Duo Enrollment Guide
for Two-Factor Authentication

MTA Information Technology

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Introduction

The guide applies to all clients who require remote access to the MTA network. It covers what clients will experience when enrolling for two-factor authentication provided by Duo security. Once enrolled, clients can access applications and systems protected by Duo such as Citrix, Office 365, etc.

What is two-factor authentication?

Two-factor authentication adds another layer of security to your MTA network access. It verifies your identity with a *second factor* using your phone or other mobile device, which allows only you to log in even if your password is compromised.

Why is MTA providing this?

Passwords are increasingly easy to compromise. They can often be stolen, guessed or hacked. This second step will increase the security of MTA information, data and documents.

How Duo works

1. **Enter username and password as usual**

2. **Use your phone to confirm your identity**

3. **Log in securely**

Once you have enrolled in Duo, as described next, you are ready to go: Just log in normally with your username and password, and then use your mobile device or another method to verify your access.

How do I enroll?

The self-enrollment process makes it easy to register your phone and install the Duo Mobile application on your smartphone or tablet.

After you are approved for two-factor authentication, Duo will send you an email similar to the one below from the external address no-reply@duosecurity.com. To complete the enrollment process, click the personalized link in the message.

Duo Enrollment Guide for Two-Factor Authentication
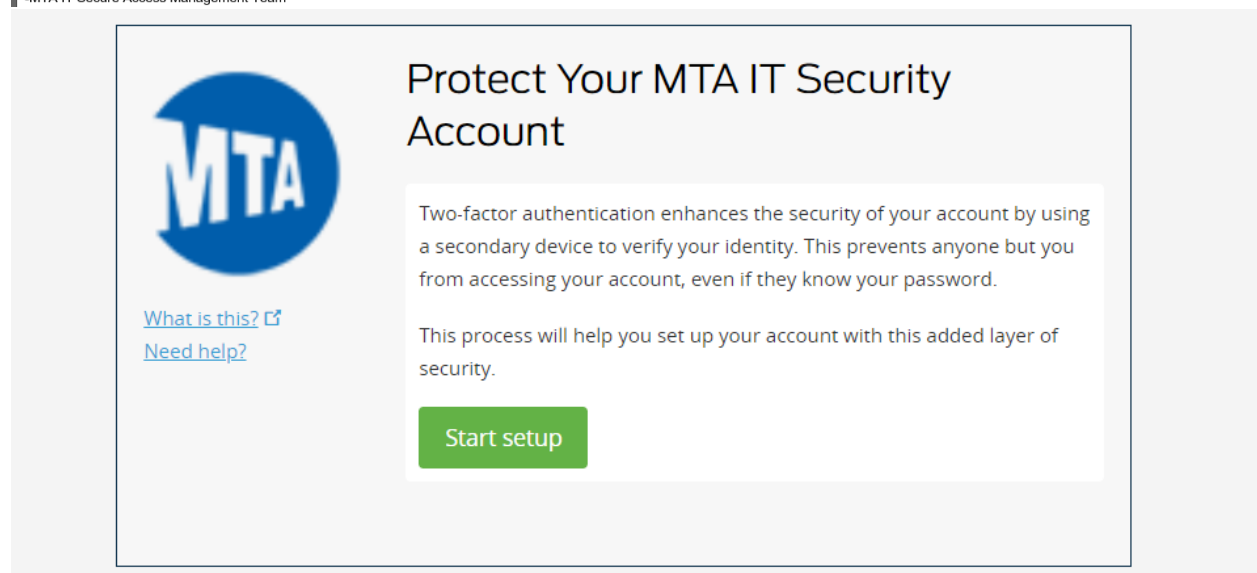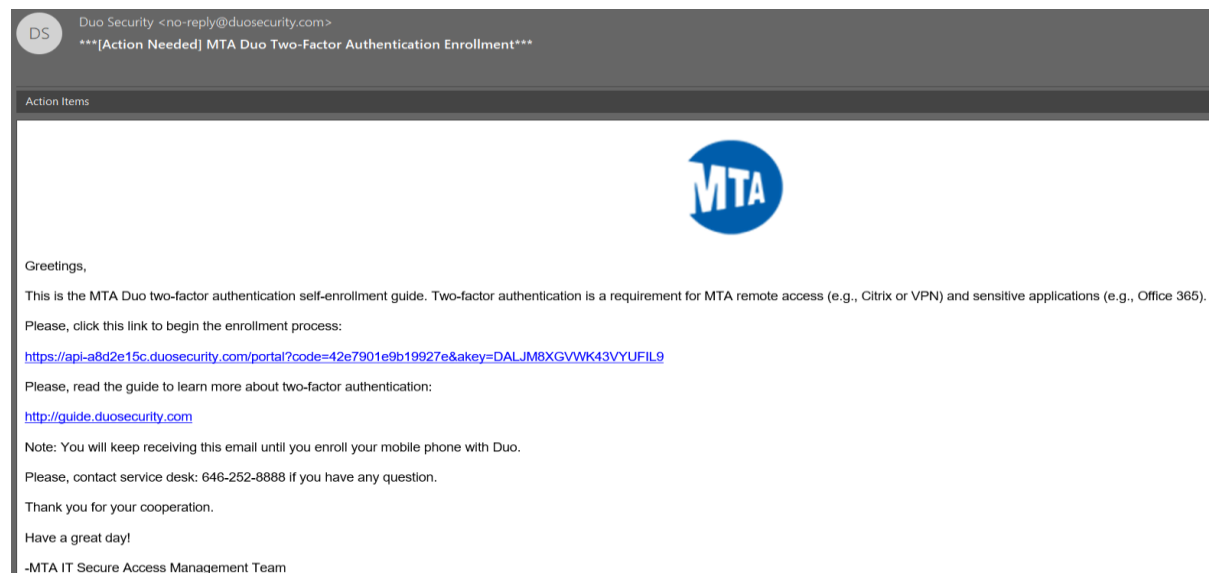
Choose your device

