

VERSION 1.0
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MULTI-FACTOR AUTHENTICATION: DUO

END-USER INSTRUCTIONS

CREATED BY: INFORMATION SECURITY TEAM



STATE OF LOUISIANA

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EXPLANATION

As part of the Statewide Information Security Program, the State requires Multi-factor Authentication (MFA) when accessing Restricted Data remotely. Using MFA when accessing state resources dramatically improves security posture by requiring an additional factor of authentication.

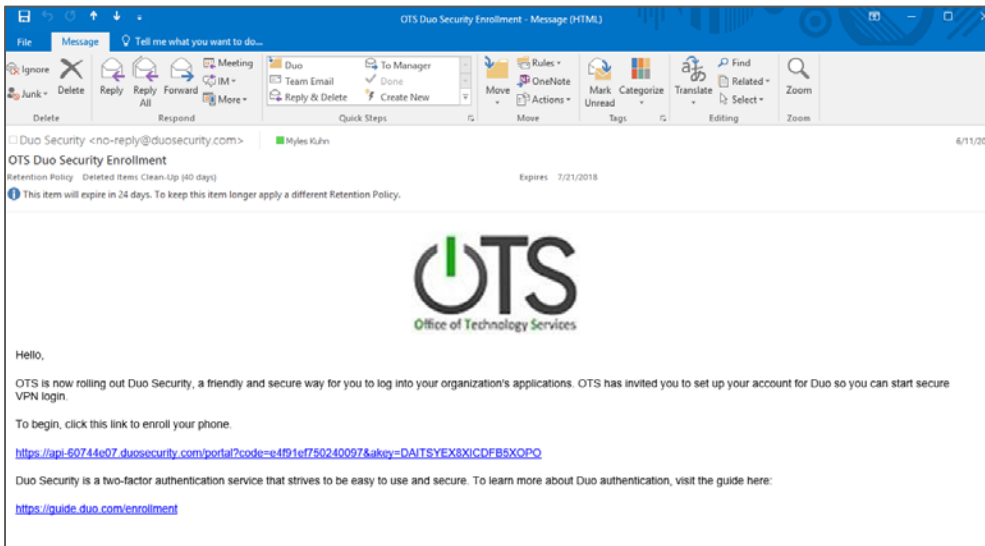
Multi-Factor Authentication is a method of verifying your identity by presenting two pieces of evidence (factors) to logon to a State system.

Factors of Authentication:

1. **Something Only You Know: Your Password** (*Important not to share or expose it*)
2. **Something Only You Have: Your Duo Token** (Mobile Device or Hard Token)
3. **Something Only You Are: Fingerprint (biometrics) – Not Applicable**

PREREQUISITES

Prior to completing the instructions within this document, you should have already received an automated enrollment from “no-reply@duosecurity.com” email in your “@la.gov” mailbox.



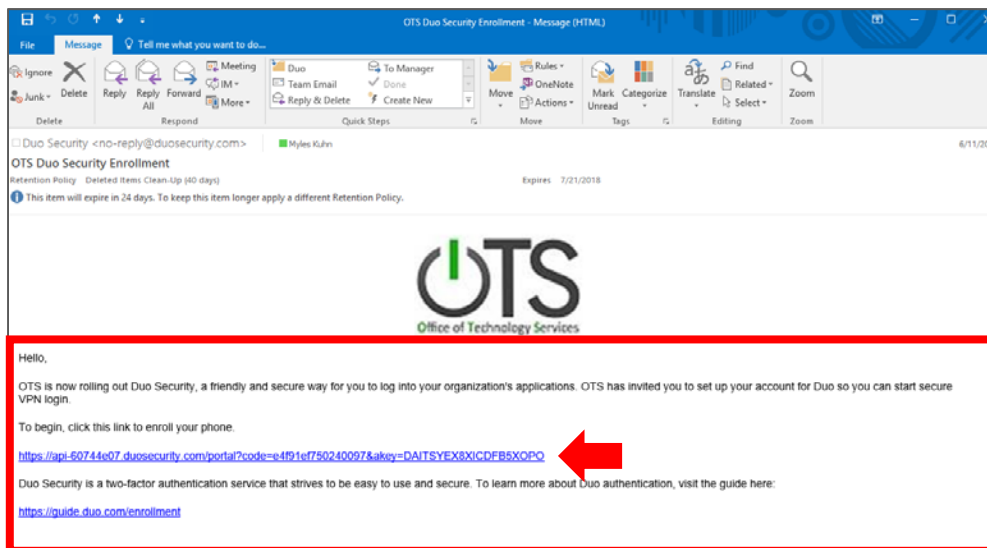
MOBILE DEVICE ENROLLMENT

ENROLLING A MOBILE DEVICE

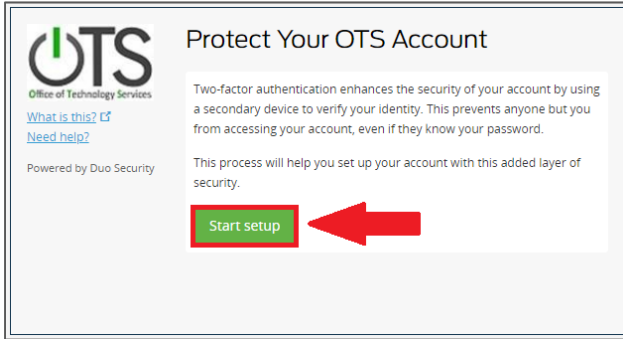
Open your “OTS DUO Security Enrollment” email on any workstation with internet connectivity.

