' is centered. A descriptive text box explains that two-factor authentication enhances security by using a secondary device to verify identity. Below this, another text box states that the process will help set up the account with an added layer of security. A large green 'Start setup' button is at the bottom.

# Multifactor Authentication Job Aid – Using Duo Security

## Step 3: Choose your device (mobile phone example) and click Continue.

The screenshot shows a step in the Duo Security enrollment process. At the top left is the Ohio Department of Administrative Services logo. Below it are links for 'What is this?' and 'Need help?'. The main content area is titled 'What type of device are you adding?'. It contains three radio button options: 'Mobile phone' (selected and marked as 'RECOMMENDED'), 'Tablet (iPad, Nexus 7, etc.)', and 'Landline'. A large green 'Continue' button is at the bottom.

### Note:

A mobile phone (iOS or Android) is the recommended suggested choice for enrollment. Tablets must have a mobile phone number associated with them to be registered with DuoSecurity (Wi-Fi only tablets will not register properly).

## Step 4: Type your mobile phone number, check box to validate entry, and click Continue.

The screenshot shows the 'Enter your phone number' step. The Ohio logo and help links are at the top left. The main area has a dropdown for 'United States' and a text input field containing '+1 (614)' with a red box around the area after the area code. To the right is a green checkmark icon. Below the input field is a checkbox labeled 'You entered (614)' followed by a red box and the question 'Is this the correct number?'. A callout box with a red border and black text says 'Validate your phone number and click the Continue button below'. Red arrows point from the red boxes to the validation text and from the validation text to the 'Continue' button. At the bottom are 'Back' and 'Continue' buttons.

# Multifactor Authentication Job Aid – Using Duo Security

## Step 5: Select your mobile phone platform and click Continue.

Ohio | Department of Administrative Services

[What is this? !\[\]\(caa21e8da556fb9950196b297f1bfb4b\_img.jpg\)](#)

[Need help?](#)

Secured by Duo

What type of phone is 614-[REDACTED]?

iPhone

Android

Windows Phone

Other (and cell phones)

[Back](#) [Continue](#)

## Step 6: Download the Duo Mobile™ app (© Duo Security LLC) on your smartphone.



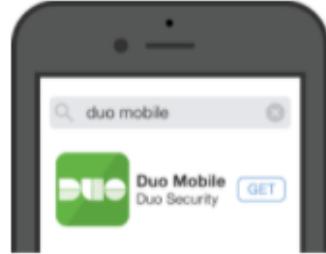
Ohio | Department of Administrative Services

[What is this? !\[\]\(5aaa7df24059d4bf438df0c8560685c0\_img.jpg\)](#)

[Need help?](#)

Secured by Duo

Install Duo Mobile for iOS

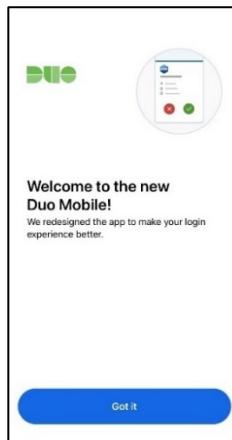


1. Launch the App Store app and search for "Duo Mobile".  
2. Tap "Get" and then "Install" to download the app.

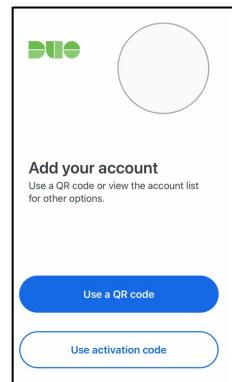
[Back](#) [I have Duo Mobile installed](#)

## Multifactor Authentication Job Aid – Using Duo Security

**Step 7: Launch the Duo Mobile™ app (© Duo Security LLC) on your smartphone and step through the introduction screens.**



**Step 8: Select “Use QR code,” to add your account.**



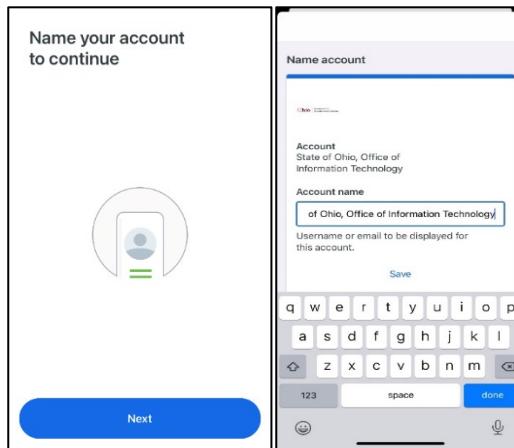
**Step 9: Activate “Duo Mobile” (© Duo Security LLC) by scanning the barcode image with your device’s built-in scanner. (Use your camera to scan the barcode shown by Duo Security Enrollment in your browser. If you’re prompted to allow Duo Mobile permission to use your device camera, please grant it.)**

**Please Note:** Activating the “Duo Mobile” app links it to your account so you can use it for authentication. Without the app, you can still complete the authentication process with a phone call or text message. However, the app provides the best experience. The iOS platform is provided in the example below. Follow the platform-specific instructions to install “Duo Mobile.”

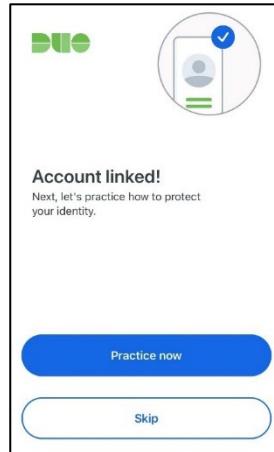


# Multifactor Authentication Job Aid – Using Duo Security

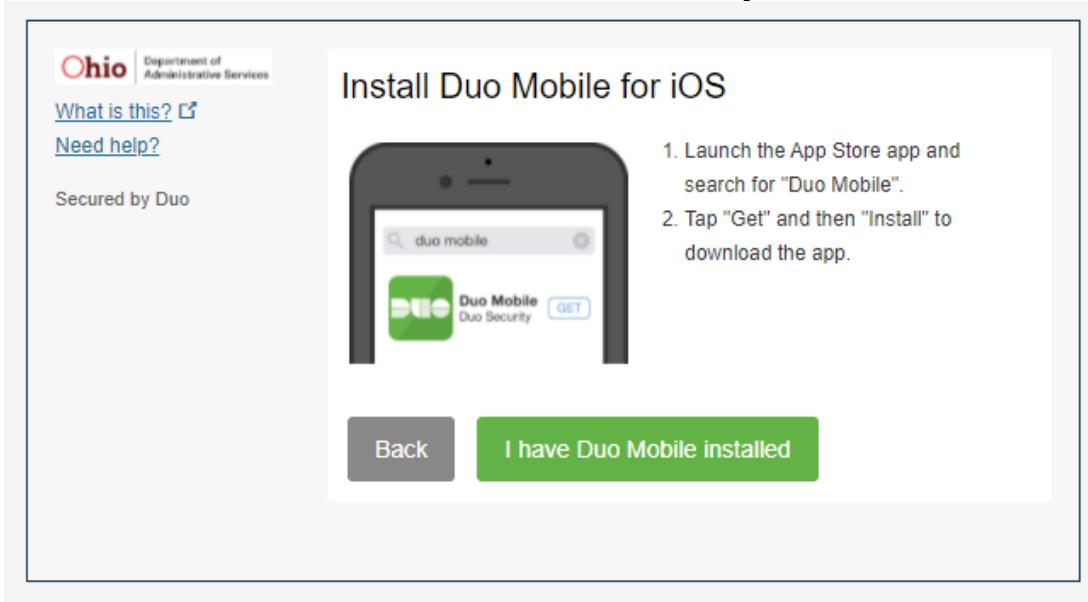
**Step 10: Click “Next” on the Name your account screen. The agency name should be automatically populated. Select “Done.”**



**Step 11: A message should appear that the account is now linked. It will give you the option to practice Duo Mobile authentication.**

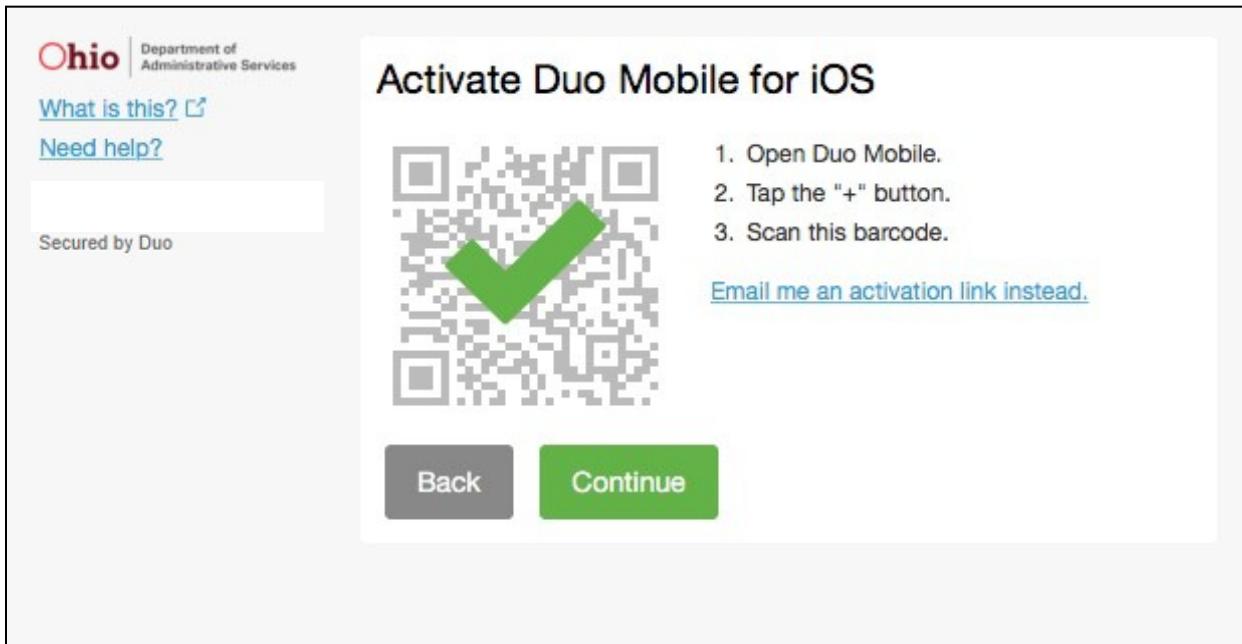


**Step 12: Once installed, click on, “I have Duo Mobile Installed,” in your browser.**



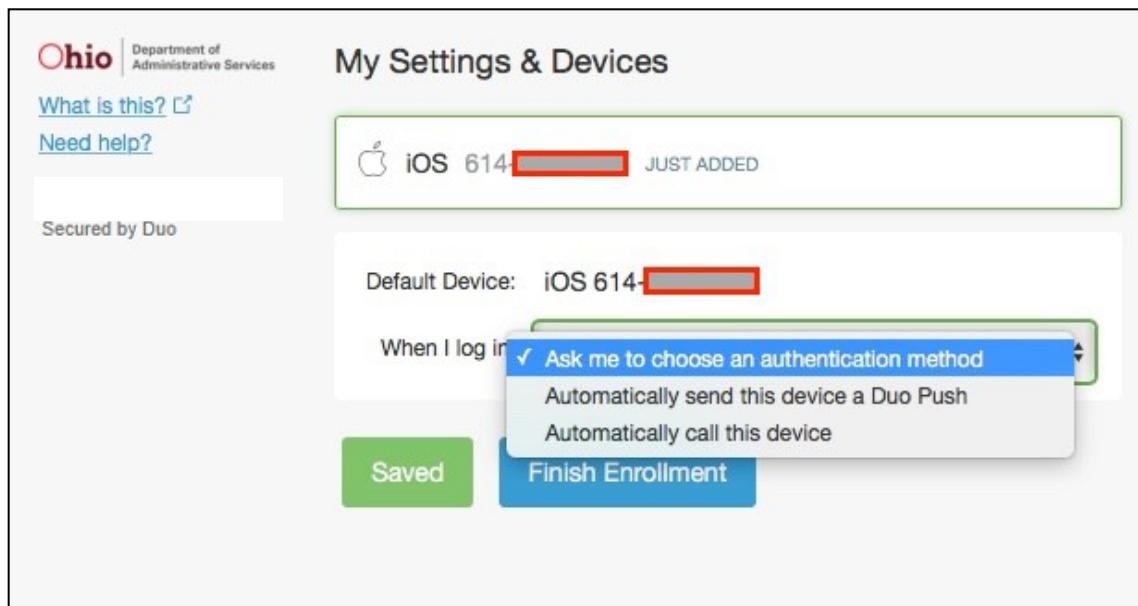
## Multifactor Authentication Job Aid – Using Duo Security

**Step 13:** Once activation is complete (barcode displays a green check), click the Continue button.



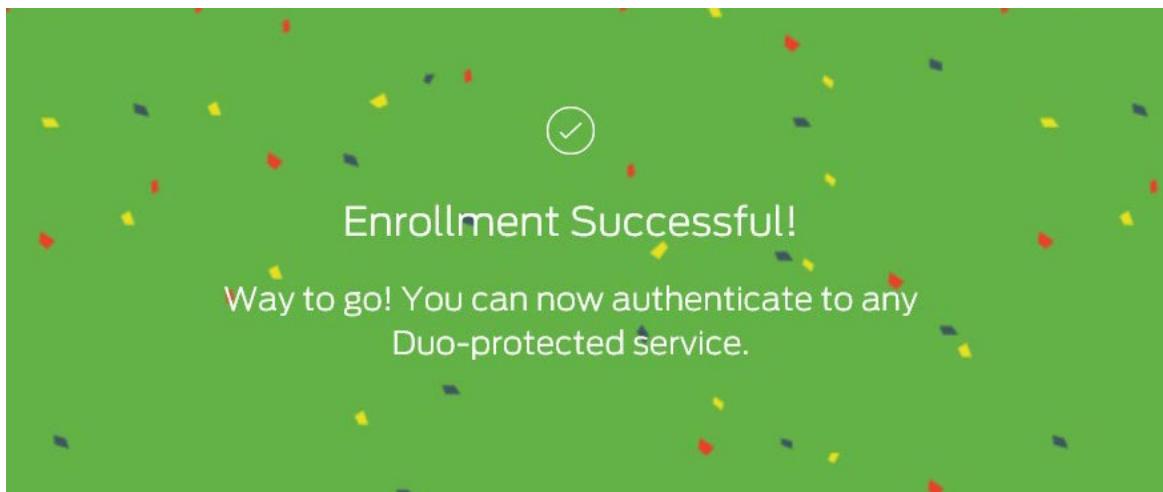
**Step 14:** Select how you would like to receive authentication requests from the drop-down box and then click the Finish Enrollment button.