You may choose your mobile phone, tablet or landline as your authentication device.

Mobile phone or Tablet: Depending on your device, download the app in the App Store (**iPhone** and **iPad**) or the Google Play Store (**Android**).

Landline: Choose a telephone number to use. *(We recommend a cellphone.)*

Once configured, follow the instructions to authenticate after you log in with your credentials.

Type your number

Type your phone number. Enter the number of your smartphone, landline or cellphone that you will use when you log into a Duo-protected service. You may enter an extension if you chose *Landline* in the previous step.

Verify your number and click *Continue*.

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Choose your platform

Choose your device's operating system and click **Continue**.

Please note that the Duo app is only supported on later versions of Android and iOS:

On Android:

- Version 6 and above supports Duo App and all the authentication options (Push, 6-digit code, etc.)
- For all other versions (5 and below), only the following authentication options are available: text message (SMS) and phone call (mobile or land line).

On iOS phones:

- Version 10 and above supports Duo App and all the authentication options (Push, 6-digit code, etc.)
- For all other versions (9 and below), only the following authentication options are available: text message (SMS) and phone call (mobile or land line).
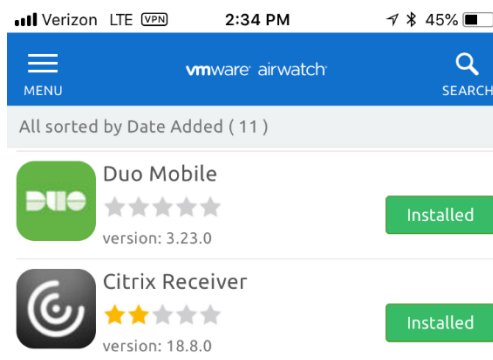
Install Duo Mobile on your smartphone

