



MultiFactor Authentication at TPS with DUO

Duo is a MultiFactor authentication application that synchronizes with our TPS accounts to complete a secure sign-on process. You can elect to use a free mobile app, a security fob option, or both.

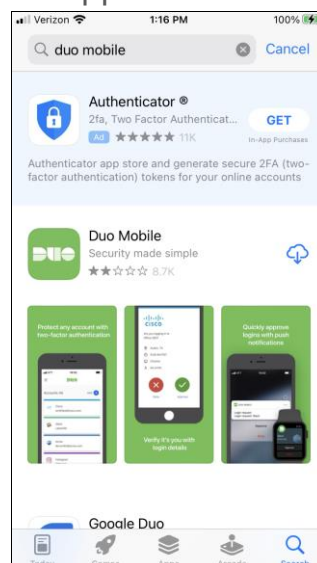
The Free App

The app is the easiest option to use for authentication, as no code entry is required. The app verifies you and your access through the press of a button on your cell phone. **Each time you log in to the network or any district technology, such as Genesis, that requires dual authentication, you will be prompted via a pop-up window on your smartphone to press a prompt and verify your identity.**

The two-factor authentication (2FA) enrollment process will guide you through the process of connecting the app to your TPS network account.

Setting up the Duo App on Your Smart/Mobile Phone:

1. To download and install the Duo Mobile app on your device, visit your device's application store (e.g., App Store, Google Play) and search for "**Duo Mobile.**" Look for the logo at the top of this page to ensure that you download the correct app.





App Download Links:

<https://apps.apple.com/us/app/duo-mobile/id422663827?mt=8>

<https://play.google.com/store/apps/details?id=com.duosecurity.duomobile&hl=en>

2. On a computer, go to <https://tenafly.login.duosecurity.com/devices>.

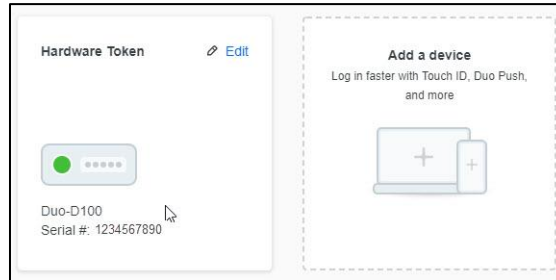
The screenshot shows a web page titled "Single Sign-On" with the TPS logo at the top left. Below the title is the label "Email Address" followed by a text input field. Below the input field is a button labeled "Next". At the bottom right of the page, it says "Secured by Duo".

3. At the single sign-on screen, enter your TPS email address. Click Next.
4. Enter your TPS network password (i.e., the password used for signing onto your computer and email). Click Log in.

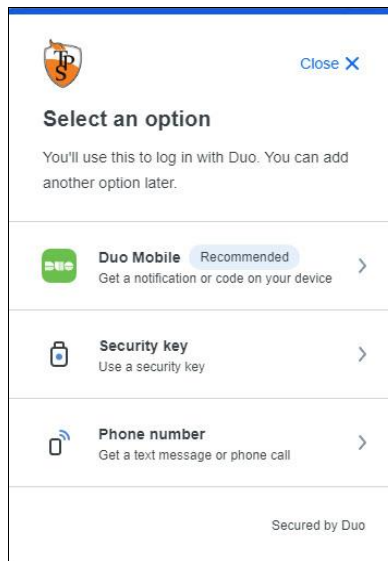
The screenshot shows the same "Single Sign-On" page. The email address field now contains "ccorliss@tenafly.k12.nj.us" with an "edit" link to its right. Below this is the label "Password" followed by a text input field. Below the input field is a button labeled "Log in". At the bottom right of the page, it says "Secured by Duo".



5. Your account details appear on the screen. The fob assigned to you is already associated with your account and appears on the screen.



6. To add your phone or another device such as a tablet, click Add a device.



7. The Select an option screen will appear.
8. If you plan to use the mobile phone app, select Duo Mobile.
Note: If you will use the security key (a.k.a. fob), this was previously set up for you and there is no need to add a device.



9. After selecting Duo Mobile, type your phone number in the associated field and click "Add phone number".

A screenshot of the Duo Mobile interface for entering a phone number. At the top, there are links for '< Back' and 'Close X'. The main heading is 'Enter your phone number', followed by the text 'You'll have the option to log in with Duo Mobile.' Below this, there are two input fields: 'Country code' with a dropdown menu showing '+1' and a flag, and 'Phone number' with a text box containing '1234567890'. An example number 'Example: "201-555-5555"' is shown below the fields. A large blue button labeled 'Add phone number' is centered, with a mouse cursor hovering over it. Below the button is a link 'I have a tablet'. At the bottom right, it says 'Secured by Duo'.

