

DUO Client Instructions

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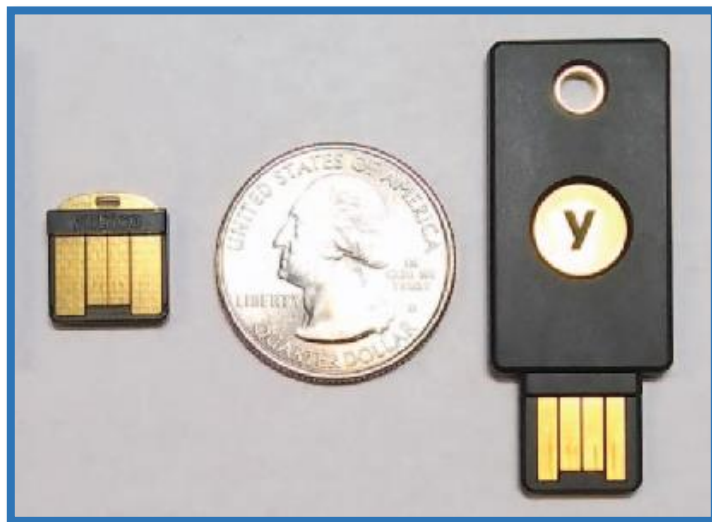
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Introduction

DUO is Travis County’s multi-factor authentication (MFA) service. All Travis County employees are required to enroll in DUO in order to login to Travis County workstations and when accessing resources remotely, including email, SAP, and LEAP (remote desktop access). If you have not enrolled yet, please contact the ITS HelpDesk at 512-854-9175, Web: <http://helpdesk>, Email: its.helpdesk@traviscountytexas.gov.

Employees will register their DUO account and can then authenticate with these options:

- DUO Push - DUO Mobile app
- Call Me - Phone Call to a predefined phone number
- Passcode - SMS text to DUO Mobile, a cell phone, landline or use of a Yubikey (Hardware token - see picture below)



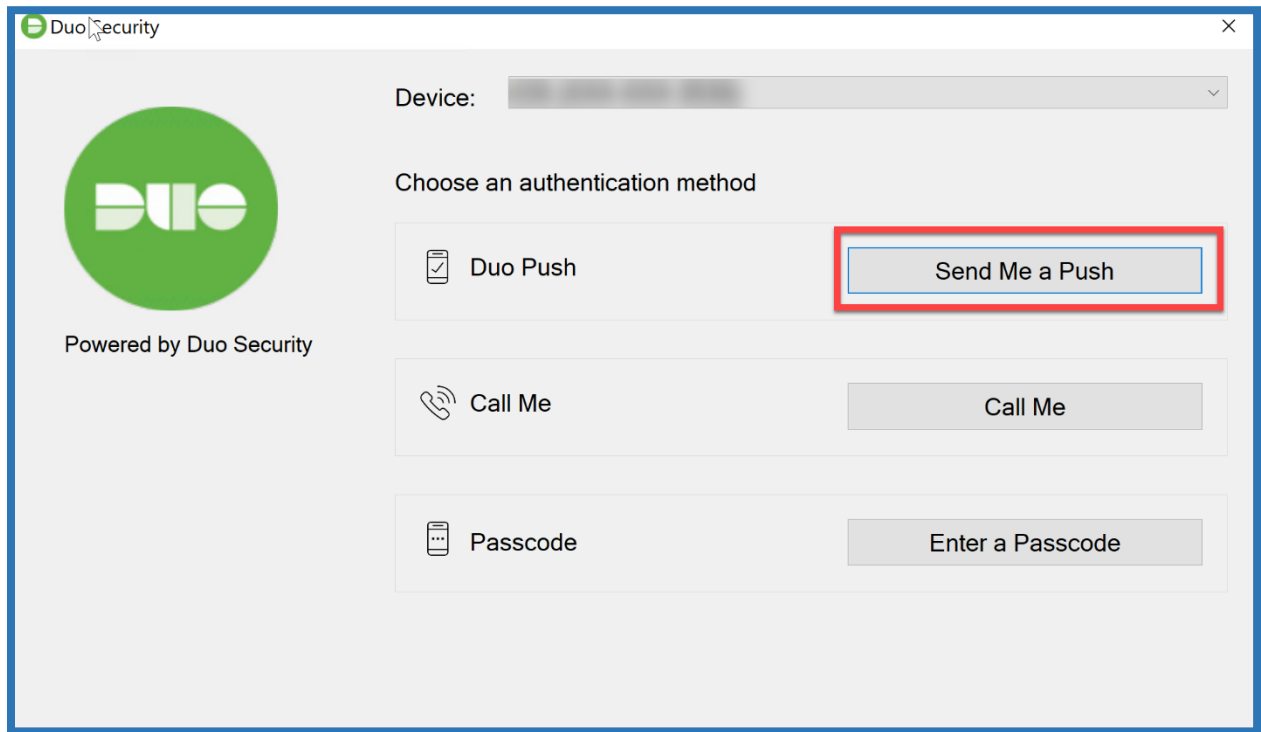
Examples of Yubikey

Logging into a Travis County Workstation

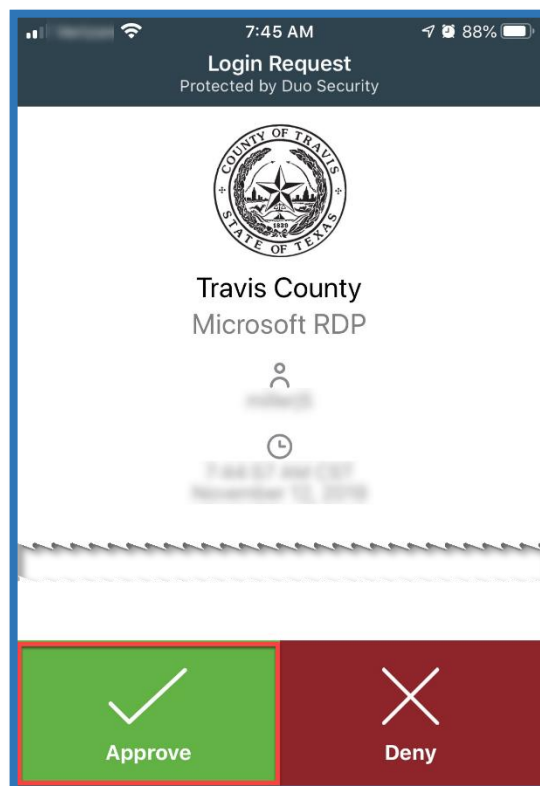
The screenshots in this section may differ depending on how you enrolled into DUO.