The Duo Mobile app runs on your smartphone and helps you authenticate quickly and easily. Without it, you can log in using a phone call or text message. For the best experience, we recommend you use Duo Mobile.
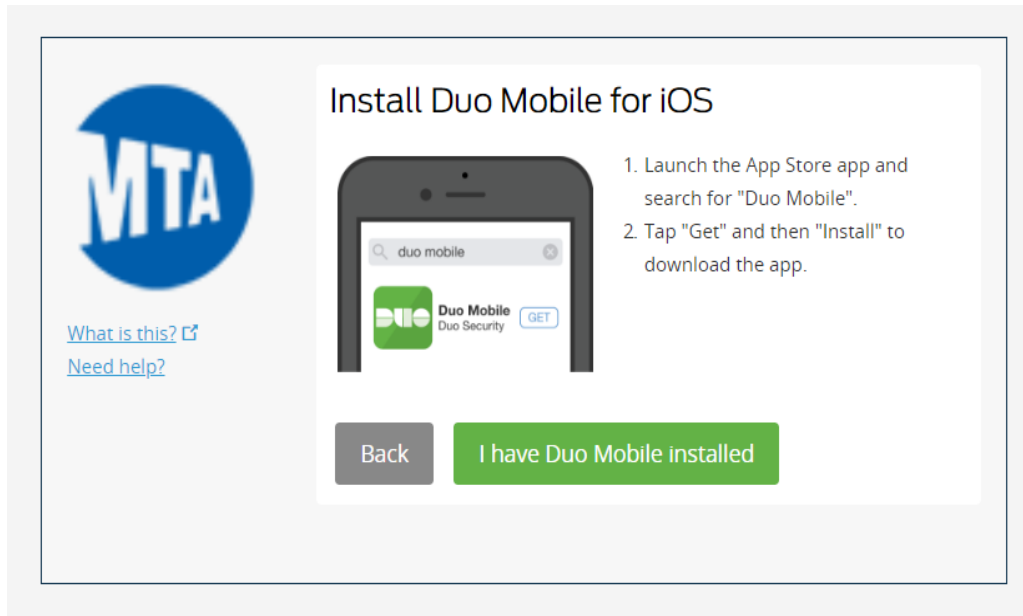
Employees with MTA-issued smartphones should tap the icon for the MTA Corporate App Store (typically titled 'MTAPP Catalog or 'MTA Apps'), and locate Duo Mobile to install it.

Those using personal phones can find the same Duo Mobile app in either the iPhone App Store or Google Play Store depending on your device.

Follow the platform-specific instructions on the screen to install Duo Mobile. After

installing the app, click *I have Duo Mobile installed*.

Activate Duo Mobile App

Open the app, click to allow notifications, tap *Add Account* or hit the "plus" sign at the top, then *OK* to allow access to the camera. Hold your phone over the computer monitor to scan the QR code with the Duo app's built-in scanner.

You may also click the link to request an activation link. Click *Continue*.
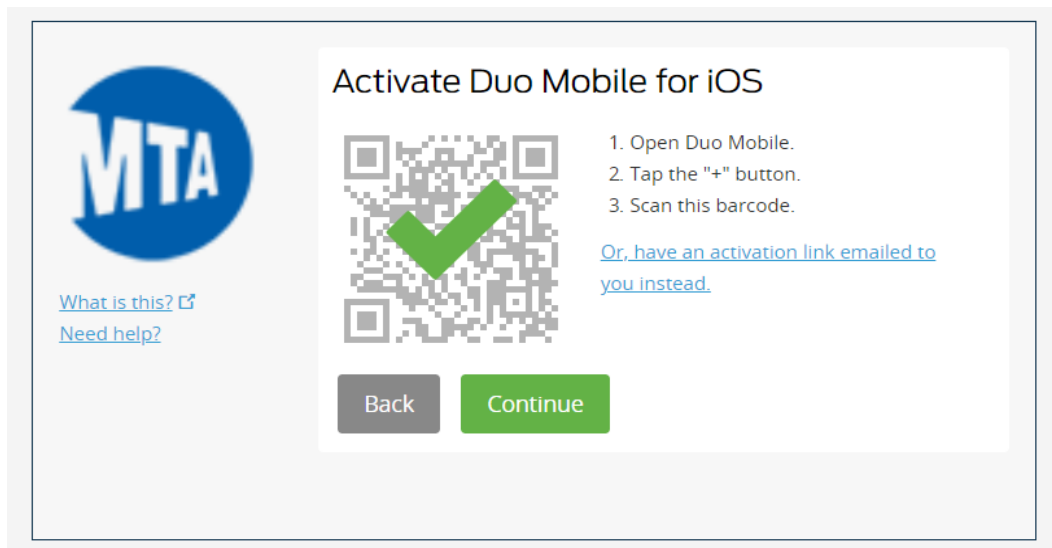
Complete enrollment

Click the button to *Finish Enrollment*.

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Registering a second device with Duo

Duo allows you to register more than one device. To register a second device, follow these steps:

1) When outside the MTA network, go to the following URL: https://outlook.office.com. Please note that currently there is no way to access the Duo settings screen from the internal MTA network.

