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Signing up and utilizing DUO Mobile



1. Visit <https://www.fau.edu/oit/services/accounts/accounts-authentication/>
2. Select “Enrollment Tool for Students”

DUO ENROLLMENT

To enroll in Duo use the appropriate multi-factor enrollment tool below. We recommend that you enroll using both the mobile app and a backup option for authenticating. This backup number will allow you to log in if you are unable to use your cell phone. The mobile app works across cellular data and Wireless (WiFi) as well as offline. We highly recommend this method because this application incurs no data, text (SMS), or other charges when using codes and WiFi.

STUDENTS

Students who want to opt in may use our multi-factor authentication enrollment tool for students.

ENROLLMENT TOOL FOR STUDENTS

FACULTY & STAFF

Employees who want to change their enrollment may use our multi-factor authentication tool.

ENROLLMENT TOOL FOR FACULTY & STAFF

3. Log in with your **FAUNetID** and **password**.

LOGIN TO DUO ENROLLMENT

Sign in with your FAUNet ID

LOGIN

[Forgot your password? or](#)
[Set Up a New Account or](#)
[Need Help?](#)

Signing up and utilizing DUO Mobile



4. For first time use select “Click here to register your device

Multi Factor Authentication (MFA) Enrollment

Students and Employees are required to use multi-factor authentication for FAU services that contains sensitive information, such as Self-Service.

To help protect certain services at FAU, the Office of Information Technology offers multi-factor authentication (MFA) using DUO. After enrolling in MFA, you will be prompted to provide a second method of authentication to confirm your identity. This is done by using the DUO app available in the app store.

If you do not have smart phone that supports the app, one DUO key FOB can be requested by at the [Help Desk](#).

Please note that students should register their own device as it will be necessary in order to login to MFA supported services. DUO supports multiple registered devices.

If you would like to be prompted less often please update your enrollment to be “Enroll in Required Services only”.

Multi Factor Enrollment Option

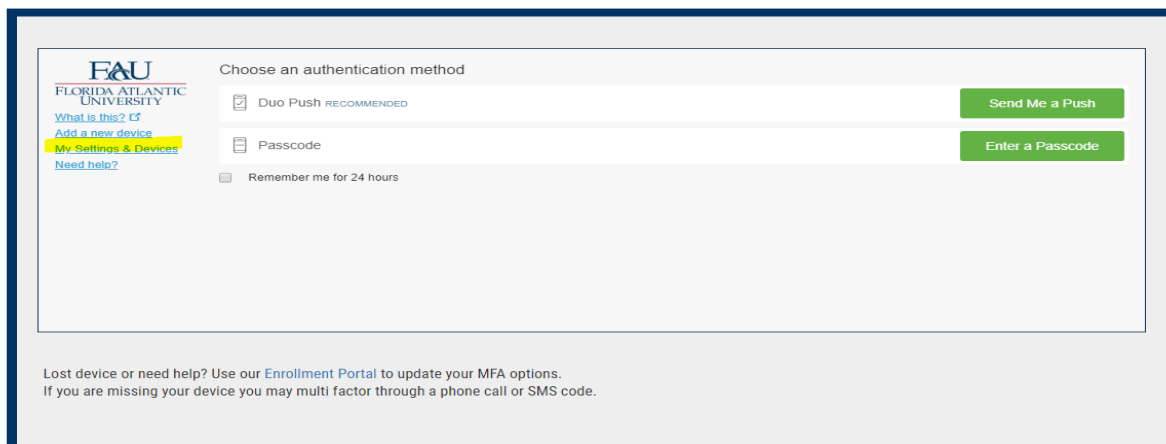
- ☐ Enroll in Required Services only (most commonly selected – see list of services below)
- ☒ Enroll in ALL MFA supported services (this option will require you to use MFA for all services, see list of services below)

Save your enrollment selection

Click here to register your device

5. Download the “DUO Mobile” app from your smartphones Appstore.
6. Select a verification method and **verify** on your respective smartphone.

