

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 \(MFA\)](#).

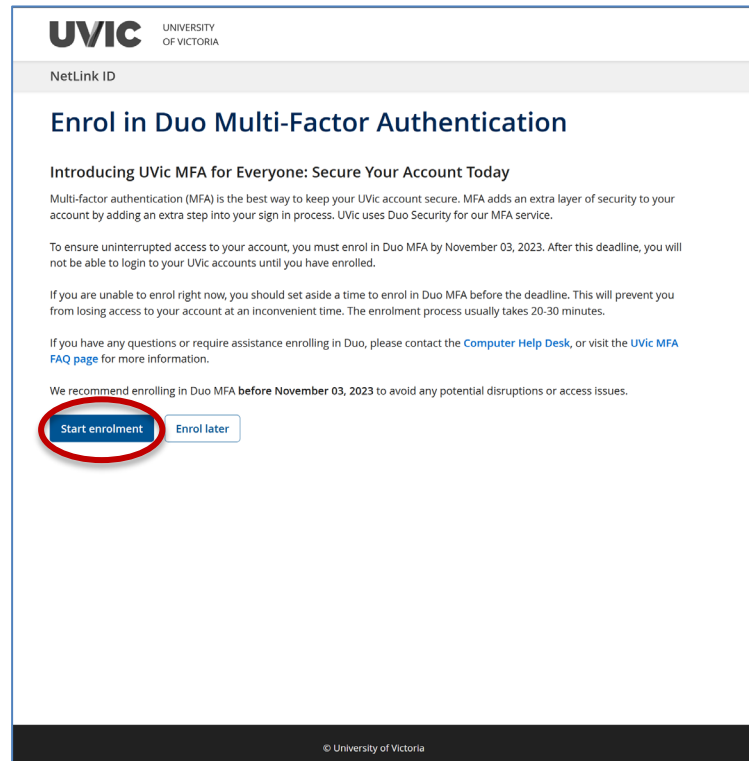
This page will be **auto-redirected in 15 seconds** to sign up for the MFA service.

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 for UVic (University of Victoria) NetLink ID. The page title is "Enrol in Duo Multi-Factor Authentication". It includes a sub-header "Introducing UVic MFA for Everyone: Secure Your Account Today" and several paragraphs of text explaining the importance of MFA and the deadline for enrolment (November 03, 2023). At the bottom, there are two buttons: "Start enrolment" and "Enrol later". The "Start enrolment" button is highlighted with a red circle.

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. Download the Duo Mobile app on your mobile device



NetLink ID

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](#). For those without a mobile device, other options such as hardware tokens may be available.



For iOS:

<https://apps.apple.com/us/app/duo-mobile/id422663827?mt=8>

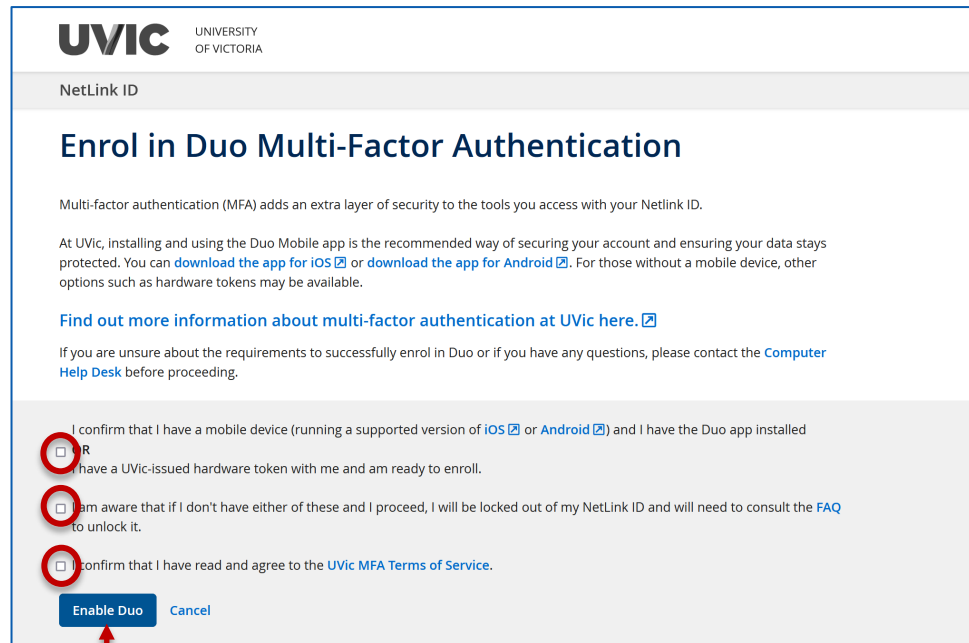
For Android:

<https://play.google.com/store/apps/details?id=com.duosecurity.duomobile&hl=en>

3. After the Duo mobile app is installed on your device

Click the boxes to confirm:

- you have Duo installed on your device
- 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



UVIC UNIVERSITY OF VICTORIA

NetLink ID

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.