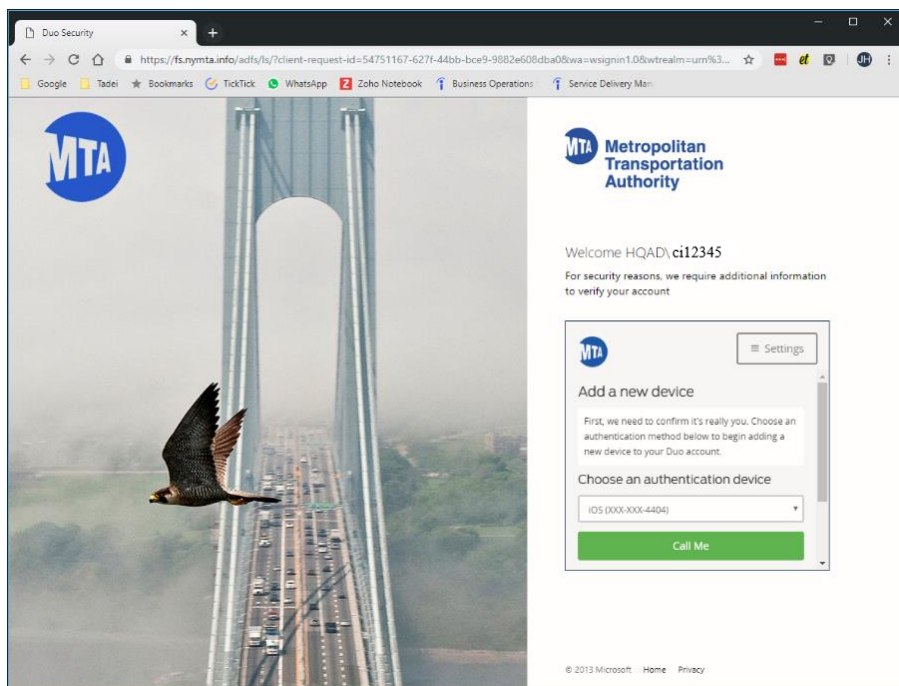2) When presented with the Duo screen, click on "Settings".
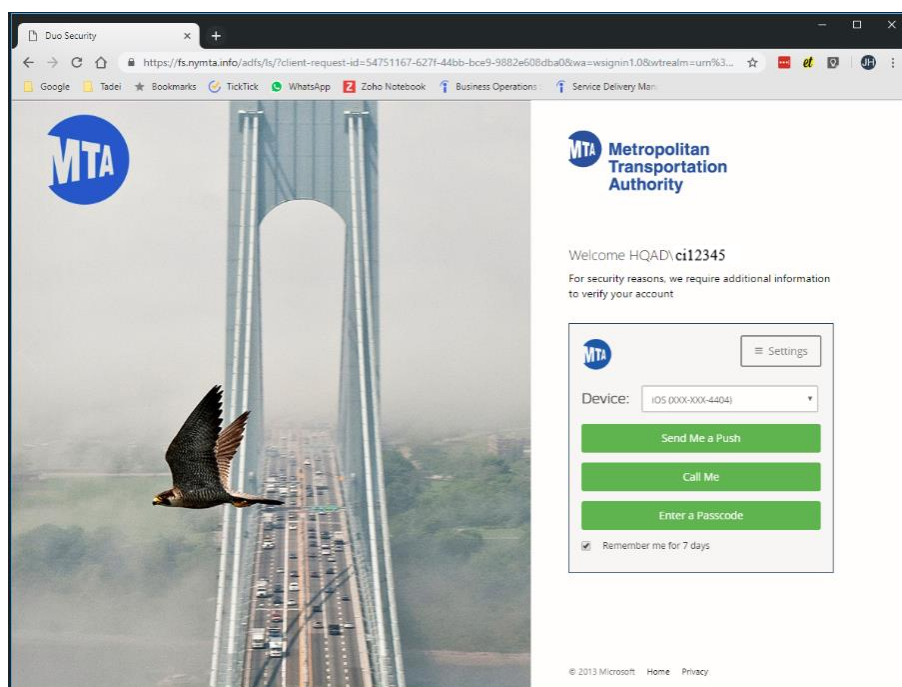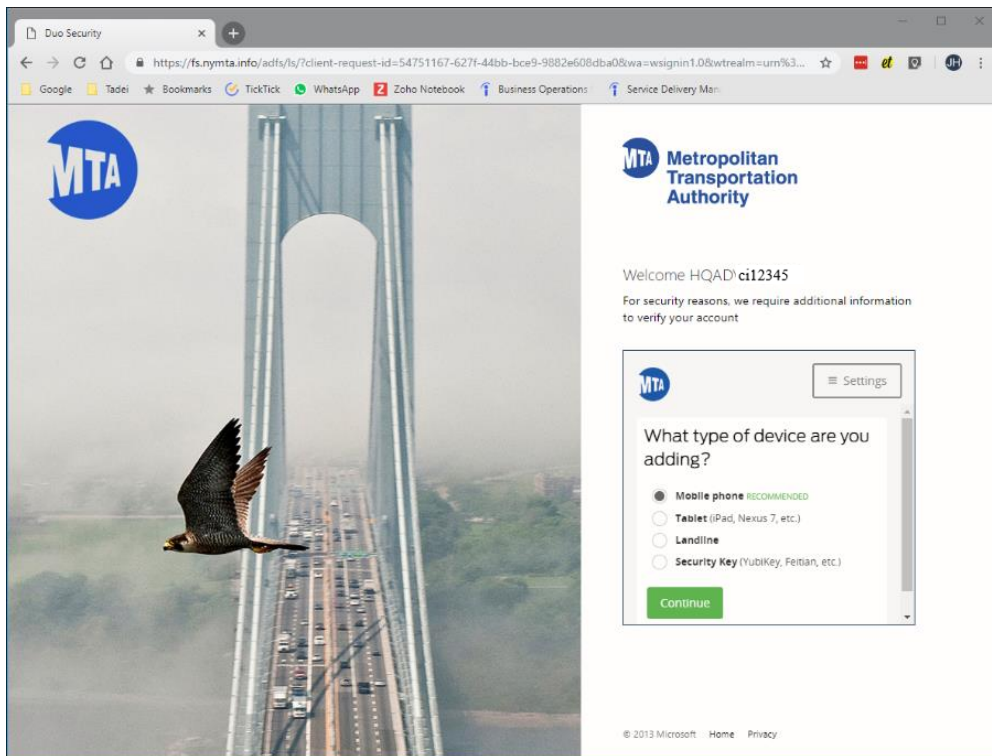
