How to enrol with Duo Multi-Factor Authentication (MFA)

Duo Multi-Factor Authentication (MFA) protects your Northumbria account. If you have not yet registered a device with Duo, use the steps on this page to set it up.

You will need the enrolment email sent to your Northumbria mailbox from Duo Security, and a mobile phone or tablet.

Watch the video guide

For a walkthrough of the enrolment process, watch how to enrol with the Duo Mobile app (video, 2 minutes, opens in Panopto).

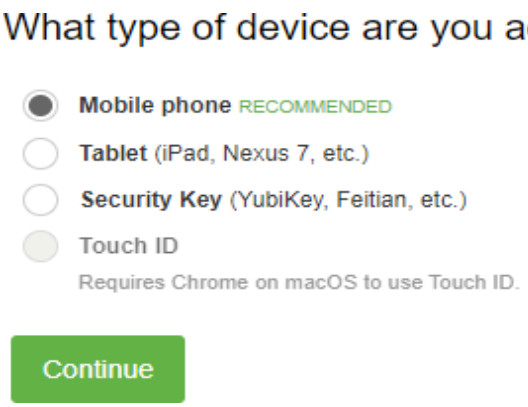
Before you start

You can use your personal mobile device to register with Duo instead of a work mobile, for ease.

If you're unable to install the Duo Mobile app, contact the IT Service Desk for help.

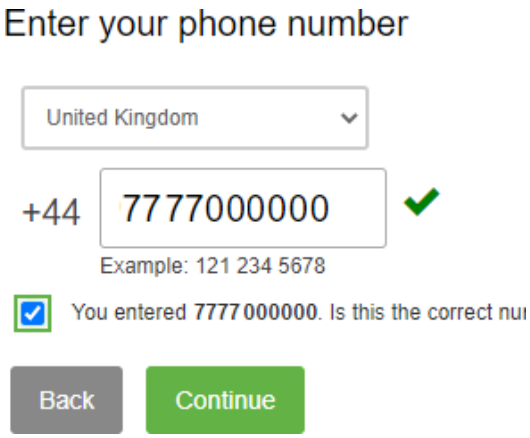
Step 1: Open the enrolment email and start setup

1. Open Outlook and find the **Duo Security Enrolment** email. It's sent from **Duo Security** (no-reply@duosecurity.com).
2. Select the link inside the email.
3. Select **Start Setup** to begin enrolling your device.
4. Choose the type of device you'd like to enrol, then select **Continue**.

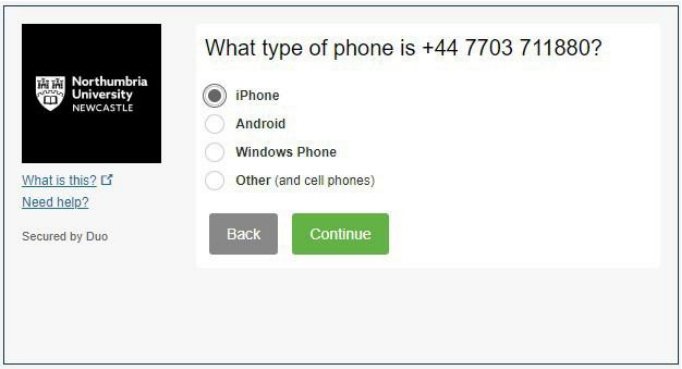


5. The country field defaults to **United Kingdom**.
6. Enter the phone number of the device you'll have with you when logging in to a Duo-protected service.

Note: if you're enrolling a tablet, you won't be asked for a phone number, but you'll still need to install Duo Mobile as described later on this page.



7. Check the number is correct, select the confirmation checkbox, then select **Continue**.
8. Choose your device type from the list and select **Continue**.

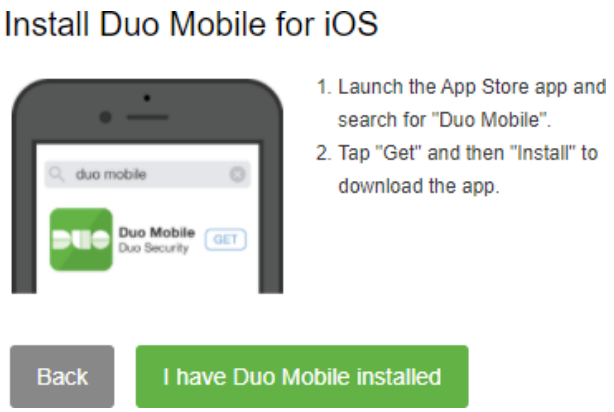


The next stage has two options. You only need to follow the one that applies to you.

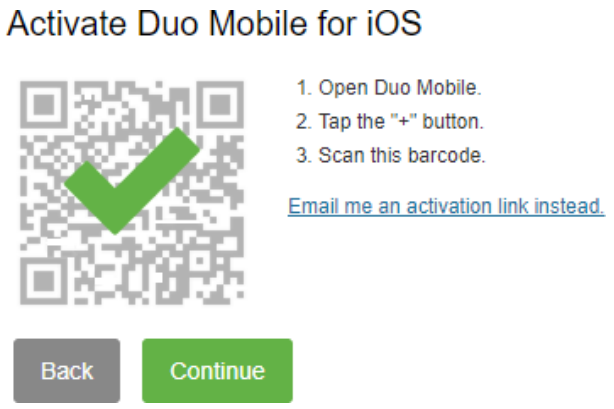
Option A: First-time enrolment using the Duo Mobile app

Follow these steps if you're enrolling with Duo for the first time, or if you previously set up Duo on another Northumbria account but are using a different mobile number this time.