Using DUO Mobile

1. After entering your network username and password on a Travis County workstation, the DUO dialog box appears. To use your DUO Mobile app, click **Send Me a Push**.

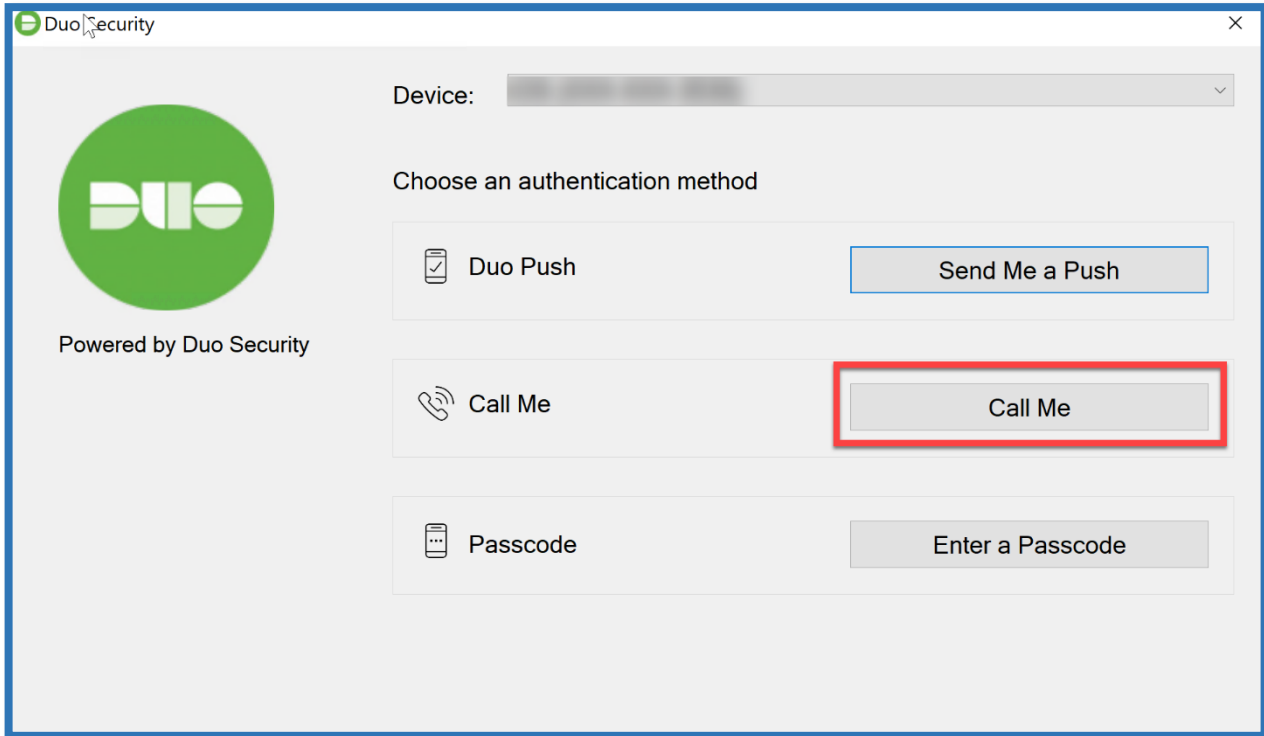


2. Open the DUO Mobile app on your smart device. Tap **Approve**. You will be successfully logged in.

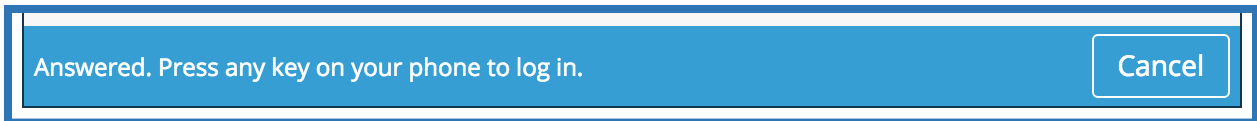


Using Call Me

1. After entering your network username and password on a Travis County workstation, the DUO dialog box appears. To receive a phone call, click **Call Me**.