**Please Note:** The Duo Push option sends a login request to your mobile phone each time you try to access an O365 application within a 23-hour period, or any time you completely log out of O365 applications and attempt to log back in. This is true if you have the "Duo Mobile" (© DuoSecurity LLC) app installed and activated on your iOS, Android, or Windows mobile device. You review the push request in the app and tap "Approve" to complete the authentication process.



## Multifactor Authentication Job Aid – Using Duo Security

### Step 15: Duo Security Enrollment and Activation Complete!

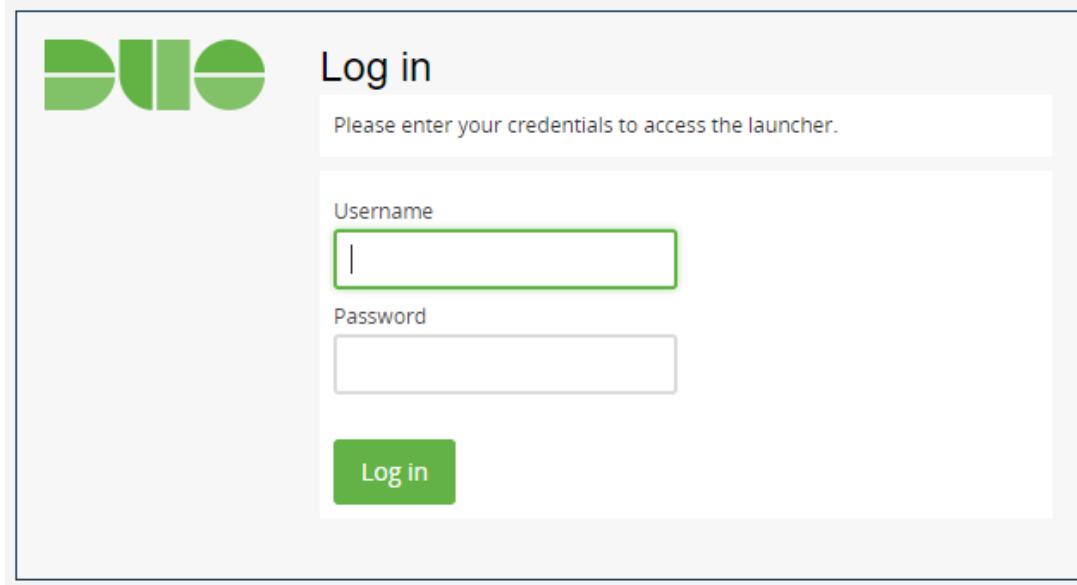


# Multifactor Authentication Job Aid – Using Duo Security

## Duo Security Enrollment and Activation Steps – “Other” Mobile Phone Option

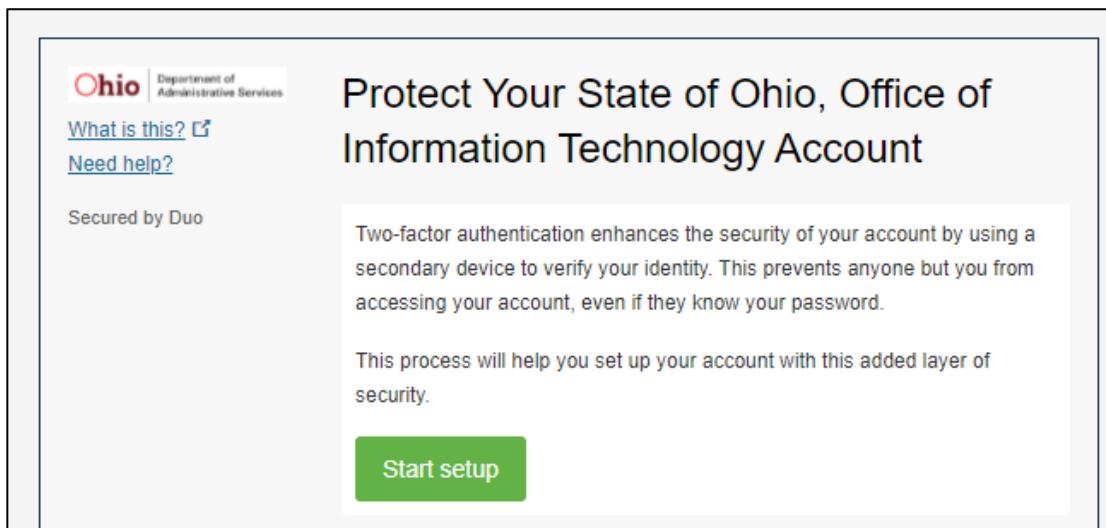
Below are the steps for Duo Security “other” mobile phone enrollment and activation (i.e., for users that do not have an iPhone, Android, Windows or smartphone mobile device). “Other” mobile phone users will not have the ability to leverage the Duo Mobile app, a phone call or passcode sent via SMS (text) will be used for authentication purposes. Please note that your screens on your desktop/laptop may not look the same, but this example will give you an idea of what to expect.

**Step 1: Enter <https://mfa.ohio.gov> into your internet browser and login using your OH|ID and password.**



The image shows a 'Log in' screen for Duo Security. At the top left is the 'DUO' logo. The main title 'Log in' is centered above a instruction message: 'Please enter your credentials to access the launcher.' Below this are two input fields: 'Username' and 'Password', both with placeholder text ' '. A green 'Log in' button is located at the bottom of the form.

**Step 2: Click on “Start Setup**



The image shows a 'Start setup' screen for the Ohio Office of Information Technology account. It features the Ohio Department of Administrative Services logo and links for 'What is this?' and 'Need help?'. The main title 'Protect Your State of Ohio, Office of Information Technology Account' is displayed. A descriptive text block explains that two-factor authentication enhances security by using a secondary device to verify identity. Below this, a subtext states that the process will help set up an account with added security. A green 'Start setup' button is at the bottom.

# Multifactor Authentication Job Aid – Using Duo Security

## Step 3: Choose your device and click Continue.

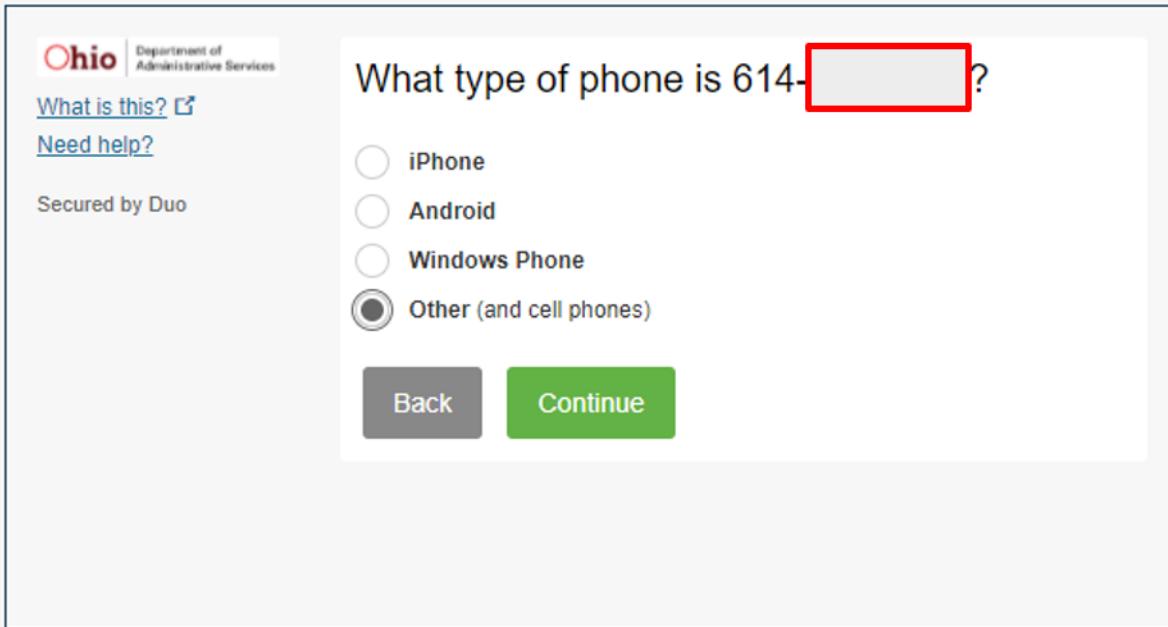
The screenshot shows a step in the Duo Security setup process. The top left corner features the Ohio Department of Administrative Services logo and links for 'What is this?' and 'Need help?'. Below this, the text 'Secured by Duo' is displayed. The main content area is titled 'What type of device are you adding?'. It contains three radio button options: 'Mobile phone' (selected and marked as 'RECOMMENDED'), 'Tablet (iPad, Nexus 7, etc.)', and 'Landline'. A large green 'Continue' button is located at the bottom of the form.

## Step 4: Type your mobile phone number, check box to validate entry, and click Continue.

The screenshot shows the 'Enter your phone number' step. The top left corner features the Ohio Department of Administrative Services logo and links for 'What is this?' and 'Need help?'. Below this, the text 'Secured by Duo' is displayed. The main content area is titled 'Enter your phone number'. It includes a dropdown for 'United States', a phone number input field containing '+1 (614)' with a red box highlighting the area, and a green checkmark icon indicating validation. Below the input field is a checkbox labeled 'You entered (614) [redacted] Is this the correct number?'. A callout box with a red border and arrow points to the checkbox area, containing the text 'Validate your phone number and click the Continue button below'. At the bottom are 'Back' and 'Continue' buttons, with a red arrow pointing to the 'Continue' button.

## Multifactor Authentication Job Aid – Using Duo Security

### Step 5: Select your mobile phone platform and click Continue.



Ohio | Department of Administrative Services

[What is this?](#) [Need help?](#)

Secured by Duo

What type of phone is 614- [REDACTED]?

iPhone

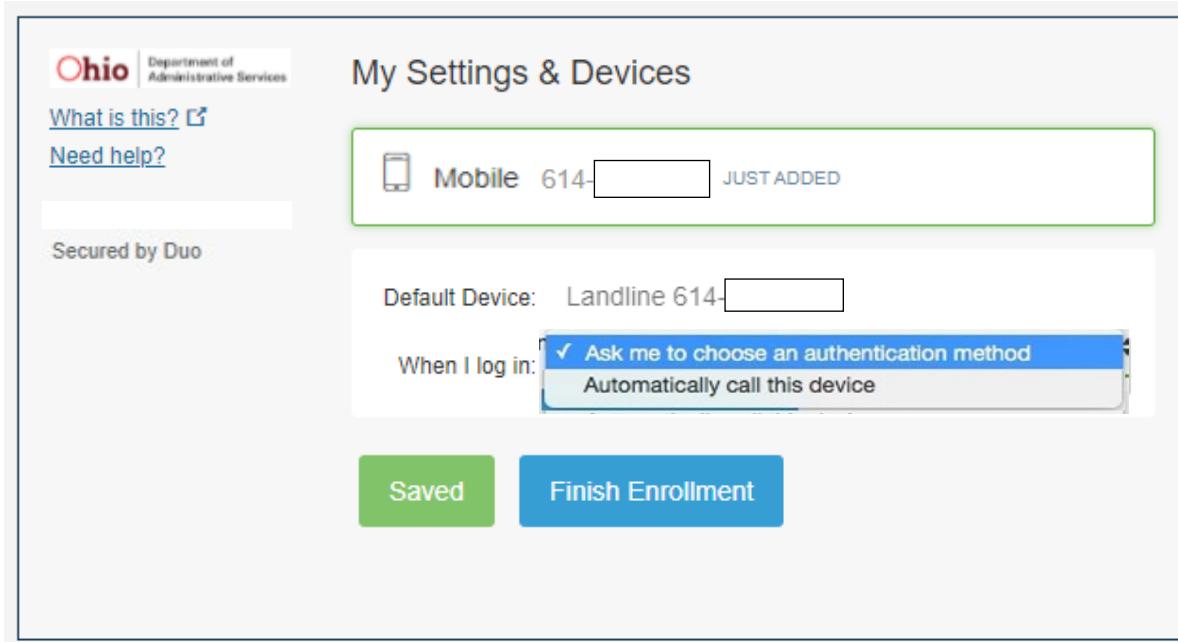
Android

Windows Phone

Other (and cell phones)

[Back](#) [Continue](#)

### Step 6: Select how you would like to receive authentication requests from the drop-down box and then click the Finish Enrollment button.



