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".

On your screen you will see "Protect your Harvard Medical School Account". Click "Start Setup"
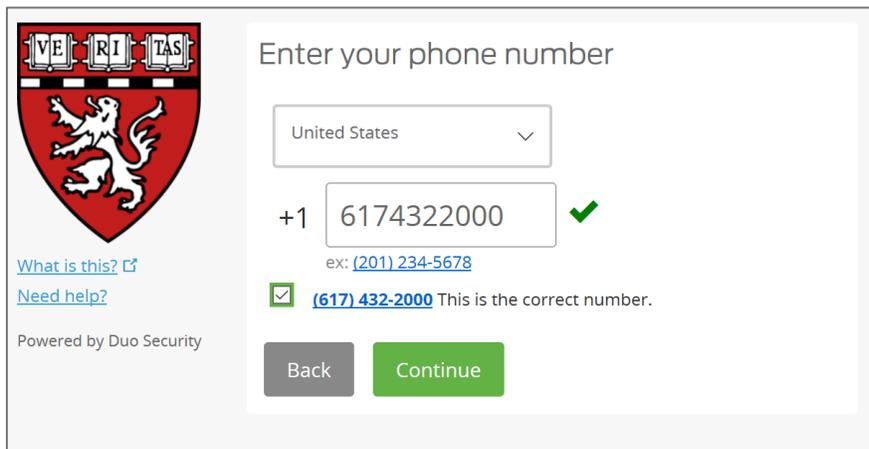
Choose which device you will authenticate with from the list (HMS IT is encouraging mobile phone authentication) and click "continue"
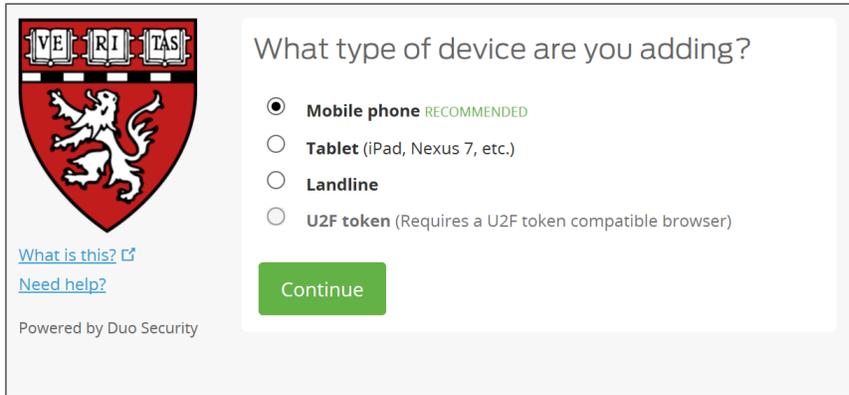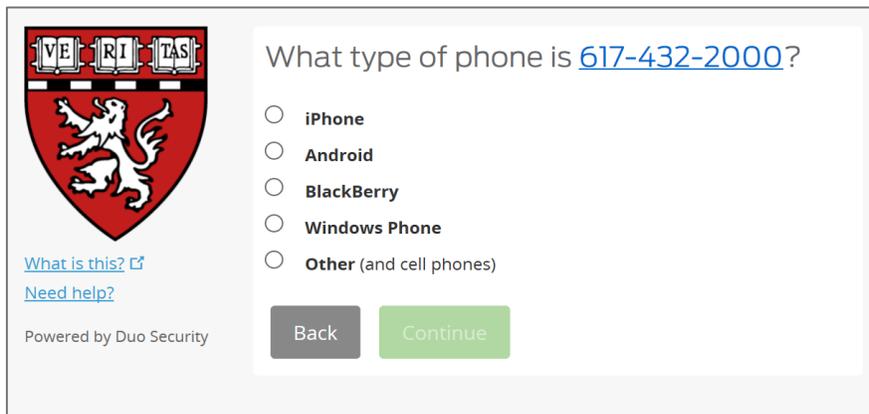

If you selected Mobile Phone:

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

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

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".

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".

Click "Continue to Login". You are now registered for Duo Authentication and can proceed to log in with new Duo Authentication verification.
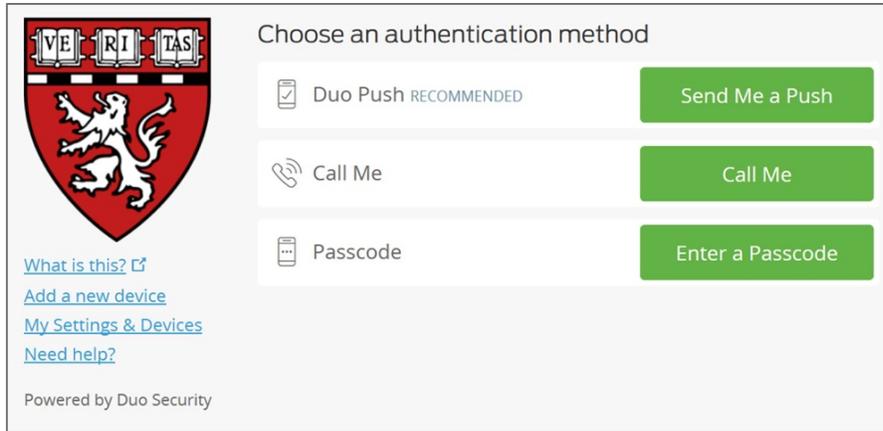
If you select "Enter a Passcode" you will receive a text with a 6-digit code, that is your one-time passcode for this log in period

