

Multi-Factor Authentication (MFA) User Guide

MFA provides a second layer of security for your MCW account by requiring two pieces of information to authenticate your identity: your MCW password (something you know) and verification via an app or a text (something you have). MCW uses **Duo Security** and **Microsoft Authenticator** to protect various systems and services.

How to configure Duo Security

We recommend completing your Duo enrollment on a desktop or laptop computer instead of a mobile device.

Duo Security is the MFA tool that protects services such as Citrix, Qualtrics, Box, and remote access to InfoScope amongst others.

To enroll, MCW-IS will add your MCW username to the system. This in turn will generate an enrollment email that will be sent to your MCW email address. The email will come from **Duo Security** with the subject line “Duo Security Enrollment.” Click the enrollment link contained within the email. You may also be prompted to enroll upon your first login attempt to one of these services.

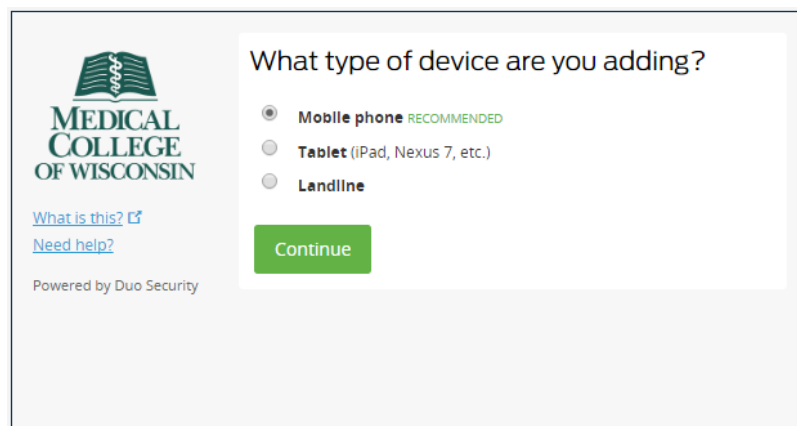
1. Welcome Screen

Click **Start setup** to begin enrolling your device.



2. Choose Your Authenticator

Select the type of device you'd like to enroll and click **Continue**. For the best experience, we recommend enrolling a mobile phone.



3. Type Your Phone Number

Select your country from the drop-down list and type your phone number. Use the number of your smartphone, landline, or cell phone that you'll have with you when you're logging in.

Then, double-check that you entered it correctly, check the box, and click **Continue**.

The screenshot shows the 'Enter your phone number' screen. On the left is the Medical College of Wisconsin logo and text: 'MEDICAL COLLEGE OF WISCONSIN', 'What is this? Need help?', and 'Powered by Duo Security'. The main content area has the title 'Enter your phone number'. Below the title is a dropdown menu set to 'United States'. A text input field contains '+1 4149554357' with a green checkmark to its right. Below the input field is an example: 'ex: (201) 234-5678'. A checkbox is checked, with the text '(414) 955-4357 This is the correct number.' Below this are two buttons: 'Back' and 'Continue'.

If you're enrolling a tablet, you aren't prompted to enter a phone number.

4. Choose Platform

The screenshot shows the 'What type of phone is 414-955-4357?' screen. On the left is the Medical College of Wisconsin logo and text: 'MEDICAL COLLEGE OF WISCONSIN', 'What is this? Need help?', and 'Powered by Duo Security'. The main content area has the title 'What type of phone is 414-955-4357?'. Below the title are five radio button options: 'iPhone', 'Android', 'BlackBerry', 'Windows Phone', and 'Other (and cell phones)'. Below the options are two buttons: 'Back' and 'Continue'.

Choose your device's operating system and click **Continue**.

5. Install Duo Mobile

We recommend installing the Duo Mobile app as the simplest way to authenticate. Follow your device's instructions to install. After installing the app, return to the enrollment window and click **I have Duo Mobile installed**.

The screenshot shows the 'Install Duo Mobile for iOS' screen. On the left is the Medical College of Wisconsin logo and text: 'MEDICAL COLLEGE OF WISCONSIN', 'What is this? Need help?', and 'Powered by Duo Security'. The main content area has the title 'Install Duo Mobile for iOS'. Below the title is an image of an iPhone displaying the Duo Mobile app in the App Store search results. To the right of the image are two numbered steps: '1. Launch the App Store app and search for "Duo Mobile".' and '2. Tap "Get" and then "Install" to download the app.' Below the steps is a note: 'Tap "OK" when asked if Duo Mobile should be able to send push notifications.' Below this are two buttons: 'Back' and 'I have Duo Mobile installed'.

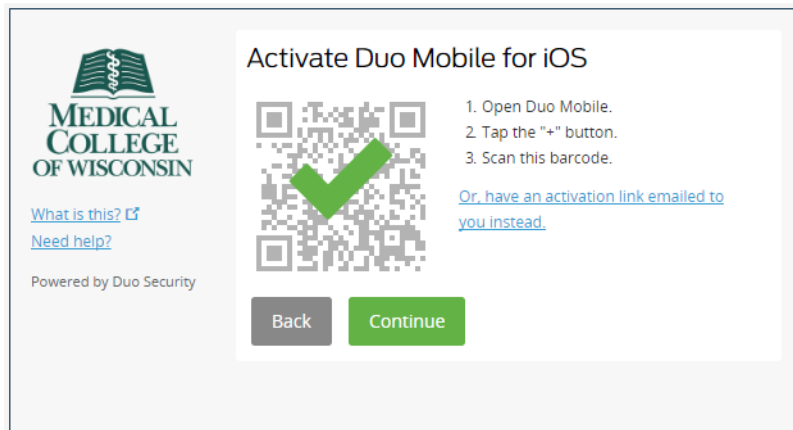
6. Activate Duo Mobile

Activating the app links it to your account so you can use it for authentication.