1. **[From your Computer]**

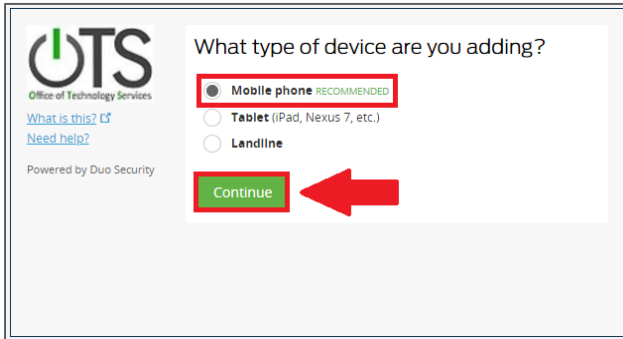
Click the link provided in your enrollment email.



2. Click **“Start Setup”**.



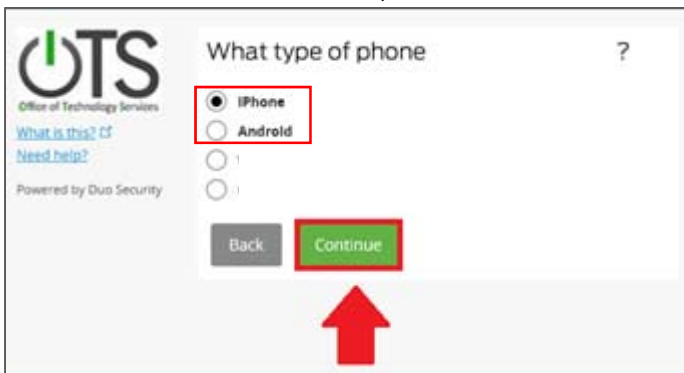
3. Select **“Mobile phone”** and click **“Continue”**.



4. Enter your (9-digit) telephone number and click **“Continue”**.



5. Select either **iPhone** or **Android**, and click **“Continue”**.



Once you select your phone type you will be instructed to install the Duo application on your specific mobile platform.

6. Follow the links below:



[Installing Duo Mobile for iOS](#)

(Page 6)

OR



[Installing Duo Mobile for Android](#)

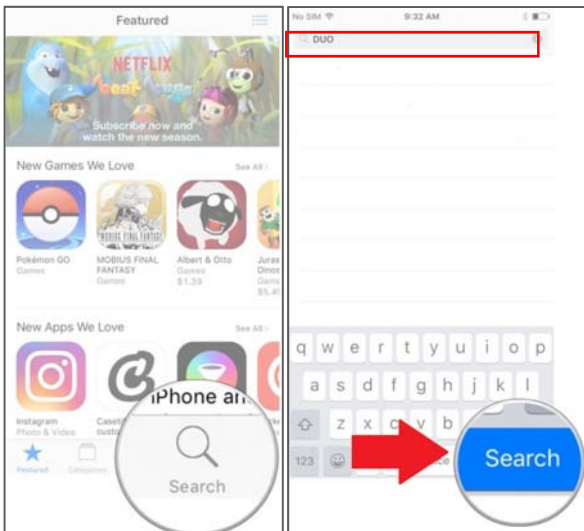
(Page 7)

INSTALLING DUO APPLICATION ON YOUR IPHONE

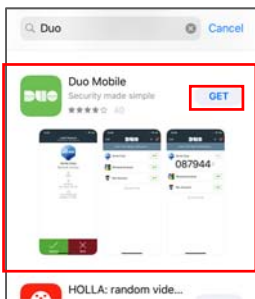
6.1. Select “App Store” on your iPhone



6.2. Select “Search” and search for “Duo Mobile”

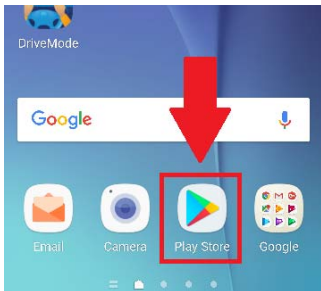


6.3. Find “Duo Mobile” and Select “Get”

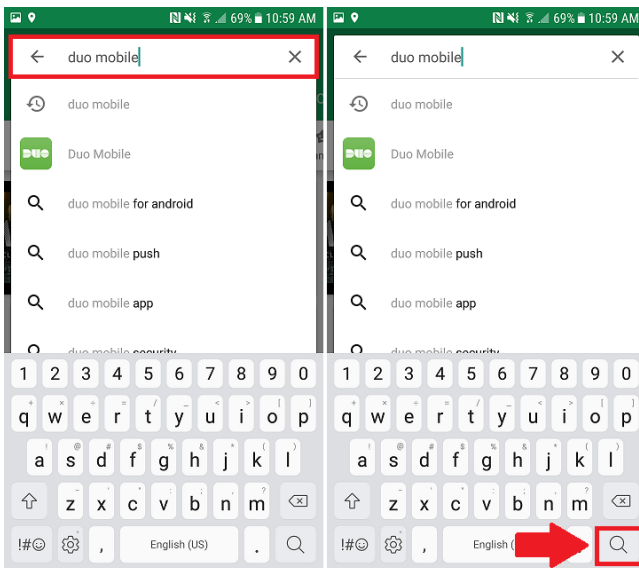


INSTALLING DUO APPLICATION ON YOUR ANDROID DEVICE

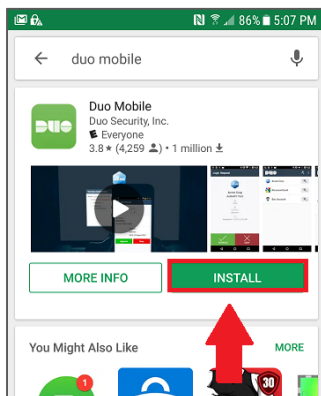
6.4. Select “Play Store” from your Android phone.