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[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.

☒ I confirm that I have a mobile device (running a supported version of [iOS](#) or [Android](#)) and I have the Duo app installed

☐ OR I have a UVic-issued hardware token with me and am ready to enroll.

☐ I am aware that if I don't have either of these and I proceed, I will be locked out of my NetLink ID and will need to consult the [FAQ](#) to unlock it.

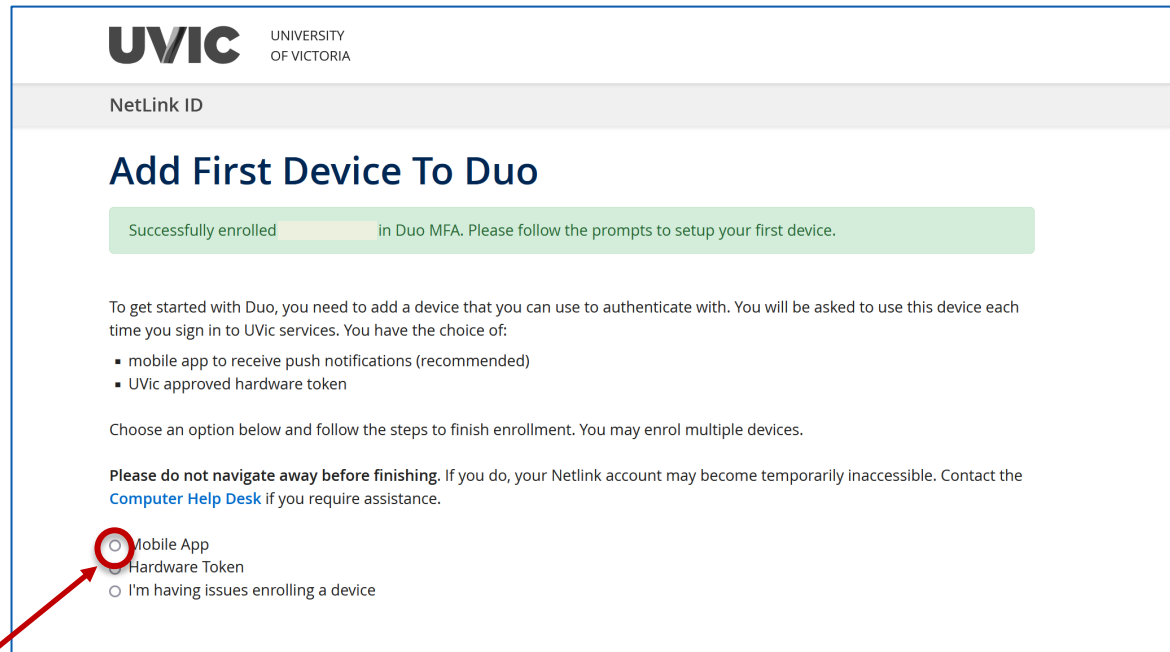
☐ I confirm that I have read and agree to the [UVic MFA Terms of Service](#).

Enable Duo Cancel

- click "Enable Duo" to continue.

4. 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*



UVIC UNIVERSITY OF VICTORIA

NetLink ID

Add First Device To Duo

Successfully enrolled in Duo MFA. Please follow the prompts to setup your first device.

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:

- mobile app to receive push notifications (recommended)
- UVic approved hardware token

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.

☒ Mobile App
☐ Hardware Token
☐ I'm having issues enrolling a device

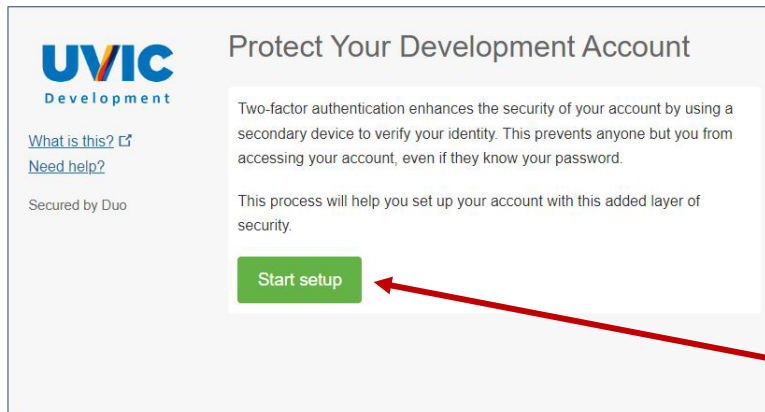
- select **“Mobile App”**

5. Duo Welcome Screen

- Click **“Start setup”** to begin enrolling your device.

