

UVic Duo MFA set up



What is Duo MFA?

Duo MFA is the multi-factor authentication used at UVic to ensure student records and accounts stay secure.

All UVic students must enroll in Duo MFA to access their UVic accounts.

How do I enroll in Duo MFA?

The **first time you sign in** with your Netlink ID, you will be redirected to enroll in Duo MFA:

Online tools

Sign in redirection in progress...

The sign in for is being redirected. Please follow the information below to continue:

Before you can finish signing in, you must sign up for [Duo multi-factor authentication \(MFA\)](#).

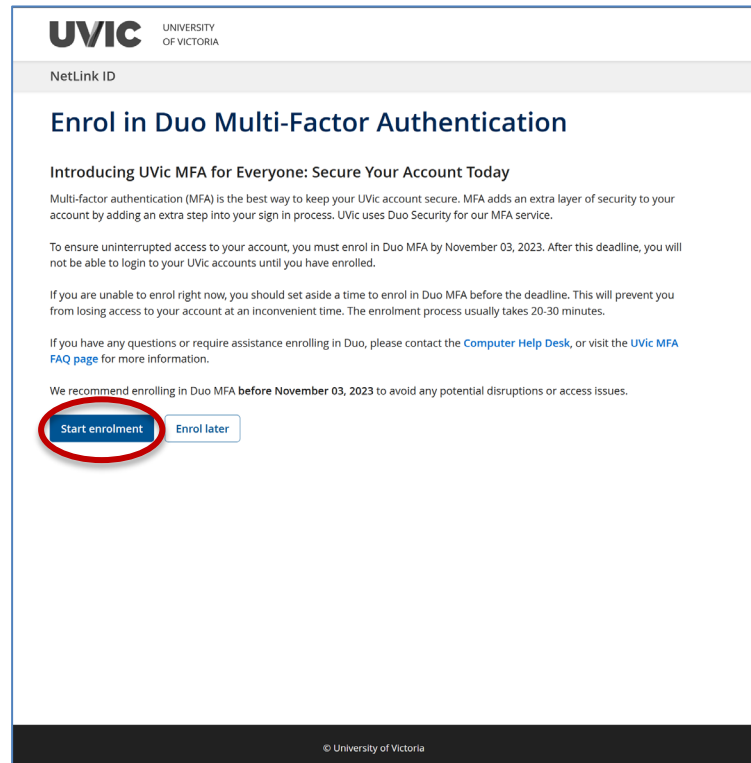
This page will be auto-redirected in 15 seconds to sign up for the MFA service.

If you have any questions please contact the Computer Help Desk at helpdesk@uvic.ca or 250-721-7687

[Proceed to MFA sign up.](#)

1. Get started

When you see the prompt to enrol in Duo Multi-Factor Authentication, click “Start enrolment” to begin.



The screenshot shows a web page from the University of Victoria (UVic) titled "Enrol in Duo Multi-Factor Authentication". The page is for NetLink ID users. It includes a header with the UVic logo and "UNIVERSITY OF VICTORIA". Below the header, it says "NetLink ID" and "Enrol in Duo Multi-Factor Authentication". The main content area has a sub-header "Introducing UVic MFA for Everyone: Secure Your Account Today" followed by several paragraphs of text explaining the importance of MFA and the deadline of November 03, 2023. At the bottom of the main content area, there are two buttons: "Start enrolment" (highlighted with a red circle) and "Enrol later". The footer of the page contains the copyright notice "© University of Victoria".

UVic UNIVERSITY OF VICTORIA

NetLink ID

Enrol in Duo Multi-Factor Authentication

Introducing UVic MFA for Everyone: Secure Your Account Today

Multi-factor authentication (MFA) is the best way to keep your UVic account secure. MFA adds an extra layer of security to your account by adding an extra step into your sign in process. UVic uses Duo Security for our MFA service.

To ensure uninterrupted access to your account, you must enrol in Duo MFA by November 03, 2023. After this deadline, you will not be able to login to your UVic accounts until you have enrolled.

