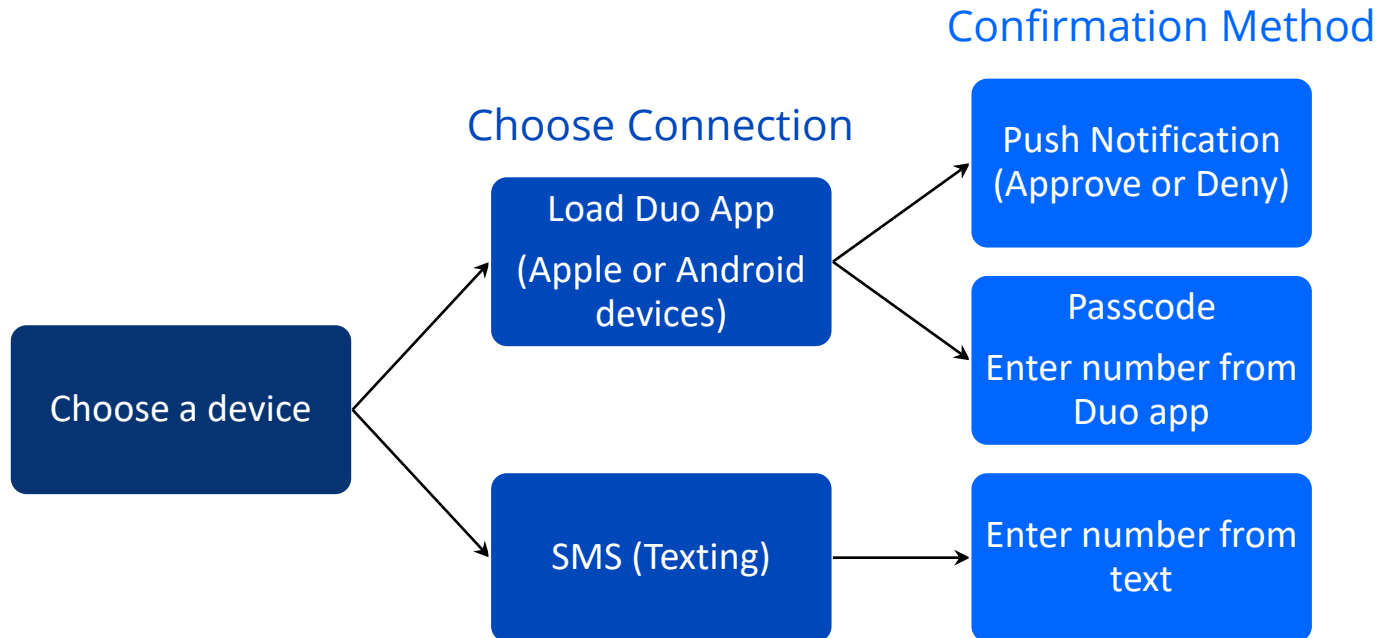


Multi-Factor Authentication Instructions

Overview

The decision tree below shows the steps you can take to use multi-factor authentication. These steps are described in detail within this document.




Enrollment


- Click **Start setup** to begin the enrollment process.

The screenshot shows a webpage titled "Protect Your Heartland Community College Account". On the left is the Heartland Community College logo. The main text explains that two-factor authentication enhances account security by using a secondary device. It includes a "Start setup" button and links for "What is this?" and "Need help?".

- If you would like to use your cell phone as the authentication device, select **Mobile phone**, then click **Continue**. The authentication device is not your current work device, but a secondary device that the authentication service (Duo Mobile) will use for authentication purposes only.



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[What is this?](#) 

[Need help?](#)


What type of device are you adding?

Mobile phone RECOMMENDED


Tablet (iPad, Nexus 7, etc.)

[Continue](#)

- Enter your mobile phone number, click the check box, then click **Continue**





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[What is this?](#) 

[Need help?](#)

Enter your phone number

United States 


+1 3095551234 

Example: (201) 254-3070

You entered (309) 555-1234. Is this the correct number?