Ohio | Department of Administrative Services

[What is this?](#) [Need help?](#)

Secured by Duo

### My Settings & Devices

Mobile 614- [REDACTED] JUST ADDED

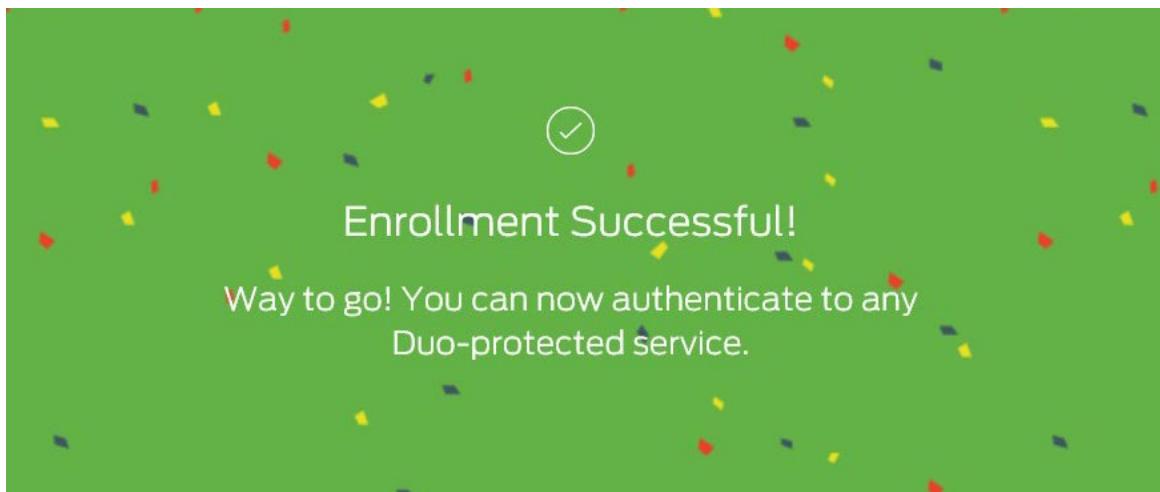
Default Device: Landline 614- [REDACTED]

When I log in:  Ask me to choose an authentication method  
Automatically call this device

[Saved](#) [Finish Enrollment](#)

## Multifactor Authentication Job Aid – Using Duo Security

### Step 7: Duo Security Enrollment and Activation Complete!



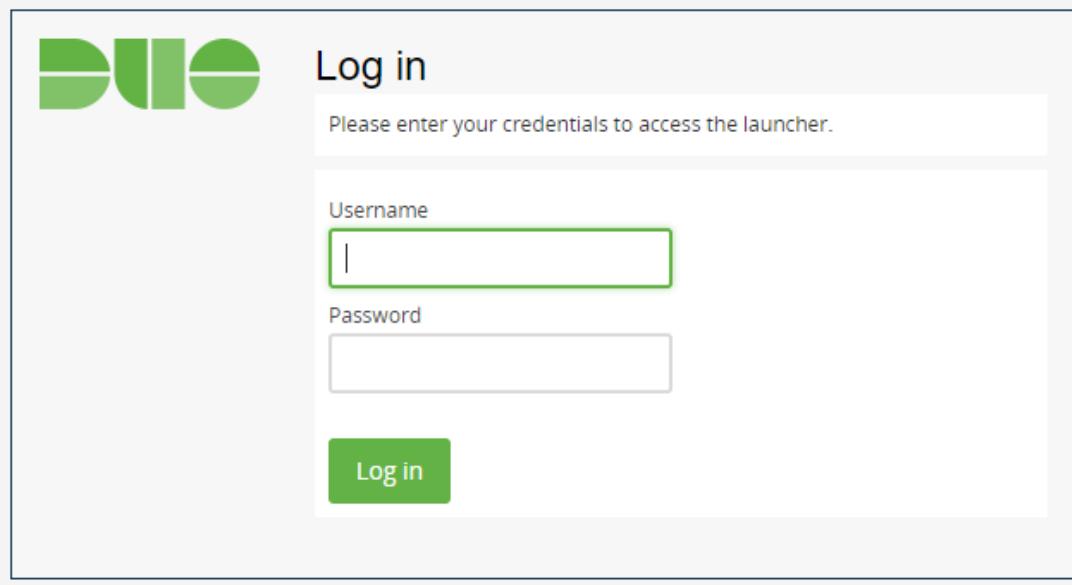
# Multifactor Authentication Job Aid – Using Duo Security

## Duo Security Enrollment and Activation Steps – Landline/Phone Line Option

Below are the steps for Duo Security landline/phone line enrollment and activation. Your screens on your desktop/laptop may not look the same, but this example will give you an idea of what to expect.

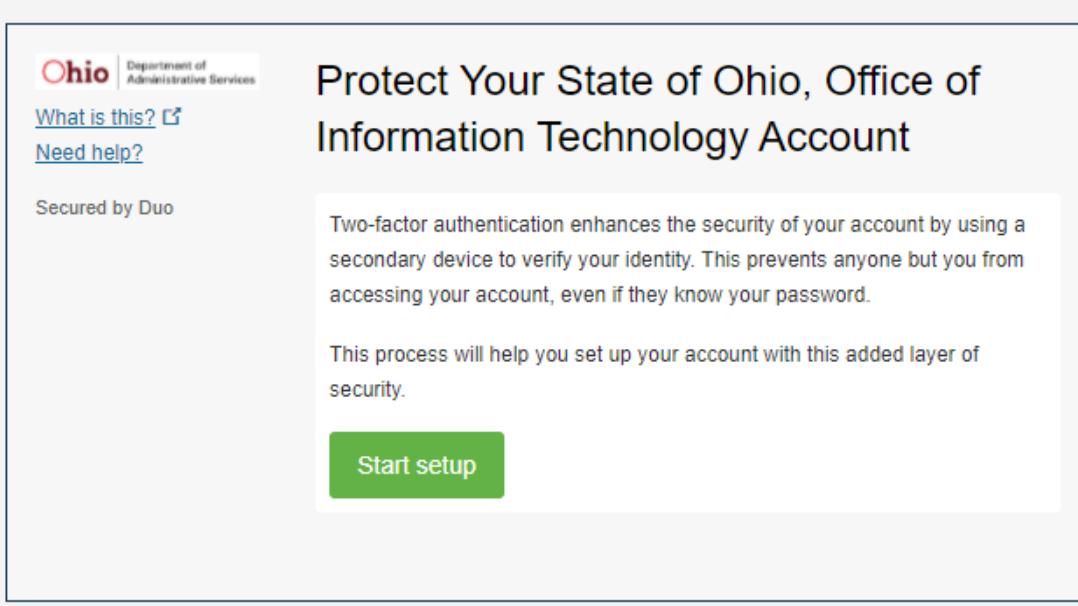
**Please Note:** Duo Security uses the term “landline;” however, this enrollment option can accommodate any type of phone line (mobile, VoIP, etc.).

**Step 1:** Enter <https://mfa.ohio.gov> into your internet browser and login using your OH|ID and password.



The image shows the Duo Log in screen. It features a green Duo logo on the left. The main title 'Log in' is centered above a instruction message: 'Please enter your credentials to access the launcher.' Below this are two input fields: 'Username' and 'Password', both with placeholder text. A green 'Log in' button is positioned at the bottom of the form.

**Step 2:** Click on “Start Setup.”



The image shows the 'Start Setup' screen. It includes the Ohio Department of Administrative Services logo and links for 'What is this?' and 'Need help?'. The main title 'Protect Your State of Ohio, Office of Information Technology Account' is displayed. A descriptive text box explains the purpose of two-factor authentication. A green 'Start setup' button is located at the bottom of the text box.

# Multifactor Authentication Job Aid – Using Duo Security

**Step 3: Choose your device (landline/phone line example) and click Continue.**

The screenshot shows a step in the Duo Security enrollment process. The top left corner features the Ohio Department of Administrative Services logo. Below it are links for 'What is this?' and 'Need help?'. A 'Secured by Duo' badge is present. The main question 'What type of device are you adding?' is displayed. Below it is a list of options with radio buttons: 'Mobile phone' (RECOMMENDED), 'Tablet (iPad, Nexus 7, etc.)', 'Landline' (selected), and 'Security Key (YubiKey, Feitian, etc.)'. A large green 'Continue' button is at the bottom.

**Step 4: Type your landline/phone line number, check box to validate entry, and click Continue.**

**Please Note:** Duo Security uses the term “landline;” however, this enrollment option can accommodate any type of phone line (mobile, VoIP, etc.).

The screenshot shows the 'Enter your phone number' step. The top left corner features the Ohio Department of Administrative Services logo. Below it are links for 'What is this?' and 'Need help?'. A 'Secured by Duo' badge is present. The main title is 'Enter your phone number'. A dropdown menu shows 'United States'. Below it is a phone number input field containing '+1 (614)' with a red box over the area '(614)'. To the right of the input field is a green checkmark icon. Below the input field is a checkbox labeled 'You entered (614)' followed by a red box and the question 'Is this the correct number?'. A callout box with an arrow points to the checkbox area, containing the text 'Validate your phone number and click the Continue button below'. At the bottom are 'Back' and 'Continue' buttons, with a red arrow pointing from the callout box to the 'Continue' button.

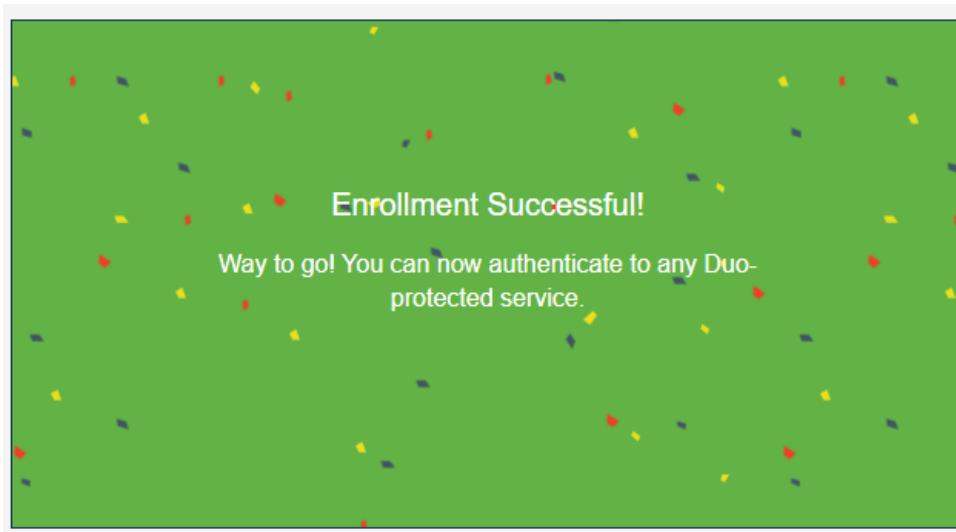
## Multifactor Authentication Job Aid – Using Duo Security

**Step 5: Select how you would like to receive authentication requests when you log in from the dropdown box and then click the Finish Enrollment button.**

The screenshot shows the 'My Settings & Devices' page. At the top, there is a 'Landline 614-XXXX JUST ADDED' entry with a phone icon. Below it, the 'Default Device' is set to 'Landline 614-XXXX'. Under 'When I log in:', there is a dropdown menu with two options: 'Ask me to choose an authentication method' (selected) and 'Automatically call this device'. At the bottom, there are 'Saved' and 'Finish Enrollment' buttons.