10. Verify the number is correct and select "Yes, it's correct." If you mistyped the number, select No and type in the correct number.

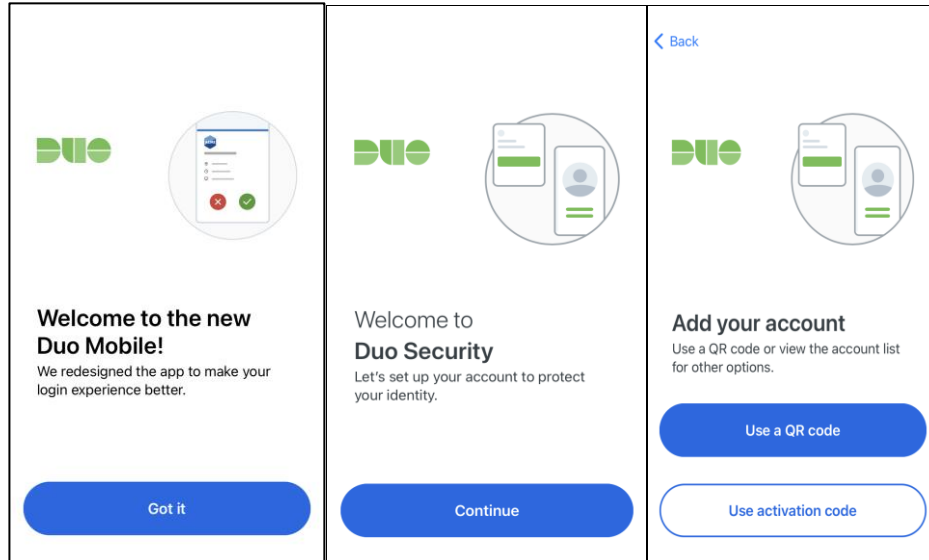
A screenshot of the Duo Mobile verification screen. At the top, there are links for '< Back' and 'Close X'. The main heading is 'Is this correct?' followed by the phone number '123-456-7890'. Below the number is a large button labeled 'Yes, it's correct'. Below that is a link 'No, change it'. At the bottom right, it says 'Secured by Duo'.

The system will prompt you to download the Duo Mobile app. If you have not done so, do so now (See [Setting up the Duo App on Your Smart/Mobile Phone](#) above).

11. Open the app.



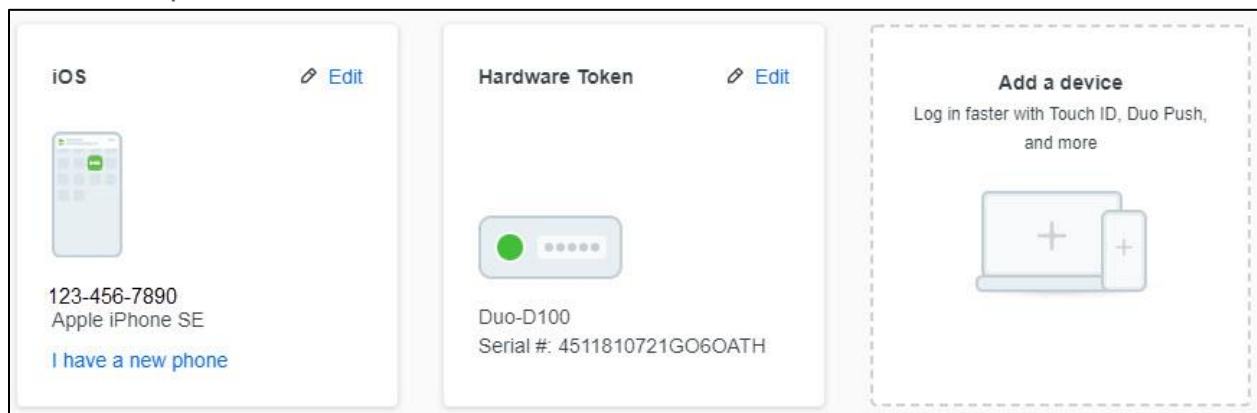
12. Click through the app until you get to the Use a QR code screen. Go back to the computer screen and click on Next.