6.5. In the search bar at the top of the screen type “Duo Mobile” and tap the magnifying glass icon.

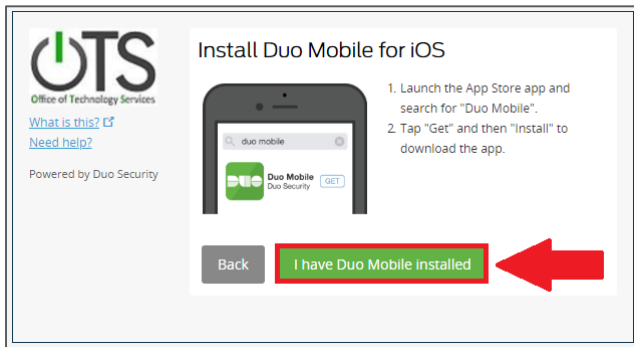


6.6. Tap “Install”



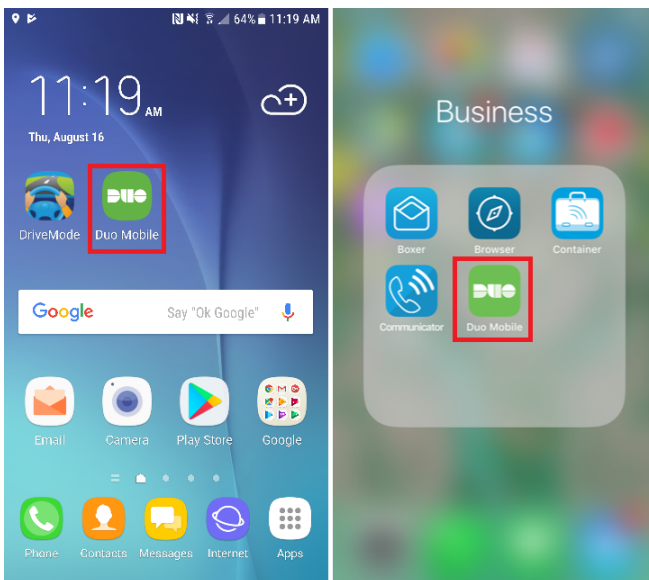
7. **[From your Computer]**

Once you have installed the app click **“I have Duo Mobile Installed”** and you will be presented with a QR code.

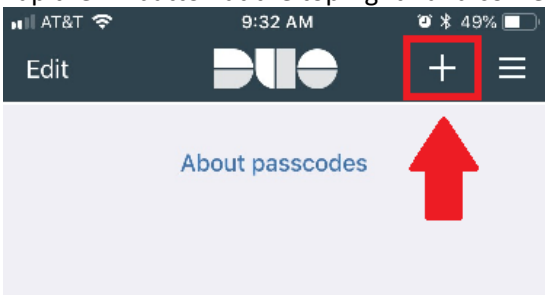


8. **[From your Mobile Device]**

Open the Duo mobile app

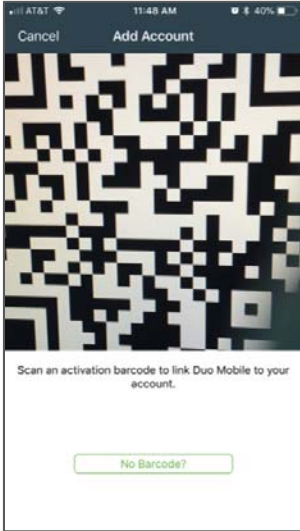


9. Tap the '+' button at the top right hand corner of the window



10. Using your mobile device's camera, scan the QR code we generated in step 7.

Note: You may be prompted to allow Duo mobile to access your camera.