FAUNet ID Authentication

The screenshot shows the FAUNet ID Authentication interface. On the left is the FAU logo and navigation links: "What is this?", "Add a new device", "My Settings & Devices" (highlighted in yellow), and "Need help?". The main area is titled "Choose an authentication method" and contains three options: "Duo Push RECOMMENDED" with a checkbox, "Passcode" with a document icon, and "Remember me for 24 hours" with a checkbox. To the right of these options are two green buttons: "Send Me a Push" and "Enter a Passcode". At the bottom, there is a note about lost devices and a link to the Enrollment Portal.

Signing up and utilizing DUO Mobile



It is advised to keep notifications on for DUO Mobile on your smartphone, as this way it is harder to miss a push request.

If you do not have a smart device for DUO Mobile, contact us at:

help@eng.fau.edu

For further DUO Mobile assistance contact FAU OIT at:

<https://helpdesk.fau.edu/TDClient/2061/Portal/Requests/ServiceDet?ID=9568>

For Reactivating DUO Mobile help visit:

<https://helpdesk.fau.edu/TDClient/2061/Portal/KB/ArticleDet?ID=73770>

For more DUO Mobile enrollment info visit:

<https://helpdesk.fau.edu/TDClient/2061/Portal/KB/ArticleDet?ID=53878>

Accessing VMWare

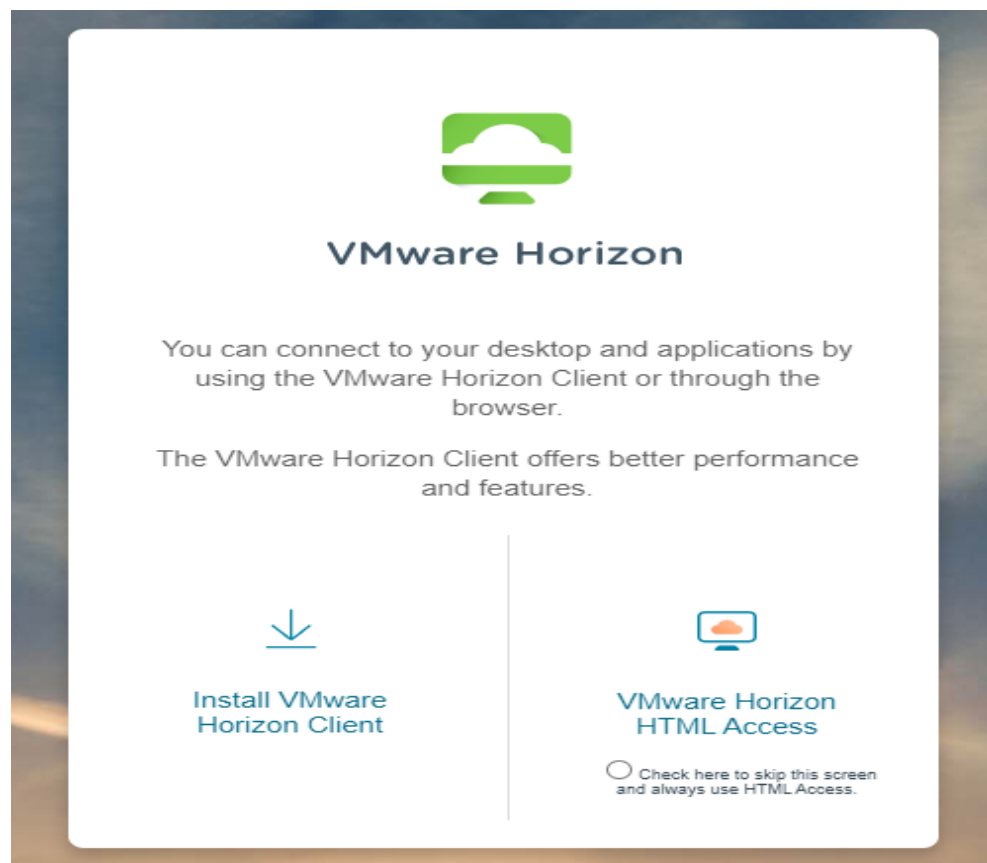


1. Open a web browser and visit <https://portal.eng.fau.edu>
2. Choose **either**:

Install VMware Horizon Client (Connection server is: **portal.eng.fau.edu**)

