How to Enroll in Multifactor Authentication

These instructions provide information on the steps required to enroll in MFA, how to register your mobile device using the “Duo Mobile” app, and how to register a backup device.

Verify Your Identity

Step 1: Go to https://mfa.untsystem.edu and enter your EUID and password.

Step 2: Select “Enroll in MFA”.

Step 3: When prompted, verify your identity by entering three forms of personal information:

- Your date of birth
- Your social security number
- The secret answer that you provided in the Account Management System, https://ams.unt.edu
Register Your Mobile Device and Install the Duo Mobile App

**Step 4:** Click “Start Setup”.

**Step 5:** Select the type of device that you will register. The recommended type is mobile phone.

Click “Continue”.

**Step 6:** Enter your mobile number. Select “Continue”.

Click “Continue”.

![Mobile device registration screenshot]

![Phone number entry screenshot]
Step 7: Select the mobile device operating system.
Click “Continue”.

Step 8: Install the free “Duo Mobile” app.

After you have installed the Duo Mobile app, select “I have Duo Mobile installed”.

Step 9: Using the Duo Mobile app on your mobile device, follow the prompt to point your camera at the QR code on the screen. Your device will be instantly registered in the MFA system.
Click “Continue”.
Step 10: Success!!

Click Dismiss to return to the Duo screen.
Register a Backup Device

It is strongly recommended that you register a second device or method as a backup option for multifactor authentication. Adding a second device will allow you to use protected resources in the event you do not have access your mobile device.

**Step 1:** Select “Add another device” and follow instructions.

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Sample Backup Option: Register a Landline

**Step 2:** After selecting “Add another device” (above), Select “Landline” then select “Continue”.

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Step 3: Enter the telephone number that you will use for backup multifactor authentication. (Note: this may be any phone number to which you have access.)

Then click “Continue”.

Step 4: Success! You have now added a backup method for multifactor authentication.
Logout of the MFA Portal

Select the logout button from the menu bar.

Resources protected by MFA will present an authentication screen and allow you to choose the authentication method. The example below sends a request to your mobile device.

**Step 1:** Choose “Send Me a Push” to send the response to your mobile device.

**Step 2:** Open the “Duo Mobile” app on your mobile device.
Step 3: Tap “Approve” from the Duo Mobile app screen to unlock the protected resource or you may follow the prompt from a landline call or SMS passcode to unlock the protected resource.

If you have any questions or need assistance, you may contact your local department’s IT support group or helpdesk. Due to the sensitivity and security regarding this, the IT support desk will request you to provide verification of identity.

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http://helpdesk.unt.edu
helpdesk@unt.edu
940-565-2324

UNT HSC Helpdesk:
http://helpdesk.unthsc.edu
817-735-2192

UNT Dallas Helpdesk:
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