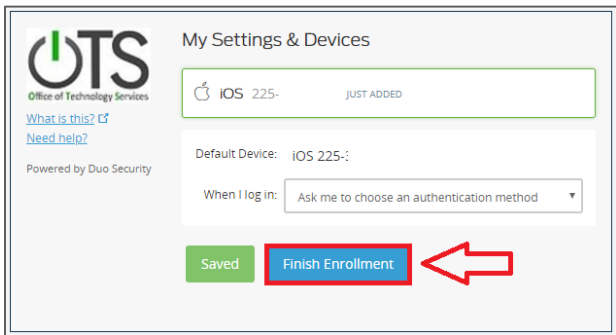


11. **[From your Computer]**

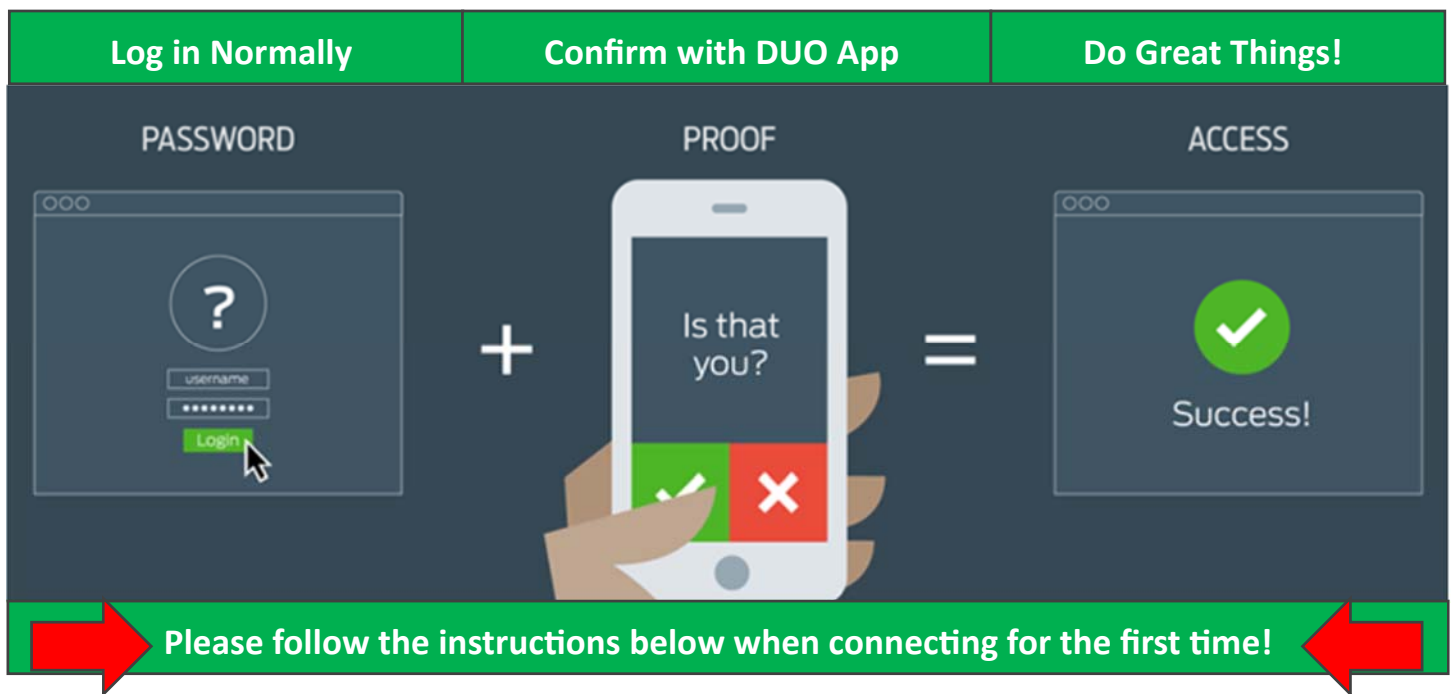
Click 'Continue'



12. Click "Finish Enrollment"



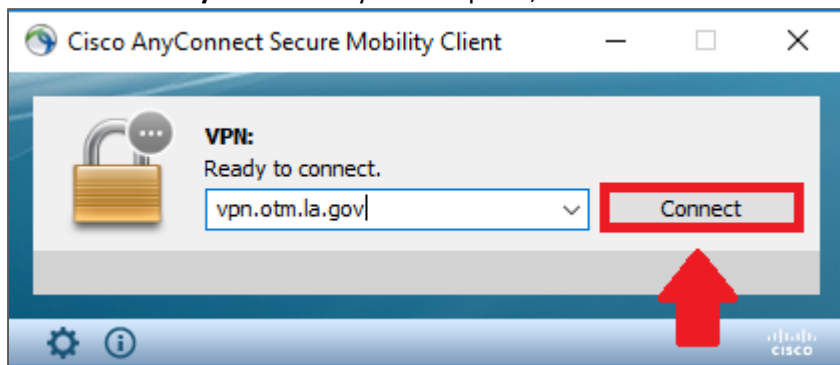
USING DUO FOR AUTHENTICATION



CONNECTING WITH DUO

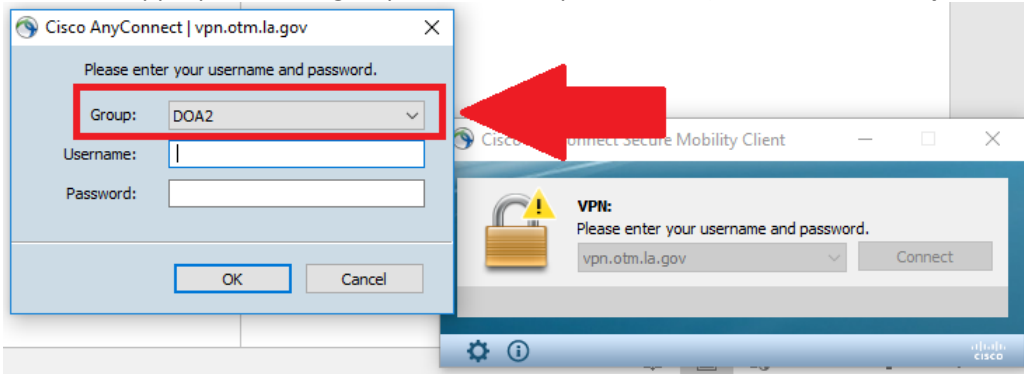
Once you have enrolled your device and activated it, you are ready to use Duo to authenticate to the VPN.

1. Launch **Cisco AnyConnect** on your computer, and click '**Connect**'.

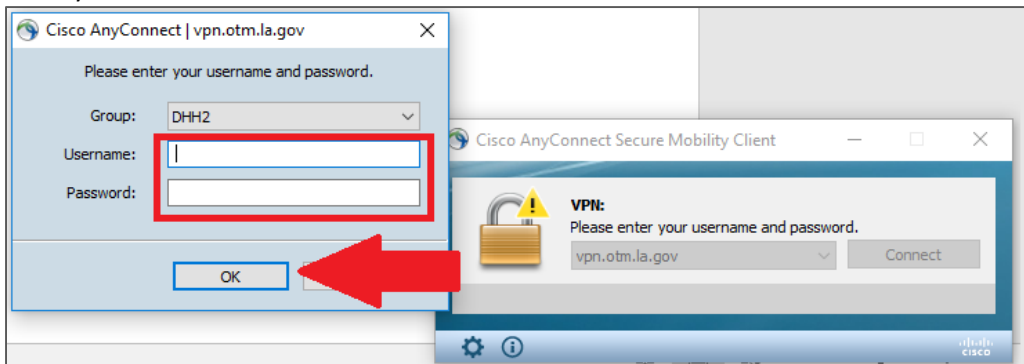


End-User Instructions : Multi-Factor Authentication (DUO)