[Back](#) [Continue](#)

- If you wish to install the app on your phone, select your specific device type (**iPhone**, **Android**, **Windows Phone**), then **Continue**.
- If you do not want to install the app, you can use text messages. To use text messages instead, select **Other (and cell phones)**, then **Continue**.



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

What type of phone is 309- [REDACTED] ?


iPhone
 Android
 Windows Phone
 Other (and cell phones)

[Back](#) [Continue](#)

Enrollment by Device Type


Selecting **iPhone**, **Android**, or **Windows Phone** will provide instructions for downloading the Duo Mobile app, while **Other (and cell phones)** will provide instructions for SMS authentication.

- **iPhone**
 - After you install the app, click **I have Duo Mobile installed** to proceed.



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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.

[Back](#) [I have Duo Mobile installed](#)

- **Android**
 - After you install the app, click **I have Duo Mobile installed** to proceed.




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[Need help?](#)

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](#)

- **Windows Phone**

- After you install the app, click **I have Duo Mobile installed to proceed.**

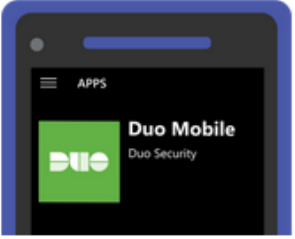


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[What is this?](#) 

[Need help?](#)

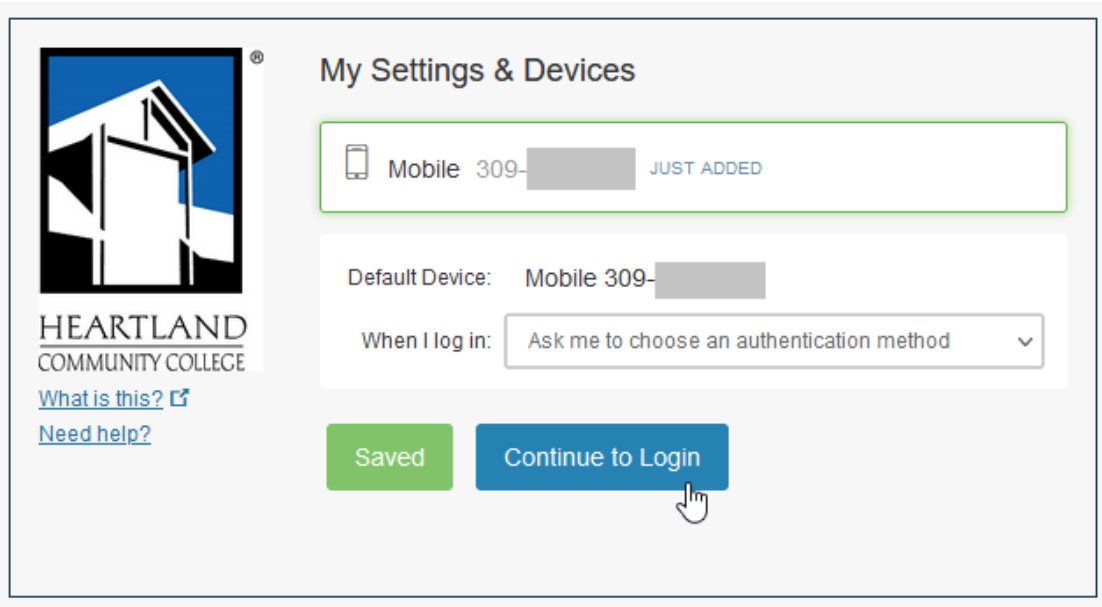
Install Duo Mobile for Windows Phone



1. Search for "Duo Mobile" in the store.
2. Tap "install" to install the app.

[Back](#) [I have Duo Mobile installed](#)