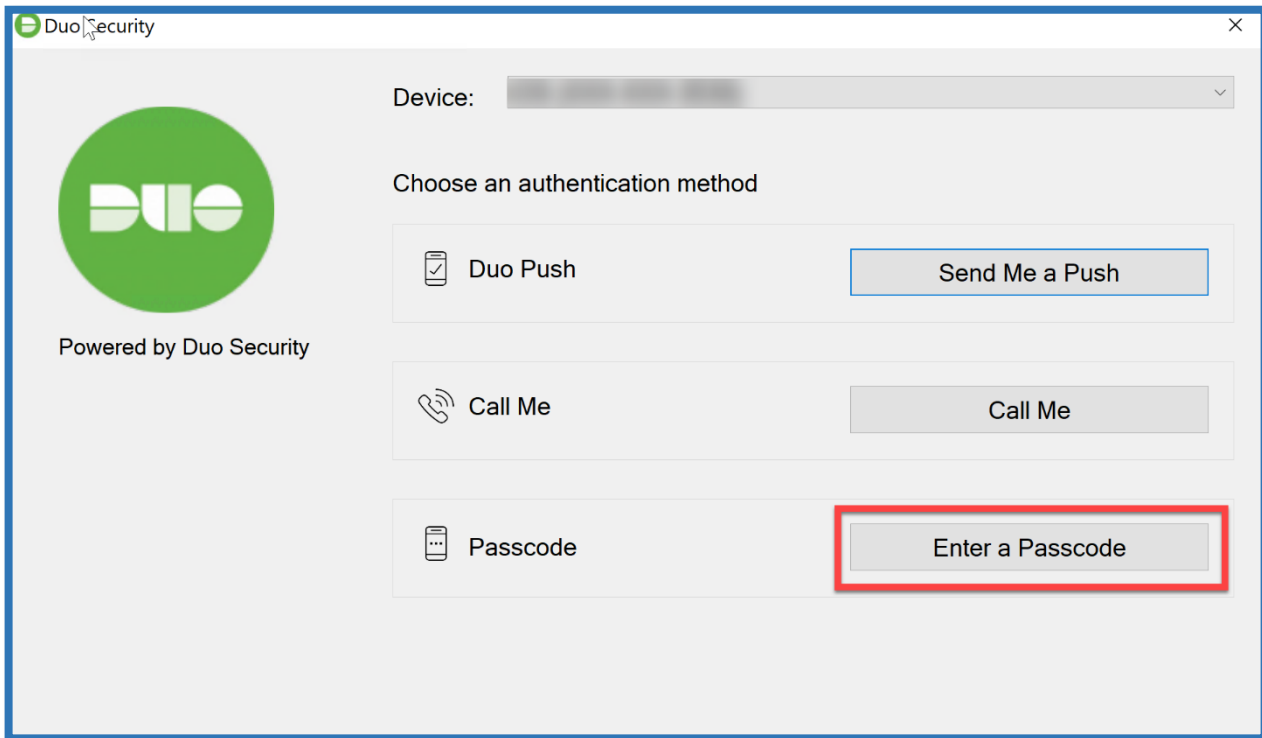


2. Answer the call and listen to the instructions. DUO Prompt's status bar also tells you how to approve the request over the phone.

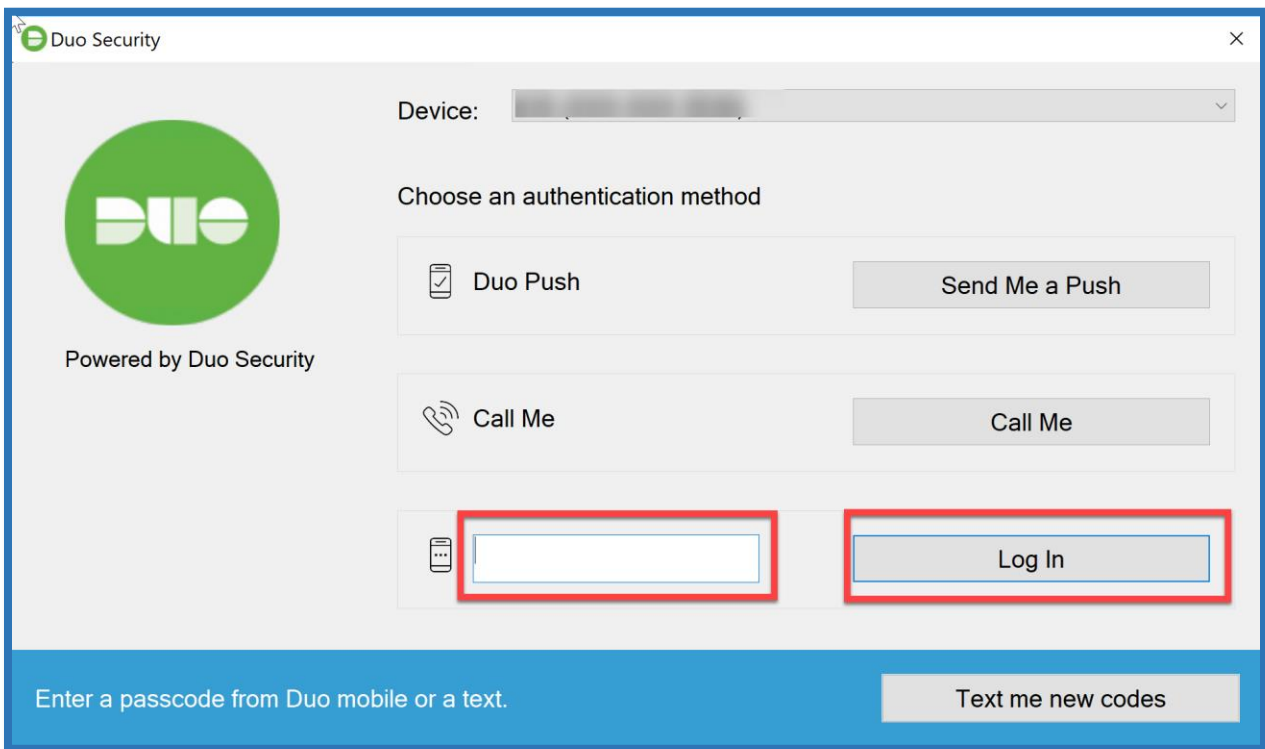


Using Passcode with DUO Mobile or SMS Text

1. After entering your network username and password on a Travis County workstation, the DUO dialog box appears. To use an SMS passcode, click the **Enter a Passcode** button.

