

Multifactor Authentication Job Aid

Using Duo Security



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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.**

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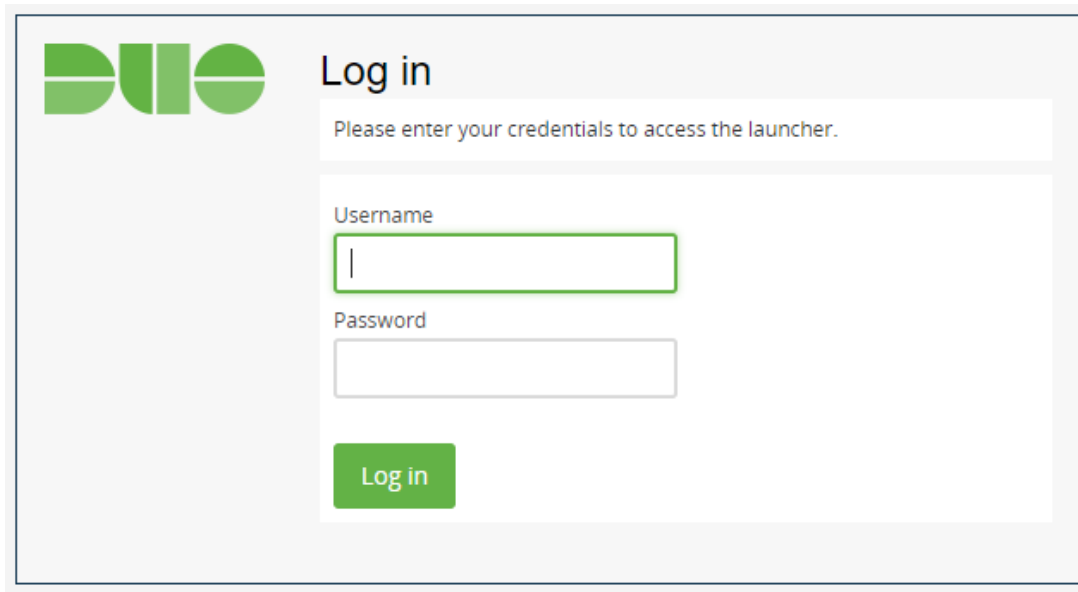
Duo Security Enrollment and Activation Steps – Mobile Phone Option

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.

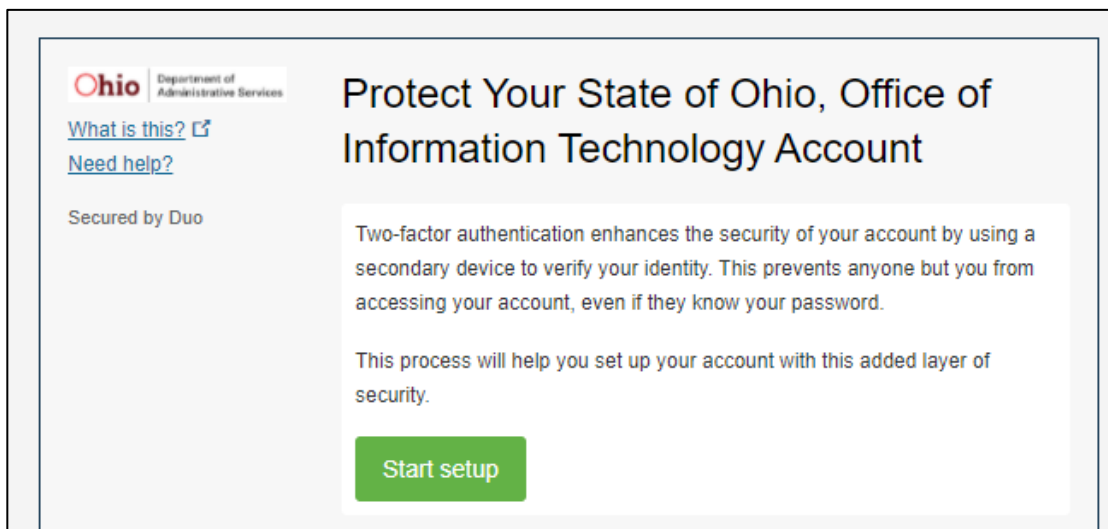
Note:

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.

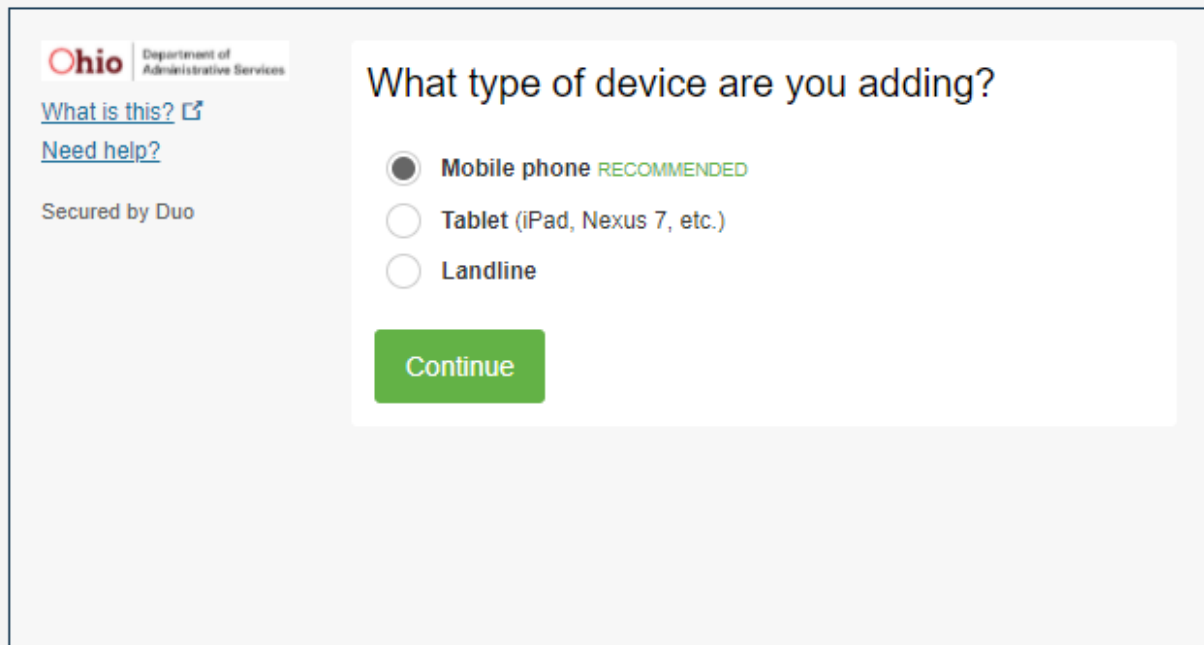
The image shows the Duo Security login interface. On the left is the Duo logo, consisting of three green circles. To the right of the logo is the text "Log in". Below this is a message: "Please enter your credentials to access the launcher." There are two input fields: "Username" and "Password". The "Username" field has a green border and a cursor. Below the "Password" field is a green "Log in" button.

Step 2: Click on “Start Setup

The image shows the "Protect Your State of Ohio, Office of Information Technology Account" screen. In the top left corner, there is the Ohio Department of Administrative Services logo and links for "What is this?" and "Need help?". Below these links is the text "Secured by Duo". The main heading is "Protect Your State of Ohio, Office of Information Technology Account". Below the heading is a paragraph explaining two-factor authentication. At the bottom is a green "Start setup" button.

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Step 3: Choose your device (mobile phone 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**

Continue

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.



Ohio Department of Administrative Services

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

Secured by Duo

Enter your phone number

United States

+1 (614) [redacted] ✓

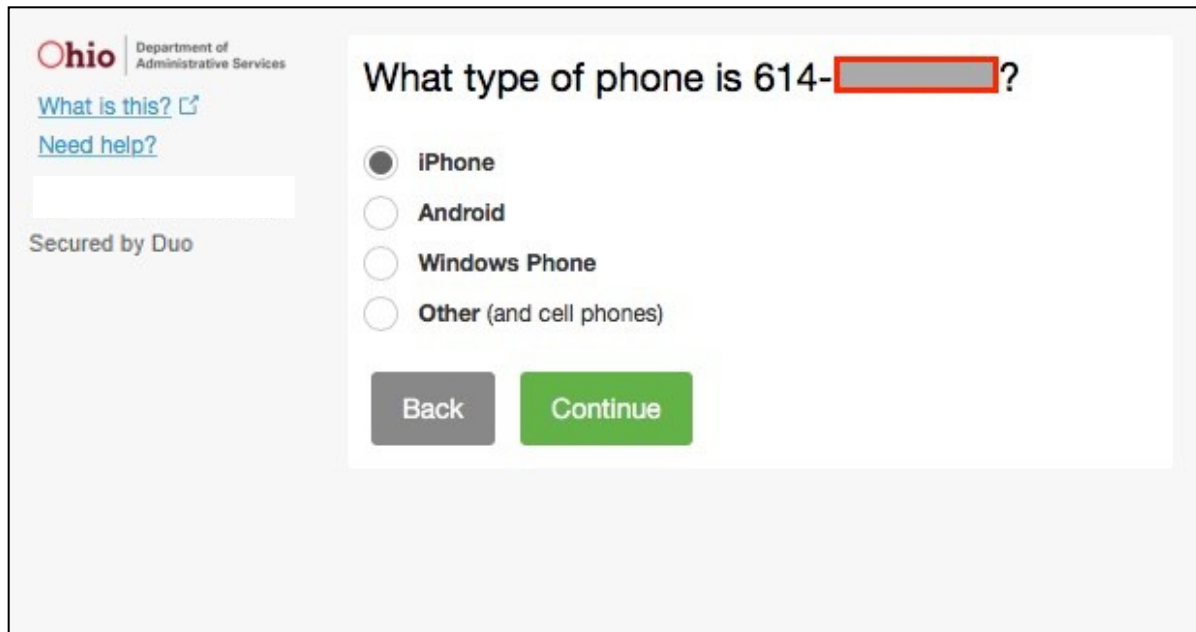
☐ You entered (614) [redacted] Is this the correct number?

Back **Continue**

Validate your phone number and click the Continue button below

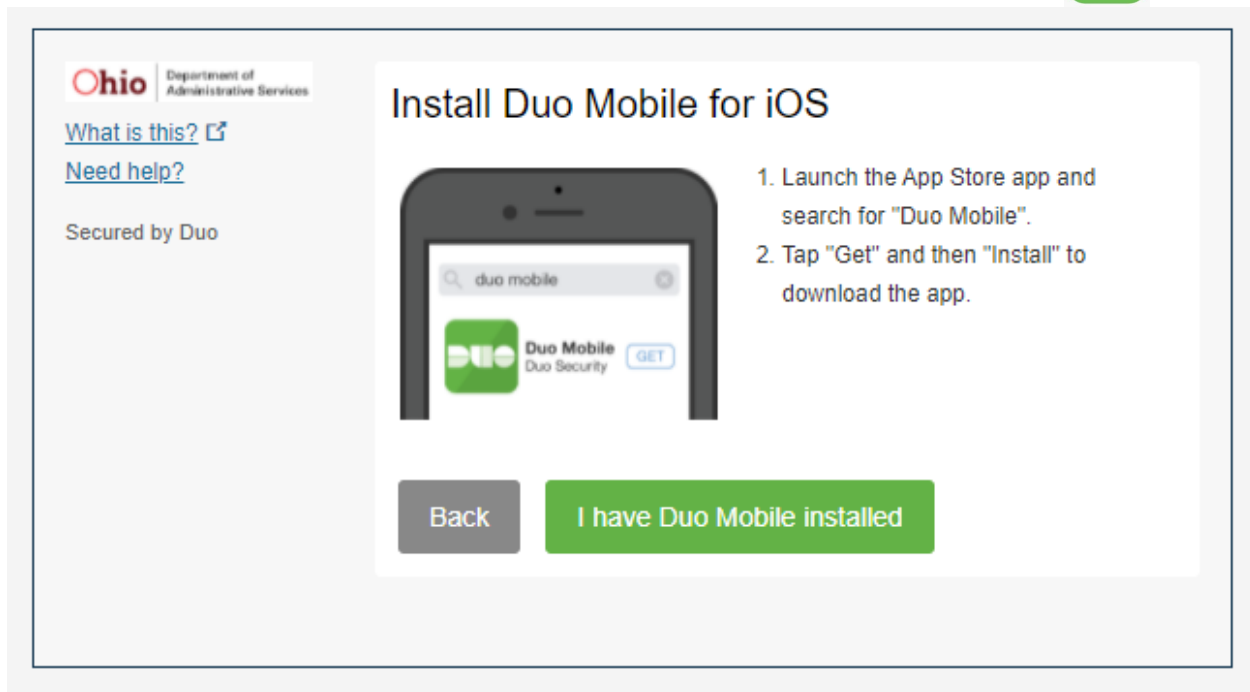
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Step 5: Select your mobile phone platform and click Continue.