13. Select "Use QR code" on your phone. Scan the QR code. The Added Duo mobile screen will appear.

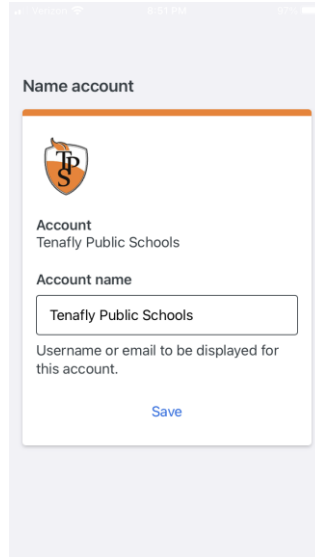
14. Click Continue.

15. You should now see your phone listed on the device screen on the computer.

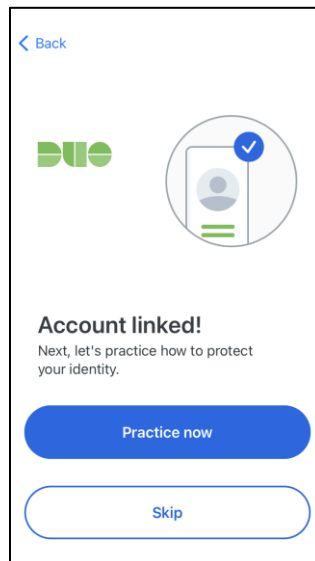




16. Return to the phone app and name the account (i.e., TPS).



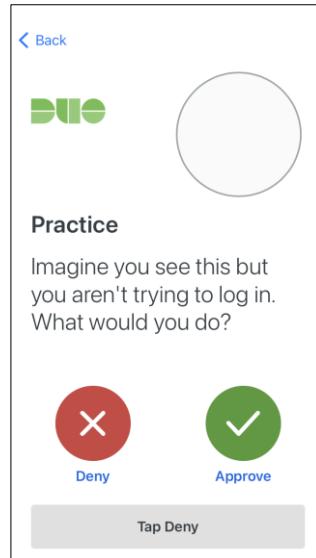
17. Click Save. The Account linked! screen appears.



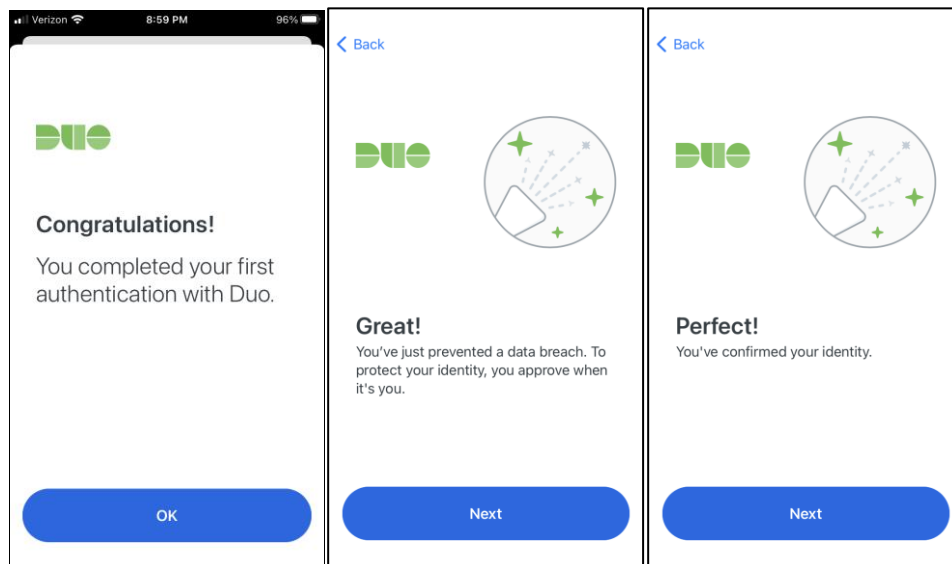
18. Click "Continue" on the computer.



19. Click "Practice now" on the phone to practice how to use the Duo app. **Read the prompt and select Deny or Approve to answer the questions.**



20. Once completed, a Congratulations! message appears on your phone. The practice runs you through two exercises.



21. The app will return to the Account home screen. Close the app.



Setting up the TPS-provided Duo Fob:

If you prefer not to use your smartphone or want an alternate verification option, TPS offers a security key or fob to each TPS teacher and administrator.* **Each time you log into a TPS network or technology, such as Genesis, that requires dual authentication, you will be prompted to type a 6-digit code shown on the fob. The code changes each time.**

*Due to the way that the fobs function, coaches and substitute teachers will not receive a fob and will need to use the phone app for Duo authentication as necessary.

Your TPS Technology Team has completed the Duo fob setup for you! To use the fob, follow the instructions in Using the Duo Fob below. For the initial distribution, each school's administration team will distribute your fob from a school-specified location. Moving forward, employees will receive their fob from the Technology Staff.