or

VMware Horizon HTML Access



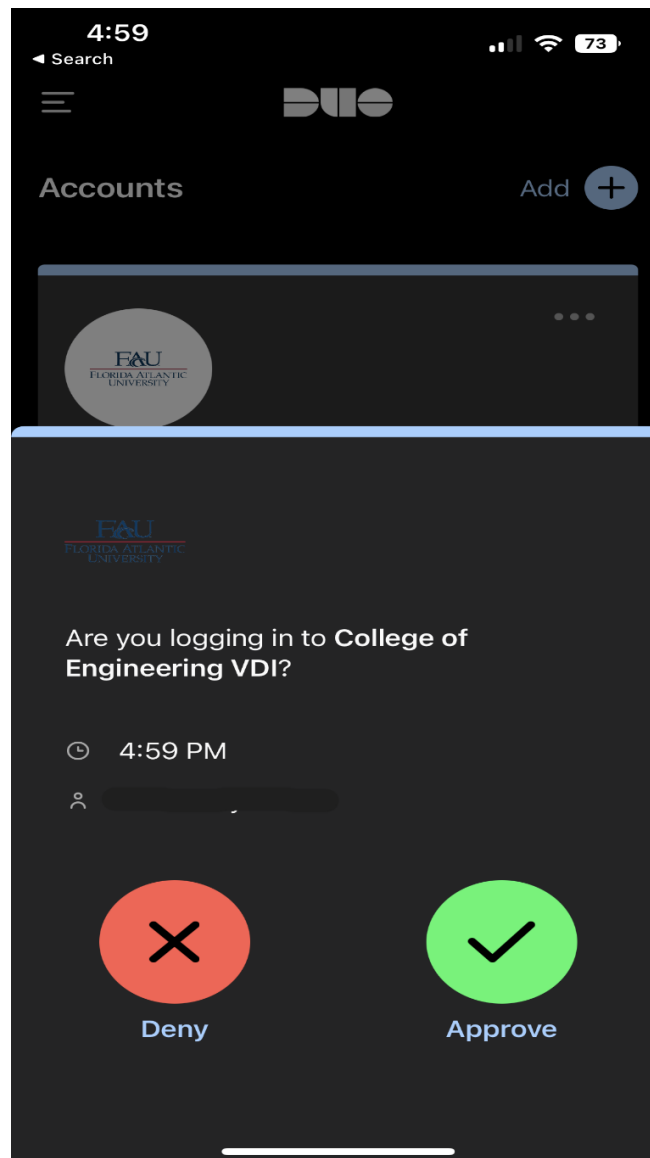
Accessing VMWare



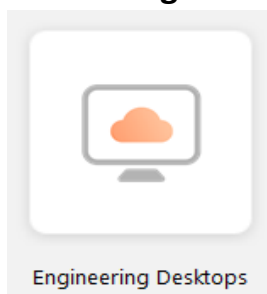
3. Log in with your **FAUNetID** and password, **do not forget to verify your log-in via DUO mobile.**

A screenshot of the VMware Horizon Client application window. The window has a dark background and a title bar that reads 'VMware Horizon Client'. In the center, there is a login dialog box. The dialog box has a dark background and a light gray border. At the top of the dialog box, there is a green lock icon followed by the URL 'https://portal.eng.fau.edu'. Below the URL, the text 'Enter your Duo FAUNetID and Password.' is displayed. There are two input fields: the first is labeled 'FAUNetID' and the second is labeled 'Password'. Both input fields are highlighted with a red rectangular border. At the bottom of the dialog box, there are two buttons: 'Cancel' on the left and 'Login' on the right.