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.

☒ Mobile App



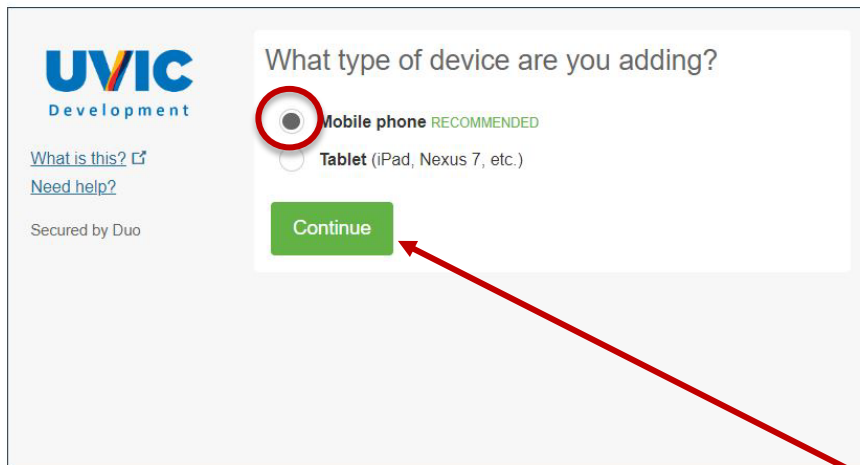
- ☐ Hardware Token
- ☐ I'm having issues enrolling a device

6. Choose your device type

- Select “**Mobile phone**” and click “Continue”

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.

☒ Mobile App



- ☐ Hardware Token
- ☐ I'm having issues enrolling a device

7. Enter your phone number

- choose your country from the drop-down menu
- enter your phone number and check it is correct
- click “Continue”

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.

☒ Mobile App

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Development

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

Secured by Duo

Enter your phone number

Canada

+1

Example: (204) 234-5678

☒ You entered . Is this the correct number?

Back Continue

- ☐ Hardware Token
- ☐ I'm having issues enrolling a device

8. Select your type of device

- choose iPhone, Android, or Windows Phone and click “Continue”

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.

☒ Mobile App

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[What is this?](#)

[Need help?](#)

Secured by Duo

What type of phone is ?

☐ iPhone

☒ Android

☐ Windows Phone

Back Continue

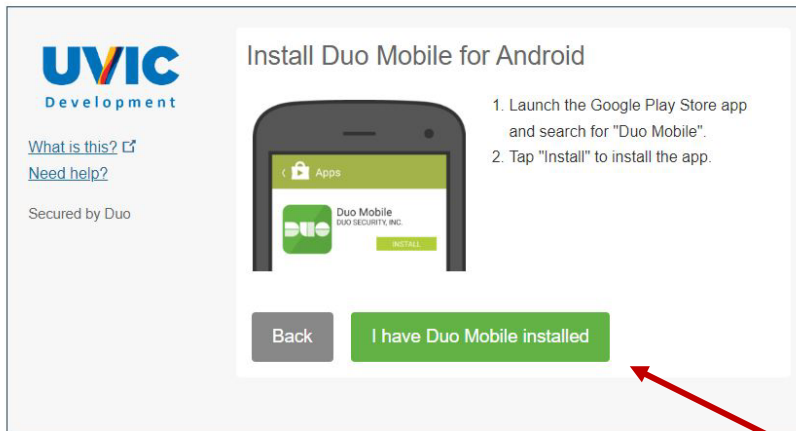
- ☐ Hardware Token
- ☐ I'm having issues enrolling a device

9. Confirm Duo Mobile is installed on your device

- if you've already installed Duo on your device, click "I have Duo Mobile installed"

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.