The screenshot shows the Duo Security interface for selecting a mobile phone platform. On the left, the Ohio Department of Administrative Services logo is visible, along with links for "What is this?" and "Need help?". Below these links is a text input field and the text "Secured by Duo". The main content area asks "What type of phone is 614- [redacted]?" and provides four radio button options: "iPhone" (selected), "Android", "Windows Phone", and "Other (and cell phones)". At the bottom are "Back" and "Continue" buttons.

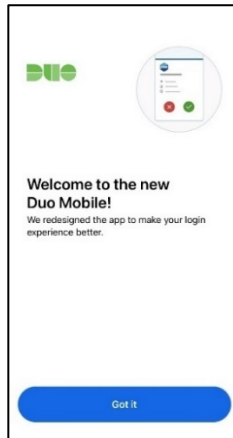
Step 6: Download the Duo Mobile” app (© Duo Security LLC) on your smartphone.



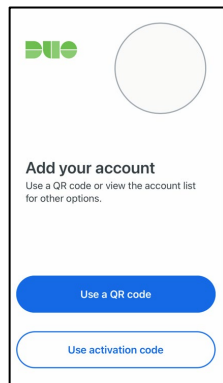
The screenshot shows the Duo Security interface for installing the Duo Mobile app on an iPhone. On the left, the Ohio Department of Administrative Services logo is visible, along with links for "What is this?" and "Need help?". Below these links is a text input field and the text "Secured by Duo". The main content area is titled "Install Duo Mobile for iOS" and features a graphic of an iPhone displaying the Duo Mobile app in the App Store. To the right of the graphic are two numbered instructions: "1. Launch the App Store app and search for 'Duo Mobile'." and "2. Tap 'Get' and then 'Install' to download the app." At the bottom are "Back" and "I have Duo Mobile installed" buttons.

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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.



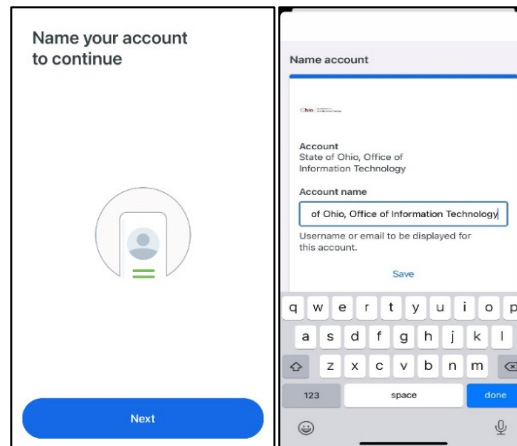
Step 9: Activate “Duo Mobile” (© Duo Security LLC) by scanning the barcode image with your device’s built-in scanner. (Use your camera to scan the barcode shown by Duo Security Enrollment in your browser. If you're prompted to allow Duo Mobile permission to use your device camera, please grant it.)

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.”

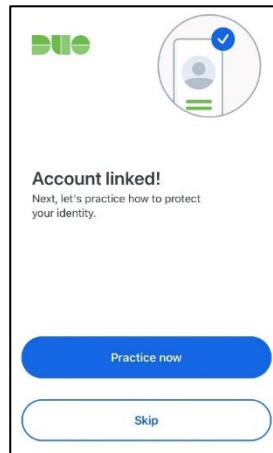


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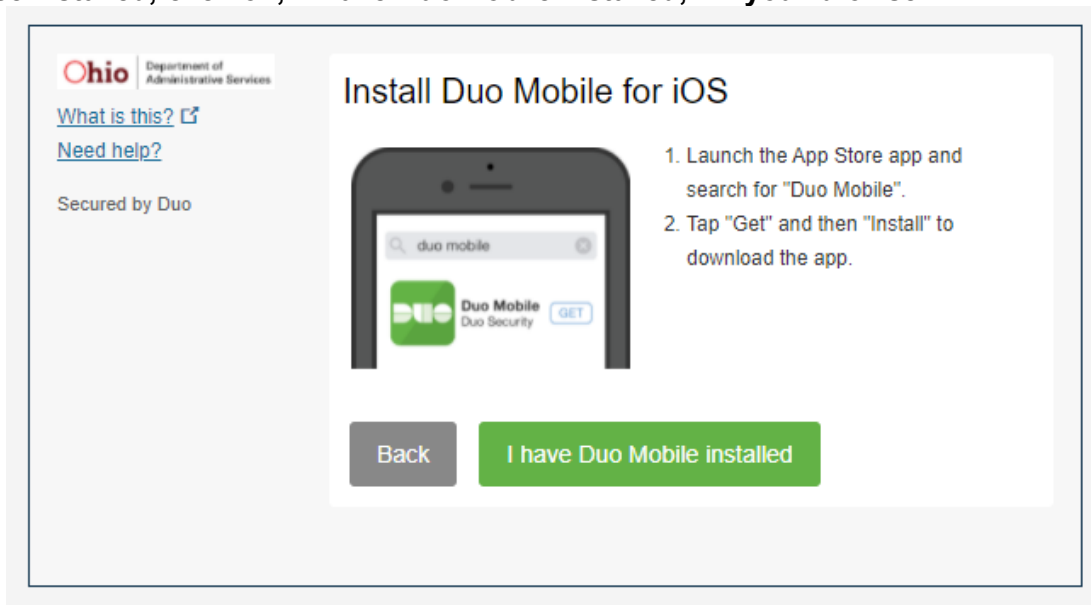
Step 10: Click “Next” on the Name your account screen. The agency name should be automatically populated. Select “Done.”



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

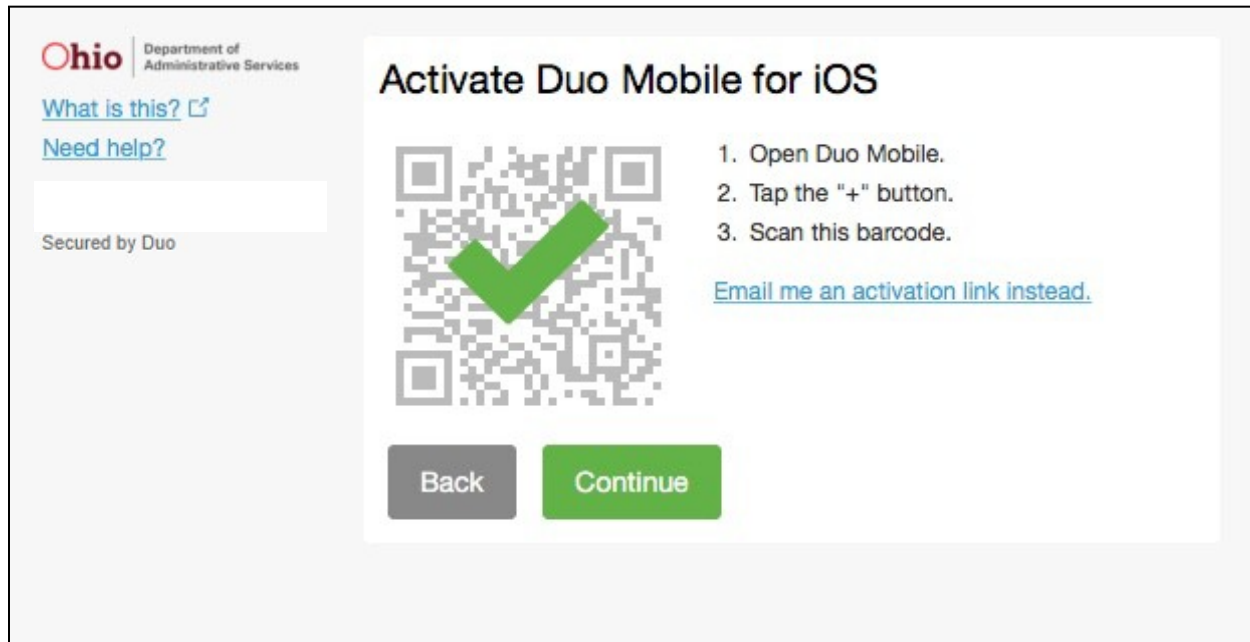


Step 12: Once installed, click on, “I have Duo Mobile Installed,” in your browser.



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



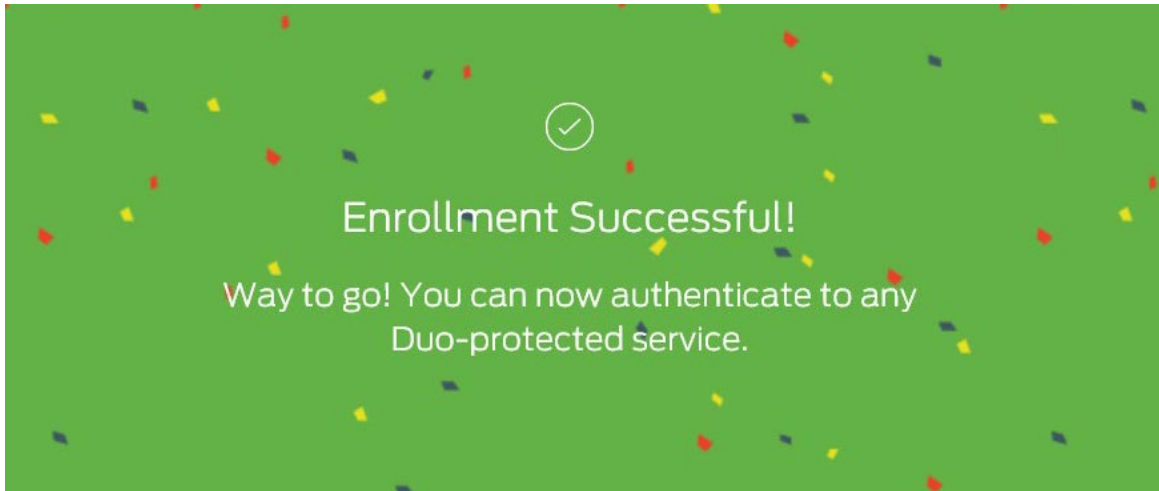
Step 14: Select how you would like to receive authentication requests from the drop-down box and then click the Finish Enrollment button.

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.



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Step 15: Duo Security Enrollment and Activation Complete!