Accessing VMWare



4. Select "Engineering Desktops"



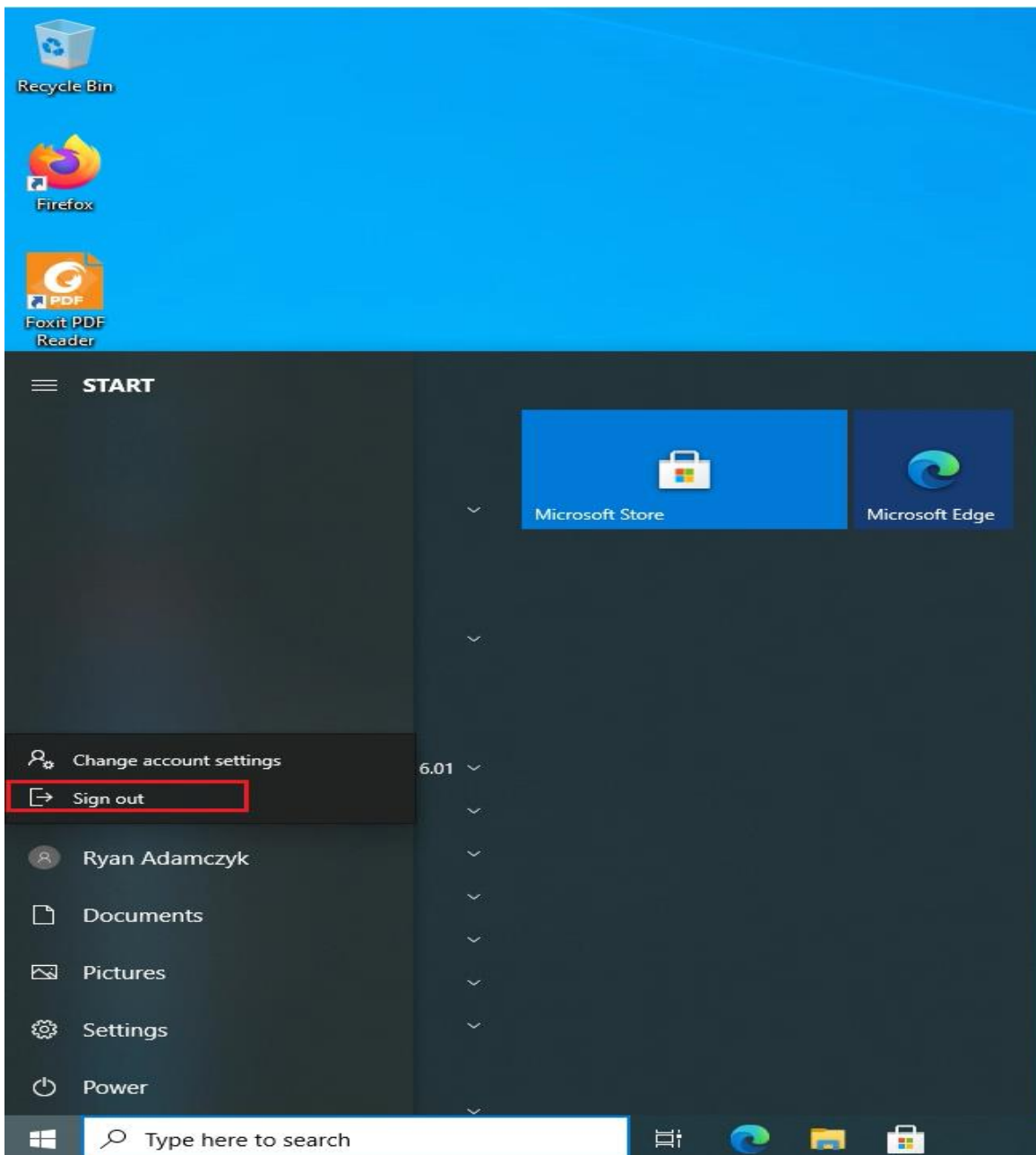
Maintaining VMWare



After completing your work in VMWare, it is advised to **sign out of your session**.

This is to ensure your session is **properly closed** so you can connect back with no issues at a later date.

