



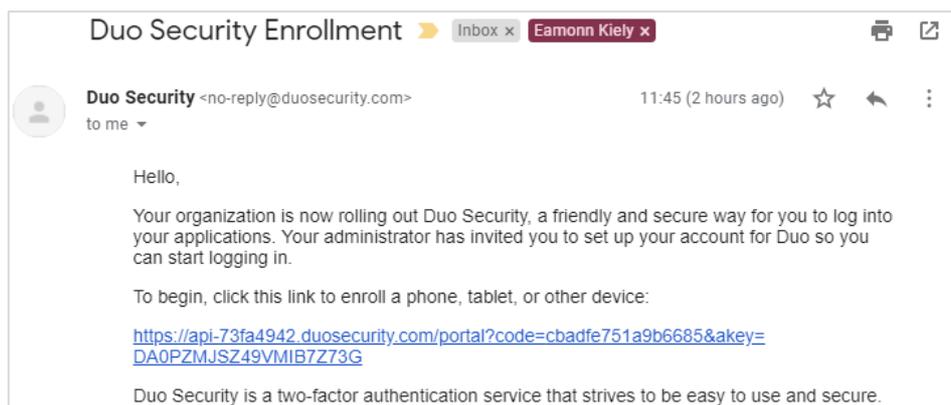
Duo is a multi-factor authentication (MFA) system that helps protect your UCD IT account from hacking. This guide shows you how to enrol yourself on Duo, set up your device for authentication, and begin using Duo.

BEFORE YOU BEGIN...

- We recommend using the free **Duo Mobile app** on your smartphone or tablet. You can download Duo Mobile from your usual app provider. **Have that device with you during the enrolment process.**
- The Duo enrolment process begins with an **enrolment email** to your UCD email address from Duo Security (see next section).
- We recommend using a **desktop or laptop** to follow the Duo enrolment process.

ENROLMENT PROCESS

You will receive an email from Duo Security (see below) inviting you to enrol yourself on Duo. Click on the link in the email to start the enrolment process.



1

Protect Your University College Dublin Account

Two-factor authentication enhances the security of your account by using a secondary device to verify your identity. This prevents anyone but you from accessing your account, even if they know your password.

This process will help you set up your account with this added layer of security.

Start setup

The link in the enrolment email brings you to the Duo Security portal for UCD. Click on 'Start setup' to begin.

2

What type of device are you adding?

- Mobile phone** RECOMMENDED
- Tablet** (iPad, Nexus 7, etc.)
- Landline**

Continue

Choose the type of device you will use for Duo notifications, and then click 'Continue'.
NB: Choose 'Tablet' if you wish to use your smartphone without giving your personal phone number.

3

What type of phone is +353 87 111 1111?

- iPhone**
- Android**
- Windows Phone**
- Other** (and cell phones)

Back

Continue

Select the details corresponding to your device and, when done, click 'Continue'.

If you are not using the Duo Mobile app, skip to step 6 below.

For Duo Mobile app users:

4



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

Download the Duo Mobile app from your usual app provider onto your smartphone or tablet, then click 'I have Duo Mobile installed' when done.

5

Activate Duo Mobile for iOS



You will now see a QR code (similar to a barcode) on your screen.

- Open the Duo Mobile app on your smartphone or tablet.**
- Tap the '+' symbol in the top right of the app.**
- Hold your device up to the screen: it will scan the QR code.**
- Click 'Continue' when done.**

NB: You will need to allow the Duo Mobile app to access the camera on your device. You can remove this access afterwards.



6

My Settings & Devices

iOS +353 83 120 ... JUST ADDED

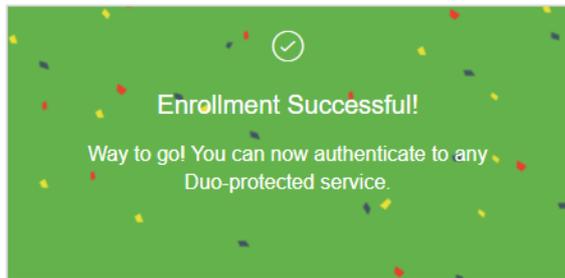
Default Device: iOS +353 83 120 0144

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

Save Finish Enrollment

Review the device details on screen, choose one of the ‘When I log in’ options, and click ‘Finish Enrollment’.

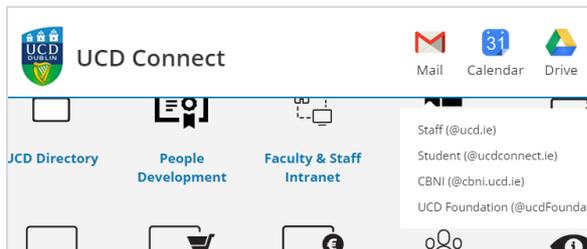
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Congratulations! You have now enrolled on Duo and helped make your UCD account safer from hacking. The next time you log in to your UCD account you will see the Duo authentication process in action.

HOW DUO WORKS

1



Go to the UCD Connect web page at www.ucd.ie/connect and choose one of your accounts e.g your staff Gmail.

2

UCD Connect Sign On

Use your UCD Connect username and password to log into UCD Google Apps for Staff

Google

UCD Connect Username

Password

Reset my Permissions for this Application. [What is this?](#)
[More Information](#)

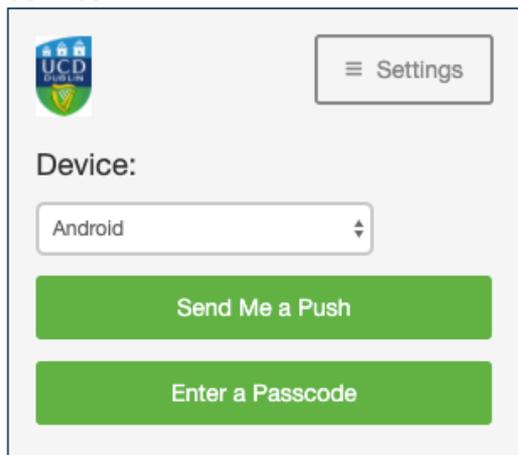
LOGIN

Log in with your UCD Connect username and password as normal.



3

Authentication with Duo is required for the requested service.



You will now see the Duo authentication screen.

- ❑ **Duo Mobile app users** can choose ‘Send Me a Push’ to receive a notification on their device.
- ❑ **Other users** can choose ‘Enter a Passcode’ to receive a message on their landline or non-smartphone mobile. Enter the passcode you receive in your message, and then **skip to step 5 below.**

For Duo Mobile app users:

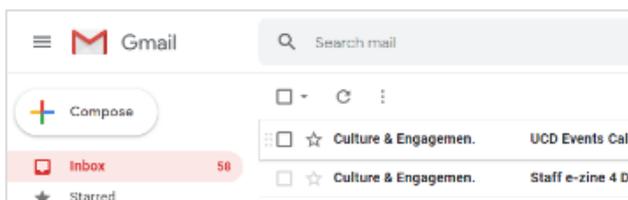
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Open the notification or the Duo Mobile app on your device, and **tap the green ‘Approve’ box to authenticate your UCD Connect login.**

NB: If you receive a notification without having first logged in with your UCD Connect username and password, or if you are unsure, **tap the red ‘Deny’ box to reject the access request.** This will block whoever is trying to access your UCD account.

5



Your UCD account will now open automatically on your computer.

CONTACT US

For further assistance, or if you have any queries:

- ❑ Contact the **UCD IT Helpdesk** at 01 716 2700 or ithelpdesk@ucd.ie
- ❑ Visit our website: www.ucd.ie/itservices/mfa