

Need Help with Duo Multifactor Authentication? We Can Lend a Hand!

Step 1: Register a Mobile Phone or Tablet for Multifactor Authentication

1. Log in to accounts.pitt.edu with your University Computing Account username and password.
2. Click **Add/Manage Pitt Passport Devices**.
3. Click **Start Setup**.
4. Select **Mobile phone** and click **Continue**. (To register a tablet, select Tablet.)
5. Enter your mobile phone number, verify it is the correct phone number by selecting the checkbox, and click **Continue**.
6. Select the type of phone you are registering and click **Continue**. (If you are registering a non-smartphone, click Other and complete the remaining screens that display in the wizard.)
7. Install the Duo Mobile App for your phone. When the app is installed, click **I have Duo Mobile installed**.
8. Scan the barcode. To do so, open the Duo Mobile app on your phone, tap the plus (+) sign on the app, and use your phone to scan the barcode on your computer screen.
9. Once the barcode has been scanned, an Activate Duo Mobile screen will display on your computer (for example, “automatically send this device a Duo Push”). Click **Continue**.
10. Choose what you want to happen when you log in to a service that requires multifactor authentication. When you are finished, click **Save**.
11. To register a second device, click **Add another device** and follow the same steps.

Step 1: (Alternative): Register a Landline (Office Phone) or non-Smartphone for Multifactor

1. Log in to accounts.pitt.edu with your University Computing Account username and password.
2. Click **Add/Manage Pitt Passport Devices**.
3. Click **Start Setup**. (Note: If you have already registered a device, click **Add another device** instead of Start Setup.)
4. Select **Landline** and click **Continue**. (Keep in mind that registering a mobile phone is recommended.)
5. Enter the phone number, verify that it is the correct number by selecting the checkbox, and click **Continue**.
6. The landline will display in the list of devices you have registered. If you want to make your landline the primary device you use to log in with multifactor authentication, select it under the drop-down menu titled **Default Device**.

Step 2: Enable Multifactor Authentication for All Pitt Passport Services

On March 5, multifactor will be automatically enabled for all services and this step will no longer be necessary.

1. Log in to accounts.pitt.edu with your University Computing Account username and password.
2. Click **Secure Pitt Passport Services**.
3. Select the option to enable multifactor authentication for all services and click **Save**.
4. After you click save, you will now be prompted to use multifactor authentication whenever you log in to a service through Pitt Passport.

Additional Help is Available

If you need assistance with multifactor authentication hardware tokens or any other questions, please contact the Technology Help Desk at 412-624-HELP [4357] or technology.pitt.edu at any time. Step-by-step instructions are also available at <http://technology.pitt.edu/multifactor>