



# DUO AUTHENTICATION REGISTRATION: USER GUIDE

Learning to Register your device with Duo

To get started with Duo Authentication Registration for VPN, open your browser and navigate to <https://secure.med.harvard.edu/hms-duo>. Enter your eCommons/AD credentials and click “Sign In”.



**Welcome to the  
Pulse Connect Secure**

username  Please sign in to begin your secure session.

password

On your screen you will see “Protect your Harvard Medical School Account”. Click “Start Setup”



**Protect Your Harvard Medical School Account**

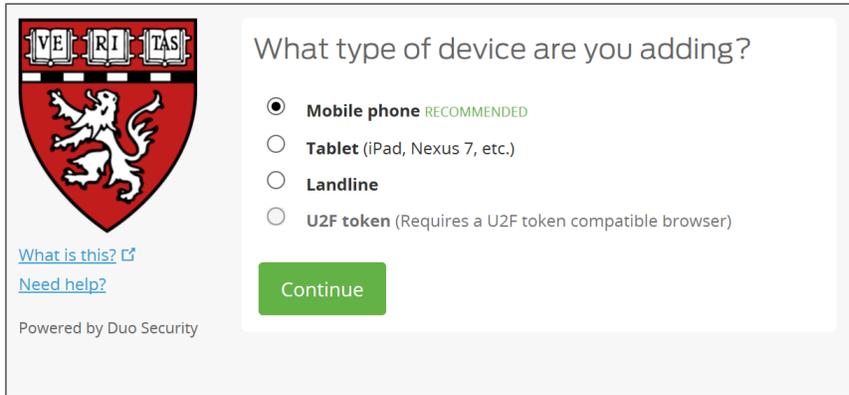
Two-factor authentication enhances the security of your account by using a secondary device to verify your identity. This prevents anyone but you from accessing your account, even if they know your password.

This process will help you set up your account with this added layer of security.

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

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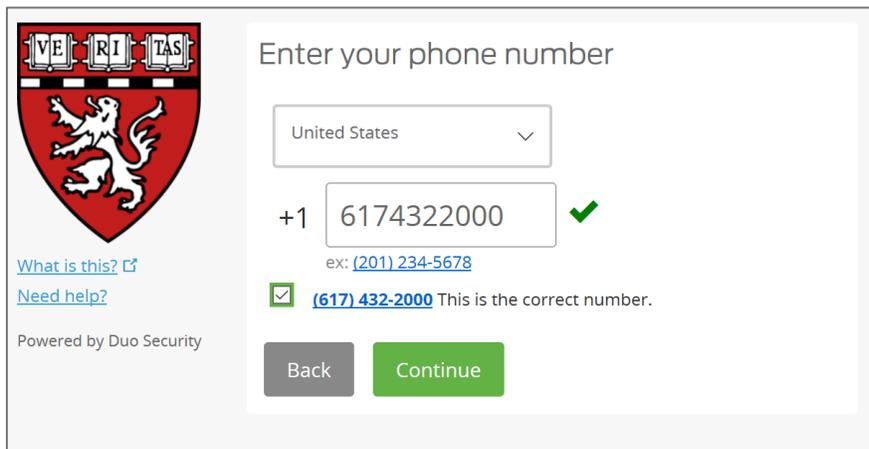
Choose which device you will authenticate with from the list (HMS IT is encouraging mobile phone authentication) and click “continue”



The screenshot shows a registration screen with the University of Virginia crest on the left. The title is "What type of device are you adding?". There are four radio button options: "Mobile phone RECOMMENDED" (selected), "Tablet (iPad, Nexus 7, etc.)", "Landline", and "U2F token (Requires a U2F token compatible browser)". A green "Continue" button is at the bottom right. On the left side, there are links for "What is this?" and "Need help?", and the text "Powered by Duo Security".