- Other (and cell phones)
SMS without the Duo Mobile App method



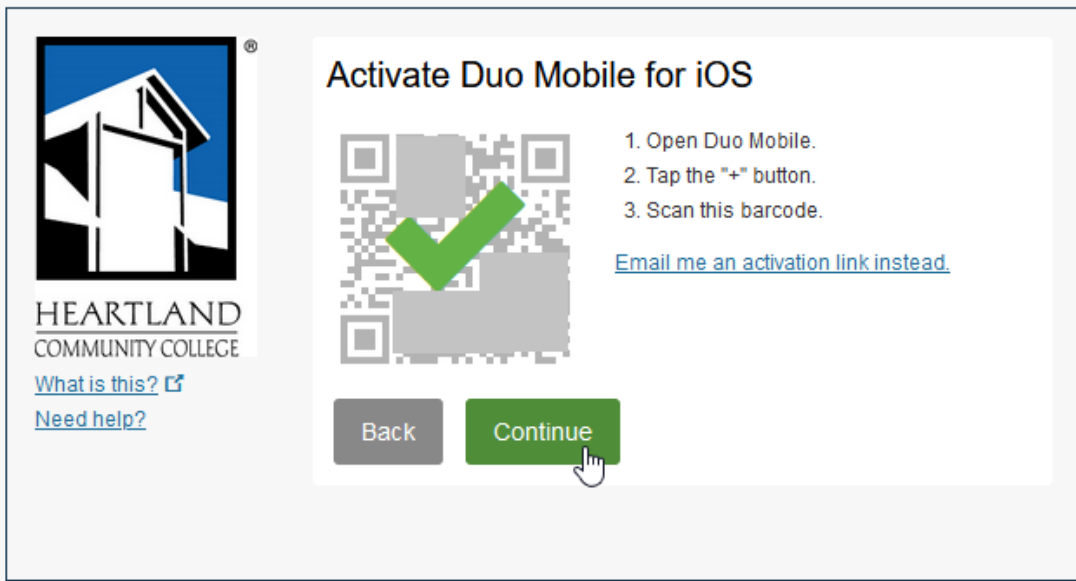
Activation for the Duo Mobile App

The Duo Mobile app must be activated on iPhone, Android or Windows Phone as follows.

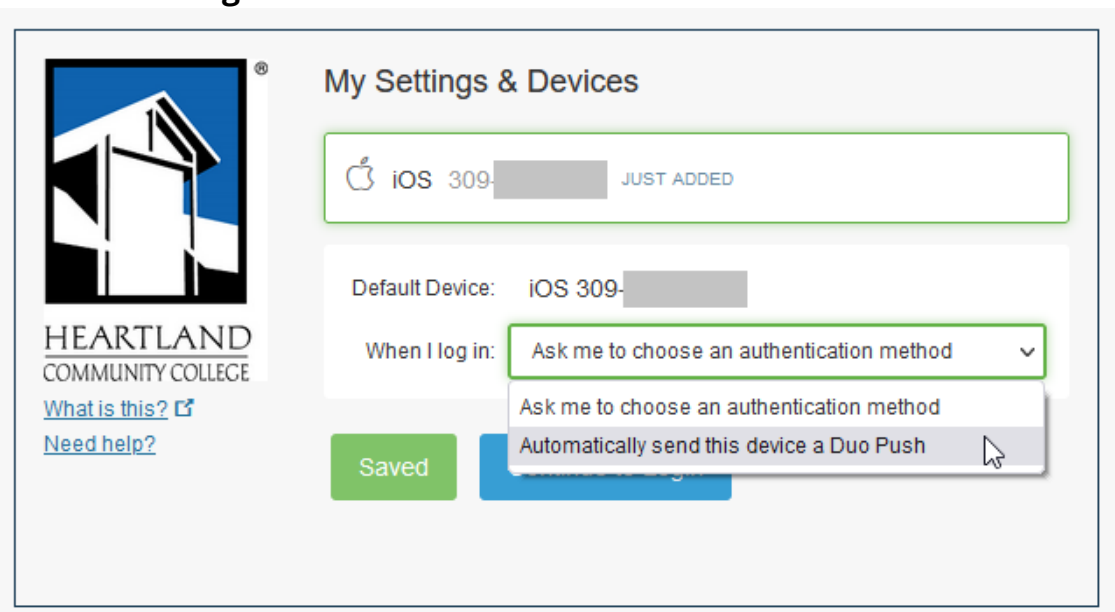
- Click the + icon to add a new account, then scan the provided QR code.