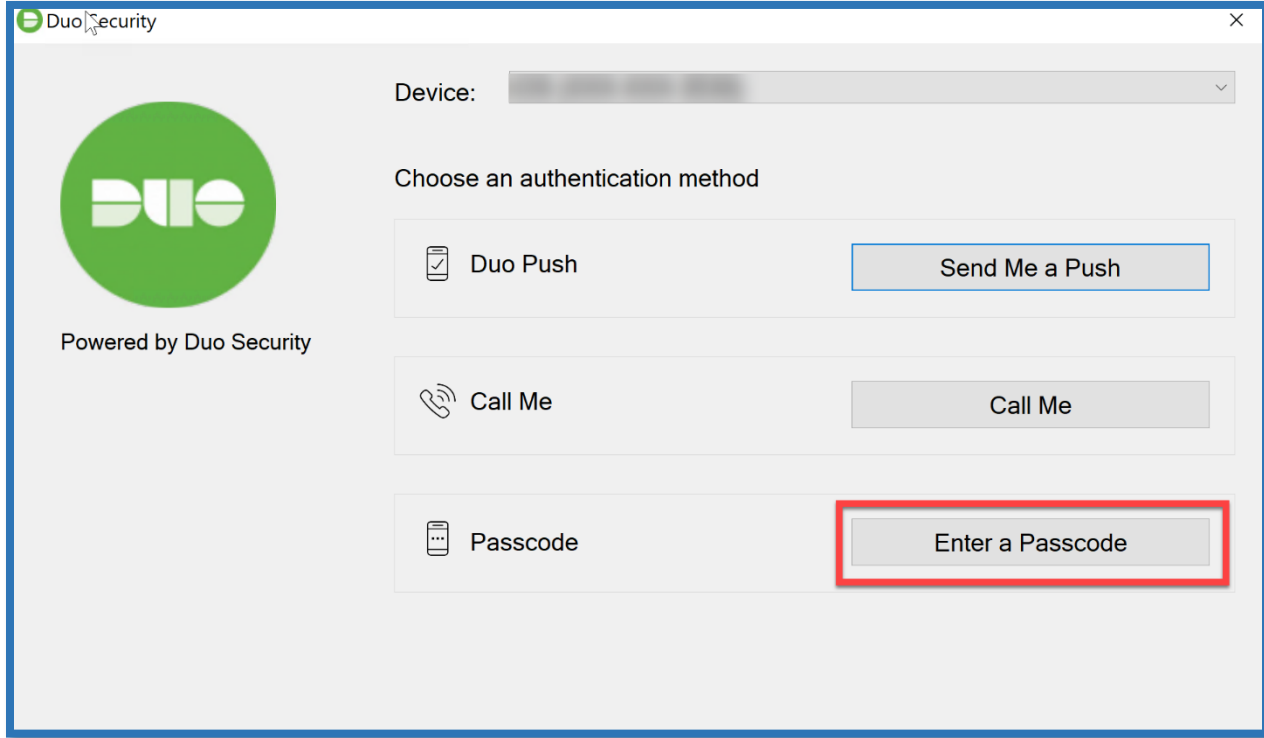


2. Type in a passcode you received from DUO Mobile app or SMS text and click **Log In**.



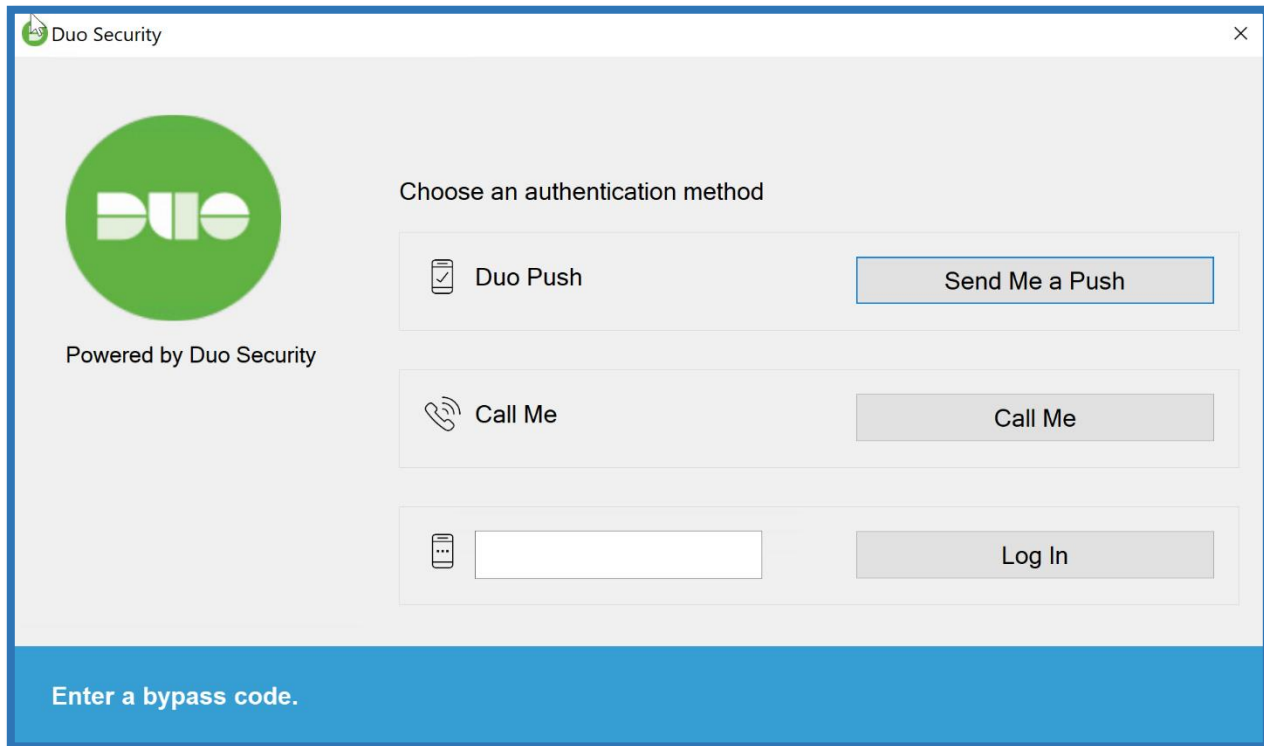
Using Passcode with Yubikey Only

If you have been enrolled with only a Yubikey by the HelpDesk, your screen should look like this. Click **Enter a Passcode**.



The screenshot shows the Duo Security authentication window. On the left is the Duo Security logo and the text "Powered by Duo Security". On the right, there is a "Device:" dropdown menu. Below that, the heading "Choose an authentication method" is followed by three options: "Duo Push" with a "Send Me a Push" button, "Call Me" with a "Call Me" button, and "Passcode" with an "Enter a Passcode" button. The "Enter a Passcode" button is highlighted with a red rectangular border.