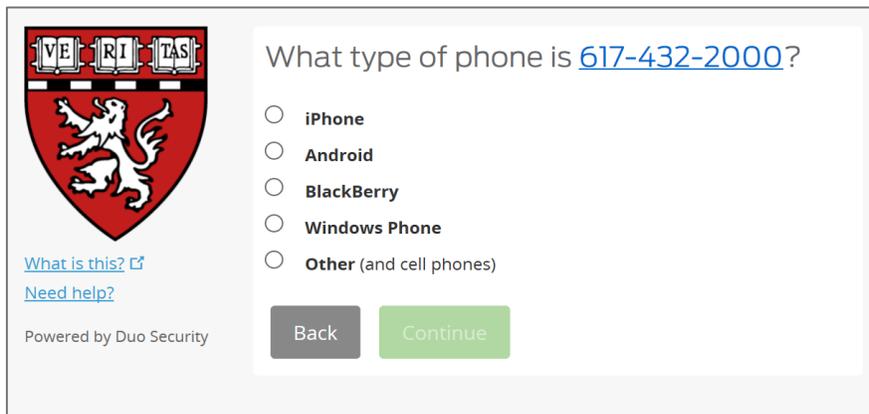
**If you selected Mobile Phone:**

Enter your mobile phone number, check the box below to confirm your number is correct, then click “continue”.



The screenshot shows a registration screen with the University of Virginia crest on the left. The title is "Enter your phone number". There is a dropdown menu for "United States". Below it is a text input field containing "+1 6174322000" with a green checkmark to its right. Below the input field is an example "ex: (201) 234-5678". There is a checked checkbox next to the text "(617) 432-2000 This is the correct number.". At the bottom are "Back" and "Continue" buttons. On the left side, there are links for "What is this?" and "Need help?", and the text "Powered by Duo Security".

If prompted, enter the phone type of your mobile phone and click “continue”.



The screenshot shows a registration screen with the University of Virginia crest on the left. The title is "What type of phone is 617-432-2000?". There are five radio button options: "iPhone", "Android", "BlackBerry", "Windows Phone", and "Other (and cell phones)". At the bottom are "Back" and "Continue" buttons. On the left side, there are links for "What is this?" and "Need help?", and the text "Powered by Duo Security".

Verify your mobile device by selecting if you want to receive a call or text for authentication. After you have selected an option you will receive a phone call or a text with a 6-digit code. Enter the code and click “Verify”, then click “Continue”.

Verify Ownership of 617-XXXXXX

1. We can call or text you with a verification code.

Call me or Text me

2. Enter your 6-digit code:

Verify

Back Continue

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After verifying your device you will be prompted to select a log in verification option - **keep the default selection** of “Ask me to choose and authentication method”.

My Settings & Devices

Mobile 617-432-2000 JUST ADDED Device Options

+ Add another device

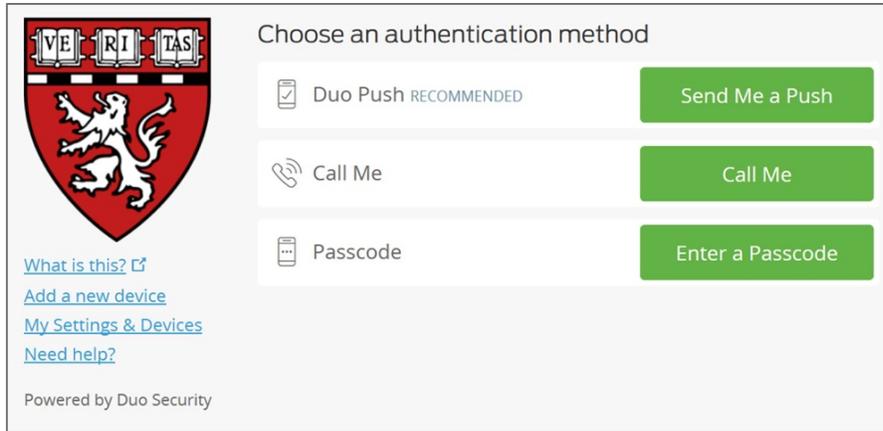
Default Device: Mobile 617-432-2000

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

Saved Continue to Login

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Click “Continue to Login”. You are now registered for Duo Authentication and can proceed to log in with new Duo Authentication verification.