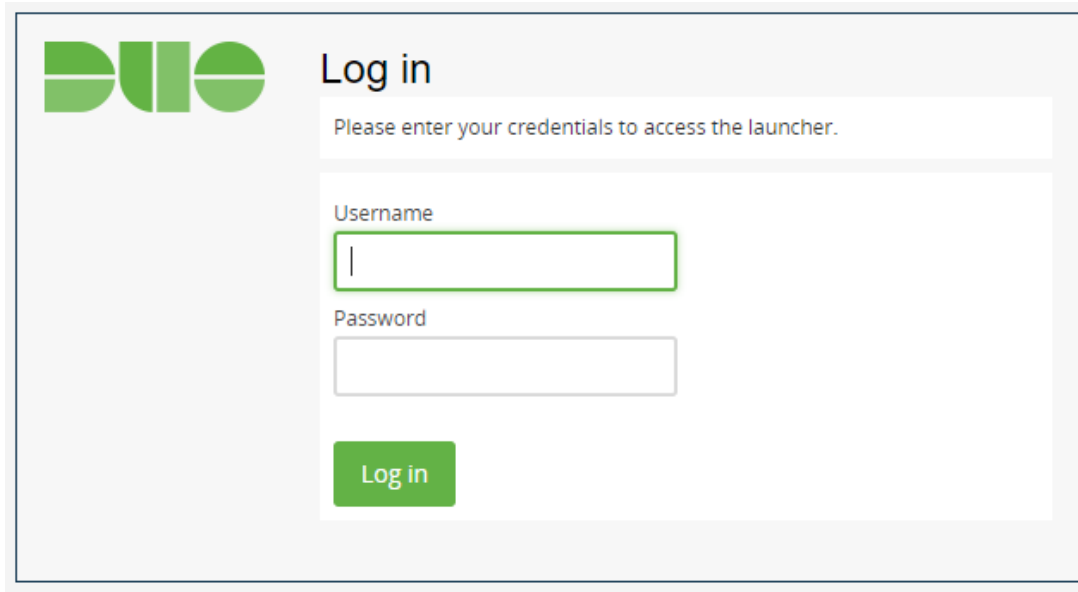


Multifactor Authentication Job Aid – Using Duo Security

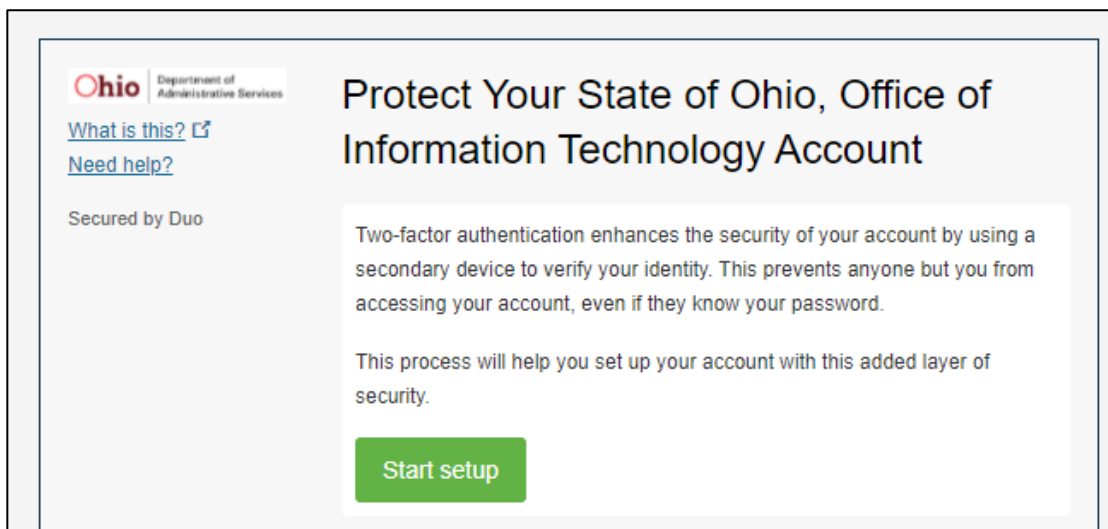
Duo Security Enrollment and Activation Steps – “Other” Mobile Phone Option

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.

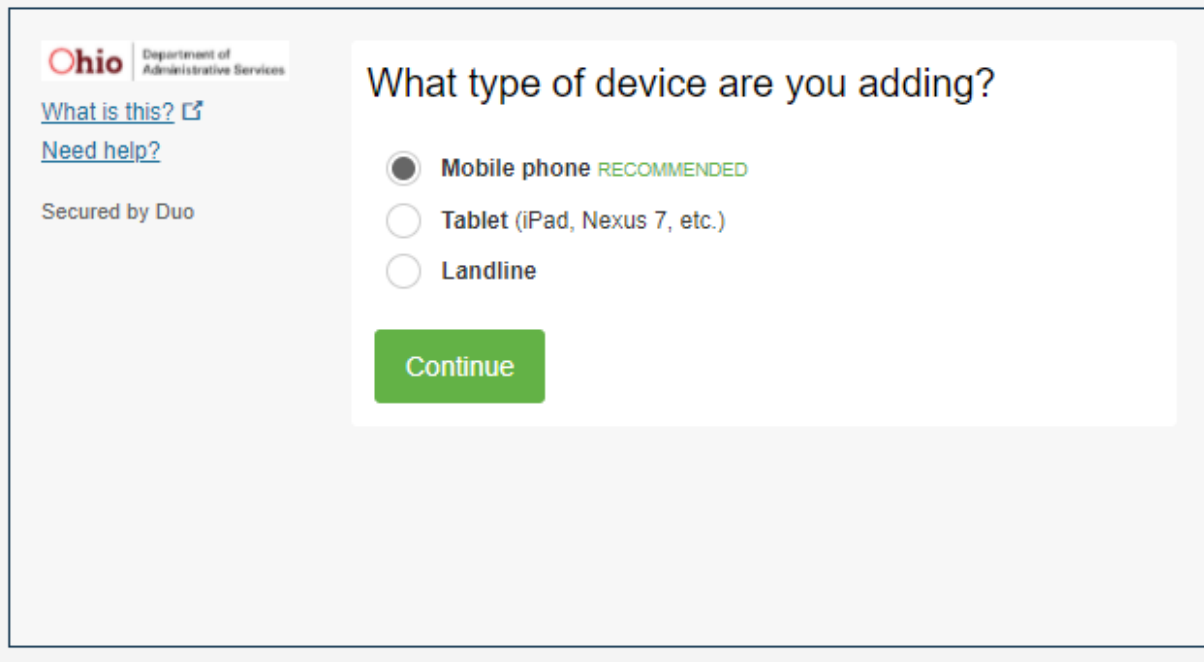
The image shows a web browser window displaying the Duo Security login page. On the left is the Duo logo, consisting of three green circles. To the right of the logo is the heading "Log in". Below the heading is a light gray box containing the text "Please enter your credentials to access the launcher." Underneath this box are two input fields: "Username" and "Password". The "Username" field has a green border and a cursor. Below the "Password" field is a green "Log in" button.

Step 2: Click on “Start Setup

The image shows a web browser window displaying a page from the Ohio Department of Administrative Services. On the left side, there is a logo for "Ohio Department of Administrative Services" and two links: "What is this?" and "Need help?". Below these links is the text "Secured by Duo". The main content area has the heading "Protect Your State of Ohio, Office of Information Technology Account". Below the heading is a text block explaining that two-factor authentication enhances account security by using a secondary device. At the bottom of this text block is a green "Start setup" button.

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Step 3: Choose your device and click Continue.



The screenshot shows the Duo Security setup interface for the Ohio Department of Administrative Services. On the left, there is a sidebar with the Ohio logo, the text "Department of Administrative Services", and links for "What is this?" and "Need help?". Below these links, it says "Secured by Duo". The main content area is titled "What type of device are you adding?". It contains three radio button options: "Mobile phone" (which is selected and marked as "RECOMMENDED"), "Tablet (iPad, Nexus 7, etc.)", and "Landline". At the bottom of this section is a green "Continue" button.

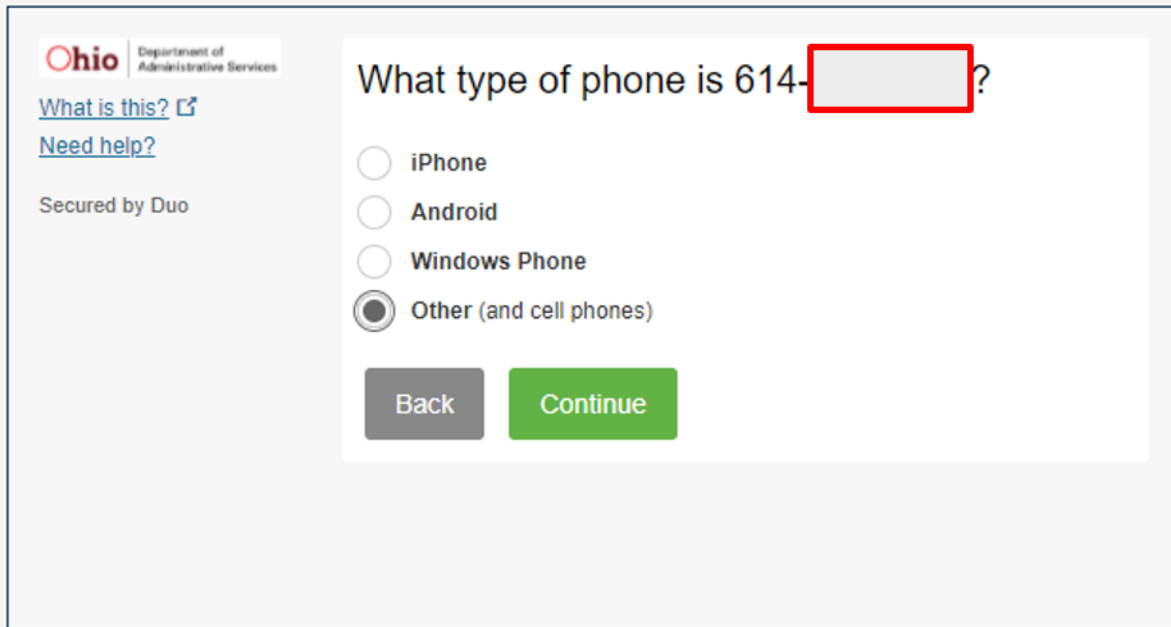
Step 4: Type your mobile phone number, check box to validate entry, and click Continue.



The screenshot shows the Duo Security setup interface for Step 4, titled "Enter your phone number". It includes a dropdown menu for "United States", a text input field for the phone number, and a checkbox for validation. The phone number field contains "+1 (614)" followed by a red box. A green checkmark is next to the red box. A red arrow points from the red box to a callout box that says "Validate your phone number and click the Continue button below". Another red arrow points from the callout box to the "Continue" button. Below the phone number field, there is a checkbox labeled "You entered (614) [red box] Is this the correct number?". At the bottom are "Back" and "Continue" buttons.

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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

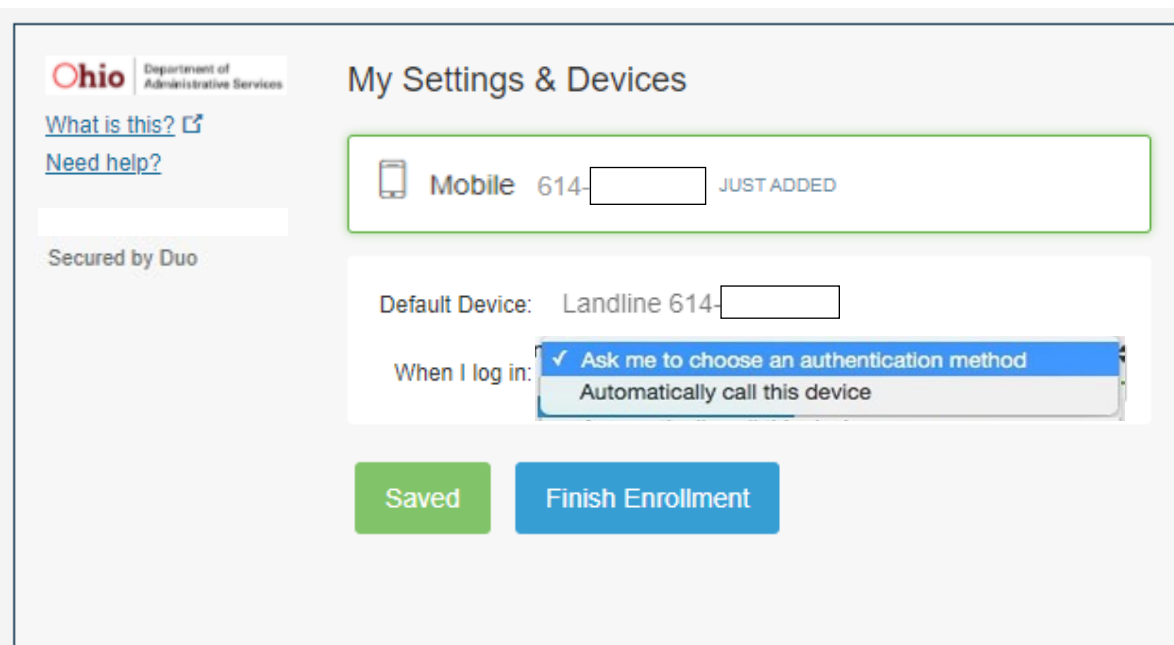
☐ Android

☐ 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

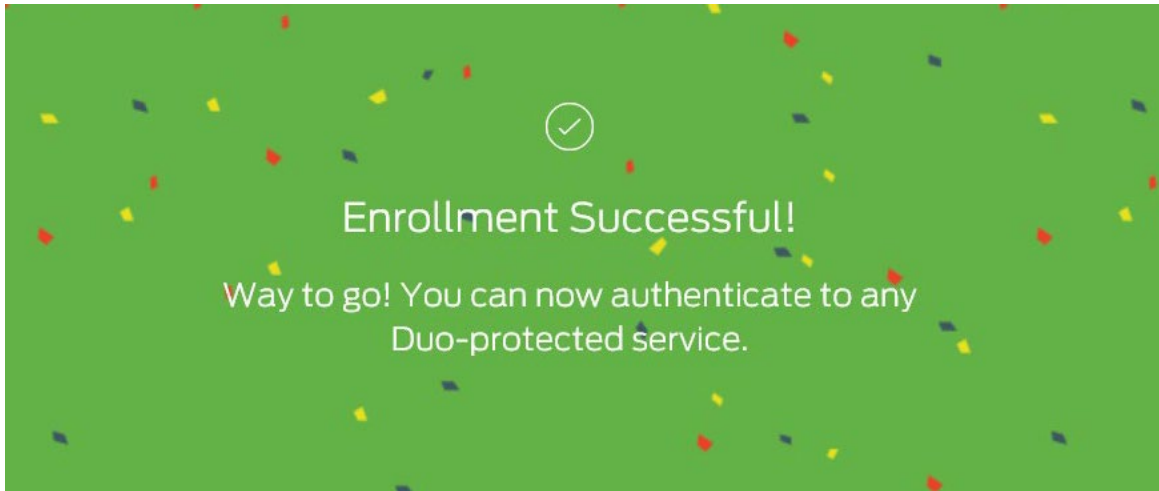
Default Device: Landline 614- [redacted]

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!