Tap your blinking Yubikey to finish logging in.



The screenshot shows the Duo Security authentication window after the "Passcode" method is selected. The "Enter a Passcode" button is now a text input field. The "Log In" button is visible. At the bottom of the window, a blue banner contains the text "Enter a bypass code."

Logging Into Travis County Multiple Devices

If you have multiple Travis County devices, you can use **one** Yubikey token for all these devices. Additionally, here are other scenarios you can use the one Yubikey:

- Accessing your Travis County device using LEAP
- Accessing your Travis County email through a web browser
- Accessing another Travis County device through remote desktop
- Accessing SAP from an external device

Setting Up Offline Access To Log In

DUO Offline helps you log into your Travis County computer when you do **not** have Internet access. The first time you log in to your Travis County computer after DUO client has been installed, you may need to set up offline access.

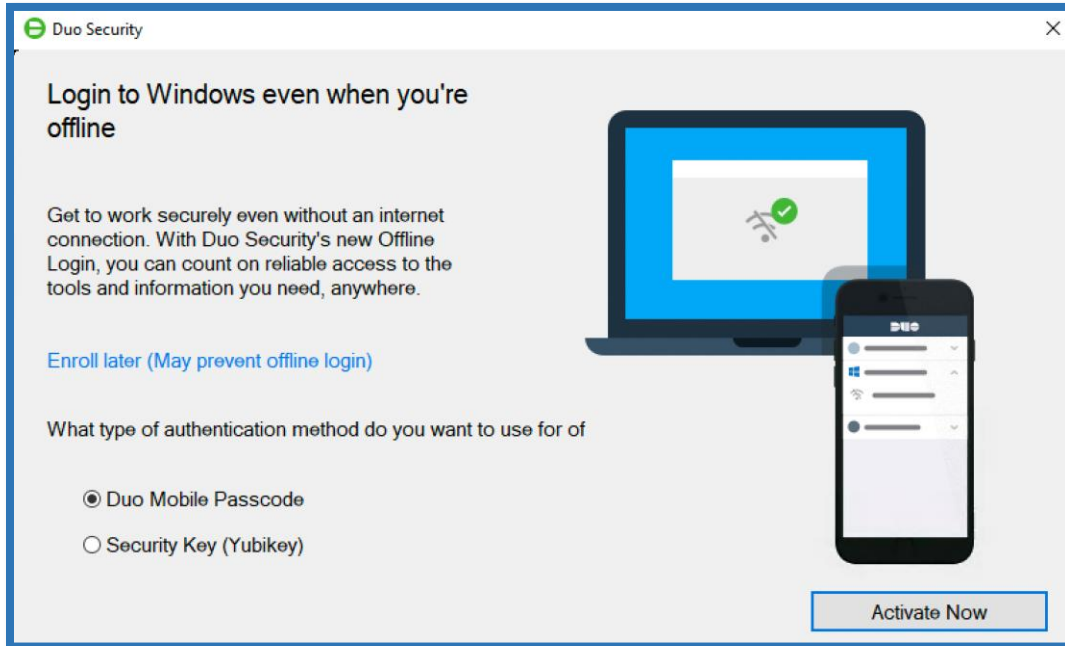
You can activate one method for offline access -- DUO Mobile app or a Yubikey.



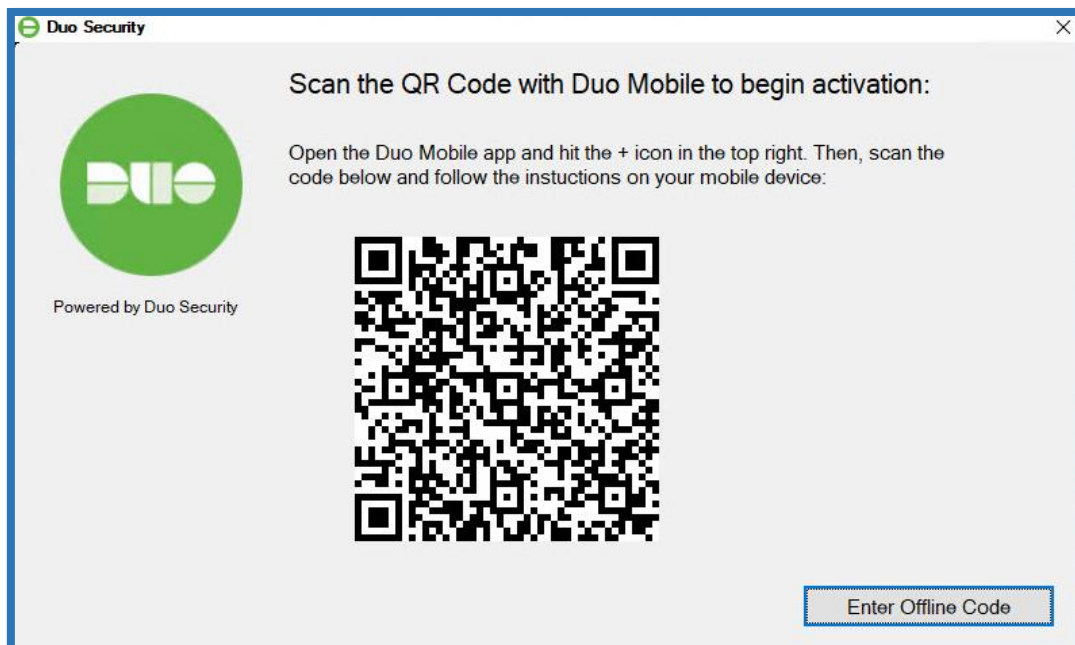
If you have a laptop, you will likely want to register it for offline registration. If you have a desktop, it may be best to skip offline registration.