The screenshot shows a web interface for Duo Authentication. On the left is a red shield logo with a white lion and the word 'VERITAS' above it. Below the logo are links: 'What is this?', 'Add a new device', 'My Settings & Devices', and 'Need help?'. At the bottom left, it says 'Powered by Duo Security'. The main area is titled 'Choose an authentication method' and contains three rows, each with an icon, a label, and a green button:

- Duo Push RECOMMENDED with a 'Send Me a Push' button.
- Call Me with a 'Call Me' button.
- Passcode with an 'Enter a Passcode' button.

If you select “Enter a Passcode” you will receive a text with a 6-digit code, that is your one-time passcode for this log in period

If you select Call Me you will receive a verbal 6-digit code that is your one-time code for this log in period

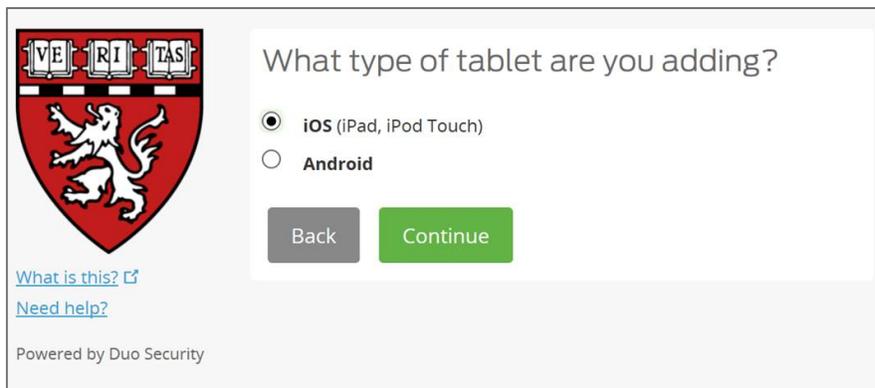
If you select “Send Me a Push” you will receive a notification from your Duo app to confirm by clicking “Accept”

*1. You will need to have the Duo Authentication App on your mobile device (See addendum to this document for documentation on using the Duo Security App)*

Now you are logged into VPN web, and will need to reconfigure your Pulse Secure Client.

**If you selected Tablet:**

Select Tablet type and click “Continue”.



The screenshot shows a web interface for Duo Authentication. On the left is the same red shield logo as in the previous screenshot. Below it are links: 'What is this?' and 'Need help?'. At the bottom left, it says 'Powered by Duo Security'. The main area is titled 'What type of tablet are you adding?' and contains two radio button options:

- iOS (iPad, iPod Touch)
- Android

At the bottom are two buttons: a grey 'Back' button and a green 'Continue' button.

If you select iOS (ipad, etc.), Install the mobile app for iOS and then click “I have Duo Mobile Installed”.

**Install Duo Mobile for iOS**

1. Launch the App Store app and search for "Duo Mobile".
2. Tap "Get" and then "Install" to download the app.
3. Tap "OK" when asked if Duo Mobile should be able to send push notifications.

Back I have Duo Mobile installed

Next, Activate the Duo mobile app on your iOS device by scanning the barcode and then clicking “Continue”

**Activate Duo Mobile for iOS**

1. Open Duo Mobile.
2. Tap the "+" button.
3. Scan this barcode.

[Or, have an activation link emailed to you instead.](#)