- You will see a green check box after the QR code has been scanned. Click **Continue** to proceed.



- Select **Automatically send this device a Duo Push** from the drop-down menu, then **Continue to Login**.



Authentication

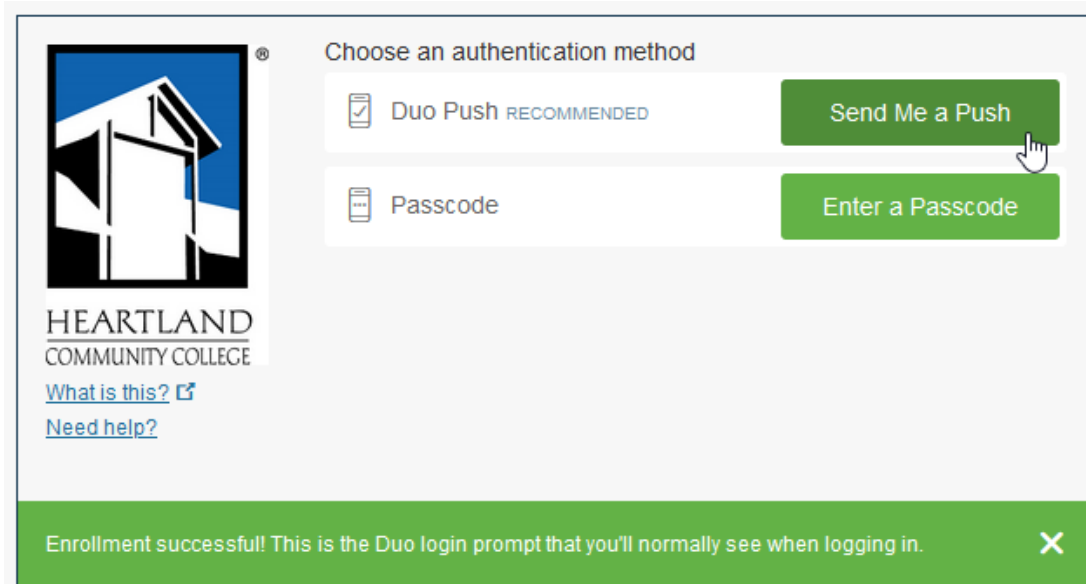
You will be prompted for authentication when accessing Office 365 or Citrix VDI on new devices. After the initial enrollment you may receive numerous prompts on your devices, however these will decrease as time goes on.

If you are using the Duo Mobile app on iPhone, Android, or Windows Phone, you should automatically receive a Push notification requesting approval.

If you opted to ask for authentication method each time, you will need to select your authentication method.