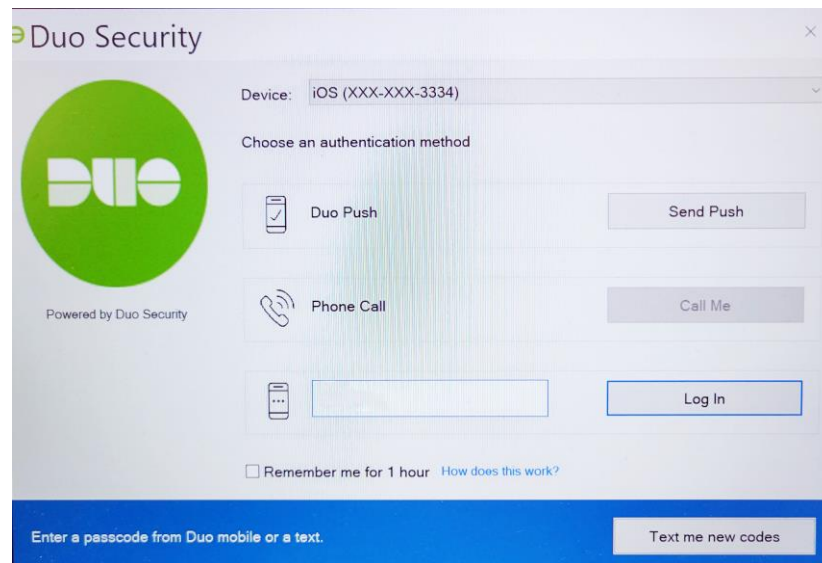
Note: Once you have enrolled in Duo, you can add additional devices from the device management portal.

For more information about Duo Mobile app on your specific device or for troubleshooting common issues, visit guide.duosecurity.com and select your device from the Duo Mobile menu on the left-hand side of the page.



Using Duo

When you log into the network or most TPS technologies protected with Duo, you see a Duo prompt **after** entering your login information. When logging onto the computer, the prompt asks you to select a verification method. Select Send Push for the top option: Duo Push.

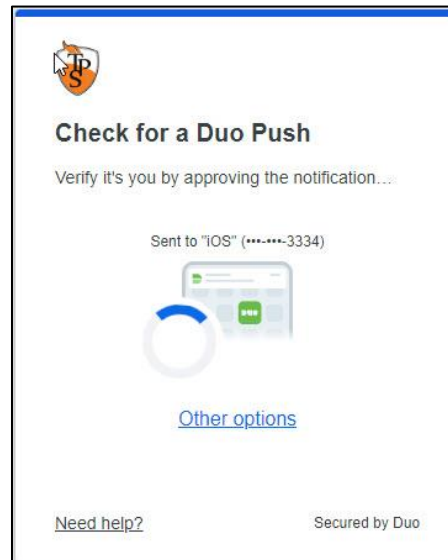


Duo works from Chrome (Desktop and Mobile), Firefox, Safari (Desktop and Mobile), and Edge. Not all browsers support all Duo authentication methods, so for the widest compatibility, we recommend Chrome.



Using the Duo Smart Phone App

After signing into other TPS technologies, the “Check for a Duo Push” screen appears on the screen.



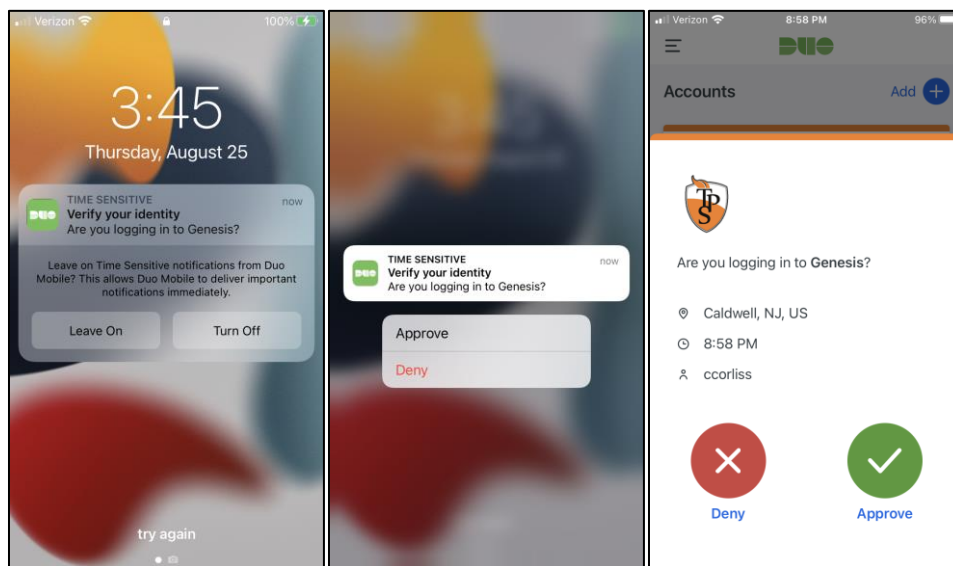
The prompt identifies from where you will verify your identity by either from the prompt on your phone or retrieving a security id number from your fob. Initially, the default verification method is determined by your Duo setup. All future authentications will default to the most recent method used for verification.