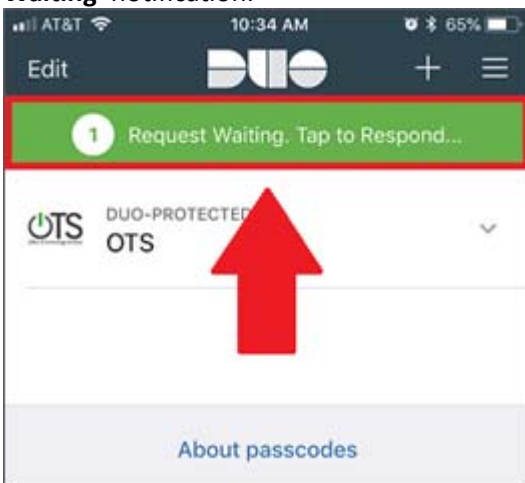
2. Select the appropriate VPN group from the drop down list. (All Duo MFA Groups end in '2')



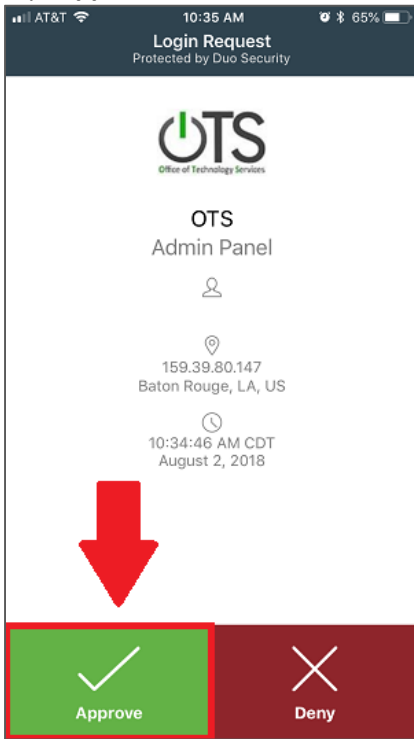
3. Enter you Username and Password and click 'OK'



4. You will receive a notification from Duo on your registered **mobile device**. Tap the green bar with the 'Request Waiting' notification.



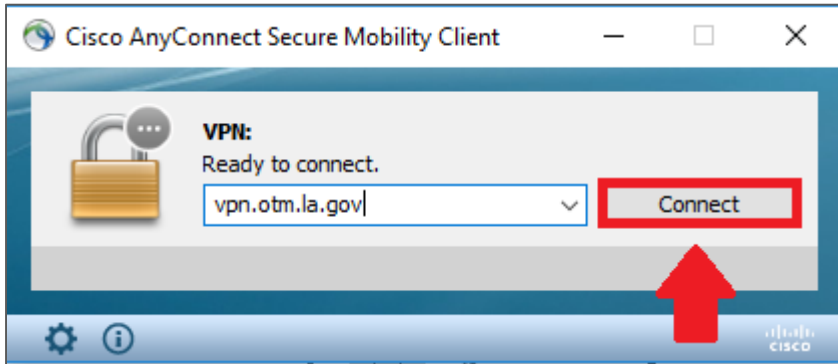
5. Tap **'Approve'** to allow authentication.



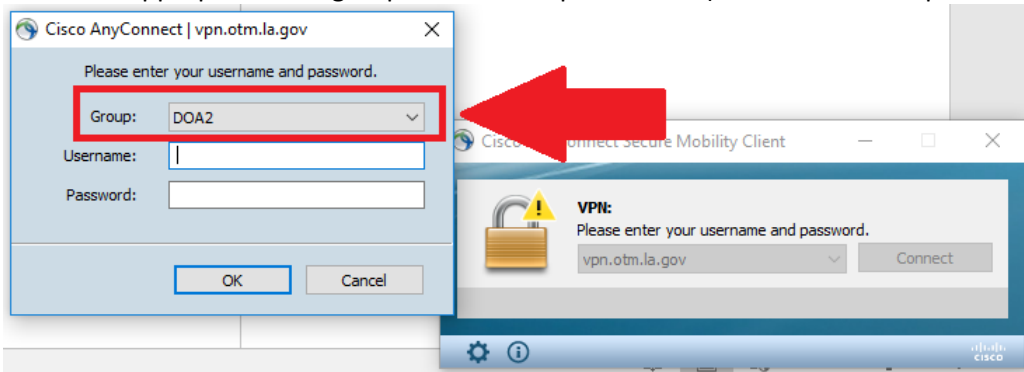
CONNECTING USING A DUO PASSCODE

You may not always receive a notification due to time out limits, or unforeseen network issues. If you did not receive a push notification, or you are using a bypass code, you will need to enter the passcode manually.

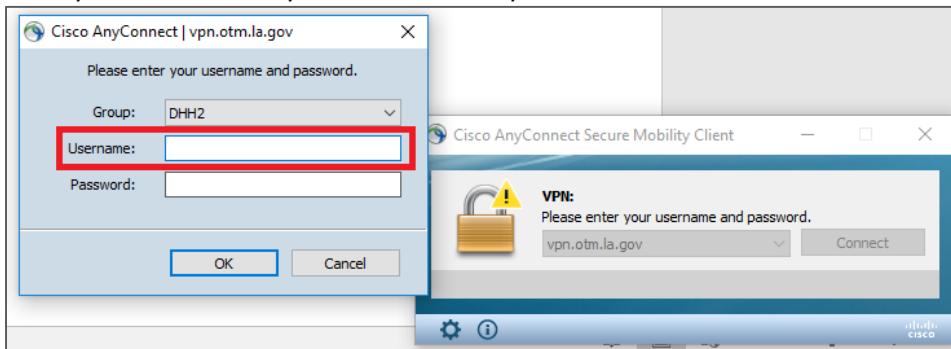
1. Launch **Cisco AnyConnect** on your computer, and click '**Connect**'.