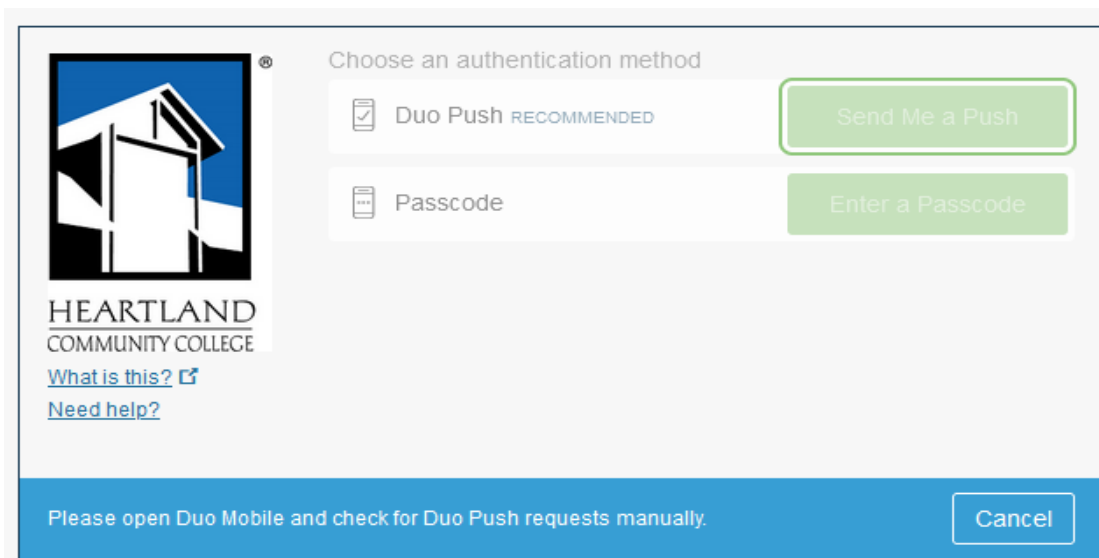
Duo Mobile App

Push Method



The screenshot shows the Duo Mobile App authentication interface for Heartland Community College. On the left is the college logo and name. The main area is titled "Choose an authentication method" and contains two options: "Duo Push RECOMMENDED" with a green "Send Me a Push" button, and "Passcode" with a green "Enter a Passcode" button. A mouse cursor is pointing at the "Send Me a Push" button. At the bottom, a green banner states "Enrollment successful! This is the Duo login prompt that you'll normally see when logging in." with a close button (X).