Setting Up Offline Access to Log In Using DUO Mobile

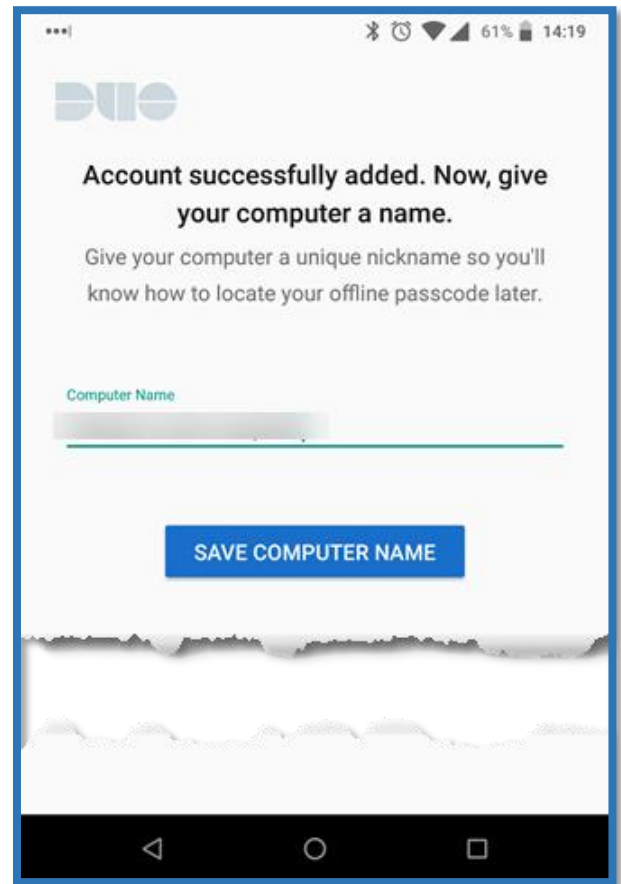
1. After a successful authentication with DUO client, while on the Travis County network, you will see this screen. Select **DUO Mobile Passcode** and click **Activate Now** to begin setting up offline access (or click **Enroll later (May prevent offline login)** to set it up another time).



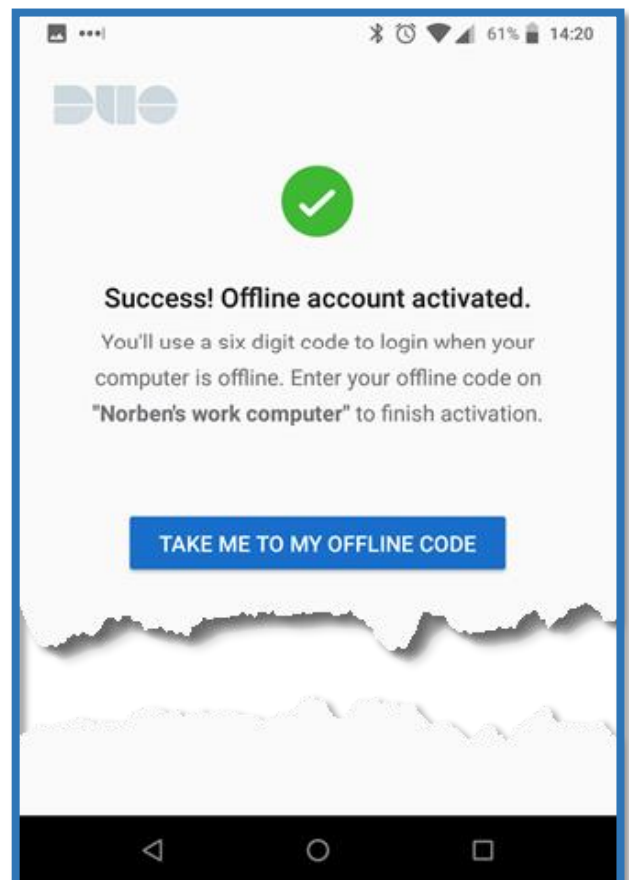
2. Scan the activation QR code using the DUO Mobile app installed on your smart phone/tablet. Tap the + in the app to begin adding the account.



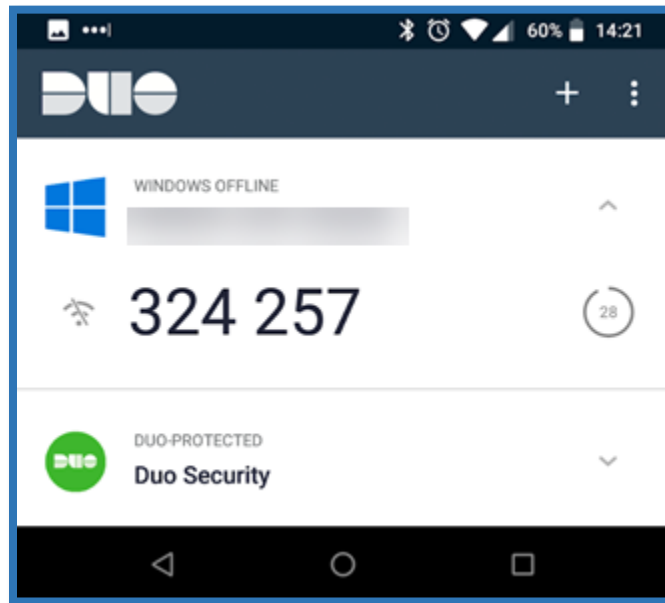
3. DUO Mobile saves the new account information and prompts you to verify the name for this computer. Tap **SAVE COMPUTER NAME** to continue.



