

# DUO Two-Factor Authentication: Logging In

After DUO has been implemented on HIP's servers or workstations, you will be required to use a two-step authentication process to verify your identity when you log in remotely. The first step is your username/password that you are already familiar with using, and the second step will be one of the following, depending on how you set up your account: 1) a push notification through a mobile app on your cell phone, 2) a voice call on a landline or cell phone, or 3) entering a code sent via text message to your phone.

You are likely familiar with the 2-step authentication process from websites like Gmail or your online bank account. It is an important security measure that helps keep HIP's network and environment secure should your password become compromised. More information is available [here](#).

## Step 1: Create your account with DUO (only needs to be done one time)

Before you will be able to log in, you will need to create an account with DUO Security. Instructions on how to set up your account are available [here](#). This step only needs to be done one time.

If you do not set up an account, you will receive a notice like the one to the right after you log in to Remote Desktop, and you will need to create a new account before you are able to log in.



## Step 2: Log in as usual using Remote Desktop

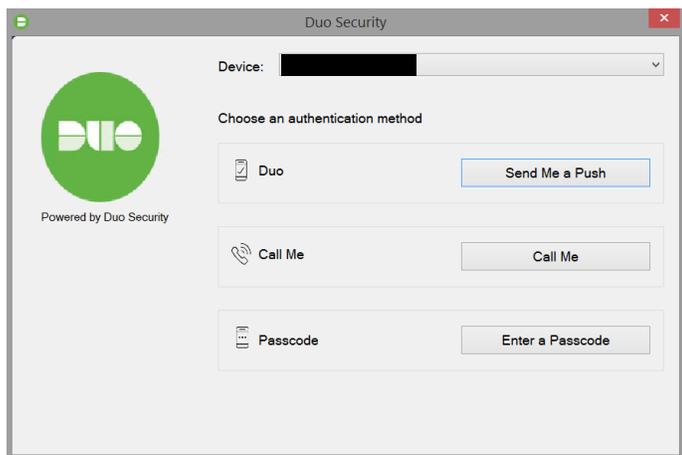
You will still access HIP's servers or workstations in the same way you previously did, such as through <https://remote2.hip.wisc.edu>, a remote desktop shortcut that was emailed to you, or through a Remote Desktop session using WiFi on a laptop while you are at UBOB.

As before, you will be prompted to log in with your username/password. This is the first step of the 2-step authentication process.

## Step 3: Accept the mobile push notification or phone call, or enter a code

After you log in with your username/password, depending on the preferences you set when you registered your account, you will either automatically receive a mobile push or a phone call, or you will be prompted to choose how you want to authenticate (depicted below).

Important note: If you don't respond to the prompt within about 30 seconds, your remote desktop session will time out and close, so **it is best to have your phone nearby before you log in to Remote Desktop** to ensure you can respond to the prompt before it times out.



*DUO Prompt*

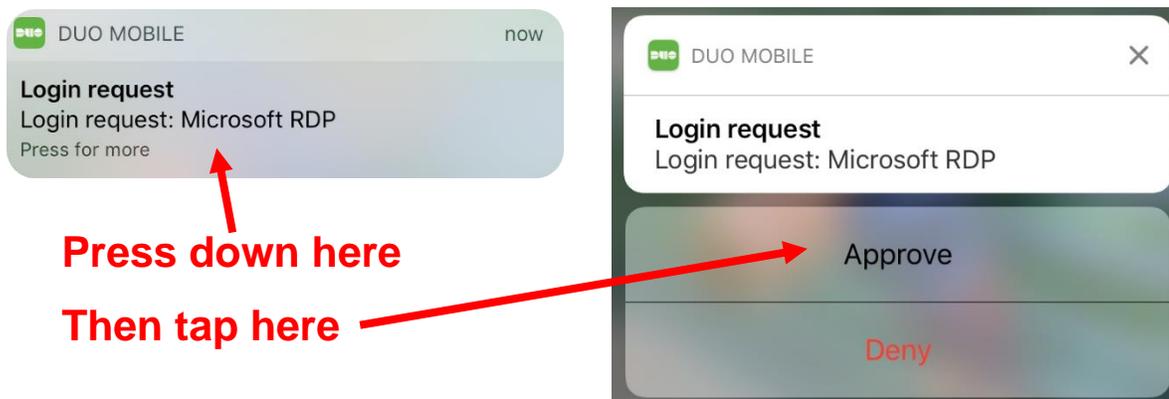
## Option 1: Accept the mobile push notification

If you have set up your account to automatically receive push notifications for the DUO mobile app or choose “Send me a push” on the prompt above, you will receive a notification on your phone from DUO.