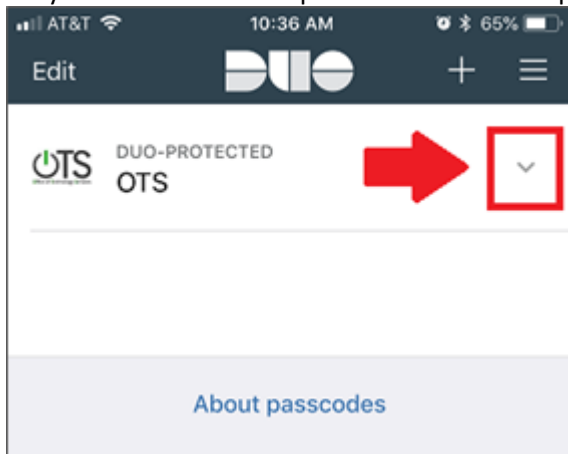
2. Select the appropriate VPN group from the drop down list. (All Duo MFA Groups end in '2')



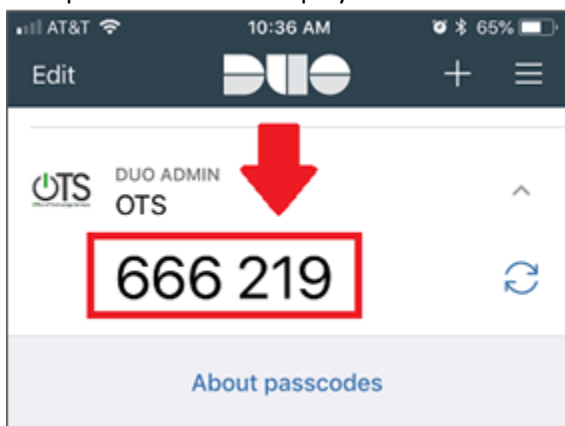
3. Enter you Username as you would normally



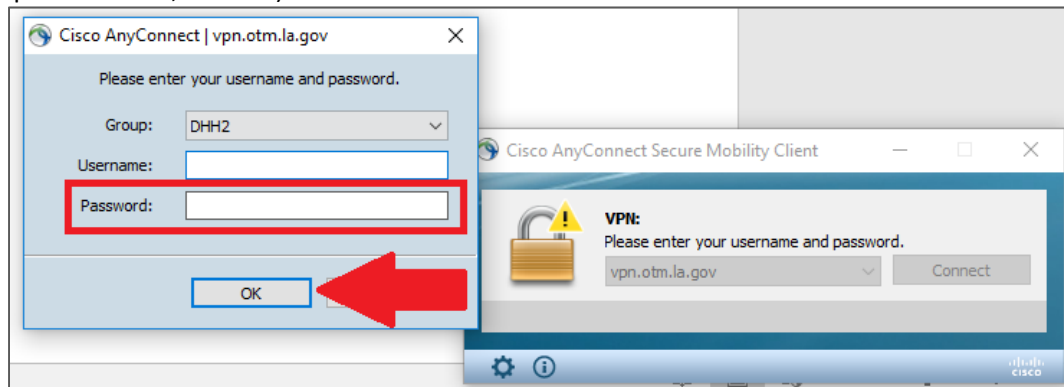
4. On your **mobile device** open the Duo Mobile app, and click the down arrow next to your account.



5. Your passcode will be displayed below the account.



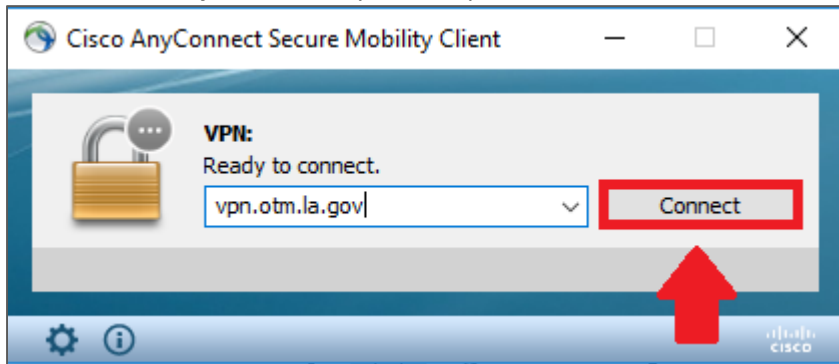
6. Enter your **password** followed by a **comma** and the **Duo passcode**. Click '**OK**'
(For example, given a password 'password123' and a Duo passcode '123456', you would enter 'password123,123456')



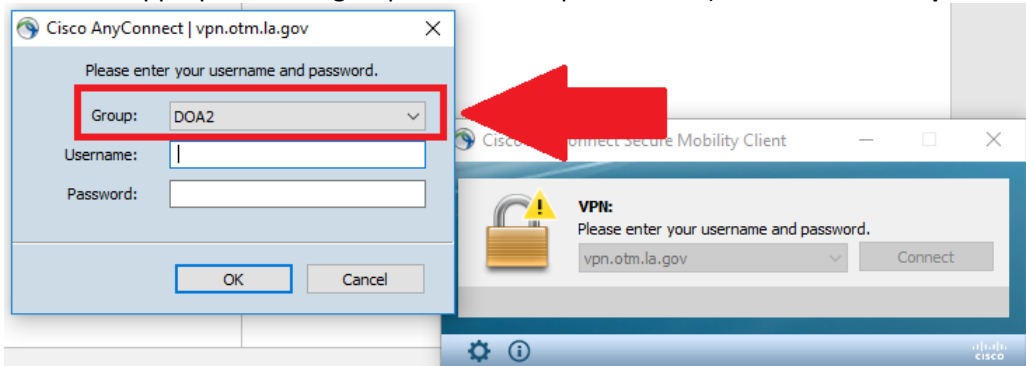
USING DUO HARDTOKEN

Using a hardware token works the same as using the mobile app and passkey. The only difference is the token generates the passkey for you.