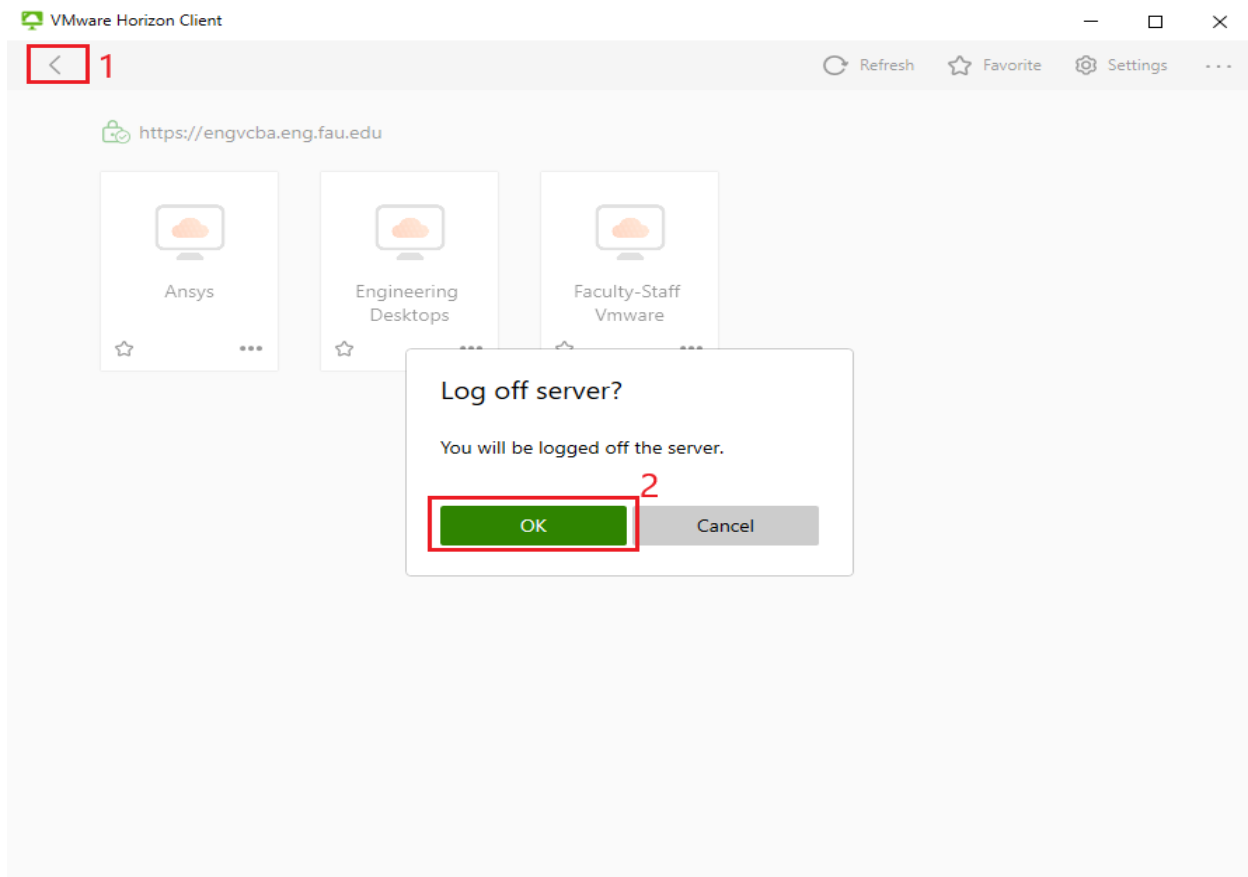
1.



Maintaining VMWare



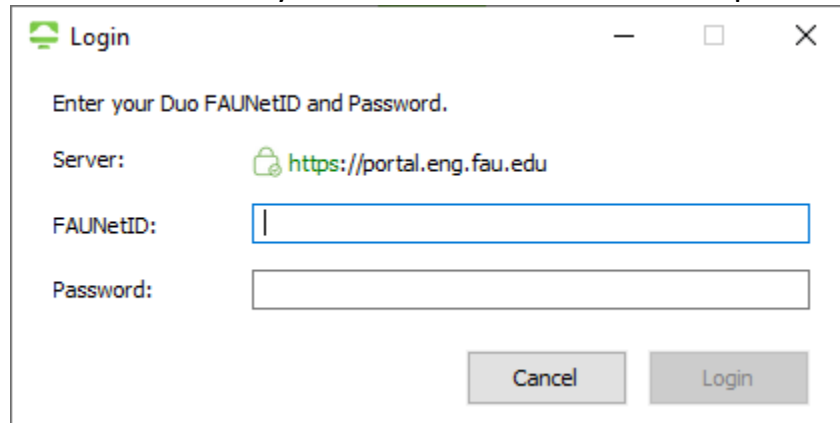
2.