**Please Note:** If you select the landline device option, even if you enter a mobile number, you will only be able to receive a phone call for identity verification. Duo Security will request an identity verification each time you try to access an O365 application within a 23-hour period.

### Step 6: Duo Security Enrollment and Activation Complete!



# Multifactor Authentication Job Aid – Using Duo Security

## Now that Duo Security is installed and activated, what is next?

Now that the initial setup of Duo Security is complete, you can complete the daily multifactor authentication process to access your O365 applications.

**Please Note:** If you do not use Duo Security, **you will not be able to access any O365 application**. Duo Security is now required as it is a critical piece of the multifactor authentication process for O365 applications. Each Duo Security authentication will last for 23-hours. After 23-hours, you will need to complete the authentication process again for **each selected O365 application**.

Also, **you may be prompted to login several times**. This can occur when your machine attempts to start several O365 applications at the same time (e.g., when you login to your machine after a 23-hour period).

**Tip:** To use Duo Security multifactor authentication on mobile devices, the latest version of the Microsoft apps (e.g., “Microsoft Outlook” app, published by Microsoft Corporation) need to be installed on your mobile device from the App Store (iOS) or Google Play (Android). Otherwise, **you may encounter technical issues**, including multiple logins.

The steps below outline the available Duo Security prompt multifactor authentication options.

### Step 1: Enter your OH|ID (user ID and password) to complete the first step of logging into each O365 application.

Ohio | Department of Administrative Services

Sign in with your organizational account

Email

Password

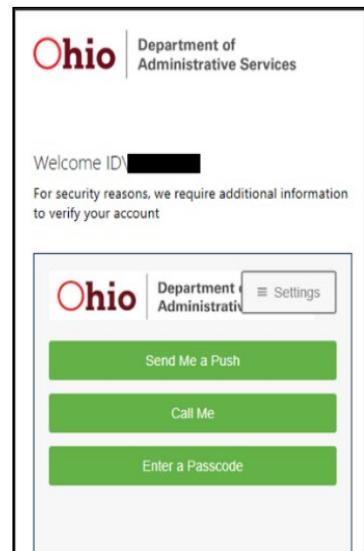
**Sign in**

Click [here](#) to change your password.

# Multifactor Authentication Job Aid – Using Duo Security

## Step 2: Duo Prompt Options

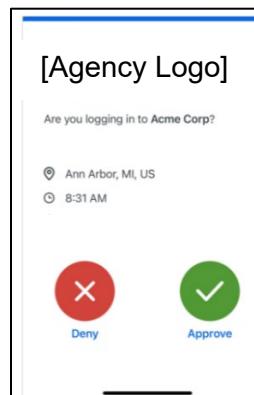
A. **Mobile Phone Option:** Once you successfully enter your OH|ID information, you will receive a screen indicating your Duo prompt options (see green button definitions below). Select a Duo Security prompt from the three options that will be used to further validate your identity and complete the multifactor authentication process into the selected O365 application.



Mobile Phone Duo Security prompt option definitions (you only need to choose one of the three to complete multifactor authentication):



- **Send Me a Push:** This option pushes a login request to your mobile phone. Just review the request and tap **Approve** to complete the multifactor authentication process. (Please note that you will need to have the “Duo Mobile” app (© Duo Security LLC) installed on your mobile phone to use this option.)



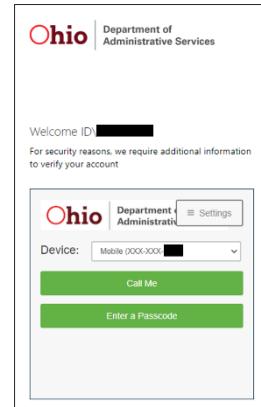
- **Call Me:** Verify via a phone call back. You will be asked to press any key on your phone as verification prior to completing the multifactor authentication process.
- **Enter a Passcode:** Complete the multifactor authentication process using a six-digit passcode that is provided through the “Duo Mobile” app (© Duo Security LLC) and/or sent via text.

## Multifactor Authentication Job Aid – Using Duo Security

B. **“Other” Mobile Phone Option:** Once you successfully enter your OH|ID information, you will receive a screen indicating your Duo prompt options (see green button definitions below). Select a Duo Security prompt from the two options (Call Me or Enter a Passcode) that will be used to further validate your identity and complete the multifactor authentication process into the selected O365 application.

“Other” Mobile Phone Duo Security prompt option definitions (you only need to choose one of the two to complete multifactor authentication):

- **Call Me:** Verify via a phone call back. You will be asked to press any key on your phone as verification prior to completing the multifactor authentication process.
- **Enter a Passcode:** Log in using a passcode that is sent via SMS (text).



C. **Landline/Phone Line Option:** Once you successfully enter your OH|ID information, you will receive a screen indicating your Duo prompt options (see green button definitions below). Select a Duo Security prompt from the two options that will be used to further validate your identity and complete the multifactor authentication process into the selected O365 application.

Landline/Phone Line Duo Security prompt option definitions (you only need to choose one of the two to complete multifactor authentication):

- **Call Me:** Verify via a phone call back. You will be asked to press any key on your phone as verification prior to completing the authentication process.
- **Enter a Bypass Code:** If you are not able to receive a callback for some reason (e.g., lost, or stolen phone), you can select the bypass code option. To obtain the code, you will need to contact your agency help desk.

**Step 3: Multifactor Authentication Complete!** Once you have selected and completed a Duo Security prompt option, you will now have access to the selected O365 application for 23 hours.

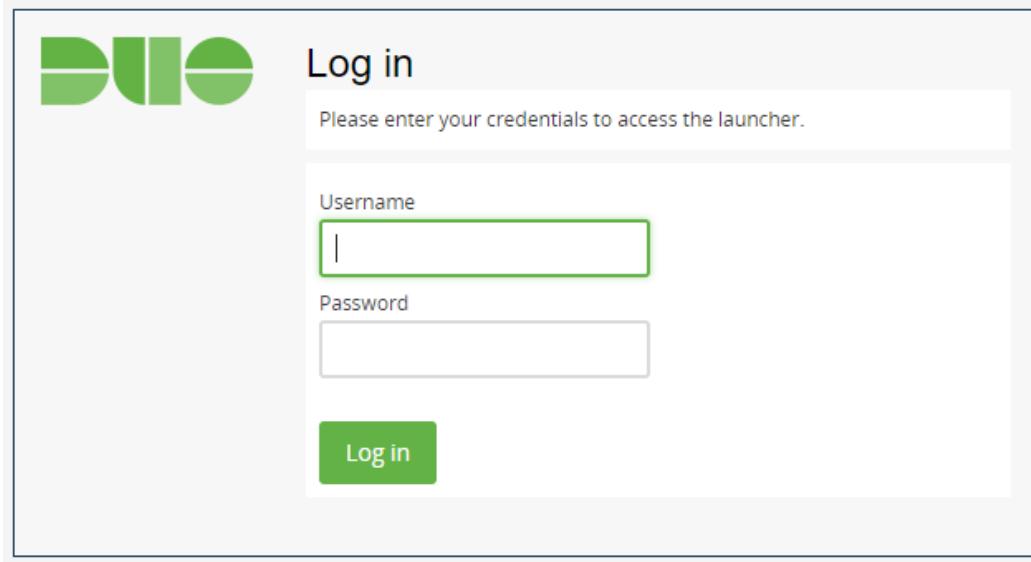


# Multifactor Authentication Job Aid – Using Duo Security

## Adding a Device to Your Duo Security Account

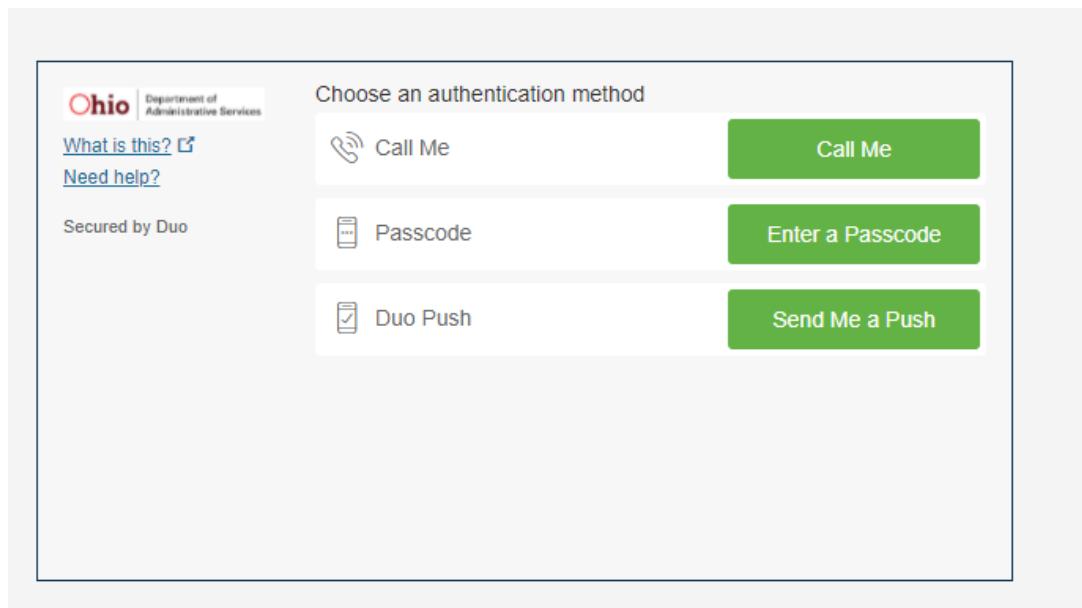
Once you have Duo Security installed, you may find that you want to add a device to your account. This is easily accomplished through the [mfa.ohio.gov](https://mfa.ohio.gov) self-service portal (see steps below).

**Step 1:** Enter <https://mfa.ohio.gov> into your internet browser and login using your OH|ID and password.



The image shows the Duo Security log in page. It features the Duo logo on the left and a central 'Log in' heading. Below the heading is a placeholder text: 'Please enter your credentials to access the launcher.' There are two input fields: 'Username' and 'Password', both with their respective labels above them. A green 'Log in' button is positioned below the password field.

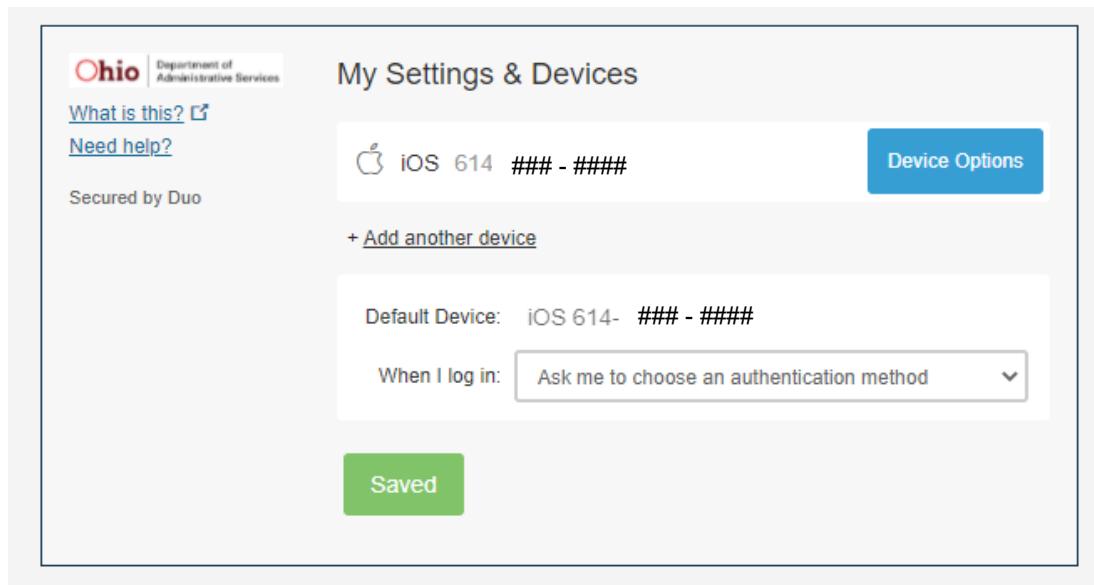
**Step 2:** Follow the Duo Security Prompts to complete authentication (Note: The authentication options that are provided will be driven by your device settings. The example below is for a user who has landline and mobile options enabled.)



The image shows the Duo Security authentication method selection page. It includes the Ohio Department of Administrative Services logo and links for 'What is this?' and 'Need help?'. The main section is titled 'Choose an authentication method' and lists three options: 'Call Me' (represented by a phone icon), 'Passcode' (represented by a smartphone icon), and 'Duo Push' (represented by a checkmark icon). Each option is accompanied by a green button: 'Call Me', 'Enter a Passcode', and 'Send Me a Push' respectively.