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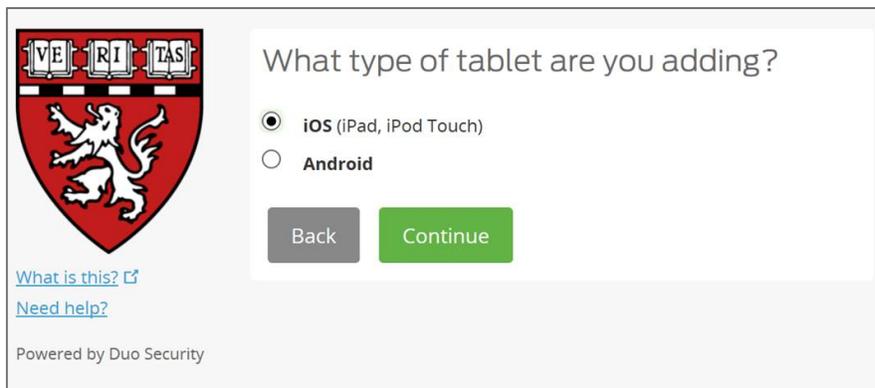
If you select iOS (ipad, etc.), Install the mobile app for iOS and then click "I have Duo Mobile Installed".

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

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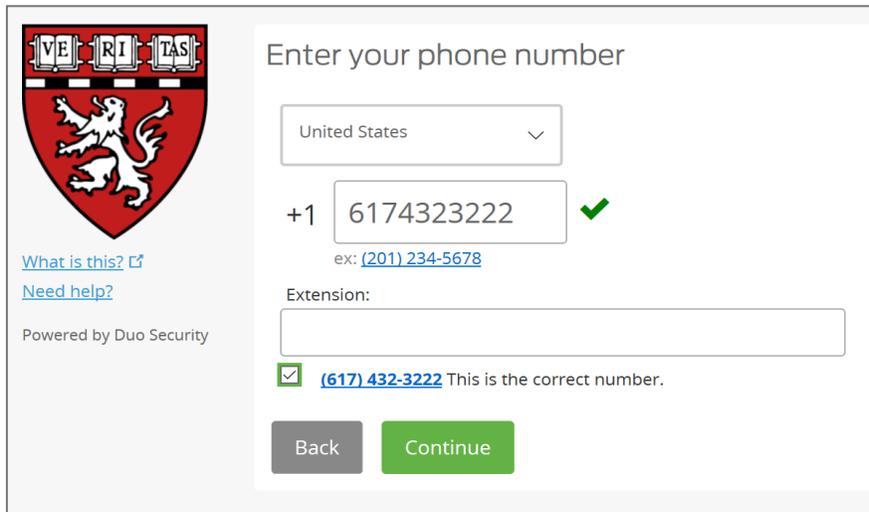

Next, Activate the Duo mobile app on your Android by scanning the barcode and then clicking "Continue"
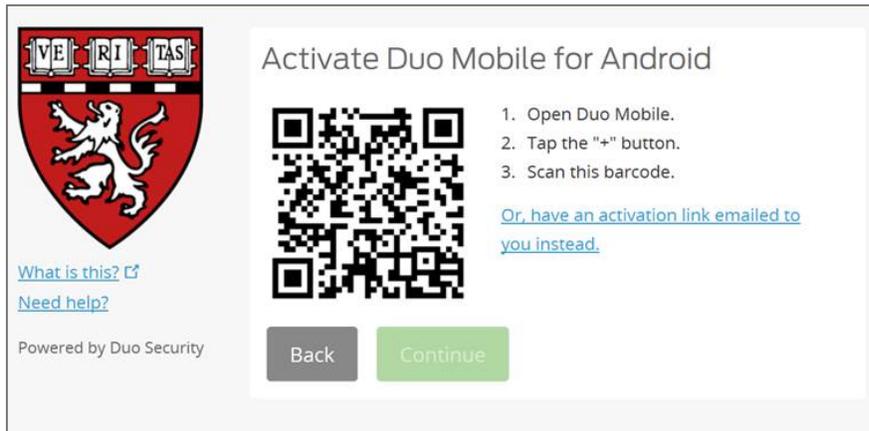
If you selected Landline, enter your landline phone number, check the box below to confirm your number is correct, then click "continue". (You must be near your landline at time of authentication and set up)

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".

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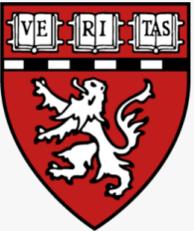
You are now registered for Duo Authentication with a landline and can proceed to log in with new Duo Authentication verification. To proceed with logging in please select "Call Me" as an authentication. A Bypass Code is not a valid authentication method for HMS.