3) Click "Add a new device".
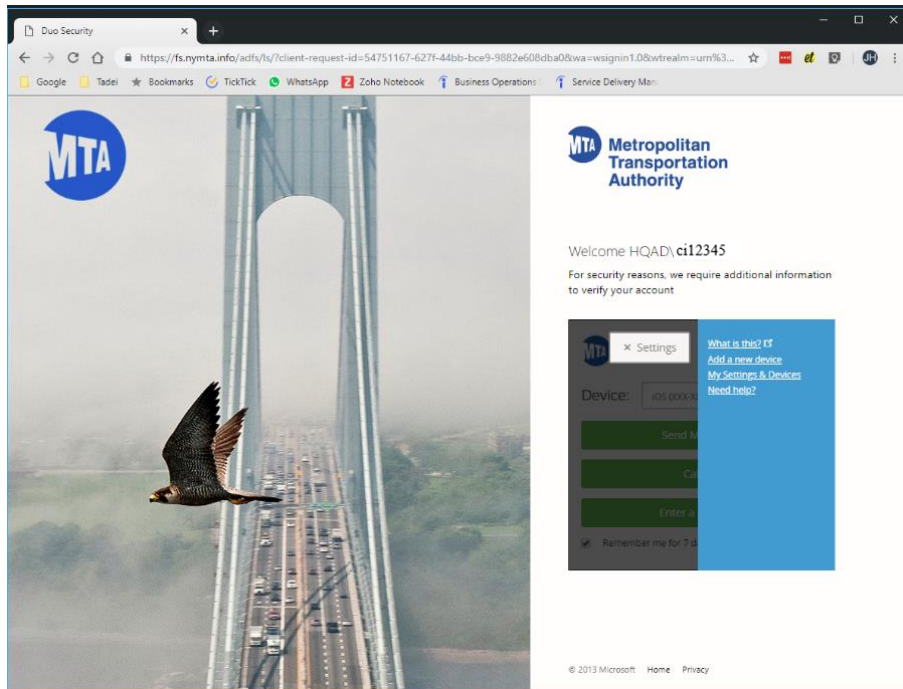
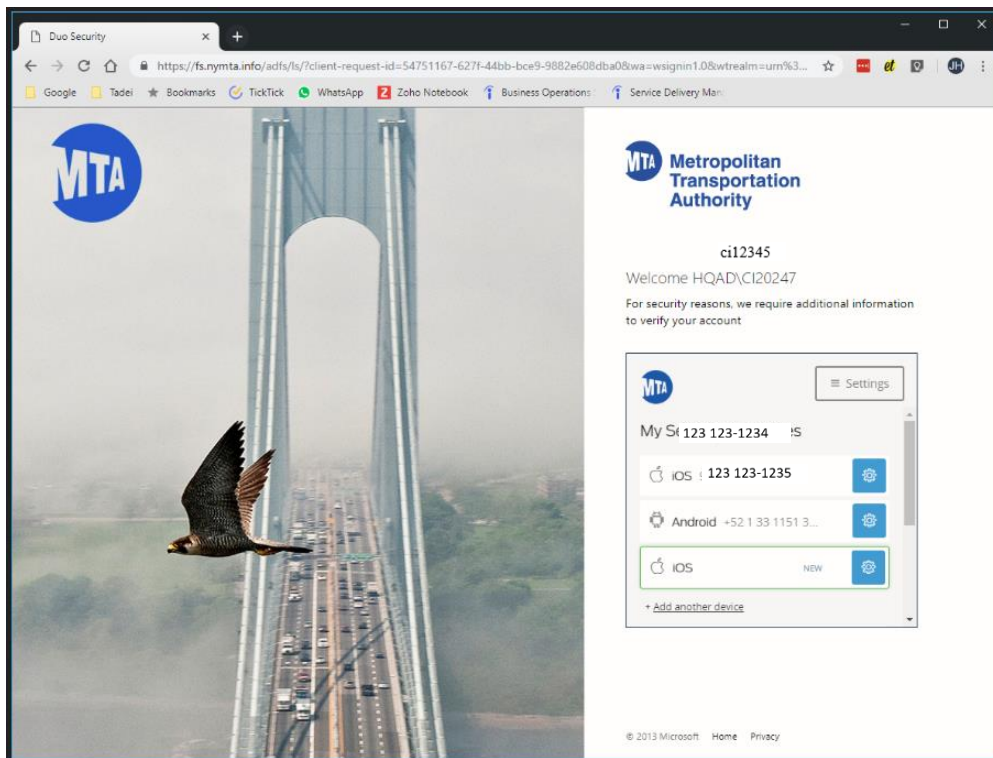4) Next, authenticate with your current Duo device.