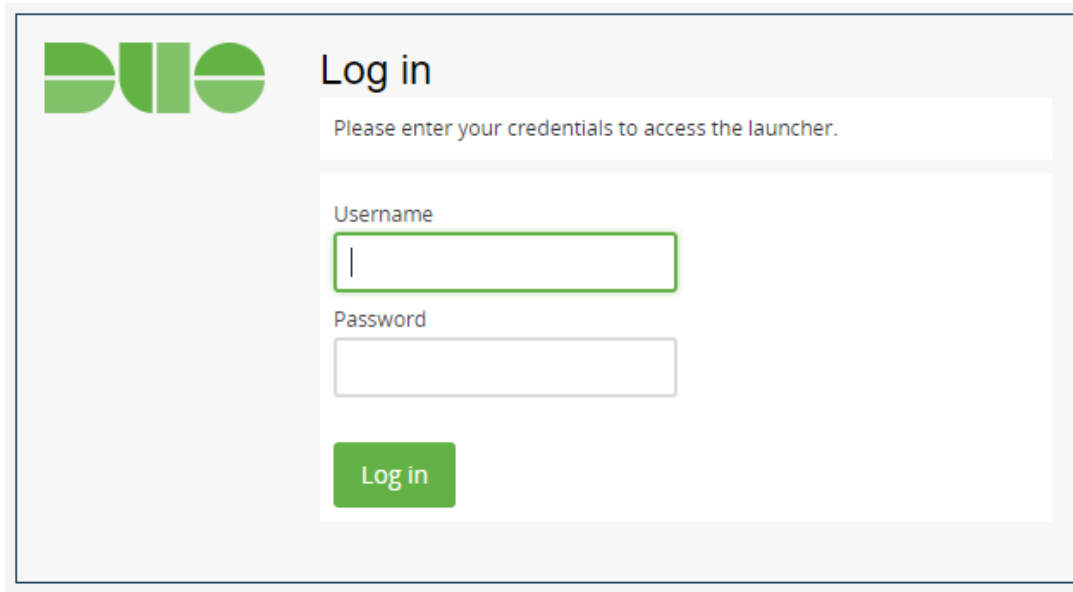
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Duo Security Enrollment and Activation Steps – Landline/Phone Line Option

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 screenshot shows the Duo Security login interface. On the left is the Duo logo, consisting of three green circles. To the right of the logo, the text "Log in" is displayed. Below this, a message reads "Please enter your credentials to access the launcher." There are two input fields: "Username" and "Password". The "Username" field has a green border and a cursor. Below the "Password" field is a green "Log in" button.

Step 2: Click on “Start Setup.”

The screenshot shows the Ohio Department of Administrative Services account protection page. The header includes the Ohio state logo and the text "Department of Administrative Services". Below the header, there are links for "What is this?" and "Need help?". The main heading is "Protect Your State of Ohio, Office of Information Technology Account". Below this, there is a text box explaining that two-factor authentication enhances account security by using a secondary device. At the bottom, there is a green "Start setup" button.

Multifactor Authentication Job Aid – Using Duo Security

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

The screenshot shows the Duo Security enrollment interface. On the left, the Ohio Department of Administrative Services logo is displayed, along with links for 'What is this?' and 'Need help?'. Below these links is a 'Secured by Duo' badge. The main heading is 'What type of device are you adding?'. There are four radio button options: 'Mobile phone' (marked RECOMMENDED), 'Tablet (iPad, Nexus 7, etc.)', 'Landline' (which is selected), and 'Security Key (YubiKey, Feitian, etc.)'. A green 'Continue' button is located at the bottom of the options.

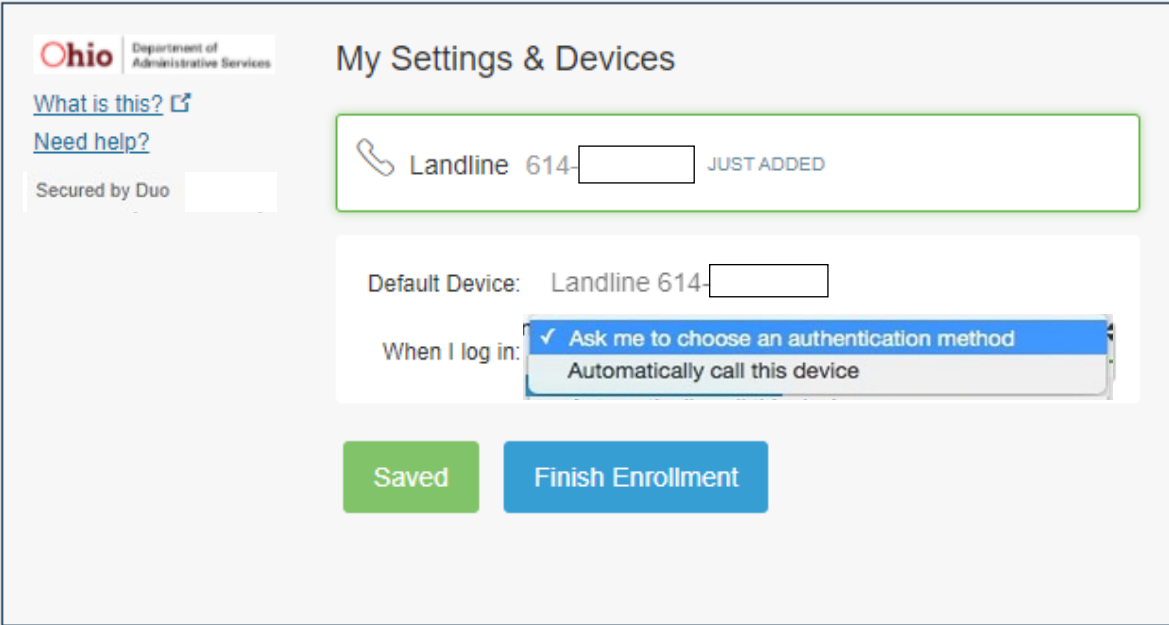
Step 4: Type your landline/phone line number, check box to validate entry, and click Continue.

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 of the Duo Security enrollment process. It includes a dropdown menu for the country (set to 'United States'), a text input field for the phone number (showing '+1 (614) [redacted]' with a green checkmark to its right), and a checkbox labeled 'You entered (614) [redacted] Is this the correct number?'. A callout box with the text 'Validate your phone number and click the Continue button below' has red arrows pointing to the checkbox and the 'Continue' button. The 'Continue' button is green, while the 'Back' button is grey.

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.



Ohio Department of Administrative Services

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

Secured by Duo

My Settings & Devices

Landline 614- [] JUST ADDED

Default Device: Landline 614- []

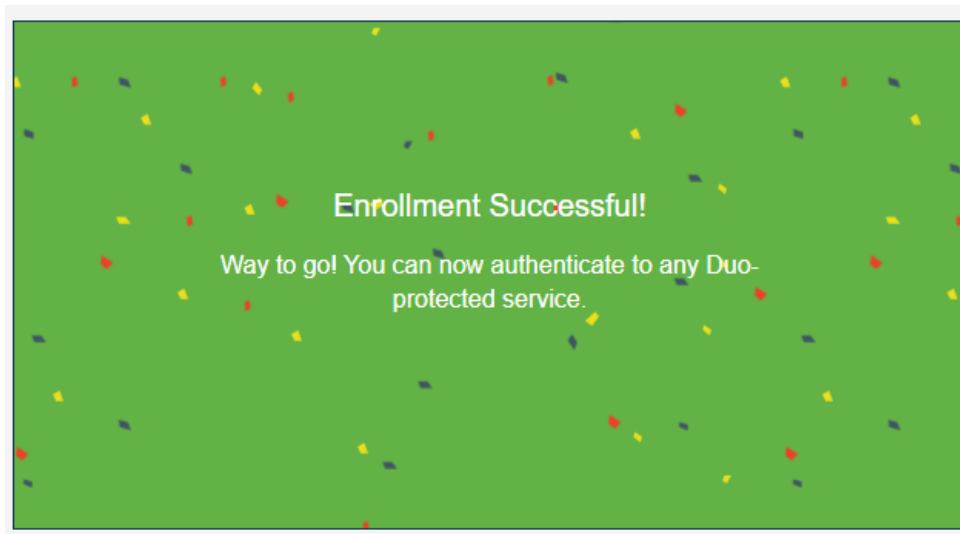
When I log in:

- ✓ Ask me to choose an authentication method
- Automatically call this device

Saved Finish Enrollment

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 your 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.

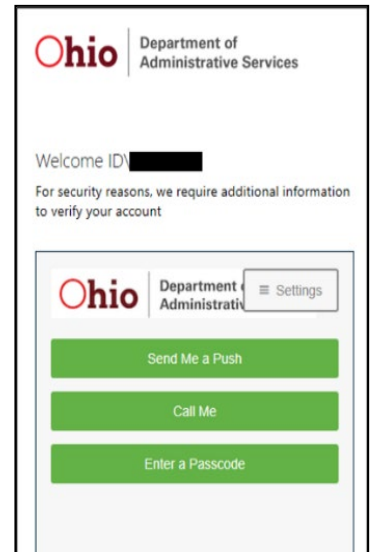


The screenshot shows the login interface for the Ohio Department of Administrative Services. At the top left is the 'Ohio' logo, and to its right is the text 'Department of Administrative Services'. Below this, the instruction 'Sign in with your organizational account' is displayed. There are two input fields: the first is for the email address, showing a redacted user ID followed by '@id.ohio.gov', and the second is for the password, with the label 'password' visible inside the field. A blue 'Sign in' button is positioned below the password field. At the bottom, there is a link that says 'Click [here](#) to change your password.'

Multifactor Authentication Job Aid – Using Duo Security

Step 2: Duo Prompt Options

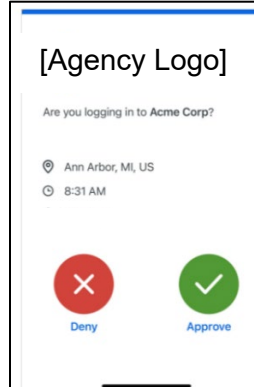
- A. **Mobile Phone Option:** Once you successfully enter your OH|ID information, you will receive a screen indicating your Duo prompt options (see green button definitions below). Select a Duo Security prompt from the three options that will be used to further validate your identity and complete the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



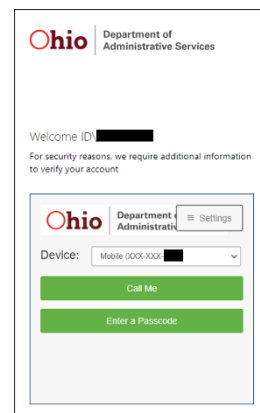
- **Call Me:** Verify via a phone call back. You will be asked to press any key on your phone as verification prior to completing the multifactor authentication process.
- **Enter a Passcode:** Complete the multifactor authentication process using a six-digit passcode that is provided through the “Duo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

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- 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).

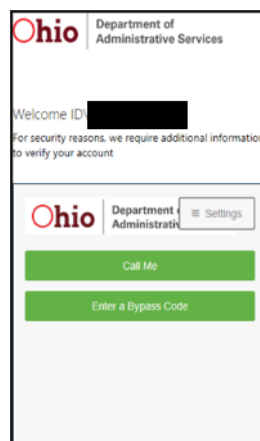


The screenshot shows the Ohio Department of Administrative Services login interface. At the top, it says 'Welcome ID [redacted]' and 'For security reasons, we require additional information to verify your account'. Below this, there's a header with the Ohio logo and 'Department of Administrative Services' with a 'Settings' link. A 'Device:' dropdown menu is set to 'Mobile (000-000-0000)'. Two green buttons are visible: 'Call Me' and 'Enter a Passcode'.

- 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.



This screenshot is similar to the one above but shows a different Duo Security prompt. It has the same header and 'Device:' dropdown. The two green buttons are 'Call Me' and 'Enter a Bypass Code'.