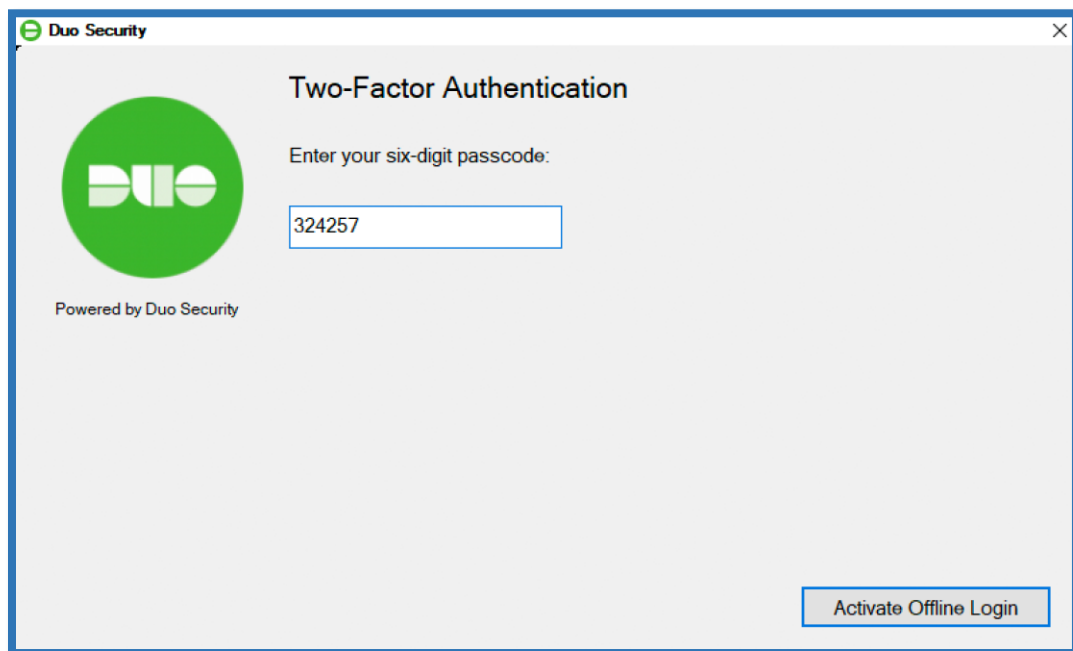
4. Tap **TAKE ME TO MY OFFLINE CODE**.



5. Open the DUO Mobile app on your phone and tap the **WINDOWS OFFLINE** account to generate a six-digit passcode.



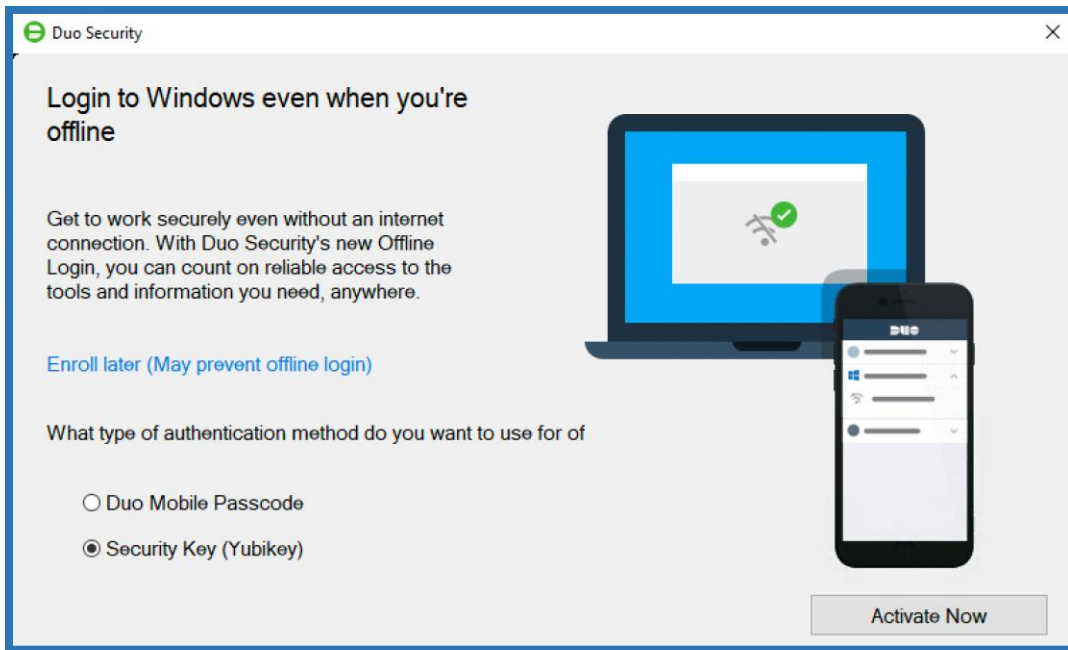
6. Enter the passcode from DUO Mobile (without a space) into the offline activation screen on your computer and then click the **Activate Offline Login** button to finish setting up offline access.



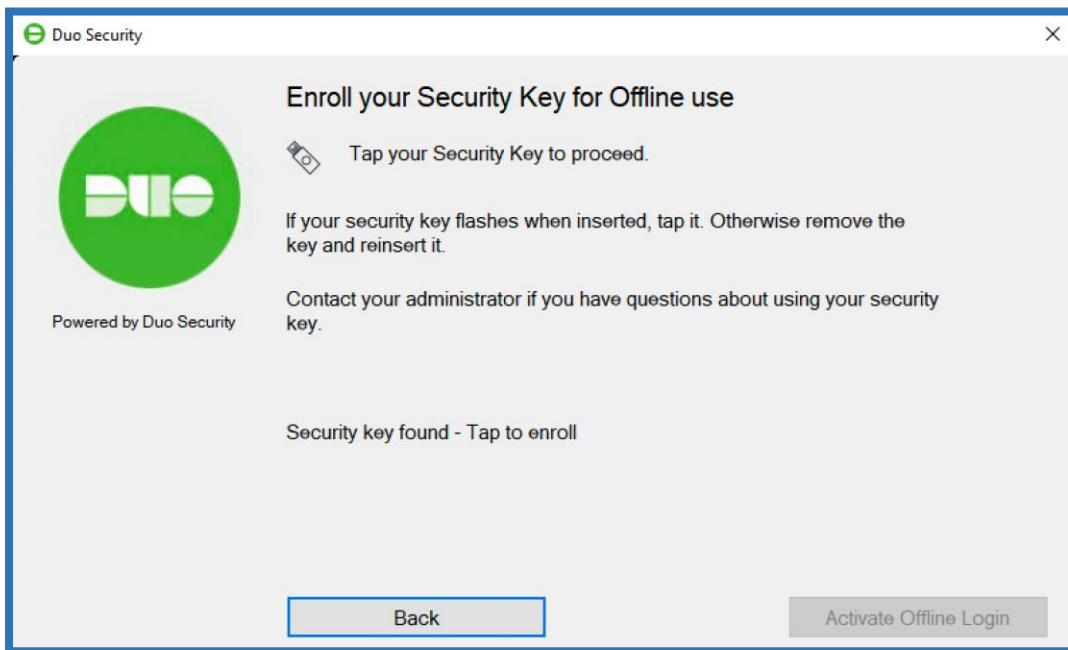
Setting Up Offline Access To Log In Using Yubikey

DUO's offline access works with Yubikey which is a hardware token.