5) Once you authenticate to Duo, select the type of device to be enrolled and follow the rest of the instructions.

Note: You can manage (add / remove / view) your enrolled devices at any time by clicking "Settings" on the Duo screen:

FAQ

1. Can I enroll in Duo if I have not received an email from no-reply@duosecurity.com?
Answer: No. The only way for you to start the enrollment process is to receive first an email from Duo.

2. Can I enroll using the link from **somebody else's email?**
Answer: No. Emails from Duo are linked to a specific Duo user ID, and therefore, should not be shared.

3. **Can I still use Duo if I don't have a smartphone or a phone?**
Answer: Yes, you can use a landline to authenticate. Please note that even if you don't have an MTA issued device, you can still use your personal smartphone to enroll with Duo, this will give you the fastest and best user experience.

4. Do I need to re-**enroll with Duo if I'm already using it to access other systems such** as Citrix or SSL VPN when telecommuting?
Answer: No. If you have already enrolled with Duo, you are done. You will be using the same device to access all new services requiring Duo, such as Office 365.

5. Do I need different Duo accounts or enrolled devices to access different services such as Citrix or SSL VPN and future Duo enabled services such as Office 365?
Answer: No. Your email is registered to a single Duo account. Any of your registered Duo devices can be used to authenticate to all your Two Factor Authentication enabled services.

6. Can I enroll a second device with Duo?
Answer: Yes. You can enroll more than one device. Please refer to the "Registering a second device with Duo" section in this guide.

If you need help

In case you experience any of the following:

- A problem enrolling your device.

- Not received the enrollment message.

- Issues getting two-factor authentication working after logging into Citrix, Office 365, etc.

Please create a ServiceNow incident ticket and select the Assignment Group: SEC IAM Secure Access Management (SAM). Contact the MTA IT Service Desk 646-252-8888 if you need assistance in creating the ticket.

Tutorial videos available

Step-by-step tutorial videos are available as follows:

- If you have an MTA-issued smartphone, click here to launch.

- If you are a consultant, contractor, or have a personal smartphone, click here to launch.