# Multifactor Authentication Job Aid – Using Duo Security

**Step 3: Once authenticated via Duo Security, select Add another device.**



Ohio Department of Administrative Services

What is this? Need help?

Secured by Duo

## My Settings & Devices

iOS 614 #### - #####

Device Options

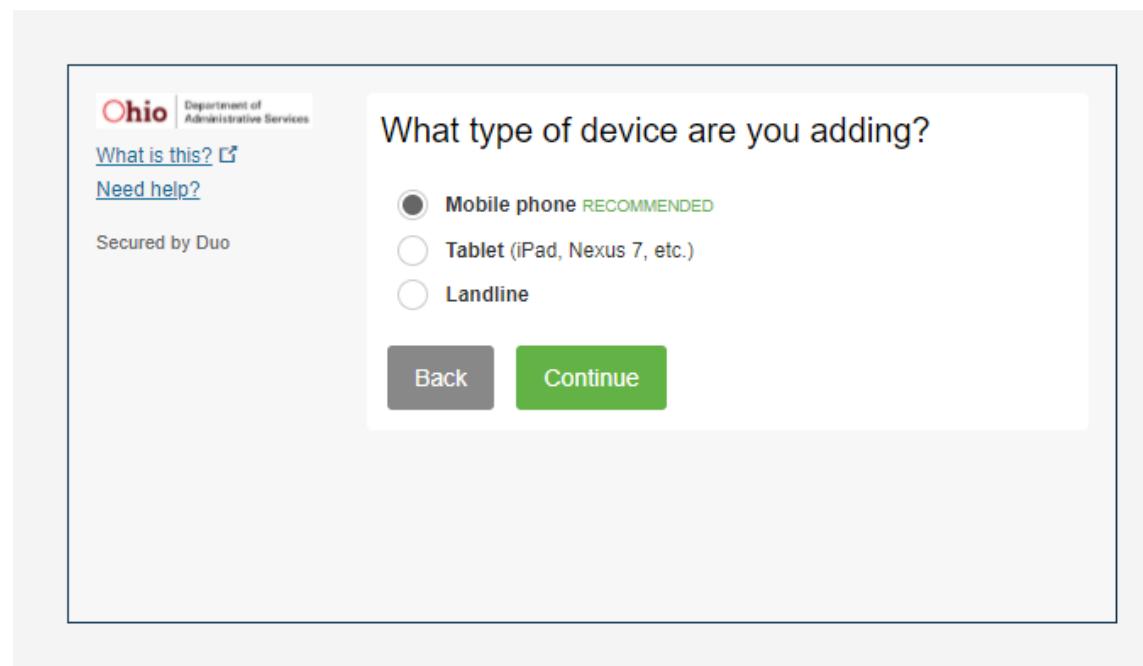
+ Add another device

Default Device: iOS 614- #### - #####

When I log in: Ask me to choose an authentication method

**Saved**

**Step 4: Select the type of device being added (mobile phone for this example) and click Continue.**



Ohio Department of Administrative Services

What is this? Need help?

Secured by Duo

## What type of device are you adding?

Mobile phone RECOMMENDED

Tablet (iPad, Nexus 7, etc.)

Landline

Back Continue

# Multifactor Authentication Job Aid – Using Duo Security

**Step 5: Type your mobile phone number, check the box to validate entry, and click Continue.**

Ohio | Department of Administrative Services

What is this? Need help?

Secured by Duo

Enter your phone number

United States

+1 (614)

You entered (614)  Is this the correct number?

Validate your phone number and click the Continue button below

Back Continue

**Step 6: Select your mobile phone platform and click Continue.**

Ohio | Department of Administrative Services

What is this? Need help?

Secured by Duo

What type of phone is 614-  ?

iPhone

Android

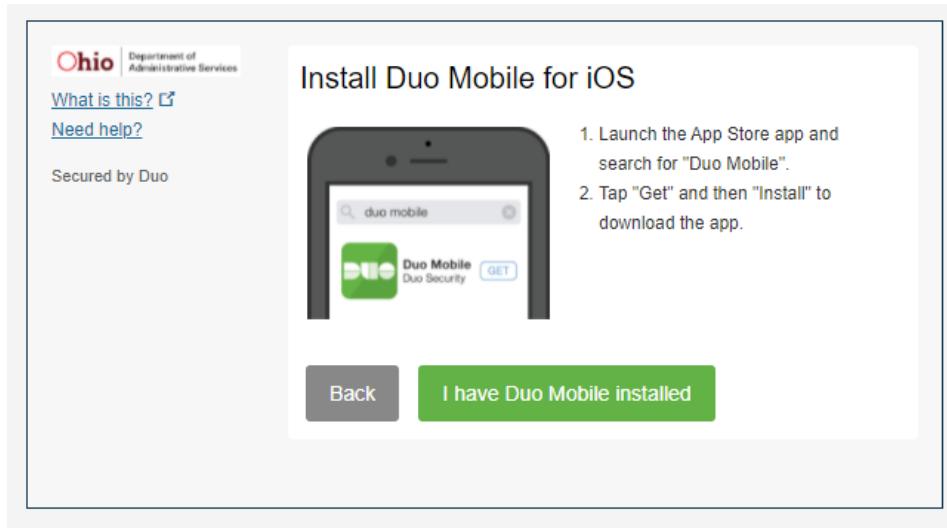
Windows Phone

Other (and cell phones)

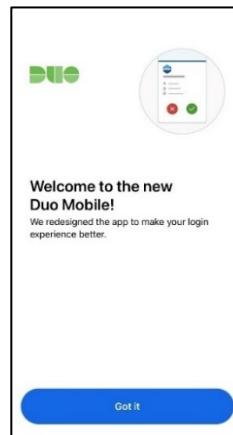
Back Continue

# Multifactor Authentication Job Aid – Using Duo Security

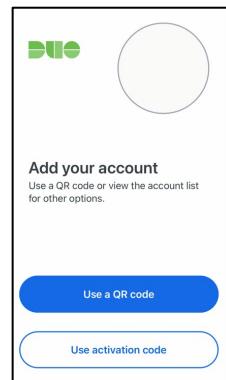
**Step 7: If you do not already have it, download the Duo Mobile™ app (© Duo Security LLC) on your smartphone.**



**Step 8: Launch the Duo Mobile™ app (© Duo Security LLC) on your smartphone and step through the introduction screens.**



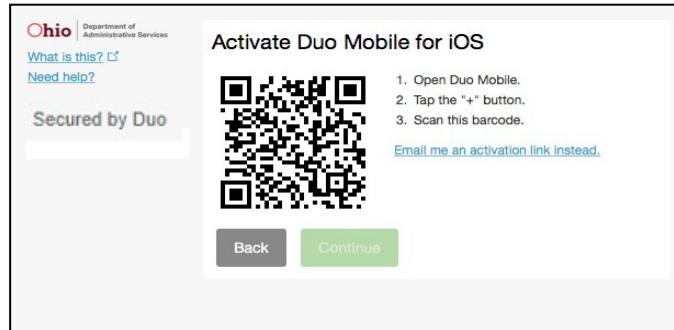
**Step 9: Select “Use QR code,” to add your account.**



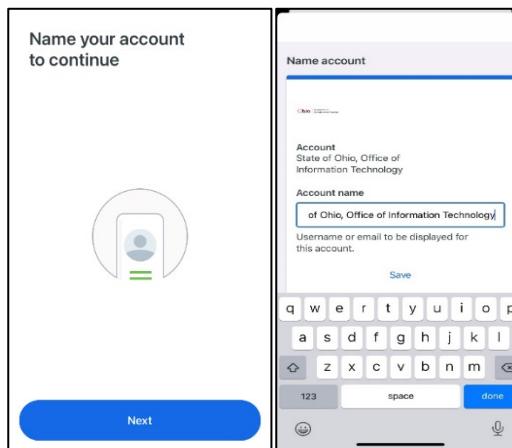
## Multifactor Authentication Job Aid – Using Duo Security

**Step 10: Activate “Duo Mobile” (© Duo Security LLC) by scanning the barcode image with your device’s built-in scanner. (Use your camera to scan the barcode shown by Duo Security Enrollment in your browser. If you’re prompted to allow Duo Mobile permission to use your device camera, please grant it.)**

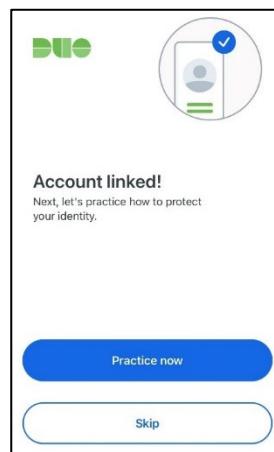
**Please Note:** Activating the “Duo Mobile” app links it to your account so you can use it for authentication. Without the app, you can still complete the authentication process with a phone call or text message. However, the app provides the best experience. The iOS platform is provided in the example below. Follow the platform-specific instructions to install “Duo Mobile.”



**Step 11: Click “Next” on the Name your account screen. The agency name should be automatically populated. Select “Done.”**

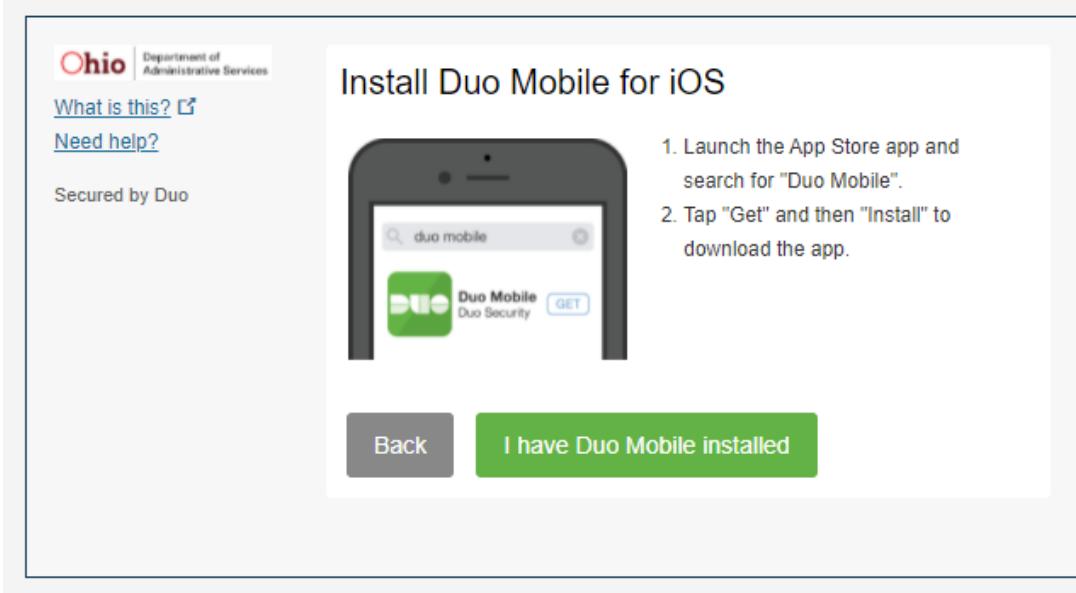


**Step 12: A message should appear that the account is now linked. It will give you the option to practice Duo Mobile authentication.**

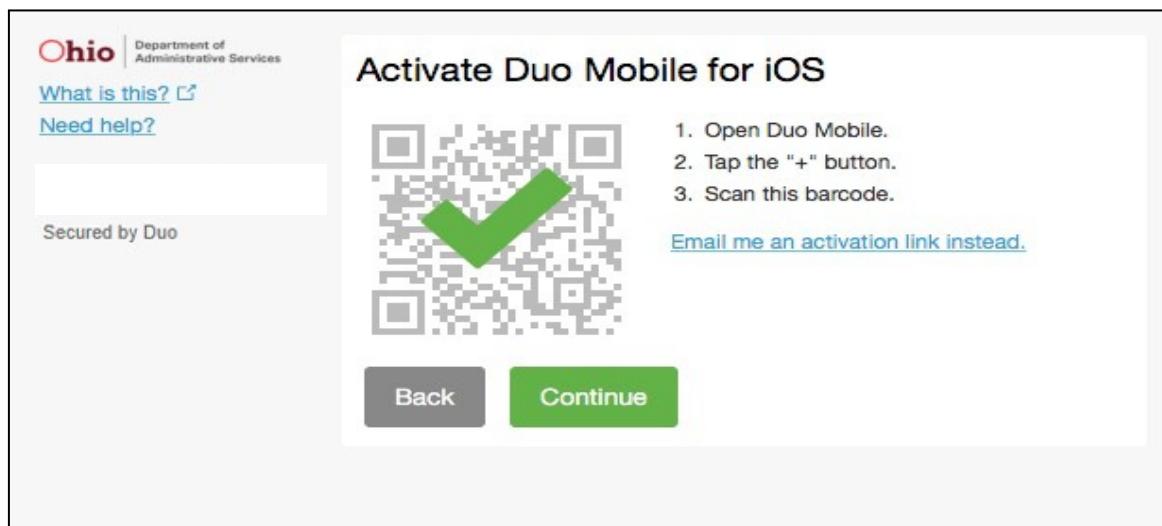


## Multifactor Authentication Job Aid – Using Duo Security

**Step 13: Once installed, click on, “I have Duo Mobile Installed,” in your browser.**



**Step 14: Once activation is complete (barcode displays a green check), click the Continue button.**



## Multifactor Authentication Job Aid – Using Duo Security

**Step 15: Select how you would like to receive authentication requests from the drop-down box and then click Save.**

**Please Note:** The Duo Push option sends a login request to your mobile phone each time you try to access an O365 application within a 23-hour period, or any time you completely log out of O365 applications and attempt to log back in. This is true if you have the “Duo Mobile” (© DuoSecurity LLC) app installed and activated on your iOS, Android, or Windows mobile device. You review the push request in the app and tap “Approve” to complete the authentication process.