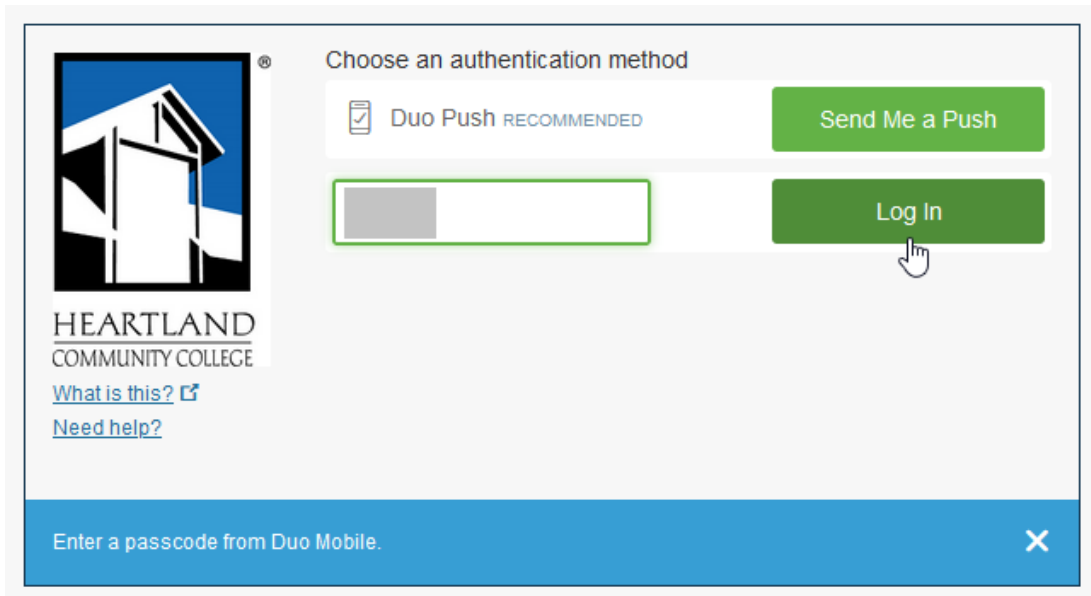
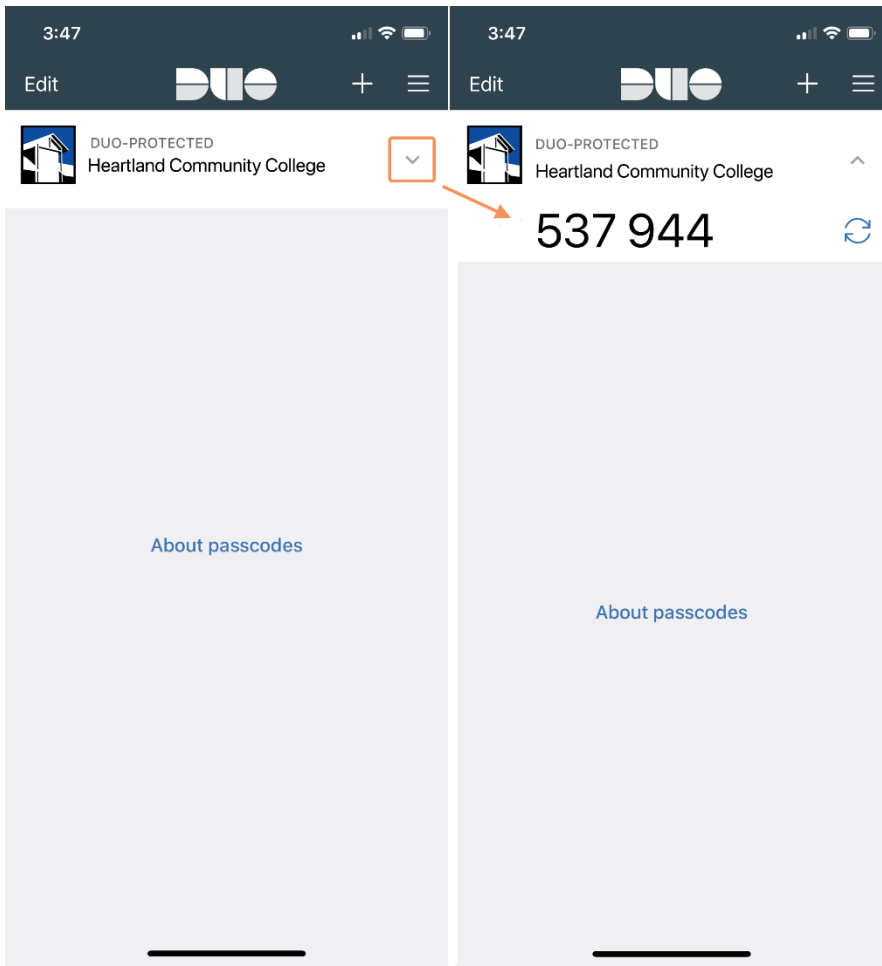
- Click **Send Me a Push**, then approve the push request on your mobile device.



This screenshot is identical to the previous one, but the "Send Me a Push" button is now highlighted with a green border. At the bottom, a blue banner contains the text "Please open Duo Mobile and check for Duo Push requests manually." and a "Cancel" button.