If you are unable to enrol right now, you should set aside a time to enrol in Duo MFA before the deadline. This will prevent you from losing access to your account at an inconvenient time. The enrolment process usually takes 20-30 minutes.

If you have any questions or require assistance enrolling in Duo, please contact the [Computer Help Desk](#), or visit the [UVic MFA FAQ page](#) for more information.

We recommend enrolling in Duo MFA before November 03, 2023 to avoid any potential disruptions or access issues.

[Start enrolment](#) [Enrol later](#)

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2. Enroll in Duo MFA

Click the boxes to confirm:

- you are aware you could be locked out of your account if you do not have Duo installed
- you have read and agree to the UVic MFA terms of service

Enrol in Duo Multi-Factor Authentication

Multi-factor authentication (MFA) adds an extra layer of security to the tools you access with your NetLink ID.

At UVic, installing and using the Duo Mobile app is the recommended way of securing your account and ensuring your data stays protected. You can [download the app for iOS](#) or [download the app for Android](#). If your device is not compatible with the Duo Mobile application and you do not already have an authenticator app installed, we recommend downloading Microsoft Authenticator ([iOS](#) or [Android](#)). For those without a mobile device, other options such as hardware tokens may be available. If you have accessibility needs or financial barriers that make it difficult for you to enrol in Duo, please [submit an accommodation request](#).

[Find out more information about multi-factor authentication at UVic here.](#)

If you are unsure about the requirements to successfully enrol in Duo or if you have any questions, please contact the [Computer Help Desk](#) before proceeding.

In order to proceed, you will need to have one of the following supported Multi-Factor devices:

- a mobile device running a supported version of ([iOS](#) or [Android](#)) and the Duo mobile app installed
- a mobile device running a supported version of a TOTP authenticator application which can generate 6-digit time based codes. We recommend downloading Microsoft Authenticator ([iOS](#) or [Android](#))
- a UVic-issued hardware token

I am aware that if I don't have a supported Multi-Factor device and I proceed, I will be locked out of my NetLink ID and will need to consult the [FAQ](#) to unlock it.

I confirm that I have read and agree to the [UVic MFA Terms of Service](#).

Enable Duo

Cancel

- click "Enable Duo" to continue.

3. Add your mobile device to Duo on the UVic site

*NOTE: Once you start adding your device, **complete all of the steps** at one time or you will not be able to sign in.*



NetLink ID

Add First Device To Duo

To get started with Duo, you need to add a device that you can use to authenticate with. You will be asked to use this device each time you sign in to UVic services. You have the choice of:

- the Duo mobile app to receive push notifications (recommended)
- UVic approved hardware token
- Any Authenticator App that can generate 30 second TOTP codes

Choose an option below and follow the steps to finish enrollment. You may enrol multiple devices.

Please do not navigate away before finishing. If you do, your Netlink account may become temporarily inaccessible. Contact the [Computer Help Desk](#) if you require assistance.

Duo Mobile App

Please do not navigate away or stop your Duo Mobile app enrollment before finishing. If you do, your NetLink account may become temporarily inaccessible.