1. After a successful authentication with DUO client, while on the Travis County network, you will see this screen. Select **Security Key (Yubikey)** and click **Activate Now** to begin setting up offline access.



2. DUO for Windows Logon attempts to contact your security key. If you don't have it plugged in, go ahead and insert it. You should see the Yubikey begin flashing, and the DUO screen say **Security key found - Tap to enroll**. Touch your blinking Yubikey to register it.



3. Tap the Yubikey again to verify.



4. If successful, the DUO offline activation window says **Security key verified - enrollment complete**. Click the **Activate Offline Login** button to finish setting up offline access.

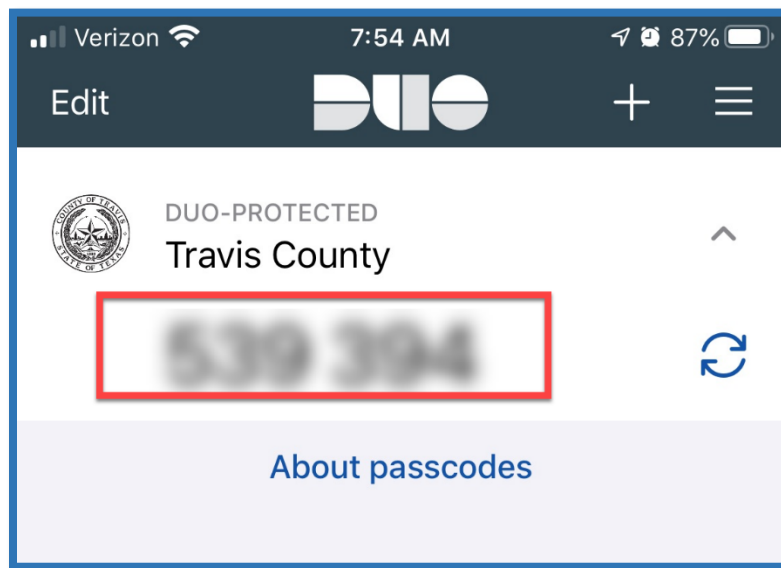


Logging In with Offline Access

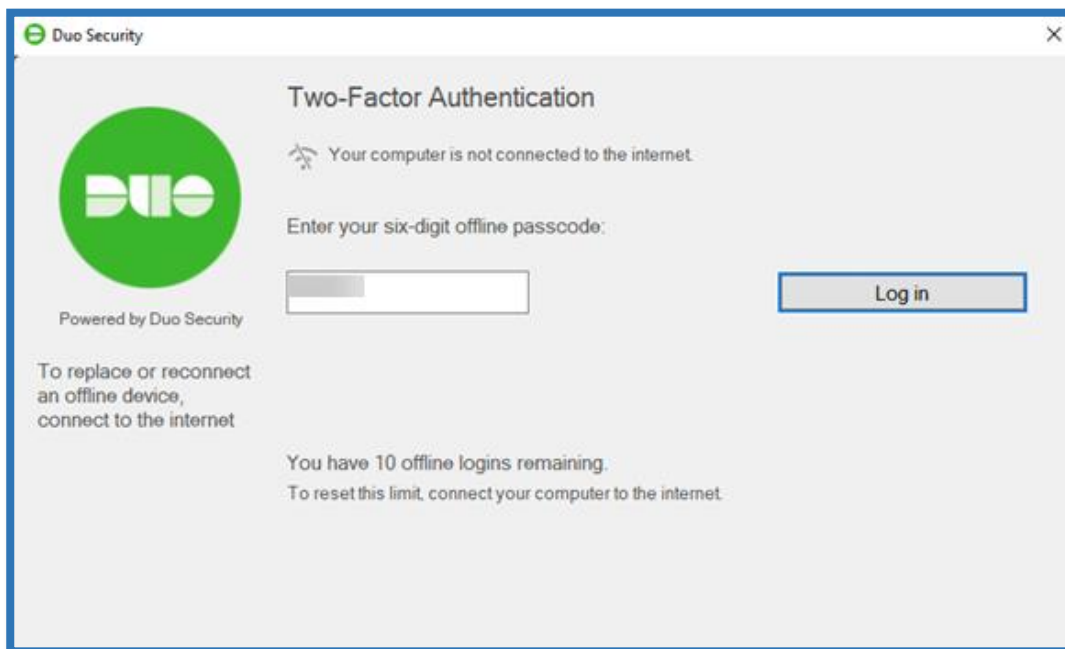
Once you have activated offline access for your account and you are not on Travis County network, you will automatically be offered the option to log in with an offline code or Yubikey, depending on which type of option you choose during the setup process.

Logging In Offline with DUO Mobile

1. After entering your network username and password on a Travis County laptop, you will be prompted with a DUO dialog box.
2. to generate a passcode.
3. From your mobile device, go to the DUO app and retrieve the six-digit code.



4. The DUO Two-Factor Authentication screen will appear. Enter the six-digit code into the DUO prompt, and click **Log In**.



Logging In Offline with a Yubikey

1. After entering your network username and password on a Travis County laptop, you will be prompted with a DUO dialog box.
2. The DUO Two-Factor Authentication screen will appear. Tap your Yubikey to authenticate and complete logging in.