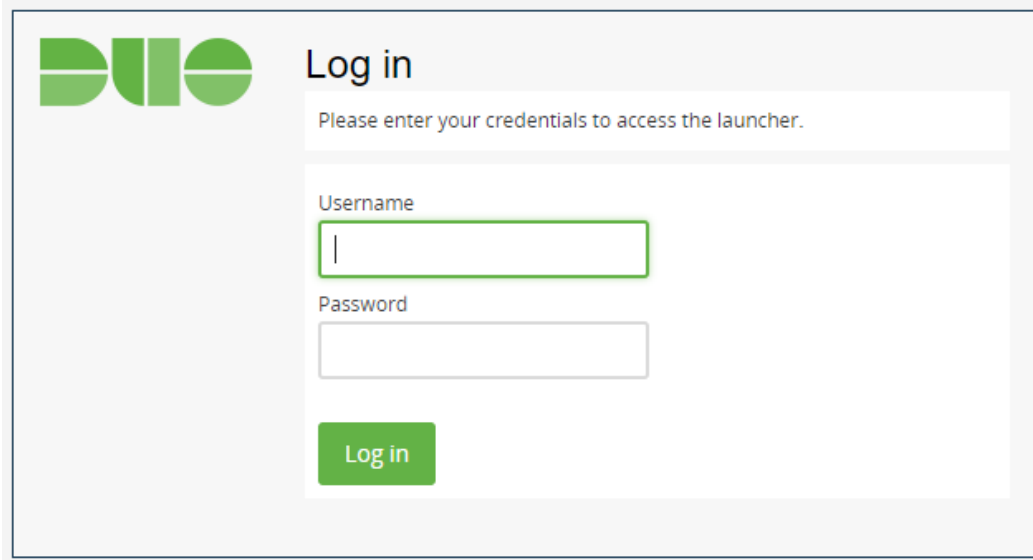
Step 3: Multifactor Authentication Complete! Once you have selected and completed a Duo Security prompt option, you will now have access to the selected O365 application for 23 hours.

Multifactor Authentication Job Aid – Using Duo Security

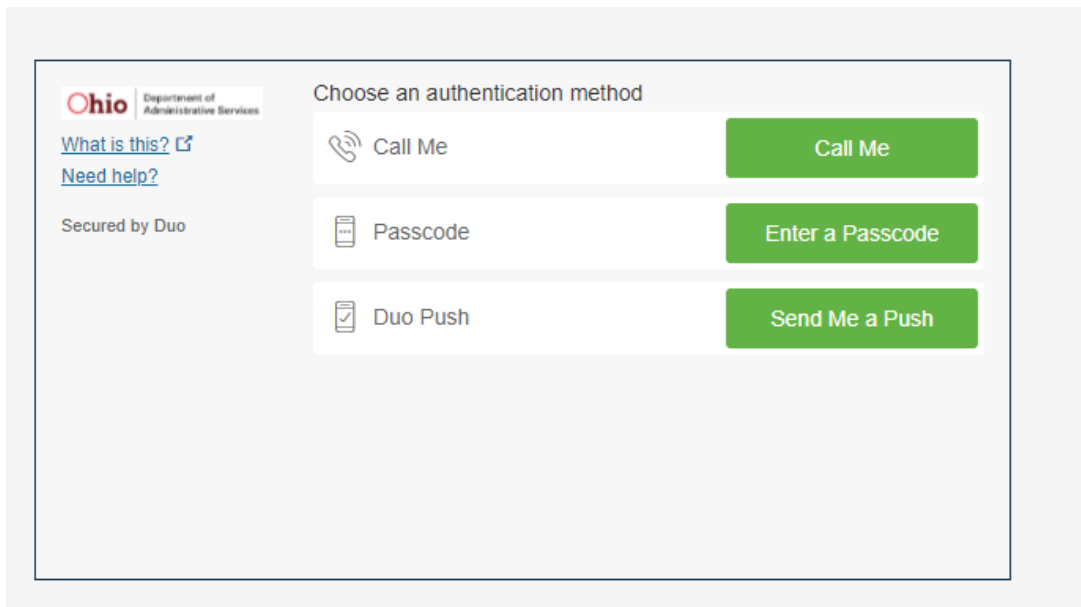
Adding a Device to Your Duo Security Account

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 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 login interface. On the left is the Duo logo, consisting of three green vertical bars of varying heights. To the right of the logo, the text "Log in" is displayed in a large, bold font. Below this, a smaller text prompt says "Please enter your credentials to access the launcher." There are two input fields: "Username" and "Password". The "Username" field has a green border and a cursor. Below the "Password" field is a green "Log in" button.

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 screen. On the left, there is a logo for "Ohio Department of Administrative Services" and links for "What is this?" and "Need help?". Below these links, it says "Secured by Duo". The main area is titled "Choose an authentication method" and contains three options, each with a green button: "Call Me" (with a phone icon), "Passcode" (with a passcode icon), and "Duo Push" (with a checkmark icon).

Multifactor Authentication Job Aid – Using Duo Security

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

The screenshot shows the 'My Settings & Devices' page. On the left, there is a sidebar with the Ohio Department of Administrative Services logo, links for 'What is this?' and 'Need help?', and the text 'Secured by Duo'. The main content area has the title 'My Settings & Devices'. Below the title, there is a section for the current device: 'iOS 614 ### - ####' with a 'Device Options' button. Below this is a link to '+ Add another device'. Further down, there is a 'Default Device' dropdown set to 'iOS 614- ### - ####' and a 'When I log in:' dropdown set to 'Ask me to choose an authentication method'. At the bottom, there is a green 'Saved' button.

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

The screenshot shows the 'What type of device are you adding?' page. On the left, there is a sidebar with the Ohio Department of Administrative Services logo, links for 'What is this?' and 'Need help?', and the text 'Secured by Duo'. The main content area has the title 'What type of device are you adding?'. Below the title, there are three radio button options: 'Mobile phone' (which is selected and has 'RECOMMENDED' in green text next to it), 'Tablet (iPad, Nexus 7, etc.)', and 'Landline'. At the bottom, there are two buttons: 'Back' and 'Continue'.

Multifactor Authentication Job Aid – Using Duo Security

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

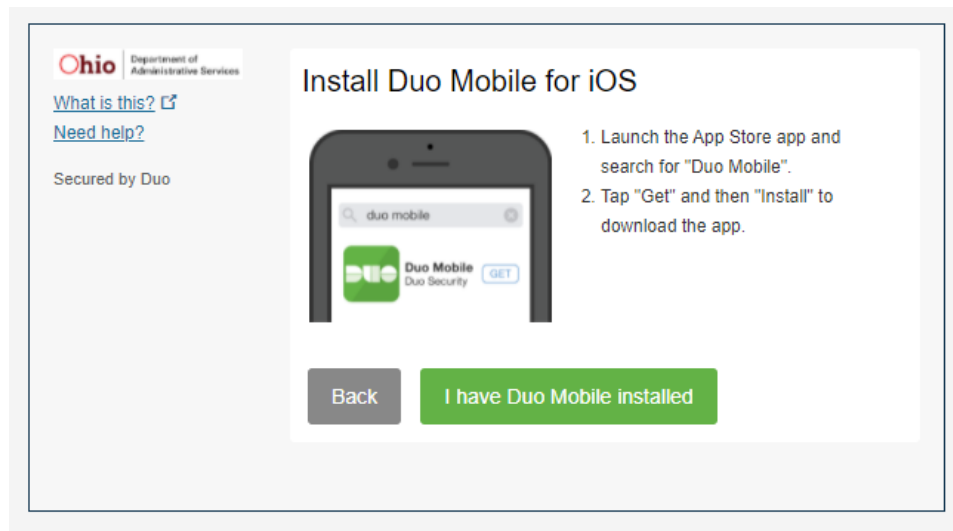
The screenshot shows the Duo Security interface for entering a phone number. On the left, the Ohio Department of Administrative Services logo is visible, along with links for 'What is this?' and 'Need help?'. Below these links is a 'Secured by Duo' badge. The main heading is 'Enter your phone number'. A dropdown menu shows 'United States'. The phone number is entered as '+1 (614) [redacted]', with a green checkmark next to the area code. Below the number is a checkbox labeled 'You entered (614) [redacted] Is this the correct number?'. A callout box with red arrows points to the checkmark and the 'Continue' button, containing the text: 'Validate your phone number and click the Continue button below'. At the bottom are 'Back' and 'Continue' buttons.

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

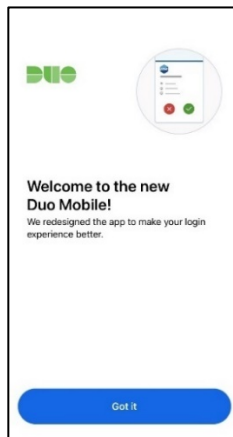
The screenshot shows the Duo Security interface for selecting a phone platform. On the left, the Ohio Department of Administrative Services logo is visible, along with links for 'What is this?' and 'Need help?'. Below these links is a 'Secured by Duo' badge. The main heading is 'What type of phone is 614-[redacted]?'. Below the heading are four radio button options: 'iPhone' (selected), 'Android', 'Windows Phone', and 'Other (and cell phones)'. At the bottom are 'Back' and 'Continue' buttons.

Multifactor Authentication Job Aid – Using Duo Security

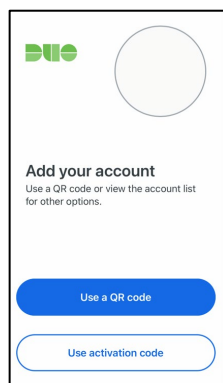
Step 7: If you do not already have it, download the Duo Mobile” app (© Duo Security LLC) on your smartphone.



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



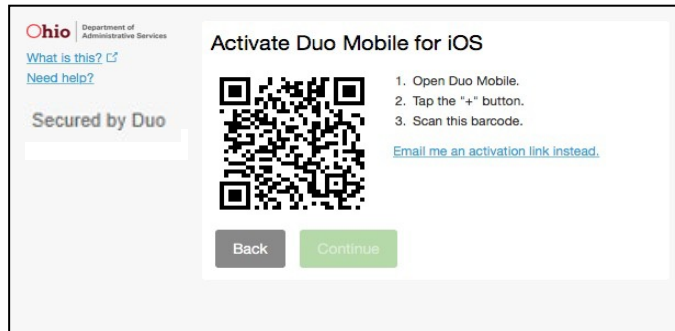
Step 9: Select “Use QR code,” to add your account.



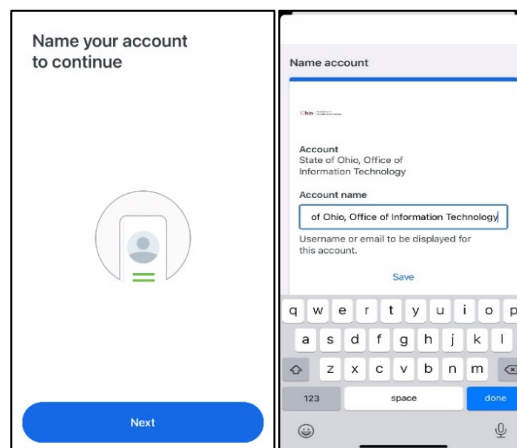
Multifactor Authentication Job Aid – Using Duo Security

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.)

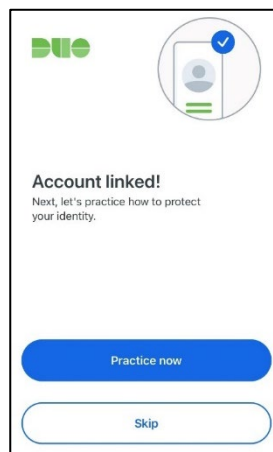
Please Note: Activating the “Duo Mobile” app links it to your account so you can use it for authentication. Without the app, you can still complete the authentication process with a phone call or text message. However, the app provides the best experience. The iOS platform is provided in the example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

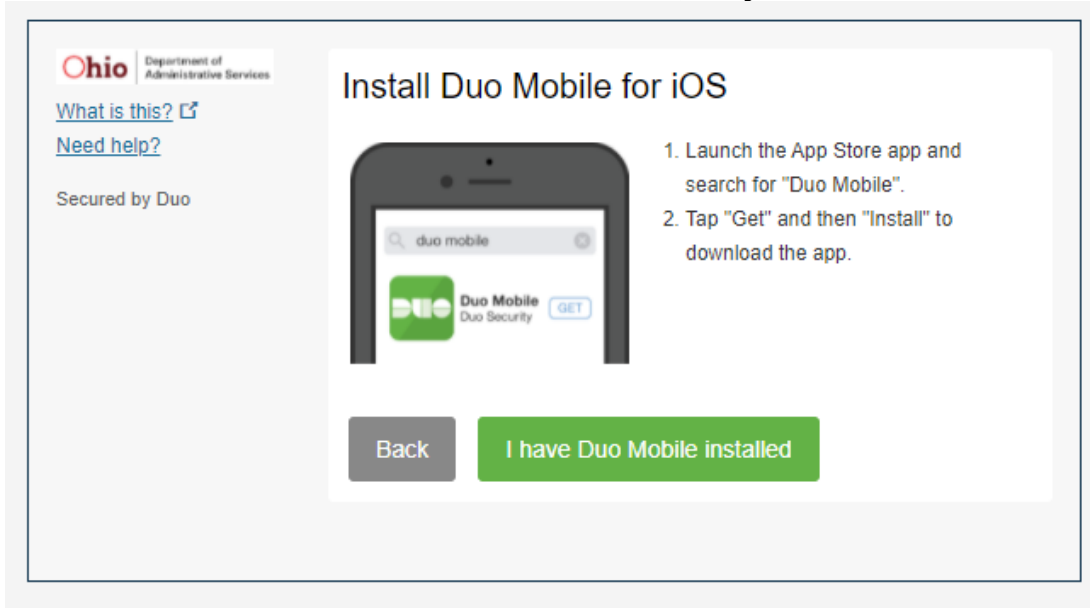


Step 12: A message should appear that the account is now linked. It will give you the option to practice Duo Mobile authentication.