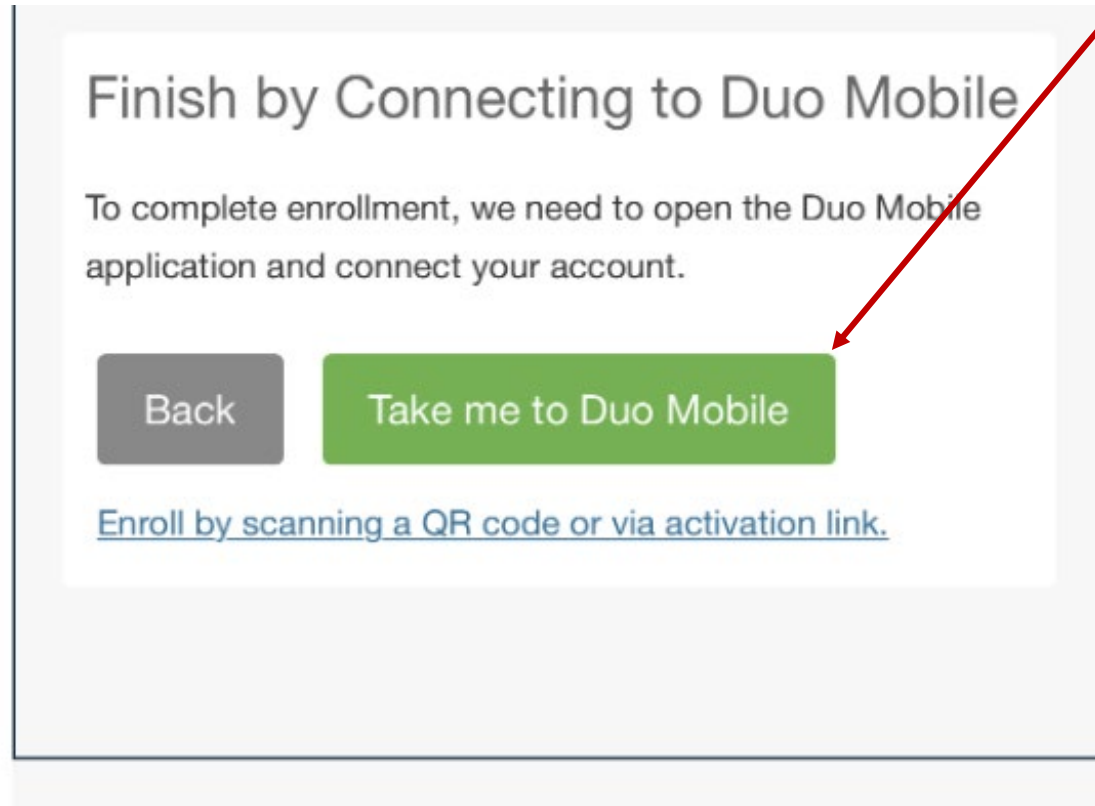
☒ Mobile App



- ☐ Hardware Token
- ☐ I'm having issues enrolling a device

10. Activate Duo Mobile on your mobile device

- activating Duo Mobile will link it to your UVic account
- tap the “Take me to Duo Mobile” button to launch the Duo Mobile app.



This will launch Duo Mobile and complete activation of your account.

See the next page if you are activating from your desktop/laptop computer.

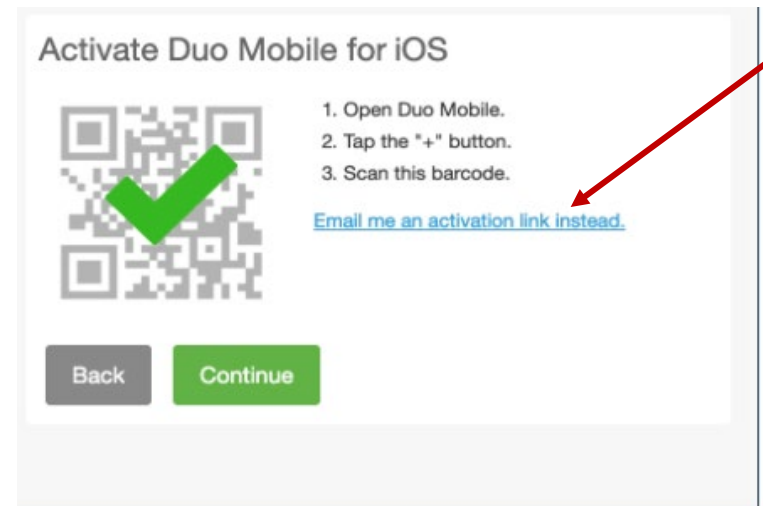
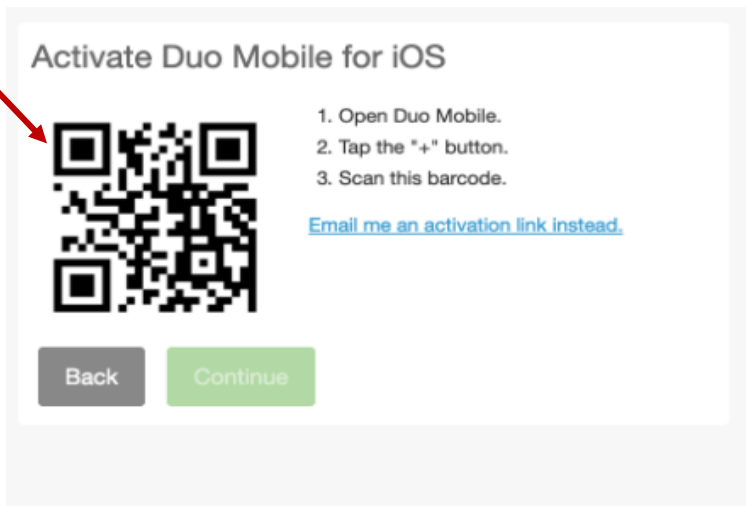
11. Activate Duo Mobile on a computer

