

Getting Started with Duo Security

Follow these steps to enroll with Duo Security for Multi-Factor Authentication (MFA). New employees and staff using Duo for the first time should start with the “Duo Security Enrollment” section after reviewing the “About Duo Security” notice on the NWTC [website](#). Before you begin you must have a valid NWTC ID # and password. For assistance please contact the Help Desk.



Setup Options

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Duo Security Enrollment

Start here to get setup with Duo Security for Multi-Factor Authentication.

1. Access the Duo Portal in a web browser.
<https://duo.nwtc.edu>
2. Login with your NWTC ID number and password.

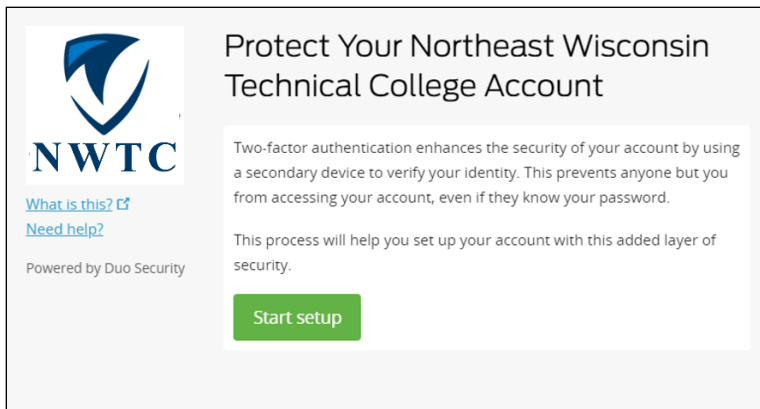
Duo Portal

Enter your NWTC ID number and password.

NWTC ID:

Password:

3. Click the Start setup button.



4. Four options are available for Duo MFA. Select an option and follow the corresponding instructions to complete the Duo Security enrollment process.
 - a. **[Mobile Phone \(recommended\)](#)**
Install the Duo Mobile App on your mobile phone. It provides the most features and is the method to use if you have an NWTC issued smartphone.
 - b. **[Tablet](#)**
Install the Duo Mobile App on your tablet.
 - c. **[Landline](#)**
Select this option if you do not have an NWTC issued smartphone or are unwilling or unable to install the Duo Mobile App on your personal smartphone. You may specify your NWTC desk phone, a personal landline or cell phone number.
 - d. **[Security Key](#)**
NWTC-issued Security Keys are available based on use case and can be requested through the Help Desk. See the [Recommendations Guide](#) for more information. You may setup a personal security key if you already have one.

Add A Device


For the best experience, we highly recommend using a smart phone (option A). We also recommend setting up more than one option as a backup. For more information see the [Recommendations Guide](#).

Option A: Mobile Phone Setup

Continue with this option to setup the Duo Mobile app on your NWTC-issued or personal smartphone. Before you begin:

- *Make sure that your smartphone has a strong signal or internet access.*
- *If you have an iPhone, make sure that you know your Apple password as you may be prompted when downloading the Duo Mobile App.*

1. Select “Mobile phone” from the list, then click Continue.



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


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What type of device are you adding?

- ☒ **Mobile phone** RECOMMENDED
- ☐ **Tablet** (iPad, Nexus 7, etc.)
- ☐ **Landline**
- ☐ **Security Key** (YubiKey, Feitian, etc.)

Continue

2. Enter your mobile phone number, including area code.
3. Confirm your number by checking the box, then click Continue.



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Enter your phone number

United States ▼


+1 ✓

Example: (201) 234-5678

☒ You entered **(920) 562-** Is this the correct number?

Back **Continue**

4. Select your phone type, then click Continue.



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What type of phone is 920-562- ?

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

Back **Continue**

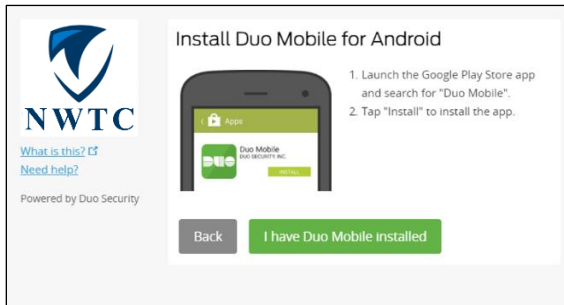
5. From your mobile phone, install the “Duo Mobile” app. Duo Mobile can be installed from the Apple App or Google Play Store.