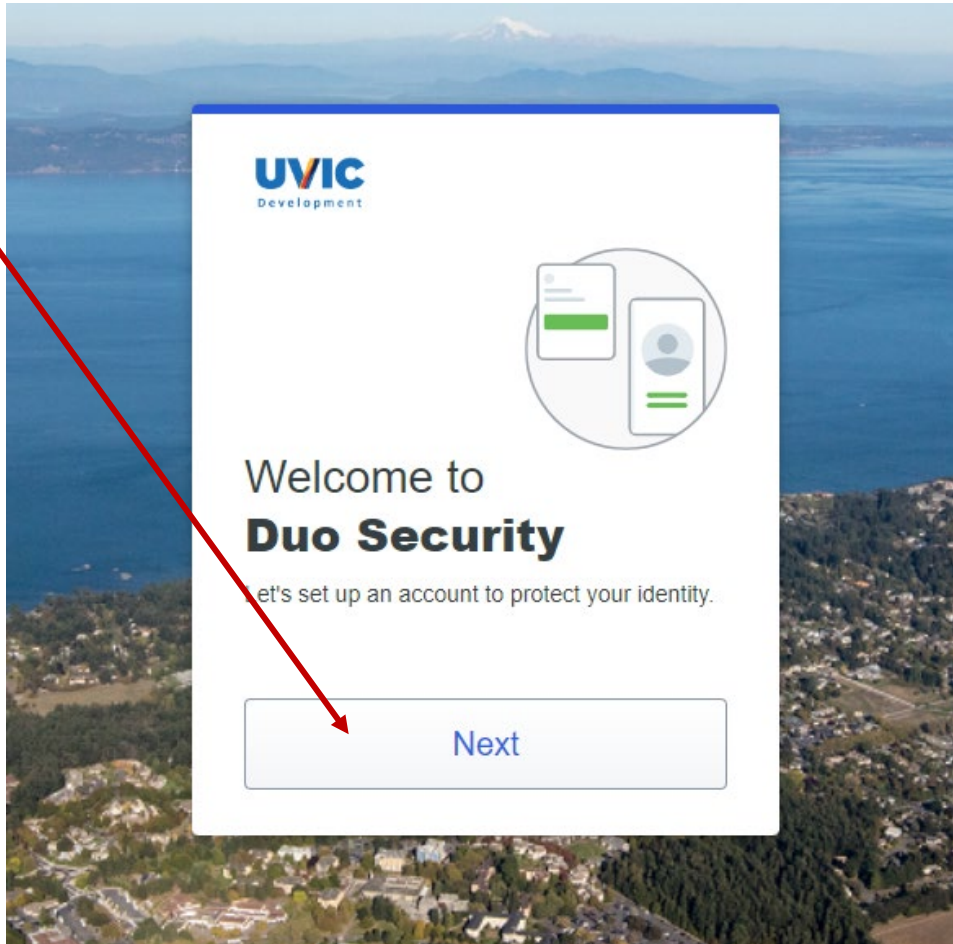
[Continue](#)

- Hardware Token or TOTP Authenticator App
- I'm having issues enrolling a device

- select **“Duo Mobile App”** and click **“Continue”**.

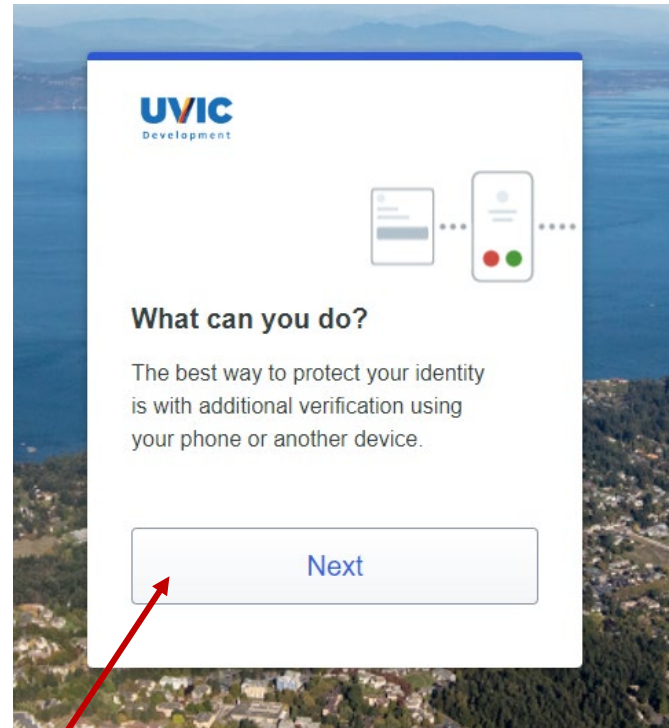
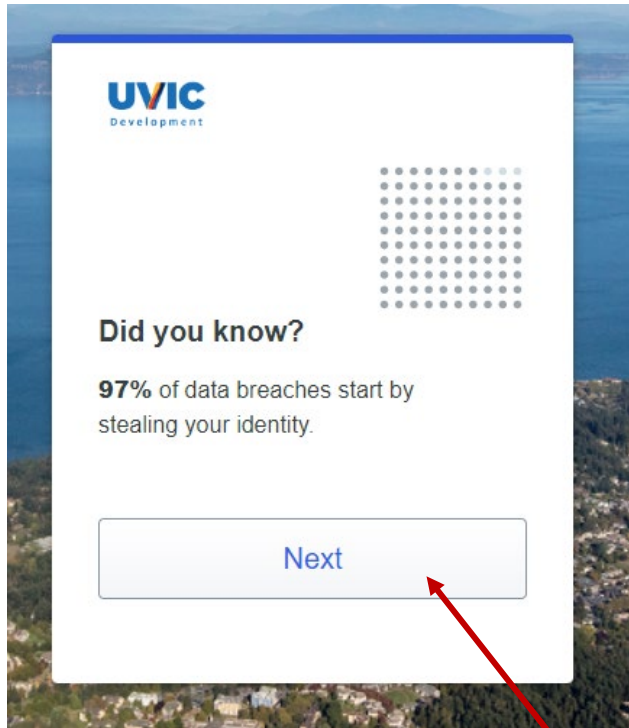
4. Duo Welcome Screen