Passcode Method

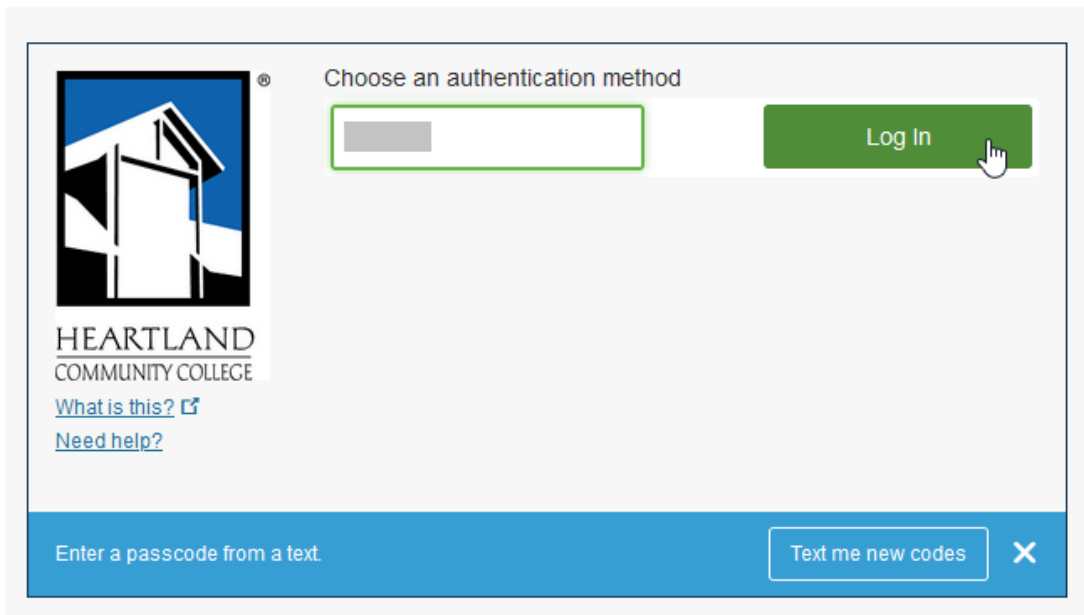
- Enter the 6-digit, one-time passcode generated by the Duo App on your device, then click Log In.



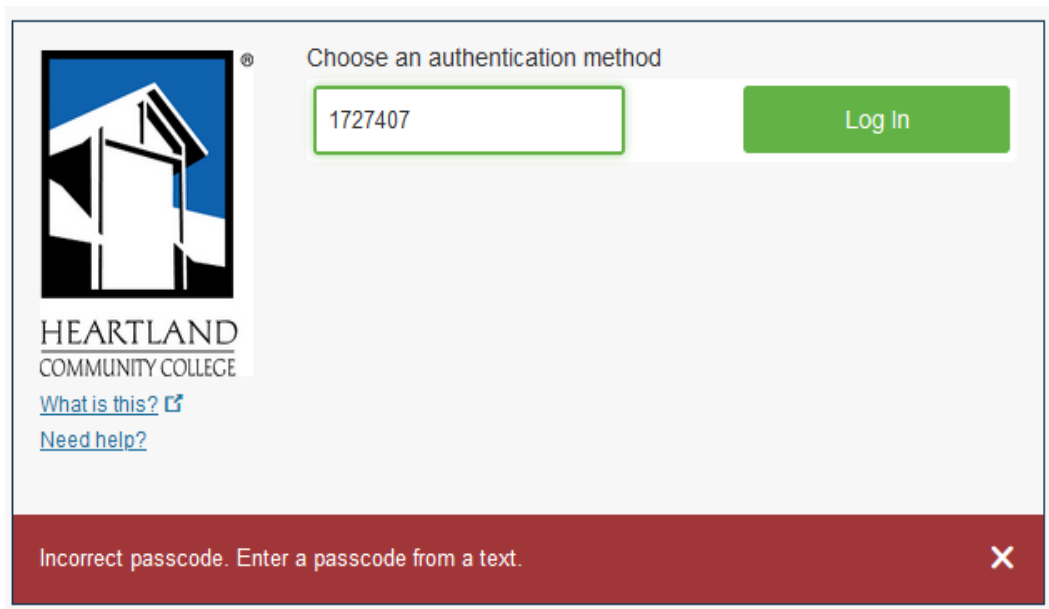
Without the Duo Mobile App

SMS/Text Method

- If you are **not** using the Duo Mobile App, the *Other (and cell phones)* option, click **Text me new codes**, enter the code you received, then click **Log In**.



- Texted passcodes can be used **one time only**. If you enter a passcode twice, you will see this error message:



After authenticating you will be redirected to your service.

Please let us know about any issues as well as any feedback you may have. When providing feedback, please try to include as much information about the event as possible (Opened Teams app on my office computer and received a prompt; Using Outlook app on mobile phone connected HCC_Dev and received a prompt; etc.)

For additional help with [device enrollment](#) or information on two-factor authentication with Duo visit <https://guide.duo.com/>.