1. The Duo self-enrolment page prompts you to install Duo Mobile.
2. Open the App Store on your device, search for **Duo Mobile**, and install the app.



3. Once installed, return to the enrolment window and select **I have Duo Mobile installed**.
4. To activate Duo Mobile, open the app, tap **Use a QR code**, and scan the barcode on screen.
   Note: you'll need to allow camera access.

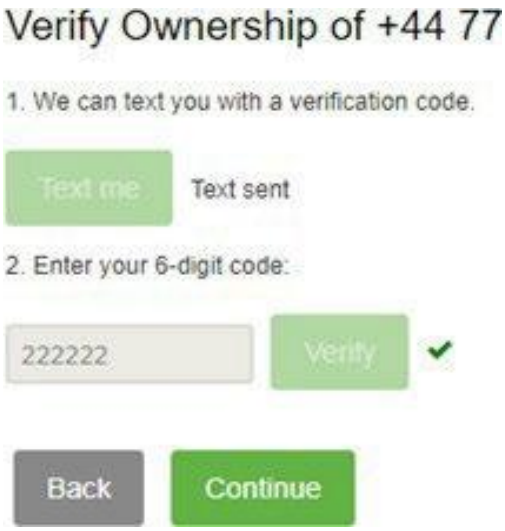


5. Once activated, a tick appears next to the QR code and the **Continue** button becomes selectable.
6. Select **Finish Enrolment**. Your device is now ready to approve future Duo authentication requests.

Option B: You already have a Duo enrolment, or you're not installing the Duo Mobile app

Follow these steps if you previously enrolled another Northumbria account with Duo and are using the same mobile number, or if you don't want to install the Duo Mobile app.

1. The Duo self-enrolment page prompts you to verify that this account can be registered to a number already in use with Duo.
2. Select **Text Me**. Duo sends you a 6-digit code to enter on screen.



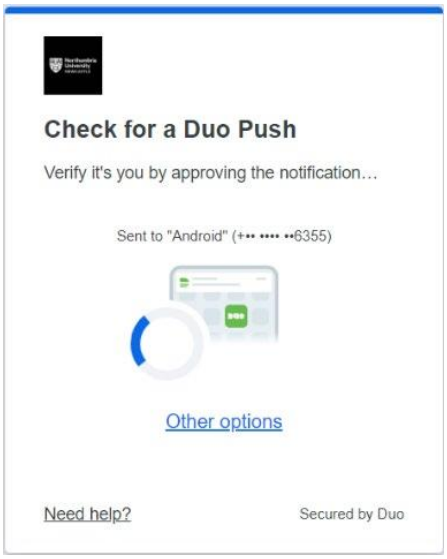
3. Enter the code and select **Verify**. Once a tick appears, select **Continue**.
4. Select **Finish Enrolment**. Your device is now linked to Duo to approve future authentication requests.
   *You'll also see an option to **Practise now**, which shows you how Duo authentication works.*

Approving sign-in requests

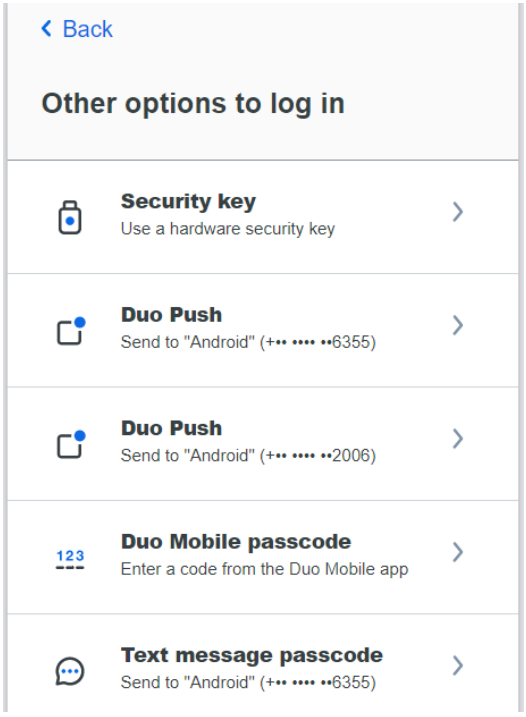
Once Duo is activated, you'll be asked to approve access using a Duo prompt on your mobile device. This request is time-limited, so respond to the notification as soon as you get it.

Where you'd previously entered your Northumbria username and password, you'll now see a new screen:

1. Duo automatically sends you a push request if Duo Push is set up.
2. Open the notification. A **Login Request** screen appears.
3. Tap **Approve**. Back on your computer, you'll see that access is granted.



If you have more than one device or authentication method, select **Other options** to choose a different one from the default.



Important:
If you get a Duo notification but haven't tried to access a Northumbria system, select Decline. This means Duo is doing its job and alerting you that someone else may be trying to gain access. Report this to the IT Service Desk straight away.

Getting help

For support, please visit IT Support 365.