Back Continue

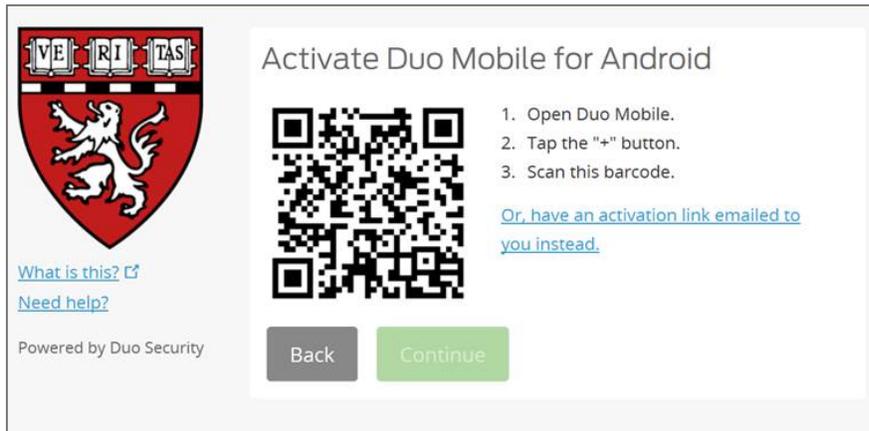
If you select Android, Install the mobile app for Android and then click “I have Duo Mobile Installed”.

**Install Duo Mobile for Android**

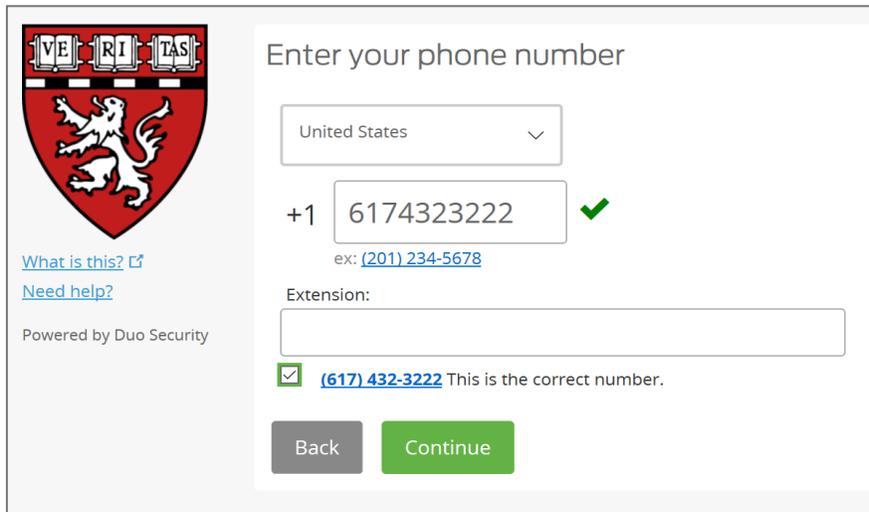
1. Launch the Google Play Store app and search for "Duo Mobile".
2. Tap "Install" to install the app.

Back I have Duo Mobile installed

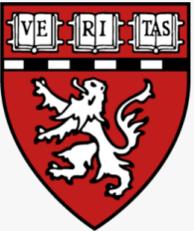
Next, Activate the Duo mobile app on your Android by scanning the barcode and then clicking “Continue”



If you selected Landline, enter your landline phone number, check the box below to confirm your number is correct, then click “continue”. (You must be near your landline at time of authentication and set up)



After entering your landline information, you will be prompted to select a log in verification option, **keep the default selection** of “Ask me to choose and authentication method”. Click “Continue to login”.



### My Settings & Devices

Landline [617-432-3222](tel:617-432-3222) JUST ADDED [Device Options](#)

+ [Add another device](#)

Default Device: Landline 617-432-3222

When I log in:

[Saved](#) [Continue to Login](#)

[What is this?](#)  
[Need help?](#)  
Powered by Duo Security

You are now registered for Duo Authentication with a landline and can proceed to log in with new Duo Authentication verification. To proceed with logging in please select “Call Me” as an authentication. A Bypass Code is not a valid authentication method for HMS.



### Choose an authentication method

[Call Me](#) [Call Me](#)

[Bypass Code](#) [Enter a Bypass Code](#)

[What is this?](#)  
[Add a new device](#)  
[My Settings & Devices](#)  
[Need help?](#)  
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