Ohio | Department of Administrative Services

### My Settings & Devices

What is this? Need help?

Secured by Duo

Device Options

Default Device: iOS 614- #### - ####

When I log in: Automatically send this device a Duo Push

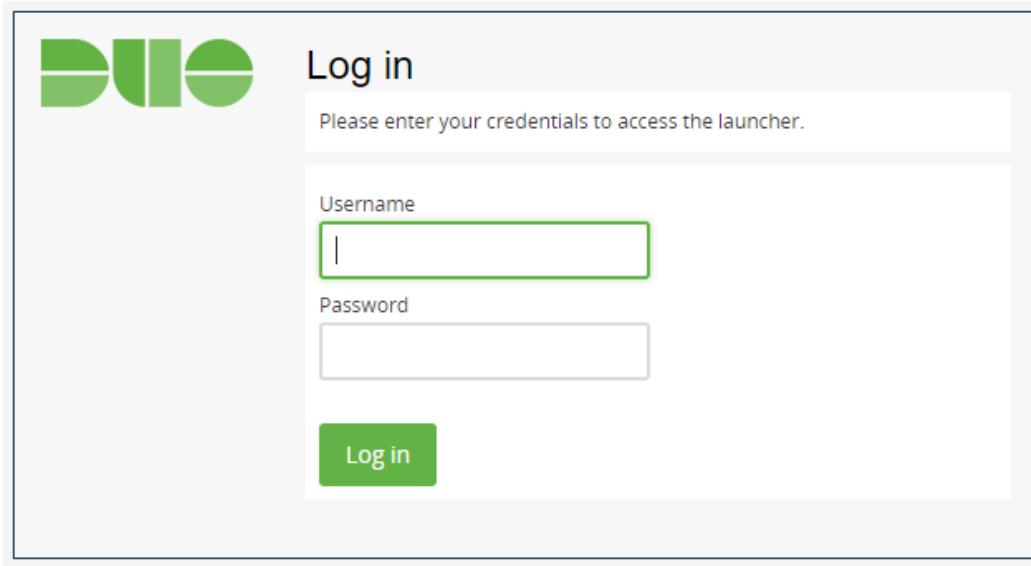
**Save**

# Multifactor Authentication Job Aid – Using Duo Security

## Removing a Device from Your Duo Security Account

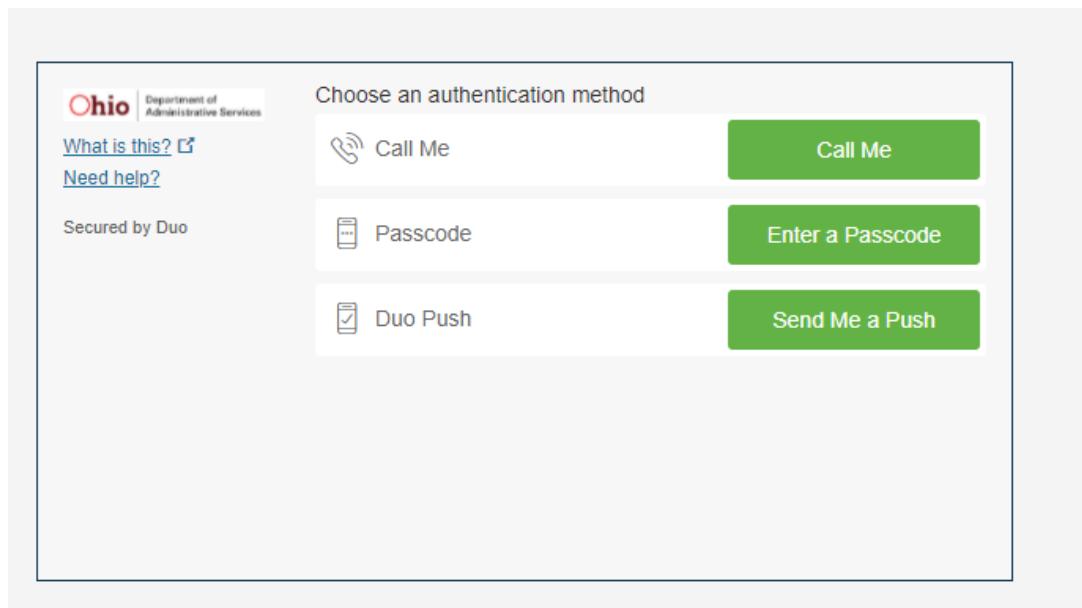
If you no longer plan to use a certain device for multifactor authentication, and have already enrolled a new device, you can delete it from your Duo Security account.

**Step 1: Enter <https://mfa.ohio.gov> into your internet browser and login using your OH|ID and password.**



The image shows the Duo Log in page. It features the Duo logo on the left and the text "Log in" in the center. Below the text is a placeholder message: "Please enter your credentials to access the launcher." There are two input fields: "Username" and "Password", both with their respective labels. A green "Log in" button is located at the bottom of the form.

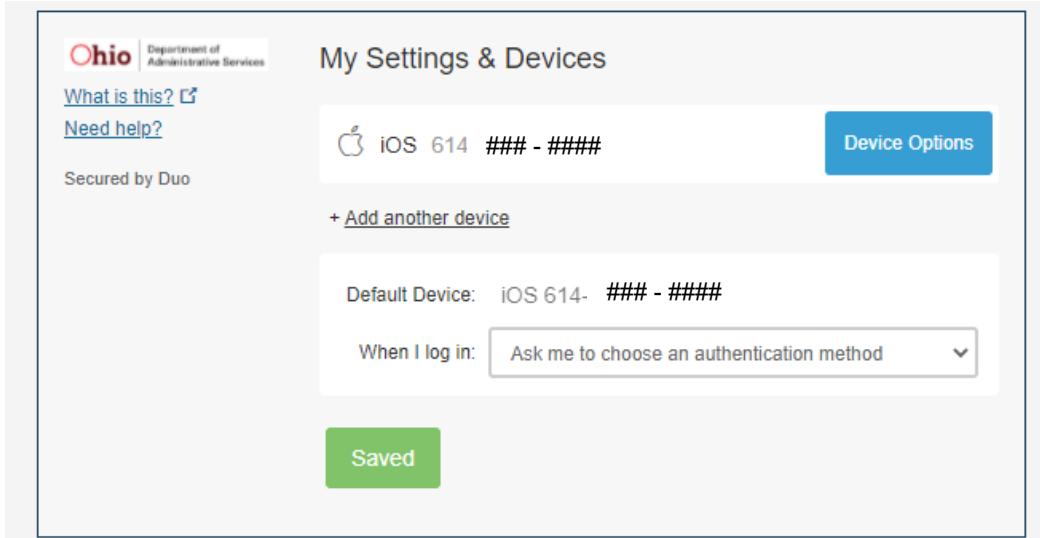
**Step 2: Follow the Duo Security Prompts to complete authentication (Note: The authentication options that are provided will be driven by your device settings. The example below is for a user who has landline and mobile options enabled.)**



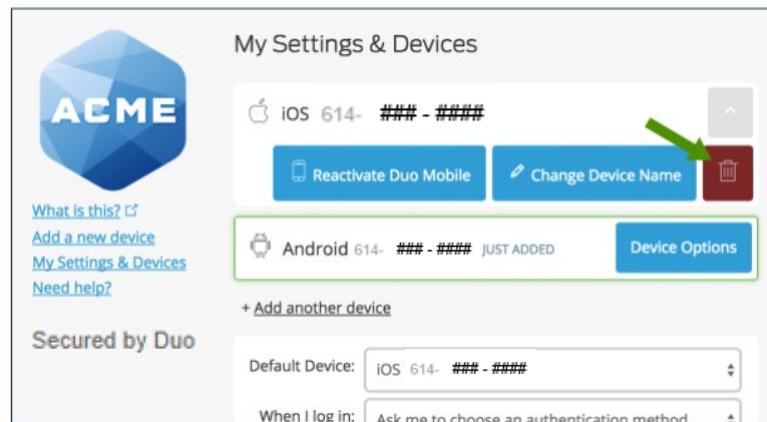
The image shows the Duo authentication method selection page. It includes the Ohio Department of Administrative Services logo and links for "What is this?" and "Need help?". The main section is titled "Choose an authentication method" and lists three options: "Call Me" (represented by a phone icon), "Passcode" (represented by a clipboard icon), and "Duo Push" (represented by a checkmark icon). Each option has a corresponding green button: "Call Me", "Enter a Passcode", and "Send Me a Push".

# Multifactor Authentication Job Aid – Using Duo Security

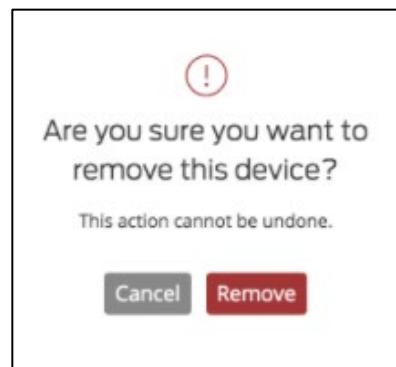
**Step 3: Once authenticated via Duo Security, select the Device Options button next to the appropriate device.**



**Step 4: Click the trash can button under the appropriate device to remove it.**



**Step 5: Confirm that you want to delete the device by clicking on Remove.**



**Step 6: A confirmation screen will appear that states the device was successfully removed.**



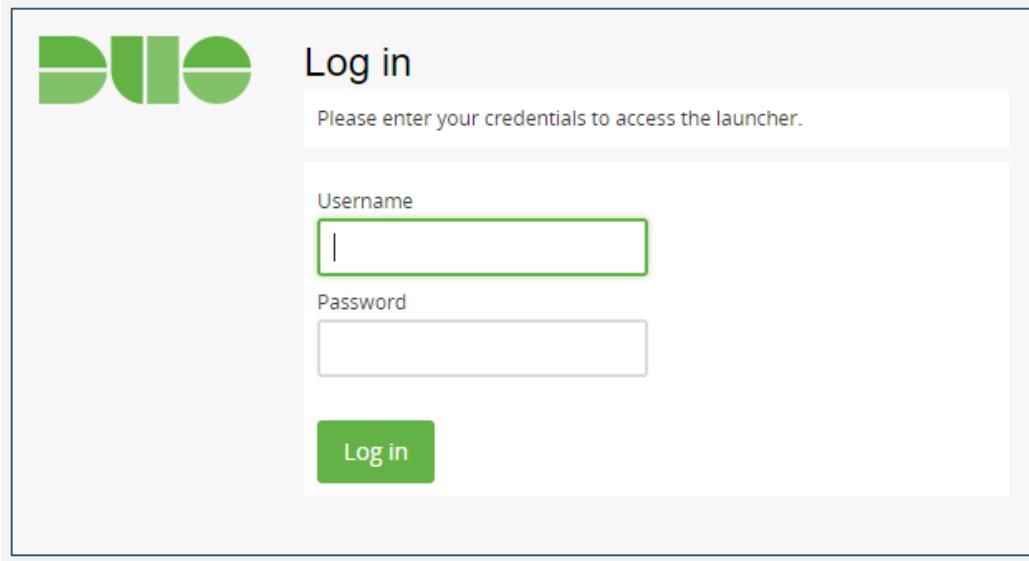
# Multifactor Authentication Job Aid – Using Duo Security

## Reactivating Duo Security for a New Device

If you purchase a new phone and retain the same phone number, you will need to reactivate Duo Security. The mfa.ohio.gov self-service portal can be used to reactivate Duo Security on a new device. The steps to complete this process are outlined below.