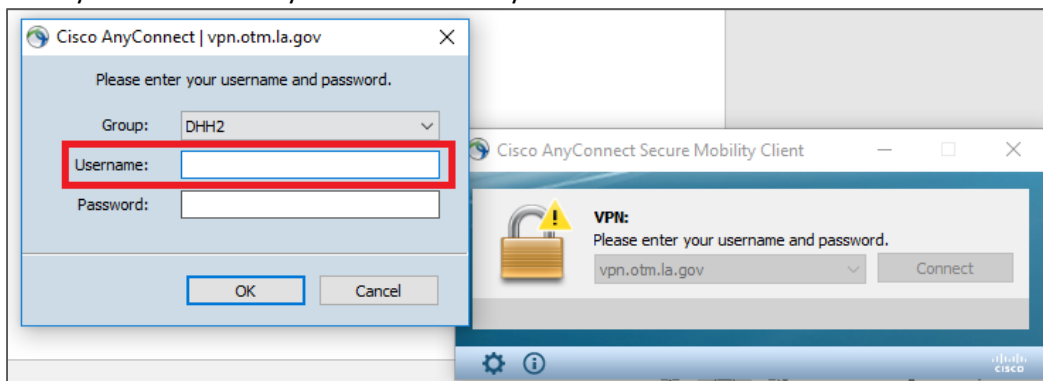
1. Launch **Cisco AnyConnect** on your computer, and click **'Connect'**.



2. Select the appropriate VPN group from the drop down list. (All Duo MFA Groups end in '2')



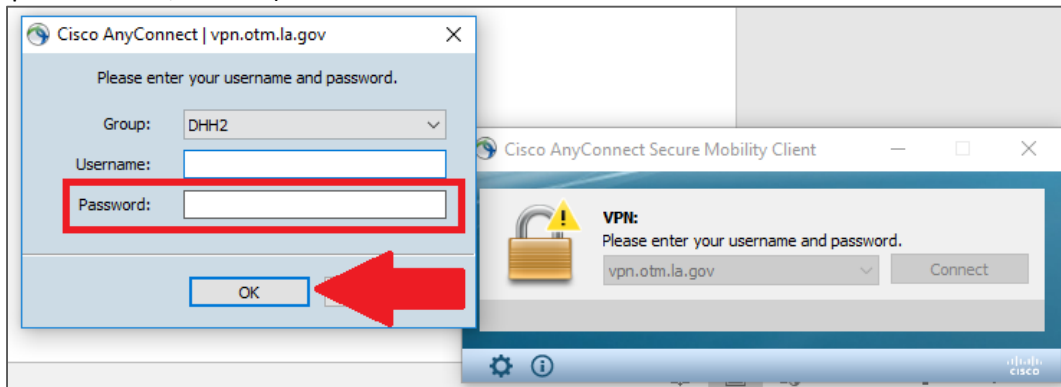
3. Enter you Username as you would normally



4. On your hardware token press the button to generate a passcode.



5. Enter your **password** followed by a **comma** and the **Duo passcode**. Click '**OK**'
(For example, given a password 'password123' and a Duo passcode '123456', you would enter 'password123,123456')



MOBILE DEVICE REPLACEMENT

STEPS TO TAKE

If you are upgrading to a new mobile device, or wish to authenticate from a different device, please contact EUC at **225-219-6900** for assistance.

LOST OR STOLEN PHYSICAL TOKEN

STEPS TO TAKE

If your token or mobile device is misplaced or stolen, please contact EUC at **225-219-6900** as soon as possible.

TROUBLE SHOOTING MOBILE APP

STEPS TO TAKE

If you are having difficulty with the mobile application, you will need to verify your mobile device and computer both have a good connection to the internet. You may also need to restart your device or reinstall the application.

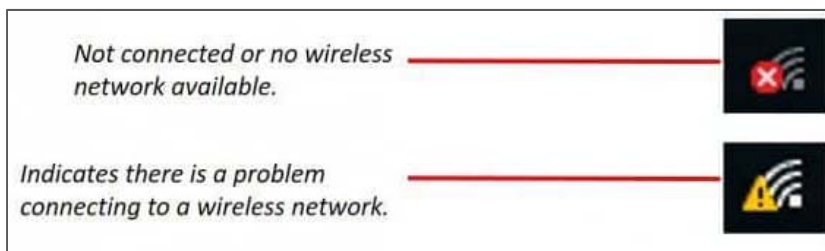
Note: If you choose to reinstall the application, you will need to contact EUC support at **225-219-6900** to reactivate your device.

VERIFYING DEVICE CONNECTION

1. **From your computer**, at the bottom right hand corner of the screen (near the time) locate the icon that looks like a computer monitor if you are connected to a physical connection. The Icon will look like a wireless signal if you are connected to a wireless access point.