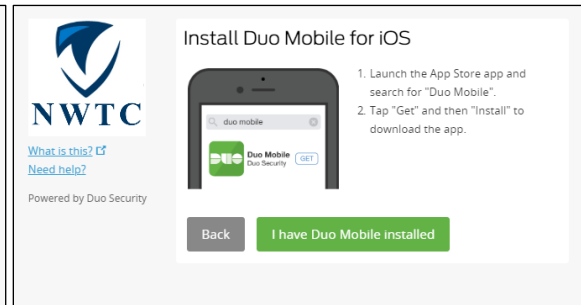
Duo Mobile
Duo Security, Inc.

- After installing the Duo Mobile app on your phone, click “I have Duo Mobile installed”.

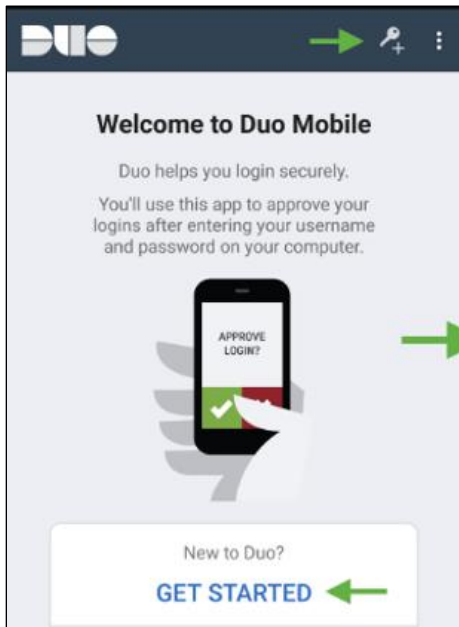
Android



iPhone



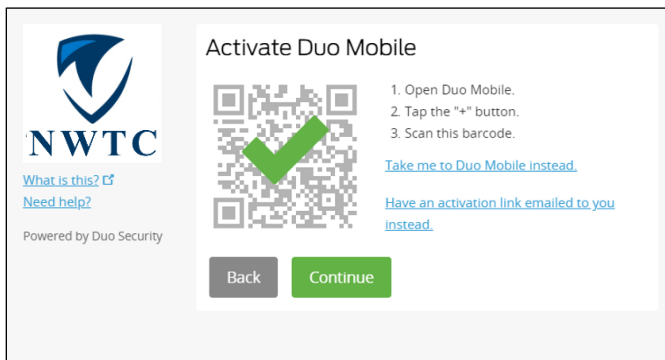
- Open the Duo Mobile app from your mobile phone and tap “Get Started”.
If you are prompted to grant Duo Mobile access to your camera, select “allow”. This is used in the next step to scan the on-screen “QR” code.



8. Use the Duo Mobile app on your mobile phone to scan the on-screen “QR” code.



9. When the process completes you will see a green checkmark, click Continue.



10. This concludes the Duo Security enrollment process. It is highly recommended that you set a default device for use with Duo, for instructions click [here](#). Finally, review the post-setup [instructions](#).

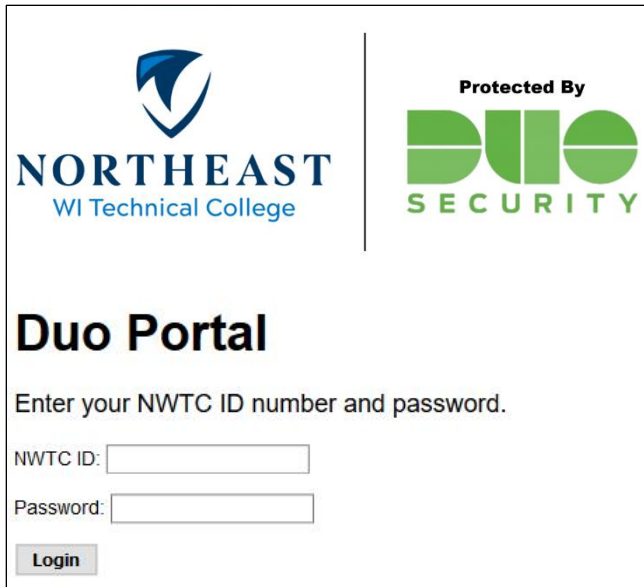
Option B: Tablet Setup

Follow the same steps outlined above for Option A (mobile phone).

Option C: Landline Setup

With this option you will register a phone number for use with Duo MFA. For convenience, use a phone number nearest to your work location. Any phone number may be used (desk phone, landline or mobile). You may setup multiple phone numbers to use with Duo.