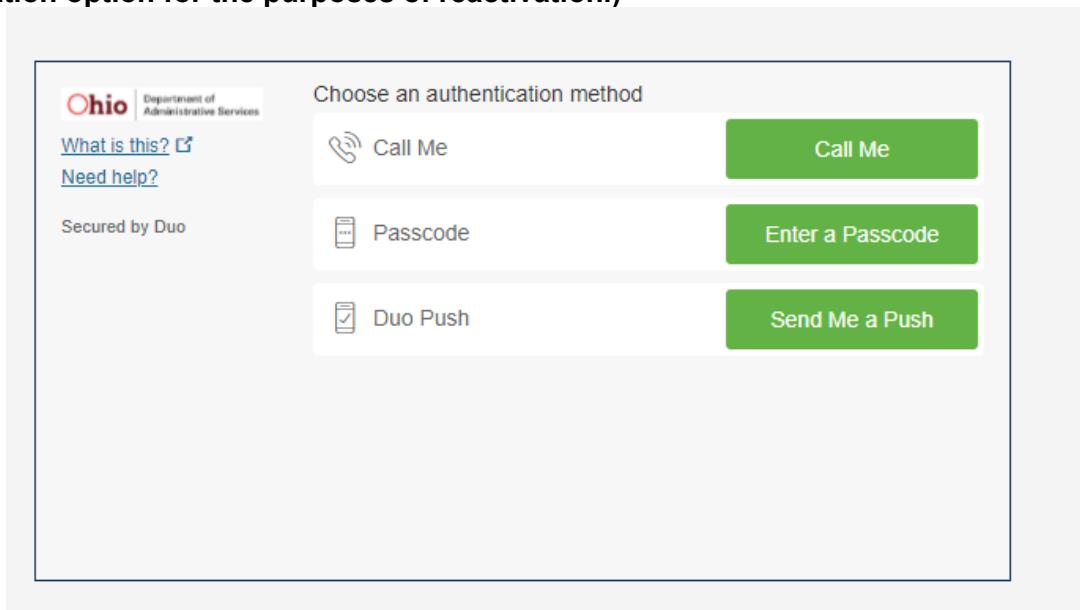
**\*Please note:** If you have lost your device and do not have an alternate means of authenticating through Duo Security already established, you will need to contact your agency help desk to complete the reactivation process. You will not be able to reach the reactivation screen on mfa.ohio.gov without a means of authenticating through Duo Security.

**Step 1:** Enter <https://mfa.ohio.gov> into your internet browser and login using your OH|ID and password.



The image shows the Duo Log in screen. It features the Duo logo on the left and the word "Log in" in a large, bold, black font. Below the logo is a text input field with the placeholder "Please enter your credentials to access the launcher." To the right of the input field are two text input fields: "Username" and "Password", both with placeholder text. Below these fields is a green "Log in" button.

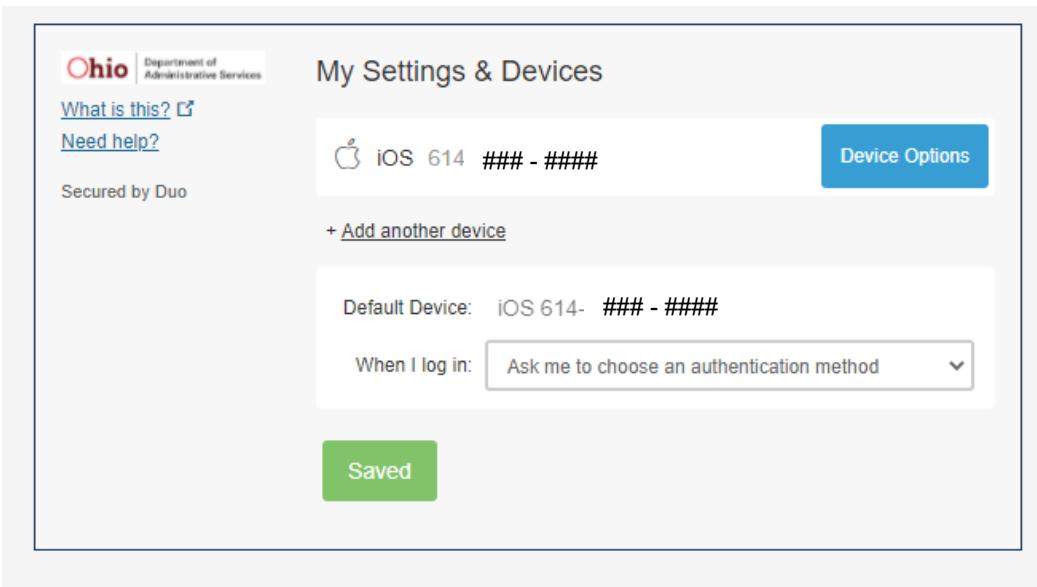
**Step 2:** Follow the Duo Security Prompts to complete authentication (Note: You will need to select the Call Me authentication option for the purposes of reactivation.)



The image shows the Duo Authentication Prompts screen. It features the Ohio Department of Administrative Services logo and links for "What is this?" and "Need help?". Below this is a section labeled "Secured by Duo". The main part of the screen is titled "Choose an authentication method" and contains three options: "Call Me" (selected), "Passcode", and "Duo Push". Each option has a corresponding button: "Call Me" (green), "Enter a Passcode" (green), and "Send Me a Push" (green).

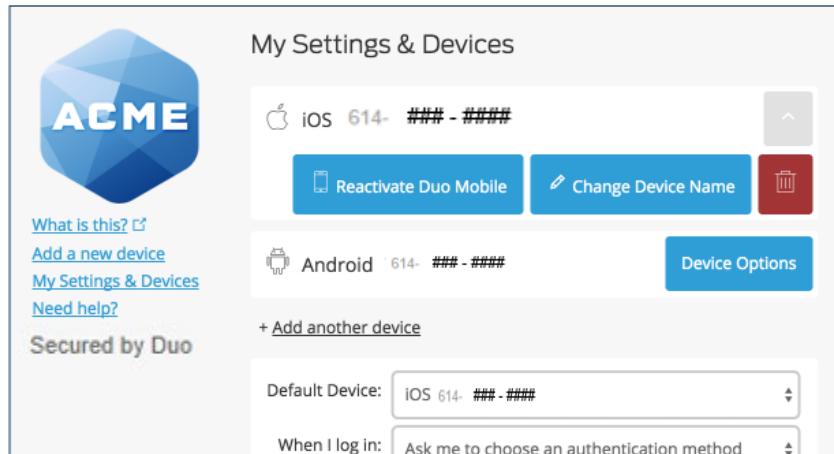
# Multifactor Authentication Job Aid – Using Duo Security

**Step 3: Once authenticated via Duo Security, select the Device Options button next to the appropriate device.**



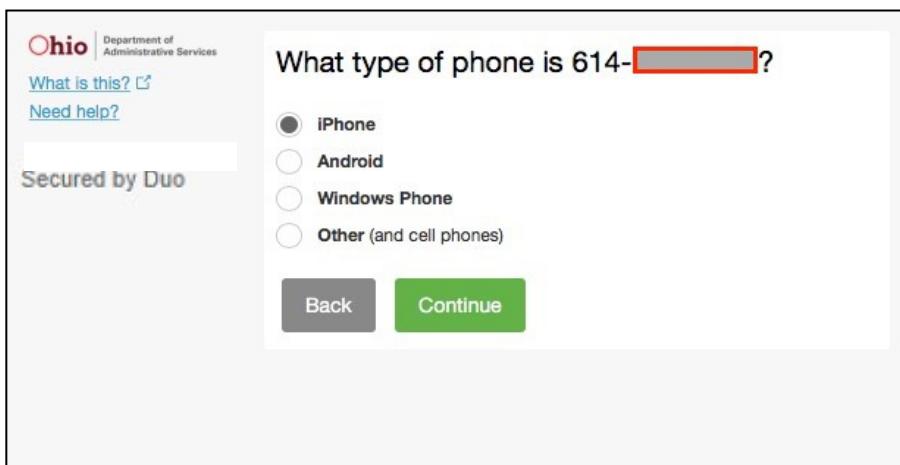
The screenshot shows the 'My Settings & Devices' page. At the top, there is a 'Device Options' button for an 'iOS 614' device. Below the device list, there is a 'Default Device' dropdown set to 'iOS 614- #### - #####'. A 'When I log in:' dropdown is set to 'Ask me to choose an authentication method'. A green 'Saved' button is at the bottom.

**Step 4: Click the Reactivate Duo Mobile button under the appropriate device.**



The screenshot shows the 'My Settings & Devices' page. The 'iOS 614' device has a 'Reactivate Duo Mobile' button. Below the device list, there is a 'Default Device' dropdown set to 'iOS 614- #### - #####'. A 'When I log in:' dropdown is set to 'Ask me to choose an authentication method'.

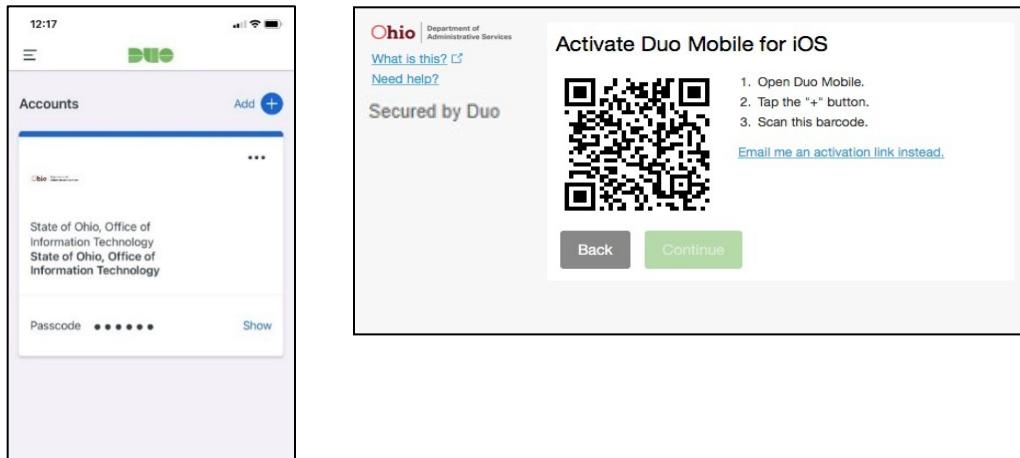
**Step 5: Verify the phone type and click Continue.**



The screenshot shows a verification dialog. The question is 'What type of phone is 614- [redacted]?' with options:  iPhone,  Android,  Windows Phone, and  Other (and cell phones). There are 'Back' and 'Continue' buttons at the bottom.

## Multifactor Authentication Job Aid – Using Duo Security

**Step 6: If you are on a desktop/laptop, a QR code will be displayed. Open the Duo Mobile app on your smartphone, tap the + button to Add an account and then scan the QR code on the screen using your camera.**



**If you are on your smartphone, click Take me to Duo Mobile.**

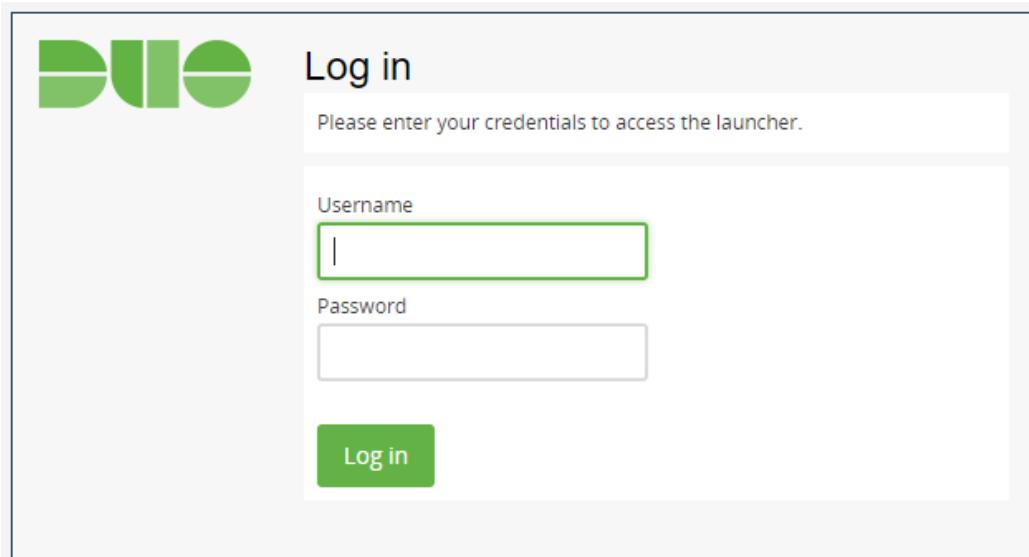
**Step 7: Duo Mobile is now reactivated.**