### If your phone has a touch-enabled lock screen

If you are using an iPhone or Android that has touch capabilities on the lock screen, you can push down on the notification on your lock screen and then tap “Accept,” as depicted below. After that, you will be logged in to your remote session.

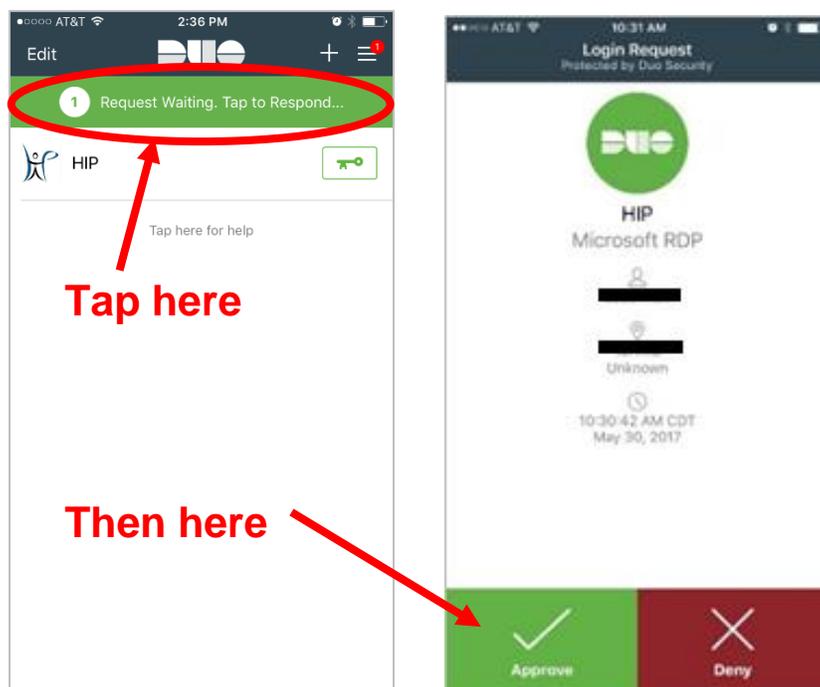
The screenshots below are from an iPhone, but Android notifications should look similar on most devices.



### If your phone doesn't have a touch lock screen or you have blocked notifications

If your phone doesn't have a touch-enabled lock screen or if you have lock screen notifications blocked for DUO, unlock your phone and go to the DUO app.

When you open the app, a green bar will appear at the top that says you have a request waiting, as depicted below. Tap that bar, and then you will see a screen where you can click the green checkmark to authenticate. After that, you will be logged into your remote session.



## Option 2: Accept the phone call

If you have set up your account to automatically call your mobile phone or a landline, or you choose “Call Me” on the DUO prompt, you will receive a phone call from an 888 number.

When you answer the phone, you will be prompted to press any number on your phone, and then you will be logged in to your remote session.

## Option 3 (less common): Enter a passcode

If you have your account set to ask you each time how you want to authenticate, you can choose “Enter a passcode” from the DUO prompt and it will text you 8 codes.