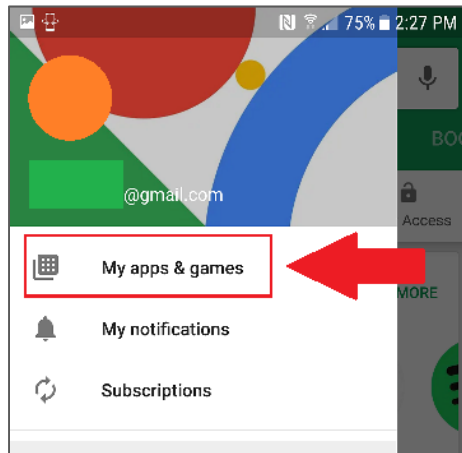
2. If you see a **red 'X'** or a **yellow warning sign** you may need to contact EUC at **225-219-6900** for further assistance.



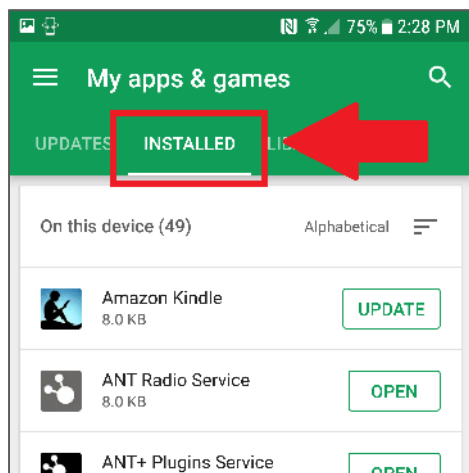
3. **From your mobile device**, attempt to open a web page or send an email. If neither of these are working you may need to relocate to get a better signal, or contact your mobile network provider for assistance.

UNINSTALLING DUO MOBILE ON ANDROID

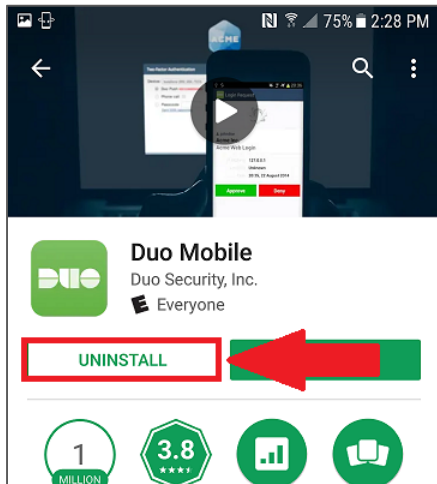
1. From the Settings menu in the 'Play Store' app tap 'My apps & Games'.



2. Tap the 'Installed' tab at the top of the page and select the Duo Mobile app. (you may need to scroll down)

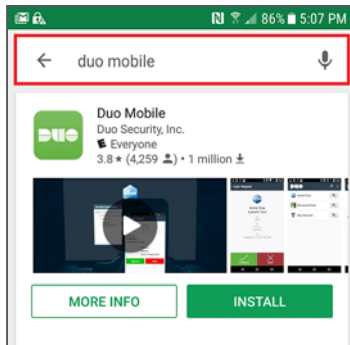


3. Tap 'Uninstall'

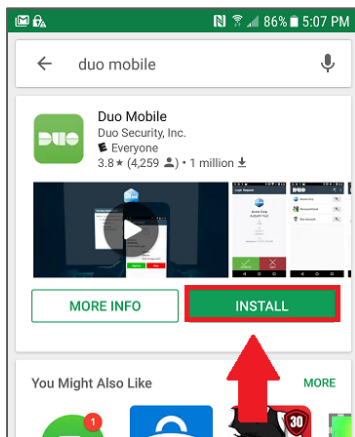


REINSTALLING DUO MOBILE ON ANDROID

1. Launch the 'Play Store' app and search for "Duo Mobile"

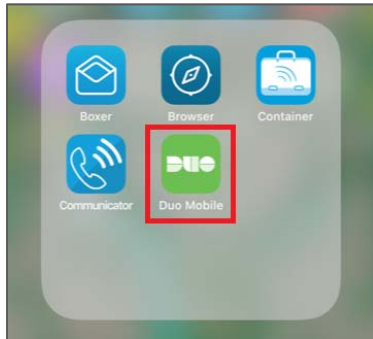


2. Click 'Install'

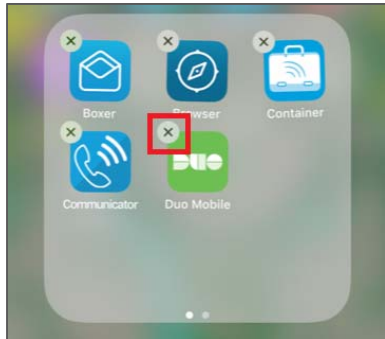


UNINSTALLING DUO MOBILE ON IOS

1. Locate the Duo Mobile app on your IOS device.

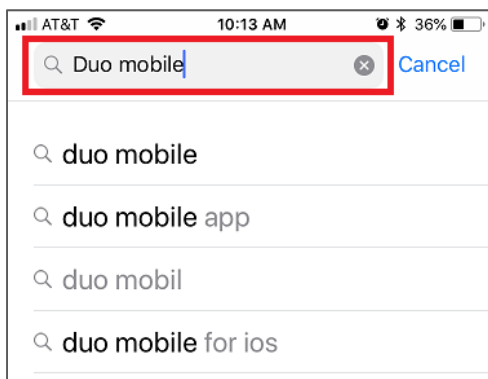


2. Tap and hold the icon until it starts shaking. Then tap the 'X' icon next to the app.



REINSTALLING DUO MOBILE ON IOS

1. Launch the 'App Store' app and search for "Duo Mobile"



2. Click the **cloud icon** or '**Get**' if you have not installed the application before.