# Multifactor Authentication Job Aid – Using Duo Security

## Changing the Name of a Duo Security Device

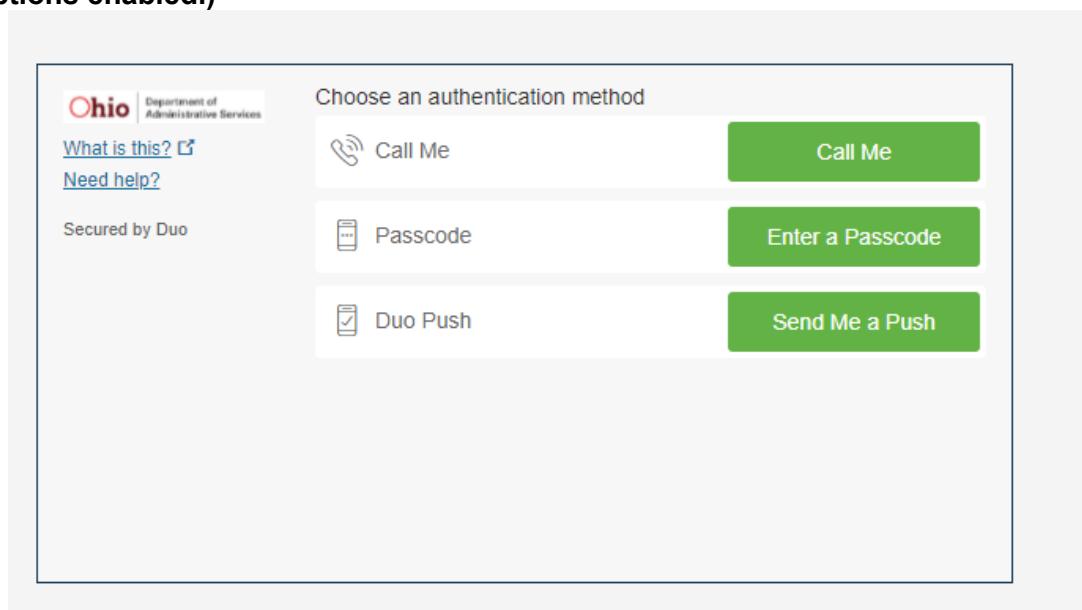
If you wish to change the name of a device associated with your Duo Security account, this can be accomplished through the [mfa.ohio.gov](https://mfa.ohio.gov) self-service portal. The steps below outline the process for updating the name of a device.

**Step 1: Enter <https://mfa.ohio.gov> into your internet browser and login using your OH|ID and password.**



The image shows the Duo Log in screen. It features the Duo logo on the left and the text "Log in" in the center. Below the text, a message says "Please enter your credentials to access the launcher." There are two input fields: "Username" and "Password", both with placeholder text. A green "Log in" button is located at the bottom of the form.

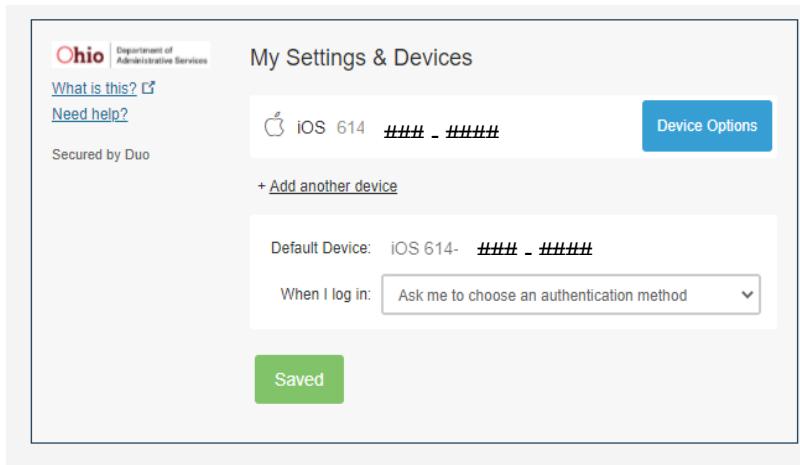
**Step 2: Follow the Duo Security Prompts to complete authentication (Note: The authentication options that are provided will be driven by your device settings. The example below is for a user who has landline and mobile options enabled.)**



The image shows the Duo authentication prompt screen. It includes the Ohio Department of Administrative Services logo and links for "What is this?" and "Need help?". The text "Secured by Duo" is displayed. The main section is titled "Choose an authentication method" and lists three options: "Call Me" (with a phone icon), "Passcode" (with a clipboard icon), and "Duo Push" (with a checkmark icon). Each option has a corresponding green button: "Call Me", "Enter a Passcode", and "Send Me a Push".

# Multifactor Authentication Job Aid – Using Duo Security

**Step 3: Once authenticated via Duo Security, select Device Options next to the appropriate device.**



My Settings & Devices

Ohio Department of Administrative Services

What is this? Need help? Secured by Duo

iOS 614 #### - ##### Device Options

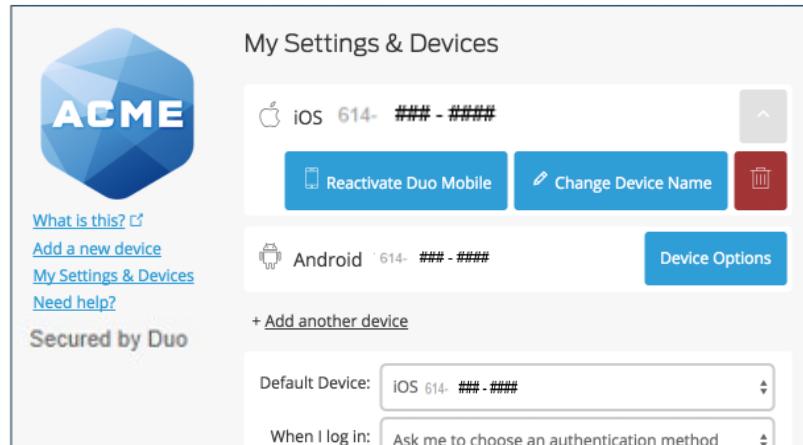
+ Add another device

Default Device: iOS 614- #### - #####

When I log in: Ask me to choose an authentication method

Saved

**Step 4: Click the Change Device Name button under the appropriate device.**



My Settings & Devices

ACME

What is this? Add a new device My Settings & Devices Need help? Secured by Duo

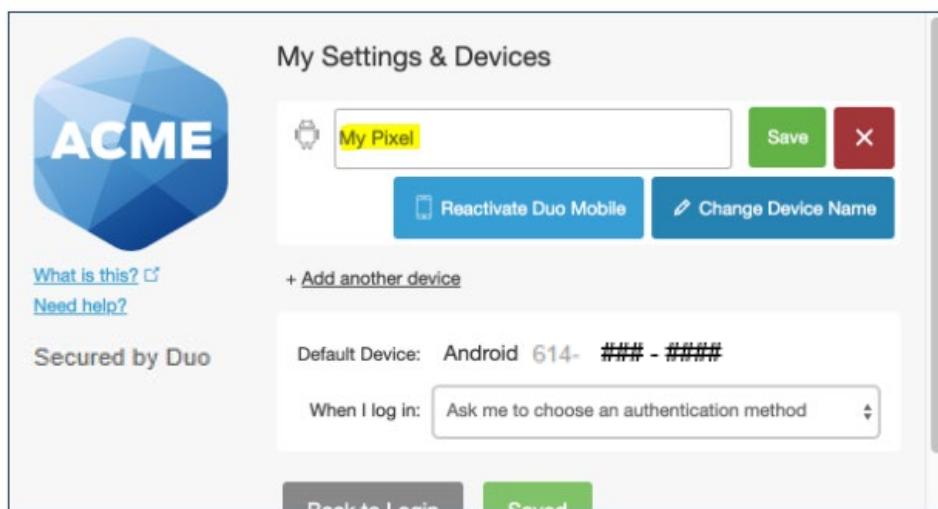
iOS 614- #### - ##### Reactivate Duo Mobile Change Device Name Device Options

Android 614- #### - ##### + Add another device

Default Device: iOS 614- #### - #####

When I log in: Ask me to choose an authentication method

**Step 5: Type in the new device name and click Save (see yellow highlight).**



My Settings & Devices

ACME

What is this? Need help? Secured by Duo

My Pixel Reactivate Duo Mobile Change Device Name

+ Add another device

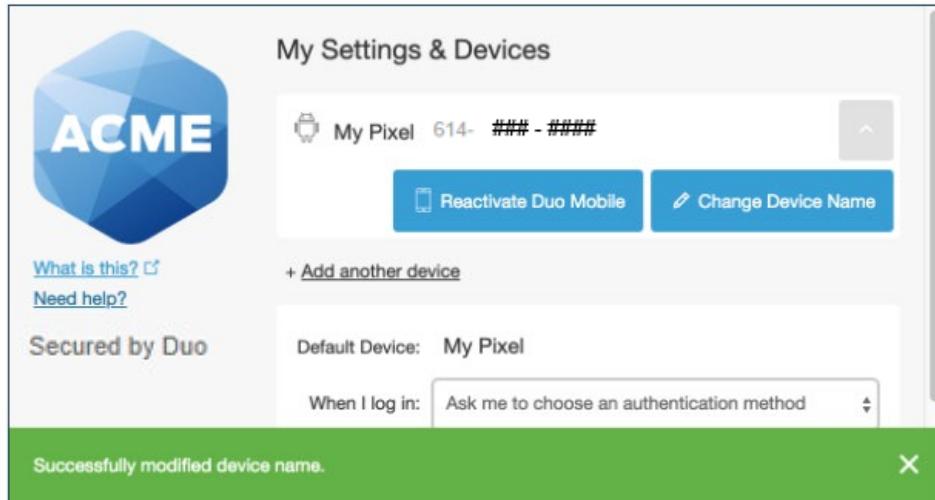
Default Device: Android 614- #### - #####

When I log in: Ask me to choose an authentication method

Back to Login Save

## Multifactor Authentication Job Aid – Using Duo Security

**Step 6: A green box with a message that the device name was successfully modified will appear.**



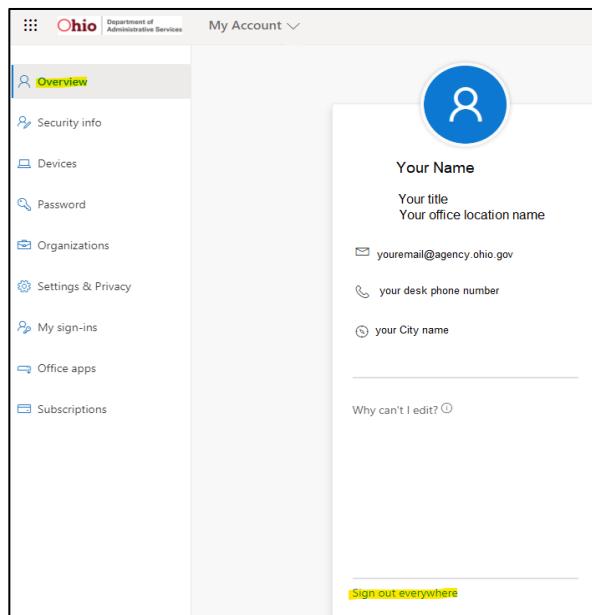
# Multifactor Authentication Job Aid – Using Duo Security

## User Tip – How to Reset the Timing for Duo Security Authentication Prompts (23-hour expiration period)

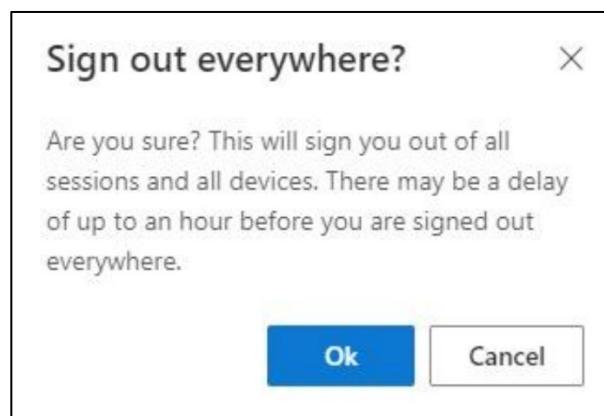
To reset your Duo Security authentication prompt timing so it is more convenient for your work schedule (e.g., does not interrupt a Microsoft Teams meeting), follow the steps below.

**Step 1:** Go to <https://myaccount.microsoft.com> and sign in with your user ID and password (OH|ID). (**Please note:** You may be prompted to authenticate using Duo Security to gain access to the website.)

**Step 2:** Select “Overview” in the left column of the Web page and then “Sign out everywhere” at the bottom of the column on the right (refer to image below – see yellow highlights).



**Step 3:** You will receive a message confirming that you want to sign out everywhere, click “Ok.” (**Please note** that it may take up to an hour to be signed out everywhere.)



# Multifactor Authentication Job Aid – Using Duo Security

## Who do I contact for Duo Security and Multifactor Authentication Support?

**Please contact your agency help desk for assistance with Duo Security enrollment, multifactor authentication, device management, or if you are experiencing any issues with the service.**

## Additional Duo Security Enrollment and Authentication Resources:

[Duo Security Enrollment Guide and Video](#)

[Duo Prompt Authentication User Guide](#)

[Duo Security End User Guide](#)