THE UNIVERSITY OF
WINNIPEG

Multi-Factor Authentication (MFA) Enablement Project

Instructions for Log-In to Managed MAC Devices with MFA

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Introduction

Multi-factor Authentication (MFA) for all of University of Winnipeg's software and hardware assets, Technology Services Centre is required for all managed devices. This document provides you with detailed instructions on how to log-in to your devices using DUO MFA.

What to Expect

When you log into your managed device.

- You will need to re-authenticate every time you log out or when you re-boot.

If you are unable to connect to a network, you can still access your device but, of course, you will only have access to files stored on that device.

Logging in to Your MAC Device with Duo MFA

Turn on your device.

Enter your credentials (User ID and Password)

- On the login screen, enter your username and password.

- Click Sign in.

- If you have forgotten your password, you will have to contact the Service Desk (204-786-9149) to get a temporary password so you can log in and unlock your device.

Duo MFA prompt:

- After entering your credentials, you will see the Duo MFA prompt.   Click on your preferred method to authenticate.
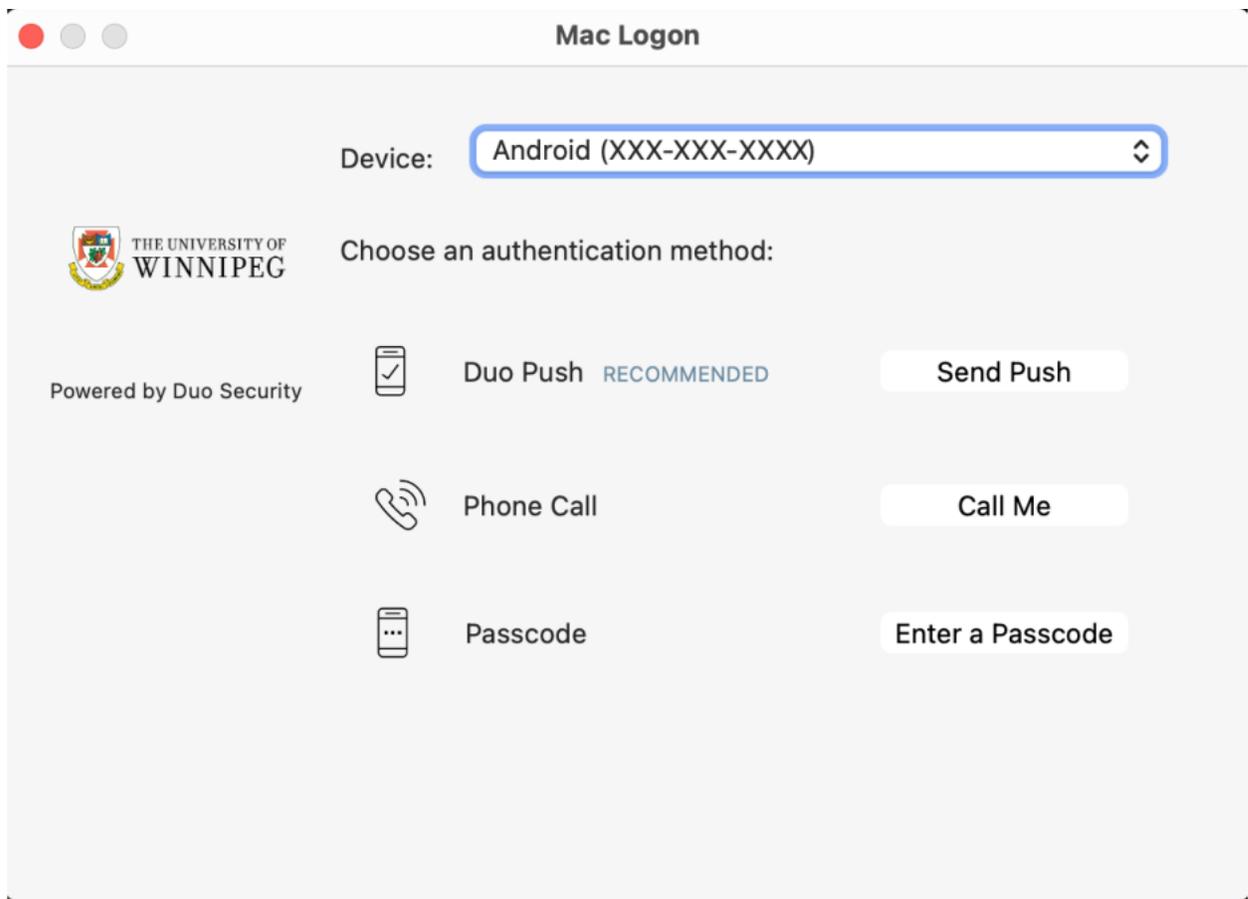
The first time you use DUO you will be given several options to authenticate to your device as per your current DUO profile. *(When you first enrolled in DUO you indicated what methods(s) you wanted to use to authenticate.)*

Push Notification: If you have the Duo Mobile app installed on your smartphone, you will receive a push notification. Tap Approve on the notification.

SMS: Duo will text you with a onetime authentication code. Enter the passcode in the Duo prompt.

Phone Call: Duo will call your registered phone number. Answer the call and follow the instructions to authenticate.

Passcode: Open the Duo Mobile app to get a passcode or use a hardware token if you have one. Enter the passcode in the Duo prompt.

Offline Access

Please NOTE: You will have the capability to login to your computer even when you are offline. If offline, DUO will not be active.

Complete the login.

The Duo authentication prompt appears after you successfully submit your credentials and selected an authentication method. Duo sends the authentication request to the first phone activated for Duo Push and associated with that Duo user.

If you have indicated an alternate method of authentication, you will still be able to use it.

You have **60 seconds** to respond to your DUO prompt before it times out. If it times out, you will have re-enter your credentials which will re-initiate the DUO prompt.

Once you have successfully authenticated to your device using one of the Duo methods, you will be logged in to your account.

You will still have to re-authenticate using DUO to access VPN or M365 or any other application that has been upgraded for MFA.

Troubleshooting Tips

No Push Notification: If you do not receive a push notification, ensure your phone has an internet connection and that notifications are enabled for the Duo Mobile app.

Phone Call Issues: If you do not receive a call, check that your phone number is correct and that your phone has a signal.

Passcode Problems: Ensure you are entering the correct passcode from the Duo Mobile app or hardware token.

If you have forgotten your password or if you encounter any other issues, contact the Technology Service Desk for assistance ServiceDesk@uwinnipeg.ca or call 204-786-9149.