On iPhone or Android, activate Duo Mobile by scanning the barcode with the app's built-in scanner. Follow the platform specific instructions for your device. **DO NOT SCAN THE BELOW BARCODE.** Be sure to scan the one on your monitor.



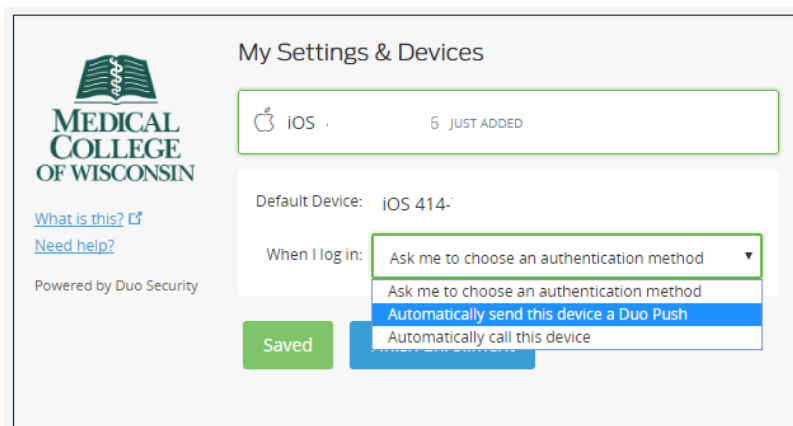
The **Continue** button is clickable after you scan the barcode successfully.



Can't scan the barcode? Click **Or, have an activation link emailed to you instead.** and follow the instructions.

7. Configure Device Options

You can use **Device Options** to give your phone a more descriptive name, or you can click **Add another device** to start the enrollment process again and add a second phone or another authenticator.



If this is the device you'll use most often, then you may want to enable automatic push requests by clicking the **When I log in:** option and changing the setting to **Automatically send this device a Duo Push** or **Automatically call this device** and click **Save**. With one of the automatic options enabled, Duo automatically sends an authentication request via push notification to the Duo Mobile app on your smartphone or a phone call to your device (depending on your selection).

Click **Finish Enrollment** to complete.

Please note: when using the Mobile App, you may be prompted to activate or turn on your device's security lock (i.e. passcode) if you do not currently have this feature turned on as this is requirement of Duo. This is to ensure that a third-party is not able authenticate a login attempt.

How to configure Microsoft Authenticator

Microsoft Authenticator is the MFA tool that is used for Microsoft services such as Office 365, MCW email, OneDrive for Business, and Office Online.

You can complete this enrollment prior to logging into your email for the first time by navigating to: <https://aka.ms/mfasetup>. Sign in with your MCW email address and password. You will be prompted that more information is required. Click **Next**.

Select your preferred method of verification from the dropdown field: **Authentication Phone** or **Mobile app** (recommended). The option "Office phone" will not work in the MCW environment.

The screenshot shows a web page titled "Additional security verification". Below the title is a subtitle: "Secure your account by adding phone verification to your password. View video to know how to secure your account". The main heading is "Step 1: How should we contact you?". There are three input fields: a dropdown menu for "Authentication phone" (with "Authentication phone" selected), a dropdown for "Select your country or region", and a text input field. Below these is a "Method" section with two radio button options: "Send me a code by text message" and "Call me". A blue "Next" button is located on the right side. At the bottom, a small box contains the text: "Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply."

Set up Mobile App

*This method installs the Microsoft Authenticator app on the smartphone or tablet of your choice. If you do not want to use the Mobile App, skip to **Set up Authentication Phone**.*

Select **Receive notifications for verification** to authenticate with a push notification [recommended] or **Use verification code** to manually enter a code generated by the app. Click **Set up**.

Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

Step 1: How should we contact you?

Mobile app ▼

How do you want to use the mobile app?

- Receive notifications for verification
- Use verification code

To use these verification methods, you must set up the Microsoft Authenticator app.

Set up

Please configure the mobile app.

You will then be prompted to configure the mobile app. You will need to download the Microsoft Authenticator app from your device's App Store. Then follow these instructions (DO NOT SCAN THIS BARCODE. SCAN THE ONE ON YOUR COMPUTER.):

Configure mobile app

Complete the following steps to configure your mobile app.

1. Install the Microsoft authenticator app for Windows Phone, Android or iOS.
2. In the app, add an account and choose "Work or school account".
3. Scan the image below.



If you are unable to scan the image, enter the following information in your app.

Code: 601 404 852

Url: <https://co1pfpad15.phonefactor.net/pad/668936589>

If the app displays a six-digit code, choose "Next".

Next

cancel

Set up Authentication Phone

Use this method to receive a text or a phone call at a number of your choice.

Select the country/region of your phone number and enter your cellphone number. Select **Send me a code by text message** or **Call me** and click **Next**.

Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

Step 1: How should we contact you?

Authentication phone

Select your country or region

Method

Send me a code by text message

Call me

Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.

How to Get Support

If you have any questions regarding Multi-Factor Authentication, or you have problems installing Duo or Microsoft Authenticator, please contact your department's IT support representative.