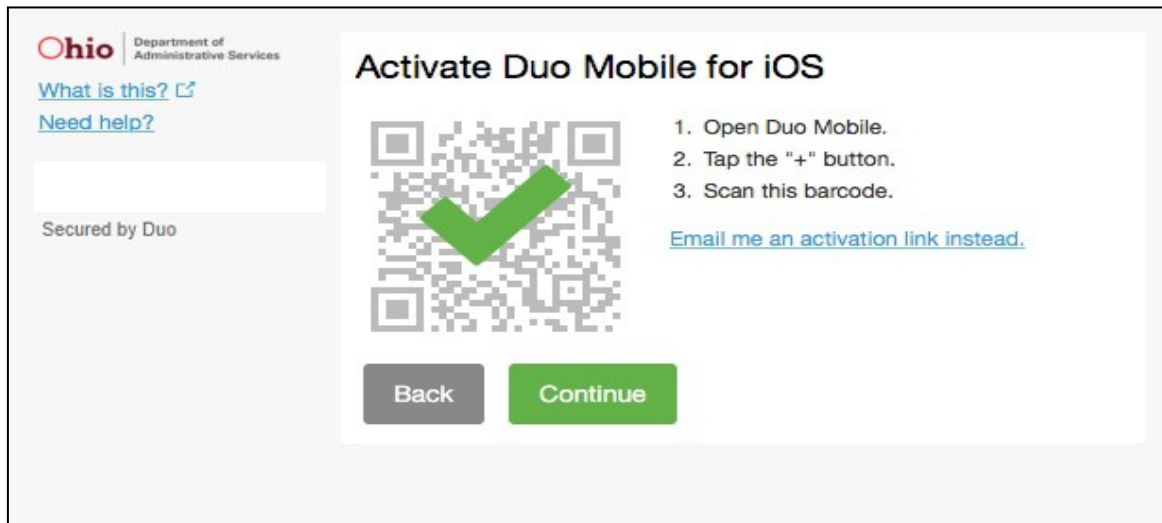


Multifactor Authentication Job Aid – Using Duo Security

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.

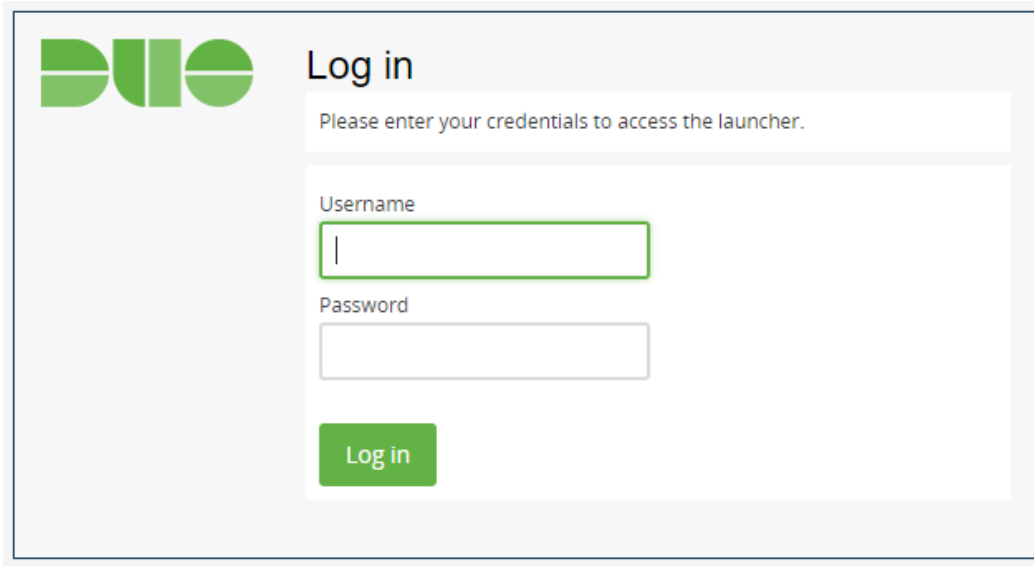
A screenshot of the "My Settings & Devices" page in the Ohio Department of Administrative Services portal. The page has a light gray background. In the top left corner, there is a logo for "Ohio Department of Administrative Services" and two links: "What is this?" and "Need help?". Below these links, it says "Secured by Duo". The main heading is "My Settings & Devices". Below this, there is a section for a device labeled "iOS 614 ### - ####" with a blue "Device Options" button to its right. Below this section is a link "+ Add another device". Further down, there is a "Default Device:" label followed by "iOS 614. ### - ####". Below that is a "When I log in:" label followed by a dropdown menu that currently shows "Automatically send this device a Duo Push". At the bottom of the settings area is a green "Save" button.

Multifactor Authentication Job Aid – Using Duo Security

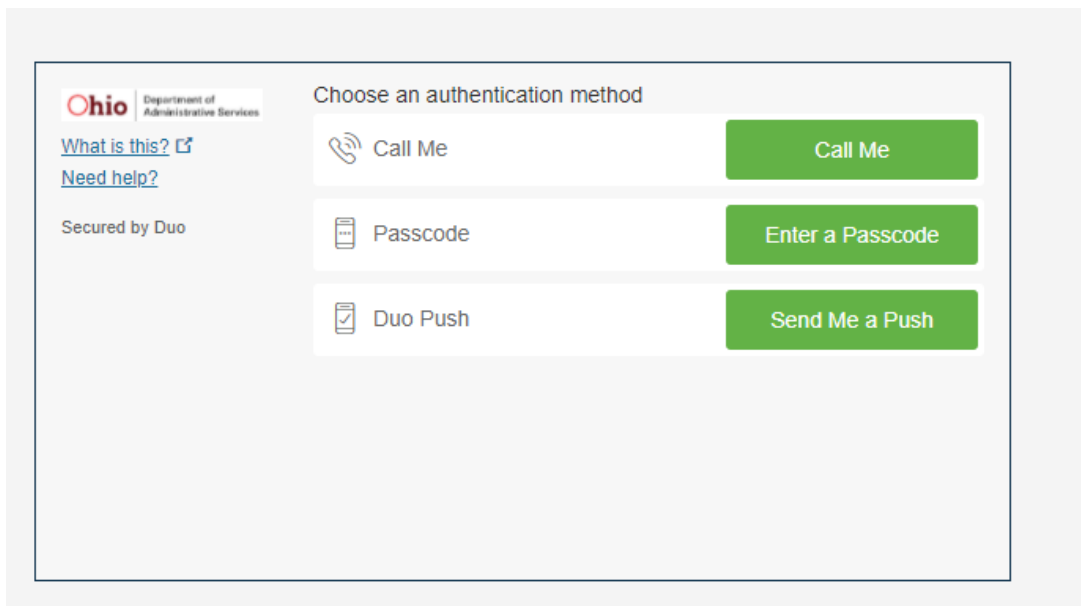
Removing a Device from Your Duo Security Account

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.

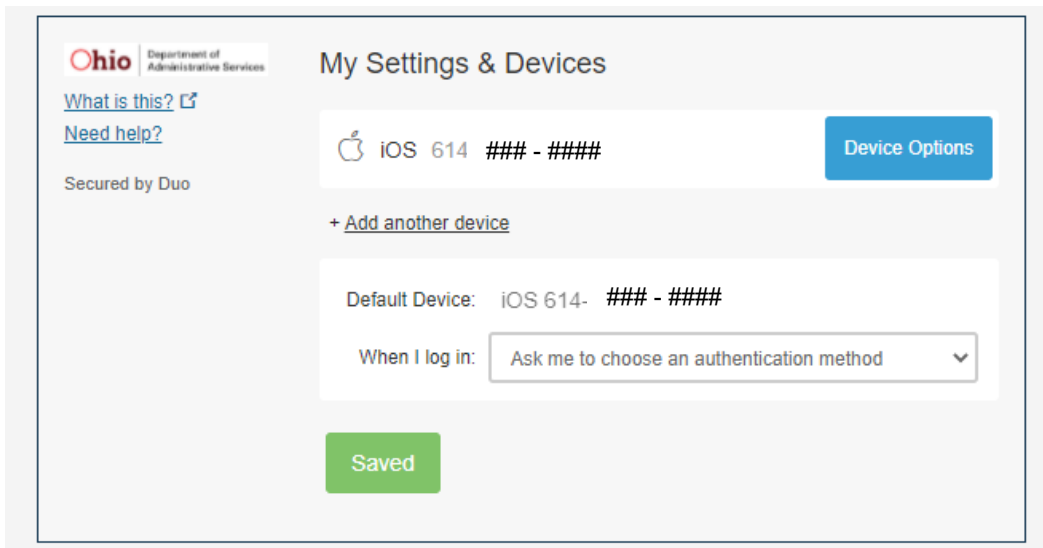
The screenshot shows the Duo Security login interface. On the left is the Duo logo, consisting of three green vertical bars of varying heights. To the right of the logo, the text "Log in" is displayed. Below this, a message reads "Please enter your credentials to access the launcher." There are two input fields: "Username" and "Password". The "Username" field has a green border and a cursor. Below the password field is a green "Log in" button.

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.)

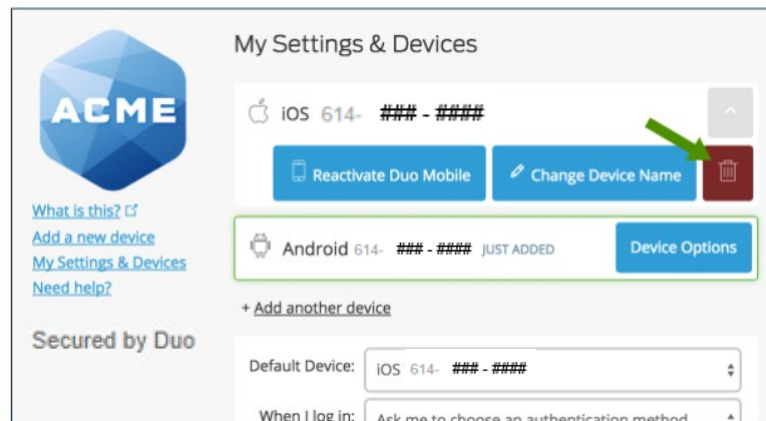
The screenshot shows the Duo Security authentication options page. On the left, there is the Ohio Department of Administrative Services logo, links for "What is this?" and "Need help?", and the text "Secured by Duo". The main area is titled "Choose an authentication method" and contains three options, each with an icon, a label, and a green button: "Call Me" with a phone icon and a "Call Me" button, "Passcode" with a passcode icon and an "Enter a Passcode" button, and "Duo Push" with a checkmark icon and a "Send Me a Push" button.

Multifactor Authentication Job Aid – Using Duo Security

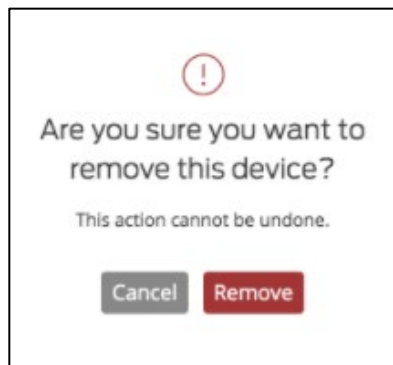
Step 3: Once authenticated via Duo Security, select the Device Options button next to the appropriate device.