- Click "Next" to begin



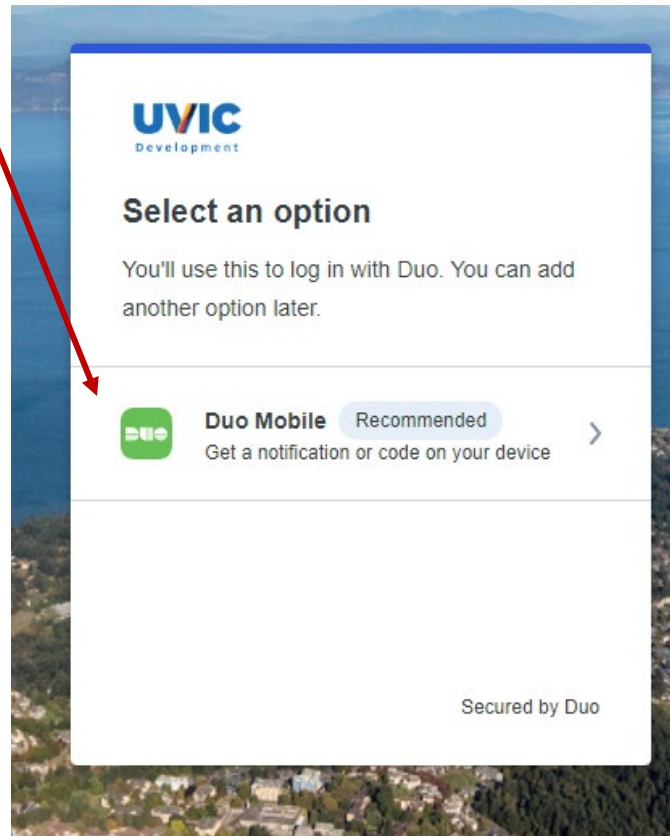
5. MFA information

- Read the information and click “**Next**” to continue through these screens



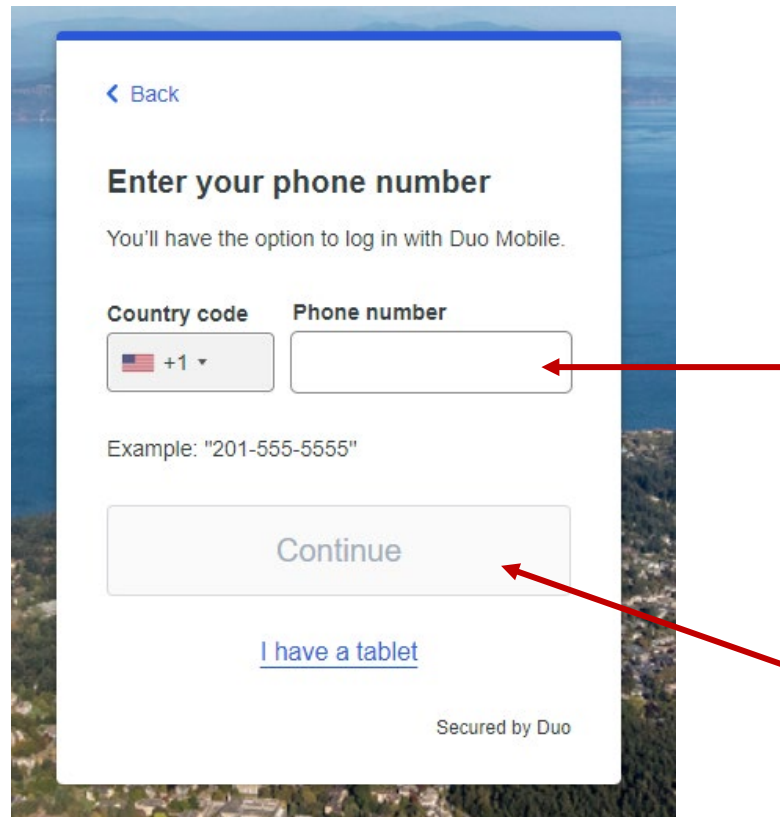
6. Select an option

- Click on "Duo Mobile" to continue



7. Enter your phone number

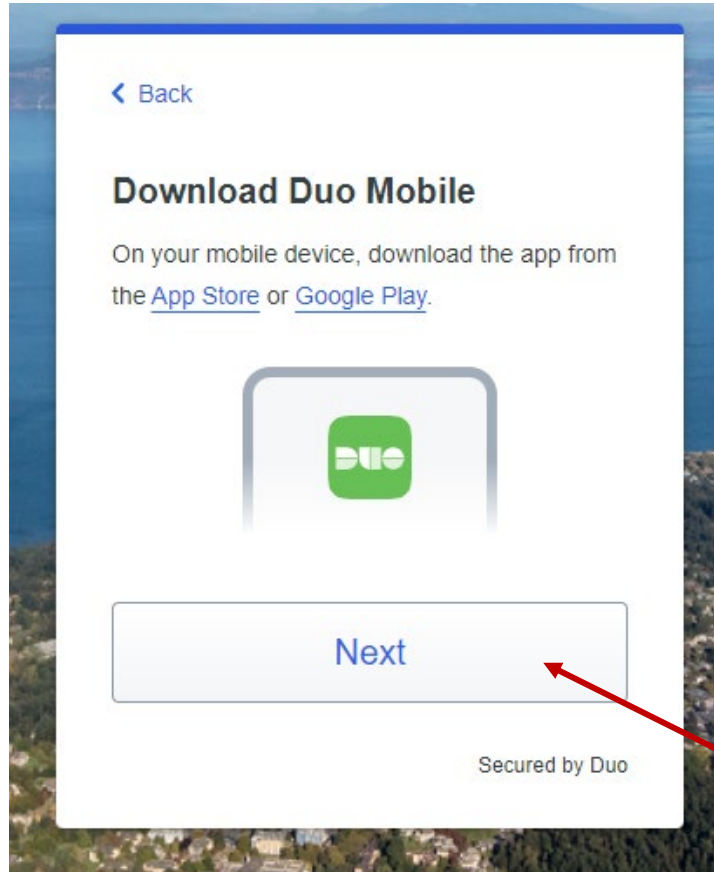
- Enter your phone number. If you do not have a North American phone number, you can change the country code with the drop down menu.
- Click "Continue"



The screenshot shows a mobile interface for entering a phone number. At the top left is a blue arrow and the text "Back". The main heading is "Enter your phone number" in bold. Below it is the text "You'll have the option to log in with Duo Mobile." There are two input fields: "Country code" with a dropdown menu showing a US flag and "+1", and "Phone number" which is empty. Below these fields is the text "Example: '201-555-5555'". At the bottom is a large "Continue" button. A blue link "[I have a tablet](#)" is below the button. At the very bottom right is the text "Secured by Duo". Two red arrows point to the "Phone number" input field and the "Continue" button.