1. Access the Duo Portal in a web browser.
<https://duo.nwtc.edu>
2. Login with your NWTC ID number and password.



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Duo Portal

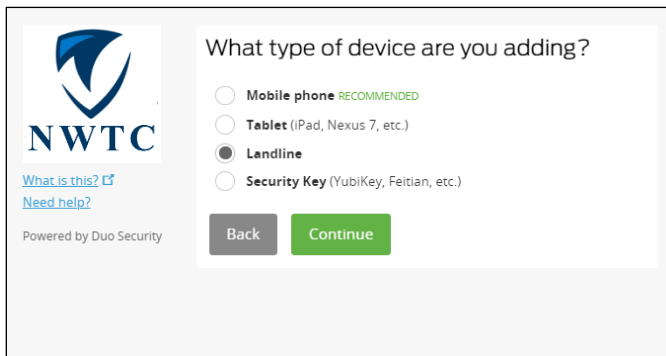
Enter your NWTC ID number and password.

NWTC ID:

Password:

Login

3. Select "Landline" from the list, then click Continue.



NWTC
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What type of device are you adding?

☐ Mobile phone **RECOMMENDED**

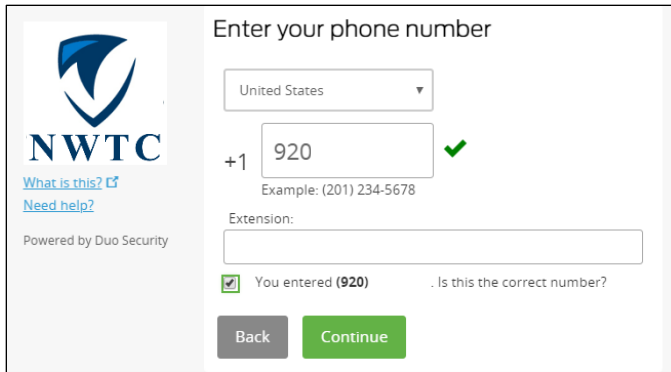
☐ Tablet (iPad, Nexus 7, etc.)

☒ Landline

☐ Security Key (YubiKey, Feltian, etc.)

Back Continue

4. Enter your landline number, including area code.
Call Center Staff and employees with an internal-only phone extension must enter 920-498-5444 as the phone number and their 4-digit extension in the "extension" field.
5. Confirm your number by checking the box, then click Continue.



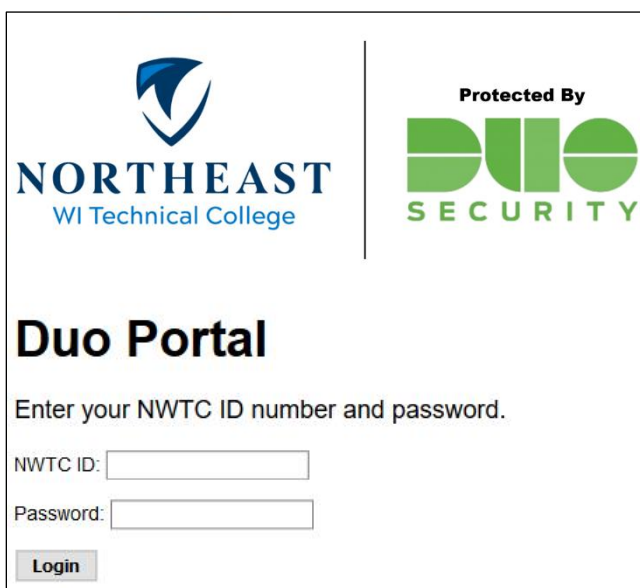
- This concludes the Duo Security enrollment process. It is highly recommended that you set a default device for use with Duo, for instructions click [here](#). Finally, review the post-setup [instructions](#).

Option D: Security Key Setup

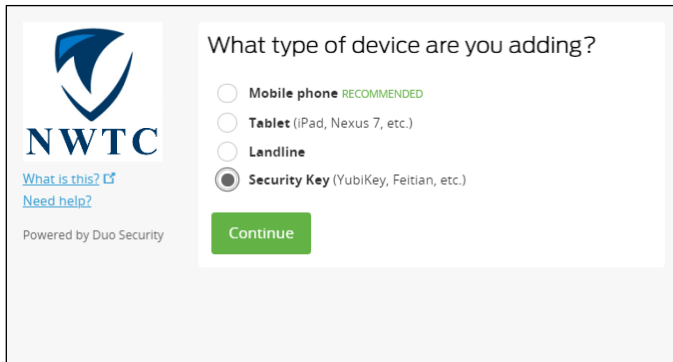
NWTC will provide a Duo security keys to staff based on use case. Security keys are not available to employees with an NWTC issued mobile device. A Duo security key can be requested through the Help Desk, help.desk@nwtc.edu. For more information about security keys please see the [Recommendations Guide](#) on the MFA website.