From your phone, at the Duo prompt:

1. First, ensure that the verification method (i.e., Sent to “iOS”) matches the method you are using for verification (e.g., your phone number or security key). If not, select the “Other Options” link (see [Choose a Different Method below](#)).



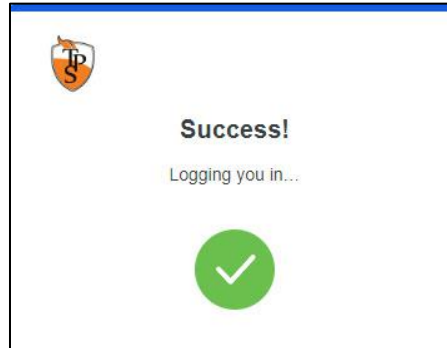
2. If the mobile phone app was installed on your phone, you will receive an on-screen message to Approve or Deny that it is you logging into the technology. The Verify your identify message appears on the screen. The app settings specified when installing the app determine how the notification appears on your phone. Some examples are below.



3. If you are trying to access the technology referenced on the notification, hold your finger on the notification or Approve option. If you are not signing in, select Deny.
4. Depending on your phone settings, you may be prompted to unlock your phone. You must unlock the phone to complete the approval process. If your phone is already unlocked, depending on your notification settings, you may need to open the Duo app to verify your sign in.



5. The Success message appears on the computer screen.

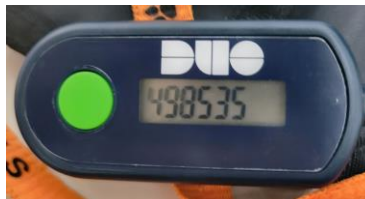


Note: the first time that you use the Duo app, you receive a Congratulations message on your screen. Select OK.

Using the Duo Fob

After signing into the TPS technology, the “Enter your passcode” prompt appears on the screen. At the Duo prompt:

1. First, ensure that the verification method says “hardware token”. If not, see [Choose a Different Method](#) below.
2. If hardware token is the option specified, press the green button on your fob.
3. Enter the six-digit code that appears on the fob into the Duo Passcode field on the screen.

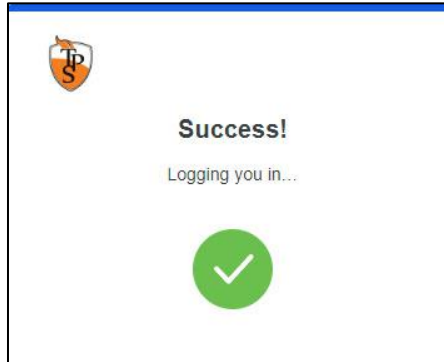


Numbers shown above are for illustration only.
Always use the number shown on your personal fob.

4. Click Verify.



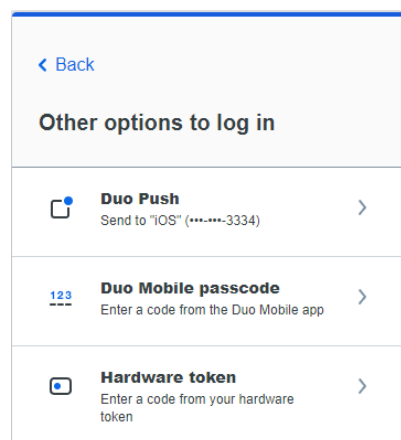
5. The Success screen appears, and you are logged into the technology.



Note: If you enter the wrong security code, Duo prompts you to re-enter the code until the code you enter matches the code on the fob.

Choose a Different Method

To select a device or Duo method different from your default selection, click **Other options** near the bottom of the pop-up window ([see the Check for a Duo push image above](#)). This takes you to a list of all your available Duo authentication options (see image below). Click on the option you want to use and follow the instructions shown to complete logging in to the application.



Having issues with installing or using Duo? Please enter a [Help Desk Ticket](#). Thank you.