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.



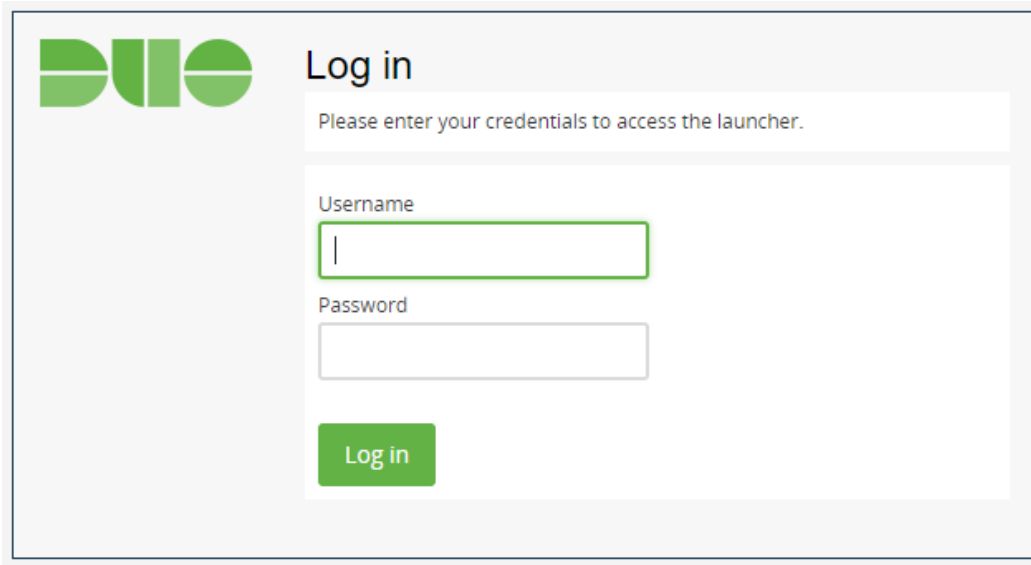
Multifactor Authentication Job Aid – Using Duo Security

Reactivating Duo Security for a New Device

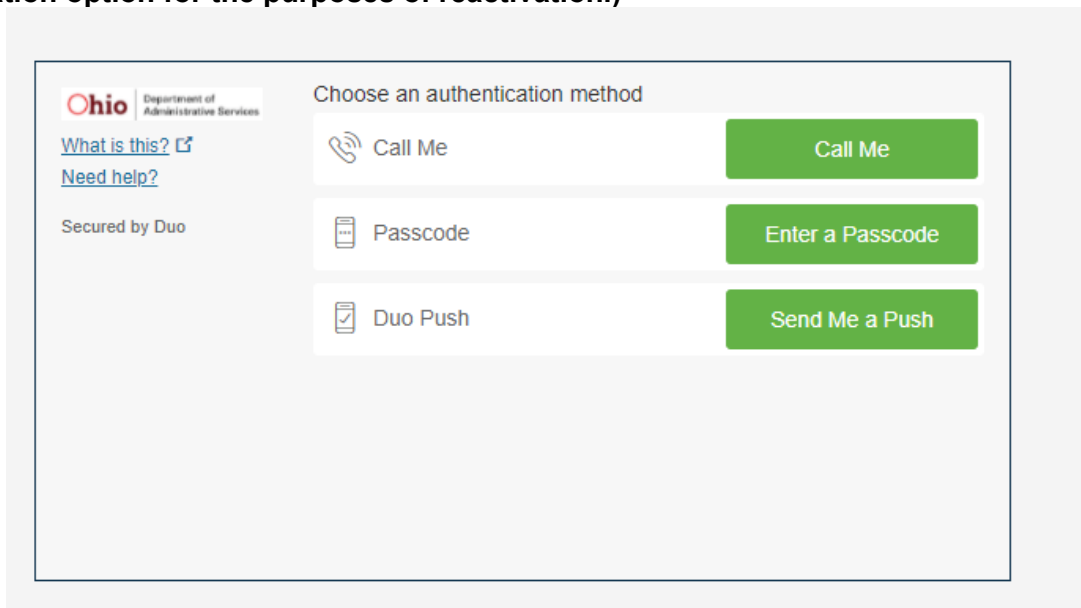
If you purchase a new phone and retain the same phone number, you will need to reactivate Duo Security. The mfa.ohio.gov self-service portal can be used to reactivate Duo Security on a new device. The steps to complete this process are outlined below.

***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.

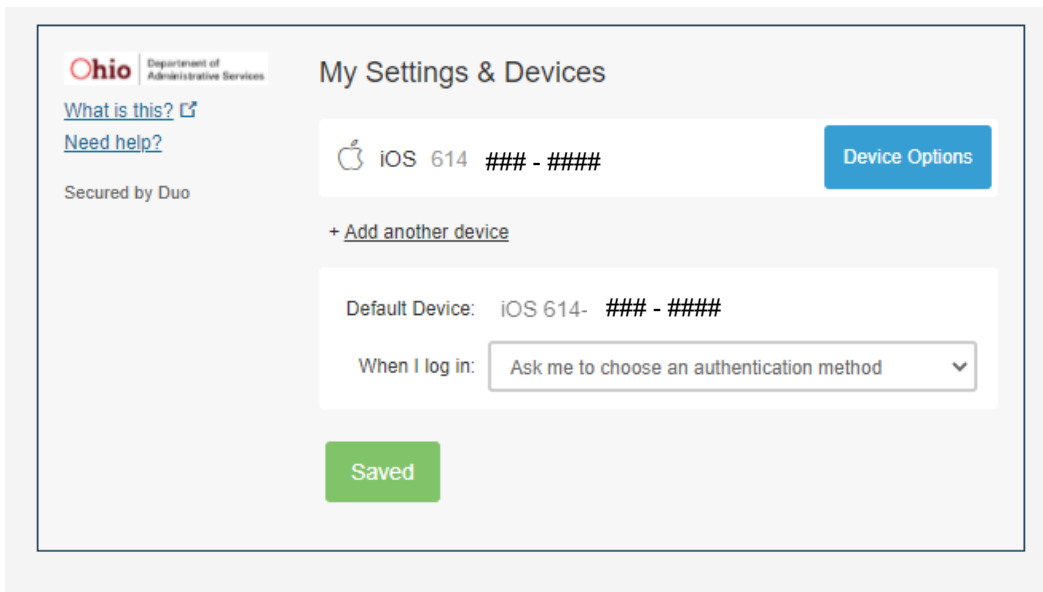
The screenshot shows the Duo Security login interface. On the left is the Duo logo. To its right is the heading "Log in". Below the heading is a text prompt: "Please enter your credentials to access the launcher." Underneath this are two input fields: "Username" and "Password". The "Username" field has a green border and a cursor. Below the password field 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 screenshot shows the Duo Security authentication method selection screen. On the left, there is the Ohio Department of Administrative Services logo, links for "What is this?" and "Need help?", and the text "Secured by Duo". The main area is titled "Choose an authentication method" and contains three options, each with an icon, a label, and a green button: "Call Me" with a phone icon and a "Call Me" button, "Passcode" with a passcode icon and an "Enter a Passcode" button, and "Duo Push" with a checkmark icon and a "Send Me a Push" button.

Multifactor Authentication Job Aid – Using Duo Security

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



Ohio Department of Administrative Services

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

Secured by Duo

My Settings & Devices

iOS 614 ### - #### [Device Options](#)

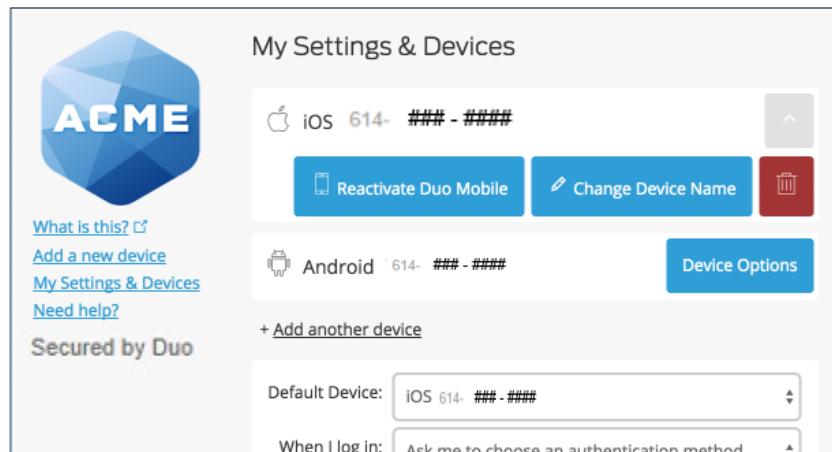
+ [Add another device](#)

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

When I log in: [Ask me to choose an authentication method](#)

[Saved](#)

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



ACME

What is this? [Add a new device](#) [My Settings & Devices](#) [Need help?](#)

Secured by Duo

My Settings & Devices

iOS 614- ### - #### [Reactivate Duo Mobile](#) [Change Device Name](#) [Delete](#)

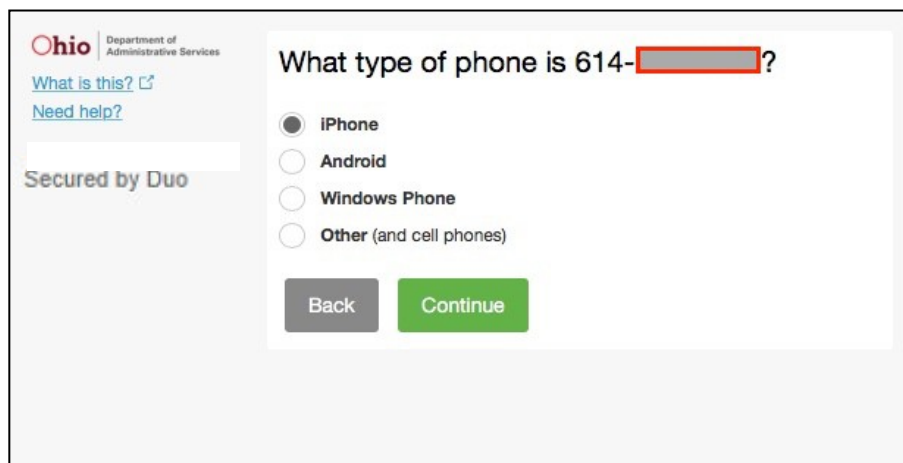
Android 614- ### - #### [Device Options](#)

+ [Add another device](#)

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

When I log in: [Ask me to choose an authentication method](#)

Step 5: Verify the phone type 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

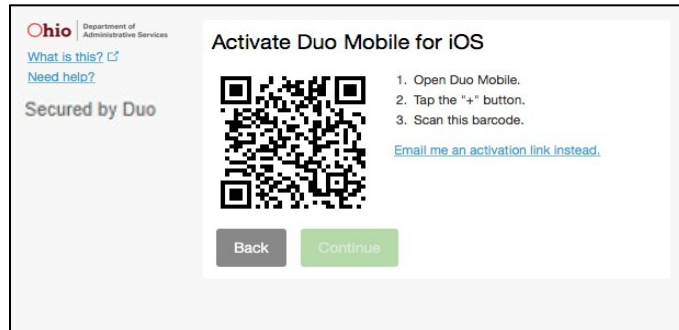
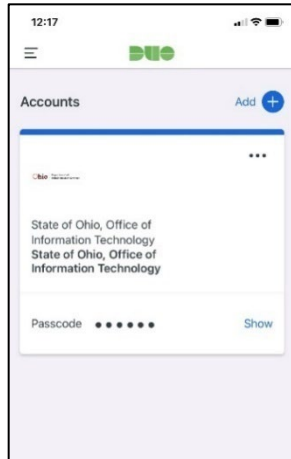
☐ Windows Phone

☐ Other (and cell phones)

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

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.

