Enrolling in Two-Factor Authentication (2FA)

Duo two-factor authentication is most often used in conjunction with your smart phone or tablet. If you do not have a smart phone or tablet, you will need to contact the ITS Help Desk. Otherwise, follow the steps below to enroll in two-factor authentication and register your mobile device. You should complete the following steps on a computer with your mobile device available.

1. To begin the enrollment process, point your web browser to duo.msstate.edu. In the Central Authentication Service (CAS) screen, under Enroll in or Manage Two-Factor Authentication, enter your NetID and NetPassword, then click Login.
2. In the Welcome screen, you are prompted to have your smart phone or tablet in hand. This is required for 2FA. Click Proceed if you have your smart phone or tablet.

3. You are prompted to confirm that you will proceed. Click Yes to proceed.
4. Click **Add/Manage Device** to add your device.

![Add/Manage Device](image1.png)

5. In the **My Settings & Devices** pop-up window, click **Start setup**.

![My Settings & Devices](image2.png)
6. Continuing in the **My Settings & Devices** window, choose what type of device to add, a mobile phone or a tablet. Select the radio button next to your choice. (Mobile phone is recommended.) After the selection is made, click **Continue**.

![My Settings & Devices window](image)

7. In the **My Settings & Devices** window, enter your mobile device phone number. If the correct number is displayed under the number you enter, select the box next to the number and click **Continue**.

![My Settings & Devices window](image)
8. Next you are prompted to choose what type of phone the number you entered is associated with by clicking the radio button next to your choice. Click **Continue**.

9. If the Duo app is not currently on your mobile device, launch the App Store and search for “Duo Mobile”. Once found in the App Store, download and install the app at no cost. Once the app has successfully installed, click the **I have Duo Mobile installed** button.

*NOTE: For Duo Mobile app installation instructions, go to the end of this document.*
10. To activate Duo Mobile, launch the Duo mobile app on your mobile device, tap the “+” button, and scan the QR code. Once the code is scanned, a green check appears in the QR code. Click **Continue**.
11. We strongly recommend using the default value of “Ask me to choose an authentication method” on the “When I log in: “ parameter. Click Close.

12. The final window welcomes you and gives you the opportunity to add another device. If you add another device, follow the previous steps. If you have completed the enrollment, click Exit.
Installation of the Duo Mobile App on Your Device

1. On your mobile device, go to the App Store, search and locate Duo Mobile. Download and install the app on your device at no cost.

2. Click OK to allow your device to scan the QR code on your computer screen.

3. You have successfully installed the Duo Mobile App on your device.
Using DUO to Login to MSU Services

1. Log in with your NetID and NetPassword and click Login.

2. The Duo two-factor authentication screen appears. The recommended authentication method is “Send me a Push”. Note: The “Remember me for 24 hours” check box is a convenience feature.

3. Your mobile device will now indicate there is a Duo login request.

4. Tap the green bar with “Request Waiting Tap to Respond”

5. Tap Approve to complete the authentication. Please note: you should only approve login requests that you initiated and from the location displayed on your mobile device.
6. If you choose Enter a Passcode, at the bottom of the window a message appears “Enter a passcode from Duo Mobile”. Open the DUO mobile app on your device and tap the key icon. A number is generated. Enter that number into the field on your computer next to Log In, then click the Log In button. The authentication process is complete.

The Passcode authentication method is appropriate where you encounter limited cell coverage for your mobile device. Note: If you forget your mobile device, a Passcode can be generated by pointing your browser at 2fa.msstate.edu.