Employees may also use their own personal security key. Follow these steps to setup a personal “Yubikey”.

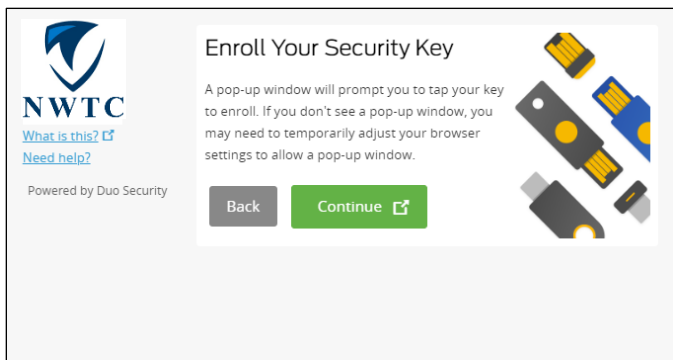
- Access the Duo Portal in a web browser.
<https://duo.nwtc.edu>
- Login with your NWTC ID number and password.



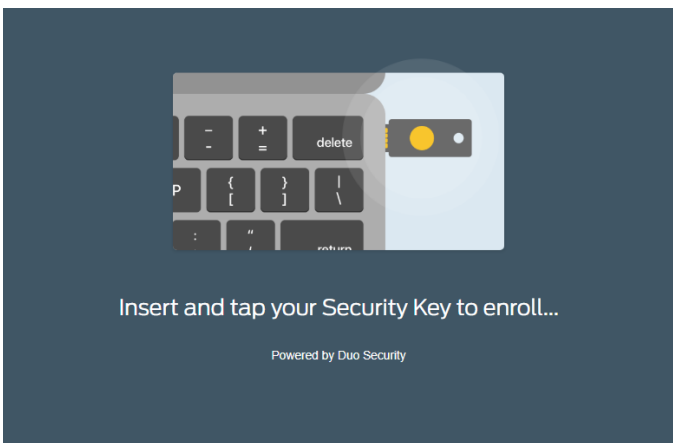

3. Select "Security Key" from the list, then click Continue.



4. Continue.



5. When prompted, insert your security key and tap the authenticate button.

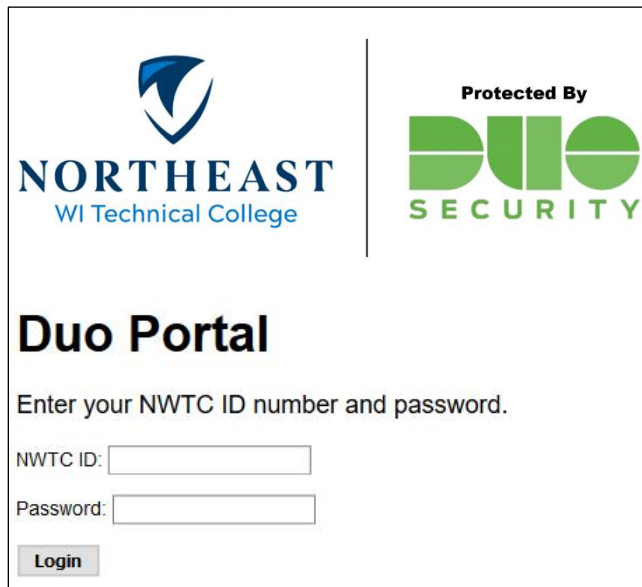


6. When the setup process completes the word "success" will be displayed onscreen.
7. This concludes the Duo Security enrollment process. It is recommended that you set a default device for use with Duo, for instructions click [here](#). Finally, review the post-setup [instructions](#).

Setting a Default Device

A default device allows for an automatic app notification to your smartphone or an automatic voice call to your phone number. Setting a default device is highly recommended.

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Duo Portal

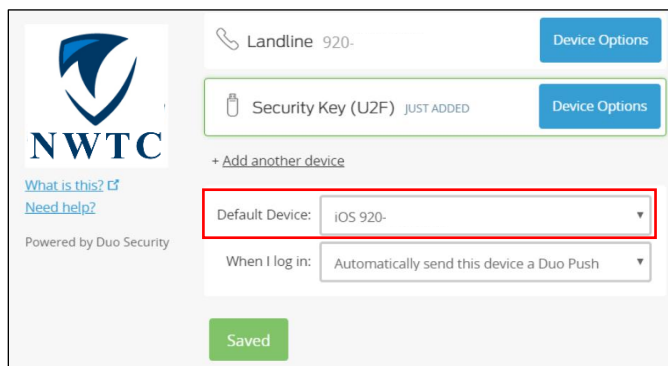
Enter your NWTC ID number and password.