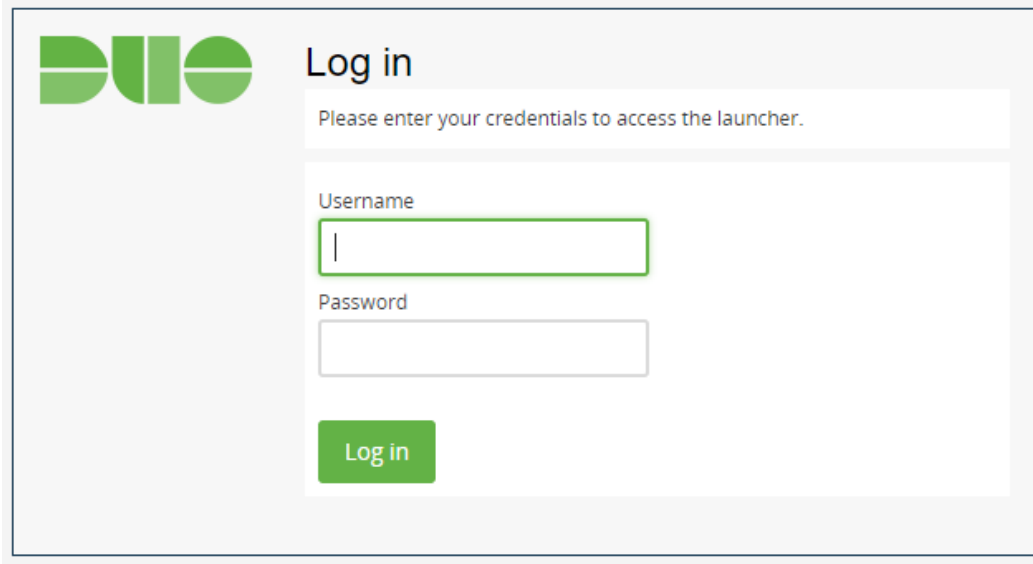
Step 7: Duo Mobile is now reactivated.

Multifactor Authentication Job Aid – Using Duo Security

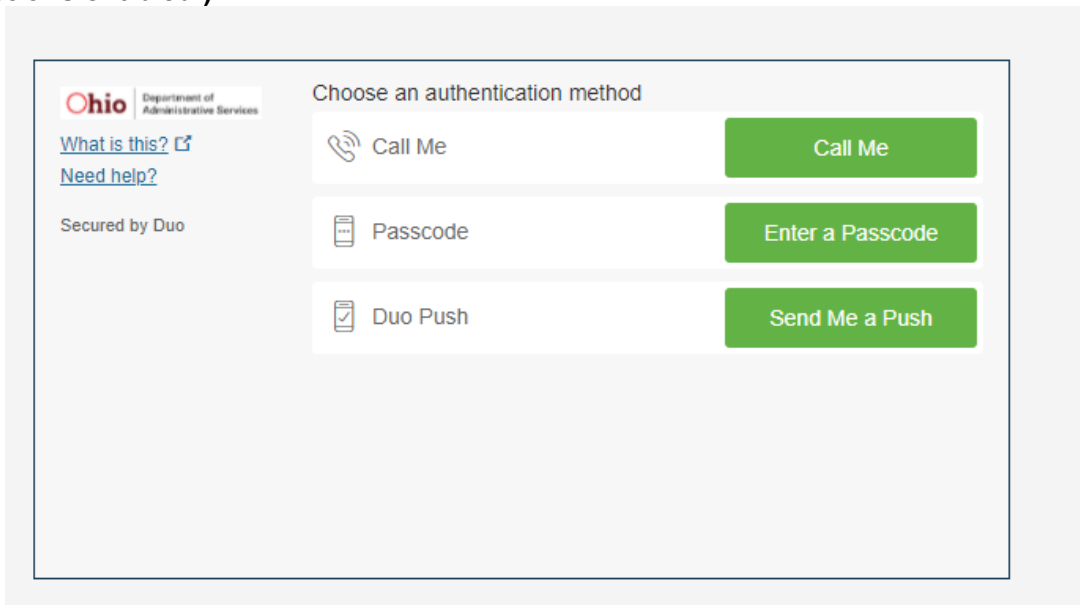
Changing the Name of a Duo Security Device

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 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.

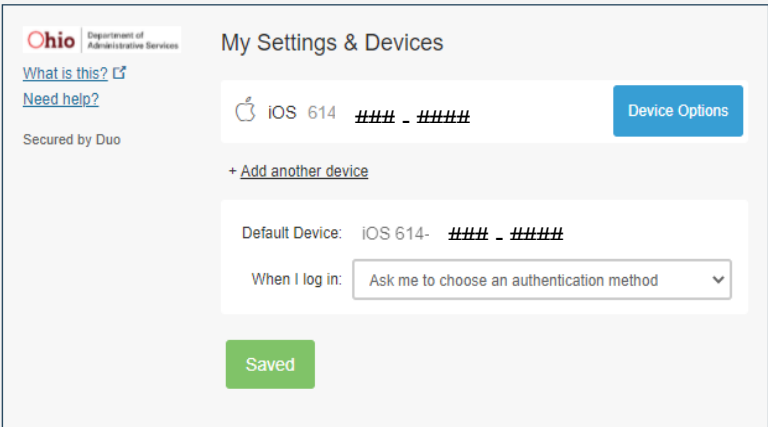
The image shows the Duo Security login interface. On the left is the Duo logo, consisting of three green vertical bars of varying heights. To the right of the logo, the text "Log in" is displayed. Below this, a message reads "Please enter your credentials to access the launcher." There are two input fields: "Username" and "Password". The "Username" field has a green border and a cursor. Below the password field is a green "Log in" button.

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 screen. On the left, there is a sidebar with the "Ohio Department of Administrative Services" logo, links for "What is this?" and "Need help?", and the text "Secured by Duo". The main area is titled "Choose an authentication method" and contains three options, each with an icon, a label, and a green button: "Call Me" with a phone handset icon and a "Call Me" button, "Passcode" with a passcode icon and an "Enter a Passcode" button, and "Duo Push" with a checkmark icon and a "Send Me a Push" button.

Multifactor Authentication Job Aid – Using Duo Security

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



Ohio Department of Administrative Services

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

Secured by Duo

My Settings & Devices

iOS 614- #### - #### [Device Options](#)

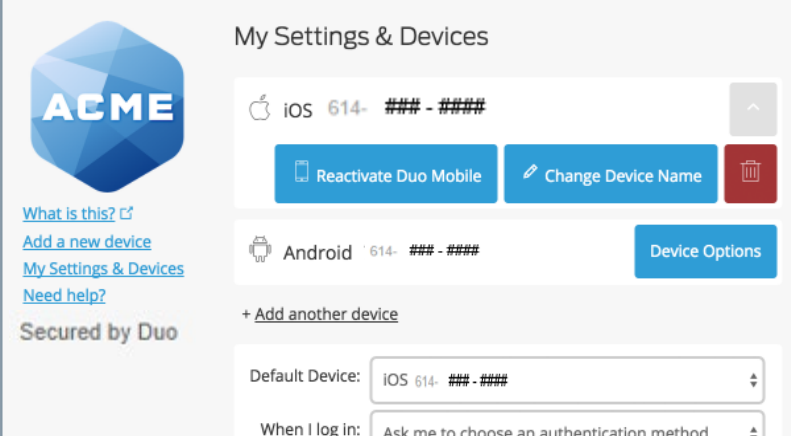
+ [Add another device](#)

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

When I log in:

[Saved](#)

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



ACME

What is this? [Add a new device](#) [My Settings & Devices](#) [Need help?](#)

Secured by Duo

My Settings & Devices

iOS 614- #### - #### [Reactivate Duo Mobile](#) [Change Device Name](#) [Delete](#)

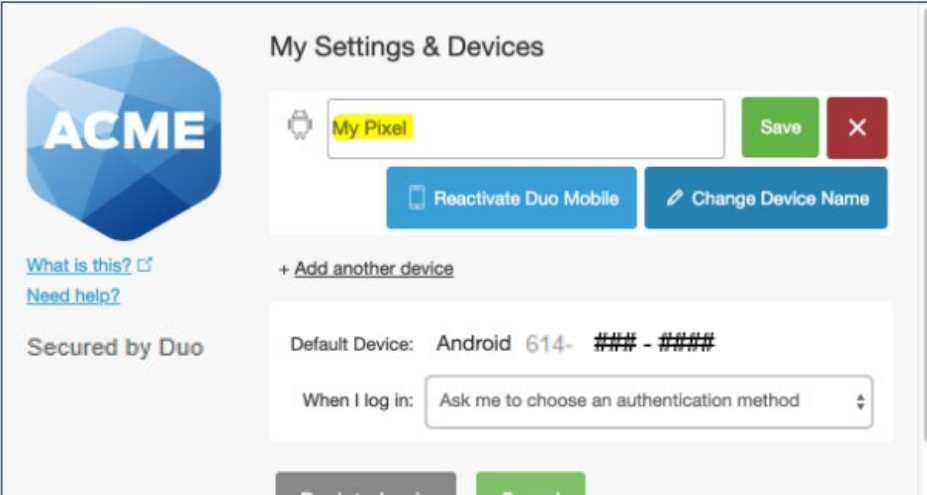
Android 614- #### - #### [Device Options](#)

+ [Add another device](#)

Default Device:

When I log in:

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



ACME

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

Secured by Duo

My Settings & Devices

Android 614- #### - #### [Save](#) [X](#)

[Reactivate Duo Mobile](#) [Change Device Name](#)

+ [Add another device](#)

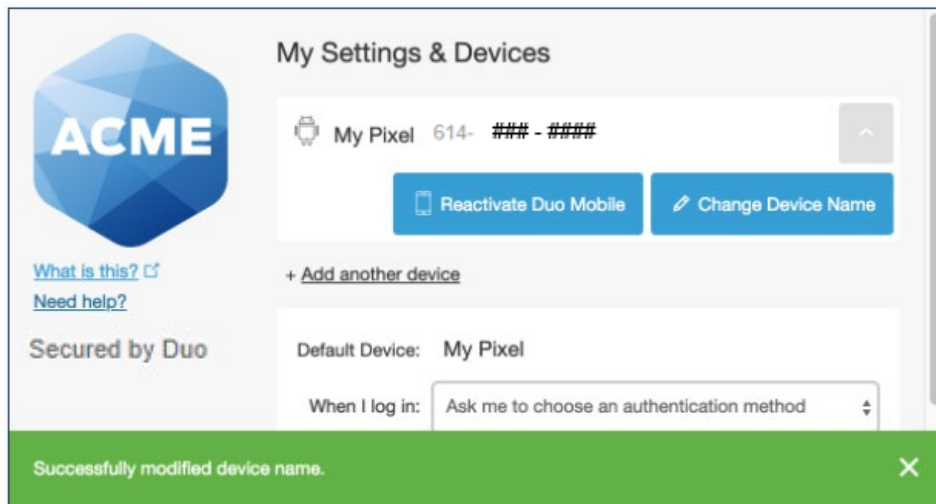
Default Device: Android 614- #### - ####

When I log in:

[Back to Login](#) [Saved](#)

Multifactor Authentication Job Aid – Using Duo Security

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



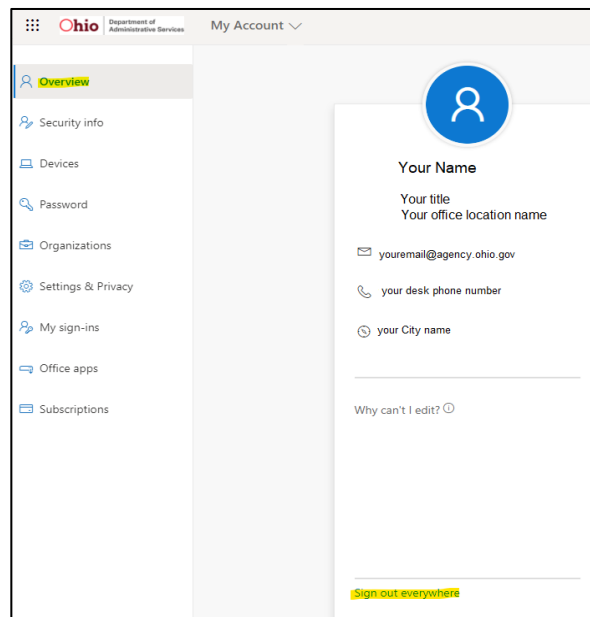
Multifactor Authentication Job Aid – Using Duo Security

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

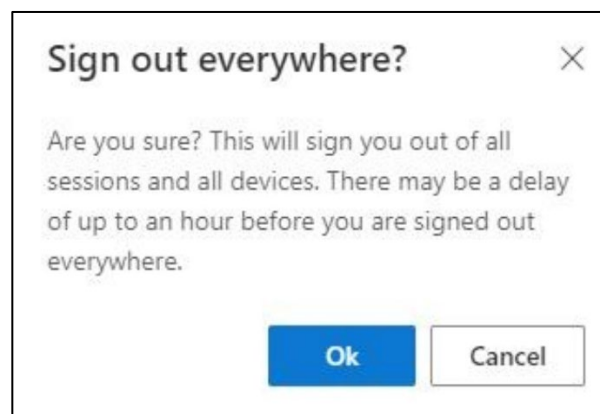
To reset your Duo Security authentication prompt timing so it is more convenient for your work schedule (e.g., does not interrupt a Microsoft Teams meeting), follow the steps below.

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](#)