VMWare logon using SMS

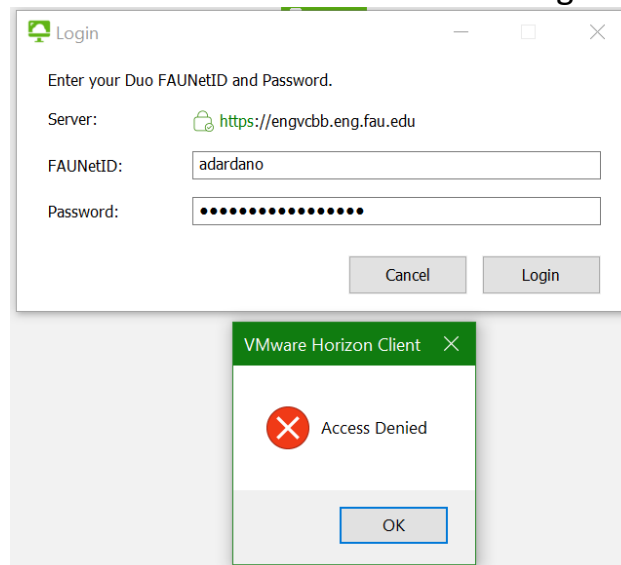


1. In the “**FAUNetID:**” field enter your FAU username. For example: adardano

A screenshot of a 'Login' dialog box. It has a title bar with a green icon and the word 'Login'. The text inside says 'Enter your Duo FAUNetID and Password.' Below this, there is a 'Server:' label followed by a green lock icon and the URL 'https://portal.eng.fau.edu'. There are two input fields: 'FAUNetID:' which is empty, and 'Password:' which is also empty. At the bottom right, there are two buttons: 'Cancel' and 'Login'.

2. In the “**Password:**” field enter your password **with a comma and the word “sms”**
For example: MyP@ssw0rd,sms

3. The system will send you a list of SMS passcodes to the number you registered when you signed up for MFA. You will also receive the following “error”:

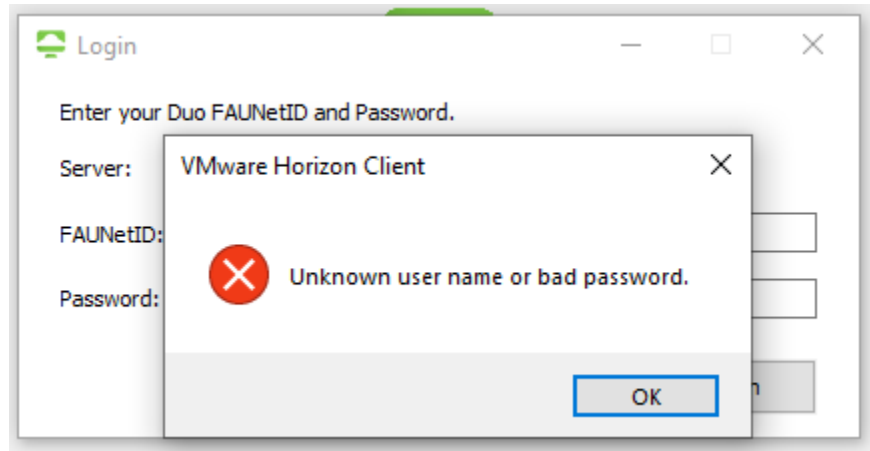
A screenshot showing two overlapping windows. The top window is the same 'Login' dialog box as before, but now the 'FAUNetID' field contains 'adardano' and the 'Password' field is filled with dots. The bottom window is a 'VMware Horizon Client' error dialog. It has a green title bar and a red 'X' icon. The text says 'Access Denied' and there is an 'OK' button at the bottom.

4. Please type in your **password** again, **followed by a comma and one of the sets of codes texted to you**. For example: MyP@ssw0rd,123456

VMWare logon using SMS



5. The system will process your confirmation but **will show an error even if your password and phone number are correct:**



6. Click **OK** and **enter your password again by itself:**

A screenshot of a login form titled "Login" with a green header bar. It contains the following fields: "Server:" with a lock icon and the URL "https://engvcbb.eng.fau.edu"; "User name:" with the text "adardano"; "Password:" with a masked password field (dots); and "Domain:" with a dropdown menu showing "FAU". At the bottom are "Cancel" and "Login" buttons.

7. Hit **login** and **select the pool** you want to log in to.
You should only have to do this once for every session you're connected to. If you disconnect from the existing session, you will need to authenticate with Duo again.