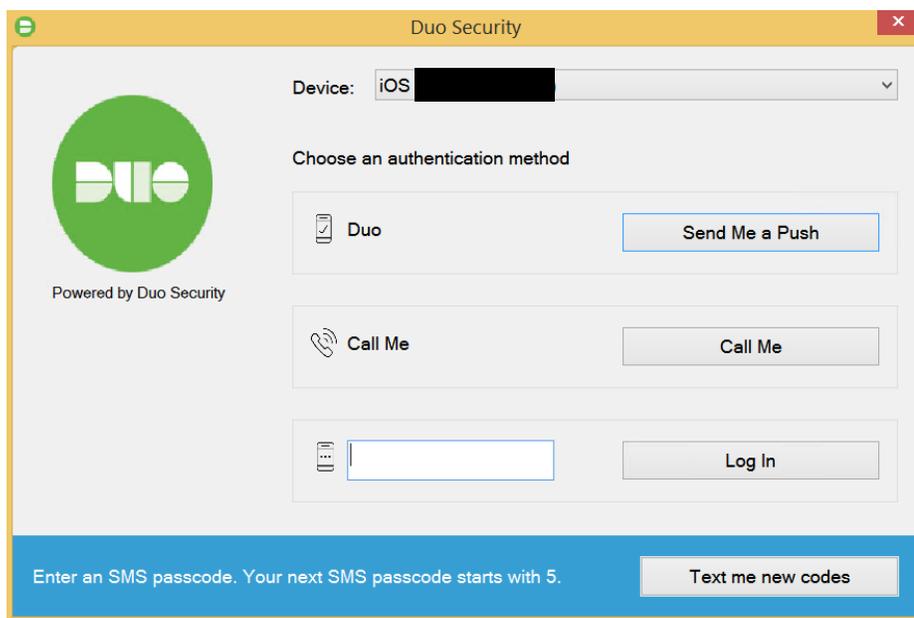
Note that at this time, you cannot choose to automatically be texted passcodes when you authenticate; you can only enter passcodes if you set your preferences to be prompted each time you log in *or* if you manually cancel a push notification/phone call that is in progress and then choose to enter a passcode instead.

The text will look similar to this:

HIP 2Factor passcodes  
(will expire in 1 day):  
123456 654321 112233  
445566 778899 234567  
765432 224466

Enter the first code in the blank field next to Log In, as depicted in the screenshot below. The 8 codes you receive can be used over the course of the next 24 hours.

Once you have used a code, it is no longer usable and you have to move to the next code. The blue bar at the bottom of the DUO prompt (depicted below) will tell you what the beginning number of the next code to use is if you don't remember which codes you have used already.



If you have used all of your codes or can't find the text, click **Text me new codes** and you will receive 8 more.

Note: If you are typing but the numbers aren't appearing in the field, try pressing **Num Lock** on your keypad and then enter the passcode.

## FAQ

### I have another device/phone that I might need to use for authentication. Should I add it?

**YES.** We highly suggest that you add all devices/landlines that you may want to use to authenticate so that you are able to log in at any point. **Alternative devices must be set up in advance; you cannot add them on the fly.**

If you want to add another device/landline, please send a request to [helpdesk@hip.wisc.edu](mailto:helpdesk@hip.wisc.edu) and they will help you get it set up. In the future, we will have a self-service portal where you can add devices yourself.

### What do I do if I change my phone number?

Please email HIP IT at [helpdesk@hip.wisc.edu](mailto:helpdesk@hip.wisc.edu) and they will send you a re-activation email to allow you to set up your new device/phone number.

In the future, we will have a self-service portal where you can make these type of changes yourself.

### I want to change my default setting so I automatically receive a push notification or phone call rather than being prompted to choose (or vice versa). How do I do this?

Please email HIP IT at [helpdesk@hip.wisc.edu](mailto:helpdesk@hip.wisc.edu) and they will send you a re-activation email to allow you to change your preferences.

In the future, we will have a self-service portal where you can make these type of changes yourself.

### I don't have access to any of the devices that I set up and I need to log in ASAP. How can I get in?

If you are in a situation where you don't have any of your designated phones nearby, you can email [helpdesk@hip.wisc.edu](mailto:helpdesk@hip.wisc.edu) or call HIP IT at 608-262-8301 and they can provide you a set of codes that will work for one day.

HIP IT is available during working hours M-F.

### Can DUO "remember me" for a few hours or day so I don't need to re-authenticate each time?

Currently, DUO does not offer this functionality for our type of installation. We are monitoring their releases and will roll out "Remember me" functionality as soon as it becomes available.