- use one of these two methods if you are using a computer.

- Open Duo Mobile on your device
- Tap the “+” button and scan the barcode on your screen with your mobile device.

OR

- click “Email me an activation link instead”, then follow the instructions on the email you receive.



See the previous page if you are activating from your mobile device.

12. Set up your device options on Duo

- change your device options to have Duo send push notifications to your phone
- when you see the “My Settings & Devices screen, choose “Automatically send this device a Duo Push” from the drop-down menu and click “Continue to Login”.

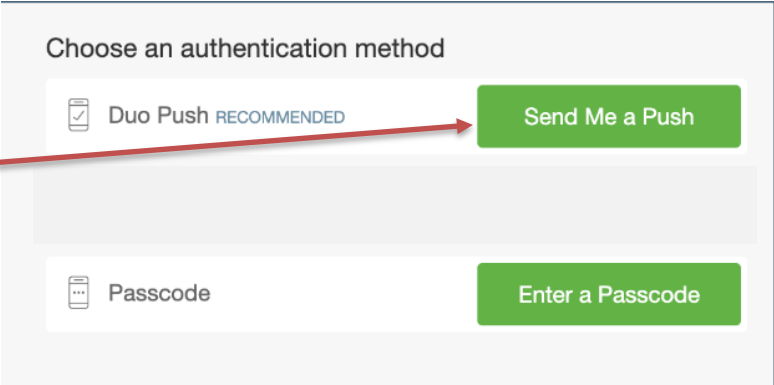
The screenshot shows the 'My Settings & Devices' interface. At the top, there's a header 'My Settings & Devices'. Below it, a device card is highlighted with a green border. The card shows an Android icon, the text 'Android 734-555-7081 JUST ADDED', and a blue 'Device Options' button. Below the card is a link '+ Add another device'. Further down, the 'Default Device:' is set to 'Android 734-555-7081'. Under 'When I log in', a dropdown menu is open, showing three options: 'Ask me to choose an authentication method', '✓ Automatically send this device a Duo Push' (which is selected and highlighted with a red box), and 'Automatically call this device'. At the bottom, there are two buttons: a green 'Saved' button and a blue 'Continue to Login' button. A red arrow points from the right side of the screen to the selected option in the dropdown menu.

Success!

Your device is ready to approve Duo push authentication requests. Click **Send me a Push** to give it a try. All you need to do is tap **Approve** on the Duo login request received at your phone.

NOTE:

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



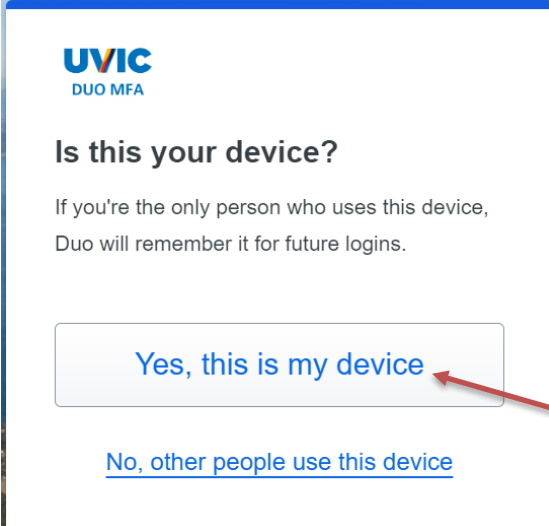
Choose an authentication method

☒ Duo Push RECOMMENDED [Send Me a Push](#)

☐ Passcode [Enter a Passcode](#)

Enrollment successful! This is the Duo login prompt that you'll normally see when logging in.

A red arrow points from the text "Click **Send me a Push**" to the "Send Me a Push" button.



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](#)

A red arrow points from the text "click “Yes, this is my device”" to the "Yes, this is my device" button.