NWTC ID:

Password:

Login

3. Select an option from the “Default Device” drop-down menu.



NWTC

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Landline 920- [Device Options](#)

Security Key (U2F) JUST ADDED [Device Options](#)

+ Add another device

Default Device:

When I log in:

Saved

4. Select an option from the “When I log in” drop-down menu.
 - Ask me to choose an authentication method, *(no default selected)*
 - Automatically send this device a Duo Push, *(for use with the Duo Mobile App)*
 - Automatically call this device, *(for use with a phone number)*

When you are done click the Saved button.

Default Device: iOS 920-606-8151 ▼

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

Automatically send this device a Duo Push

Automatically call this device

Saved

5. You have successfully set a default device for use with Duo. You may access the [Duo Portal](#) at any time to [add](#) or [remove](#) a device.

Removing a Device

Removing an old device is easy through the Duo Portal. This is necessary if you receive a new smartphone, landline, tablet, or security key. A device should also be removed in the event that it has been lost or stolen.

1. Access the Duo Portal in a web browser.
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2. Login with your NWTC ID number and password.

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Duo Portal

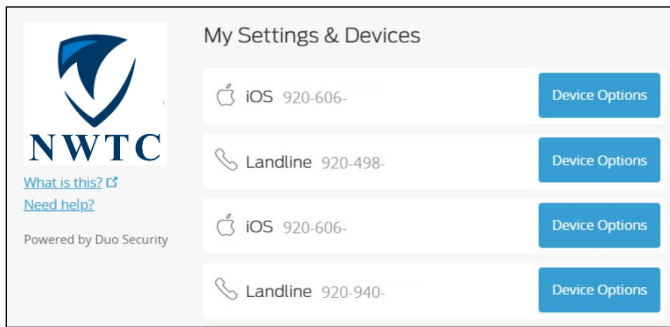
Enter your NWTC ID number and password.

NWTC ID:

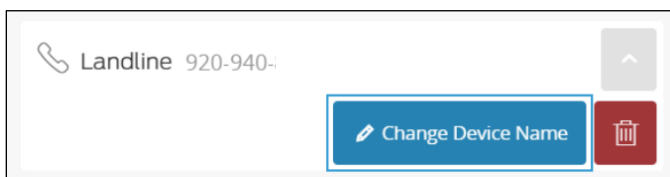
Password:

Login

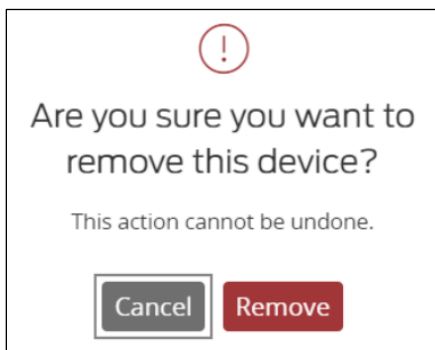
3. Select the device that you would like to remove by clicking the Device Options button.



4. Click on the red trash icon next to the device that you would like to remove.



5. Confirm your selection by clicking the Remove button.



6. You have successfully removed a device for use with NWTC MFA. You may access the [Duo Portal](#) at any time to [add](#), [remove](#) or set your [default device](#).

Post-Setup (IMPORTANT)

After enrolling in Duo Security, please review the following important information.

1. How to sign-in using Duo Security. These instructions are also located on the [MFA website](#).
 - [Duo for Office 365](#)
(Outlook, Hub, OneDrive)
 - [Duo for PeopleSoft HR](#)
(Timesheets, Absence Requests)
 - [Duo for VMWare](#)
(Off Campus Software/Virtual Desktops)

- **Duo for Global Protect**
(VPN)
2. Review these steps to prevent unauthorized access with Duo Security.
<https://www.nwtc.edu/NWTC/media/About-Us/Departments/IIT/Post-Setup-Read-Me.pdf>

More Information

See the NWTC website for more information: <https://www.nwtc.edu/mfa>

- About Duo Security and Multi-Factor Authentication
- FAQ
- Using Duo with Office 365, PeopleSoft HR, VMWare and Global Protect VPN
- Enrollment and Security Key Recommendations
- Post-Setup Read Me