

Duo Multi-Factor Authentication (MFA)

CYBERSECURITY

Marian University IT Security Guide — DUO First-Time Enrollment & Setup

WHAT IS DUO SECURITY?

Duo Multi-Factor Authentication adds a critical layer of security to your Marian account.

When logging into campus systems (like Outlook or Canvas), Duo verifies your identity using two factors:

something you know (your password) and **something you have** (your mobile device and DUO passcode).

STEP-BY-STEP FIRST-TIME ENROLLMENT

- 1 DUO Enrollment Prompt:** Upon first login to your Marian email, you will be greeted with the DUO initial setup prompt.
- 2 Click "Get Started":** Choose the primary device type you want to register. *Duo Mobile on a smartphone is recommended.*
- 3 Enter Phone Number:** Input your mobile phone number, confirm accuracy
- 4 Install Duo Mobile App:** Download the free **Duo Mobile** app from the Apple App Store or Google Play Store.

Scan the QR Code: Open the Duo app on your phone, tap **"Use a QR Code"**, and scan the QR code displayed on your computer screen.
- 5**
- 6 Complete Registration:** Name your account (e.g., "Marian University") and tap Save. Complete the short interactive practice prompts in the app to finish setup. A green checkmark will verify connection! You are now fully enrolled in Duo MFA.

SUPPORTED DEVICES

Smartphones (Recommended)

Best method. Approves logins by entering the code on the login page into the Duo application and approving the login.

Tablets

Supports Duo Push via iPad or Android tablets using Wi-Fi.

Hardware Security Keys

FIDO2 / YubiKey physical keys available upon request for specialized security needs.



SECURITY WARNING: FRAUDULENT PUSHES

Only approve pushes YOU initiated. Got an unexpected push? Tap Deny and reset your password immediately—your password may have been compromised

Never share your security codes

We will never ask for your login code over email, phone, or text

Report suspicious activity

Report unexpected emails via PAB or flag suspicious texts as spam

NEED ASSISTANCE?

Marian University IT Help Desk

 **317-955-6444**

 helpdesk@marian.edu

 helpdesk.marian.edu

Managing Your Duo Devices & Troubleshooting

Adding New Phones, Changing Numbers, and Common Solutions

HOW TO ACCESS SELF-SERVICE DEVICE MANAGEMENT

You can update, add, or remove authentication devices anytime directly from the standard login screen:

1. Navigate to any Duo-protected Marian portal (e.g., Outlook Web or Canvas)
2. When prompted for Duo 2FA, click **"Other Options"**
3. Authenticate using an existing device (or passcodes) to access your device portal

Got a New Phone (Same Number)

When you upgrade phones but keep the same phone number, Duo Push must be reactivated on the new physical device:

- Before wiping the old phone, follow the instructions above to log into the Duo prompt and select **"Other Options"** → **"Manage Devices"**
- Next to your listed phone number, click **"I have a new phone"** or **"Reactivate Duo Mobile"**
- Scan the generated QR code using the Duo Mobile app on your new phone

Adding a Secondary / Backup Device

Adding a backup device ensures you never get locked out:

- In the Device Management portal, click **"Add another device"**
- Select the device type
- Follow the on-screen instructions to verify the number or scan the activation QR code
- Set your primary default device under **"Default Device"** settings

FREQUENTLY ASKED QUESTIONS

Q: What if I lost my phone or don't have access to any enrolled device?

A: If you cannot authenticate via a secondary device, contact the Marian IT Help Desk at **317-955-6444**. IT will verify your identity and generate a single-use Bypass Code to let you log in and register your new phone

Q: How do I remove an old device I no longer own?

A: Go to **"Manage Devices"**, click **"Device Options"** next to the old phone, and click the red trash can icon to remove it from your profile