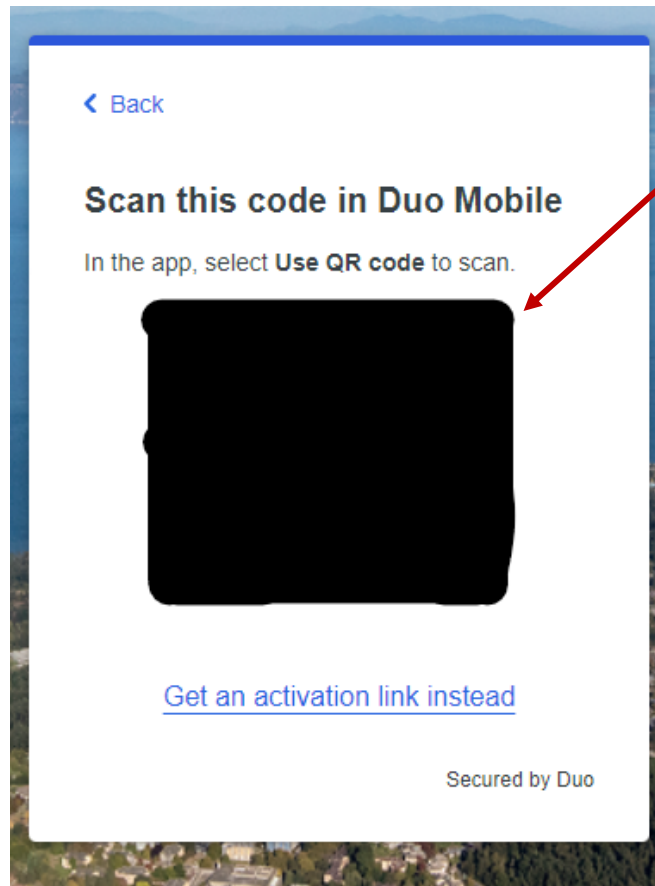
8. Download Duo Mobile on your mobile device

- Download the app from the App Store or Google Play
- Click “Next”



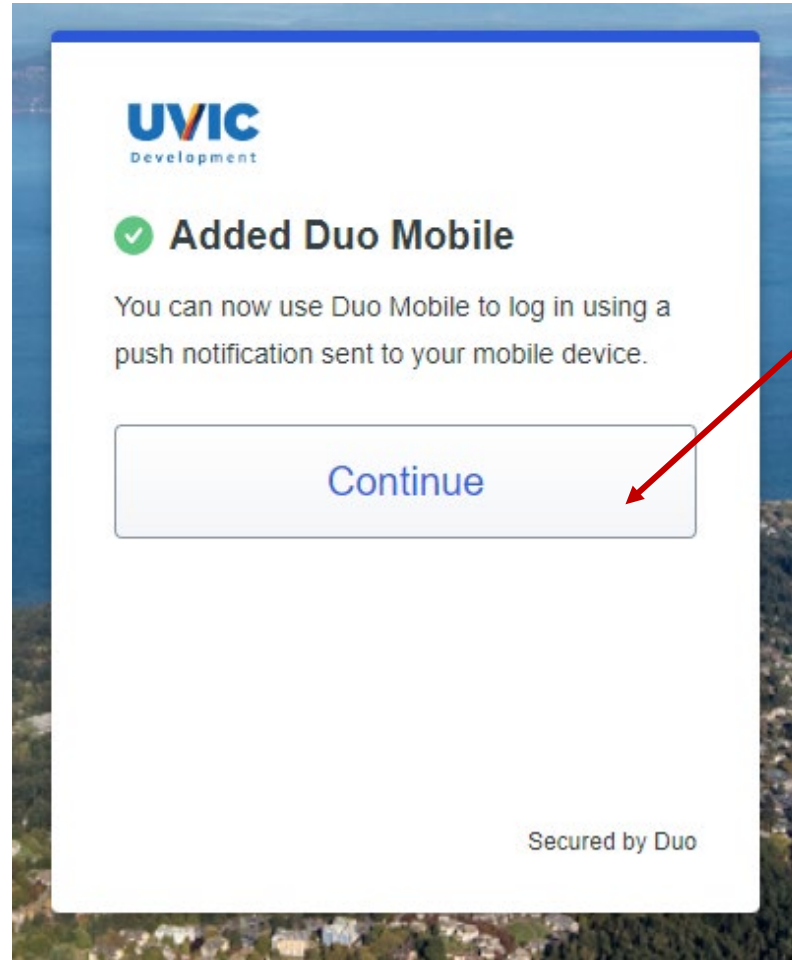
9. Scan the QR code in the Duo App to link Duo to your UVic account.

- click "Get an activation link instead" to use a link instead of the QR code.



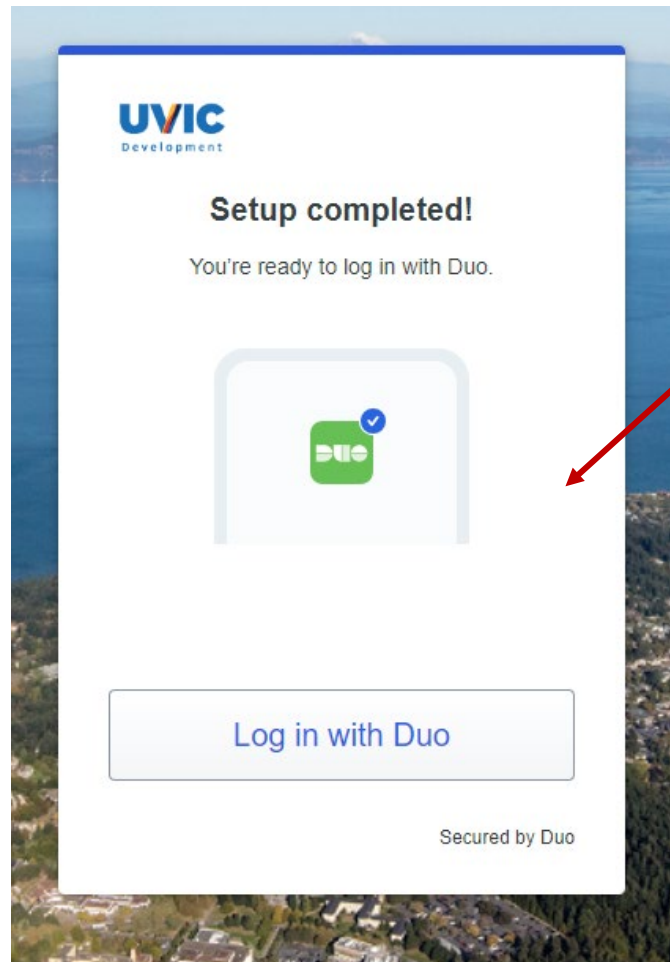
10. Duo Mobile added

- click "Continue".



11. Setup Completed!

- Click “Log in with Duo” to approve your first Duo push notification.



Success!

Your Duo enrollment is complete.

- Use the links on this page to add extra devices or **generate bypass codes (recommended)**.
- Bypass codes will help you gain access to your account if you do not have your phone or hardware token with you.

[Online tools](#)[Sign out](#)

NetLink ID

Enrolment complete

Thank you for enrolling in Duo MFA. You can now [add extra devices](#) or [generate bypass codes](#). We recommend that you add another device or generate bypass codes for your account and store them in a safe place. If you lose your phone or hardware token, your bypass [codes](#) will allow you to regain access to your account.

Continue

NOTE:

When you see a “**Is this your device?**” pop-up, you can click “Yes, this is my device” and you won’t need to perform Duo MFA as frequently.

UVIC
DUO MFA

Is this your device?

If you're the only person who uses this device,
Duo will remember it for future logins.

Yes, this is my device

[No, other people use this device](#)