

DUO End User Setup

Contents

- Overview 1
- Step 1: DUO Mobile App Install 1
- Step 2: DUO User Enrollment..... 2
 - DUO Mobile App Setup 2
 - DUO SMS/Phone Setup..... 6
- Acuren Applications Using DUO MFA 8
 - Microsoft 365..... 8
- Compromised Account 9

Overview

In order to be in compliance with our cyber insurance policies, ***all staff*** are enrolled into the DUO Multi-Factor Authentication (MFA) platform.

Multi-Factor Authentication (MFA) is an authentication method that requires the user to provide two or more verification factors to gain access to a resource such as an application, online account, or a VPN.

MFA is a core component of a strong IT security policy. Rather than just asking for a username and password, MFA requires one or more additional verification factors, which decreases the likelihood of a successful cyber-attack.

Step 1: DUO Mobile App Install

Install the free DUO Mobile app on your iPhone or Android. If your mobile phone is not supported or is not a smartphone you can also use SMS and phone calls to set up MFA.

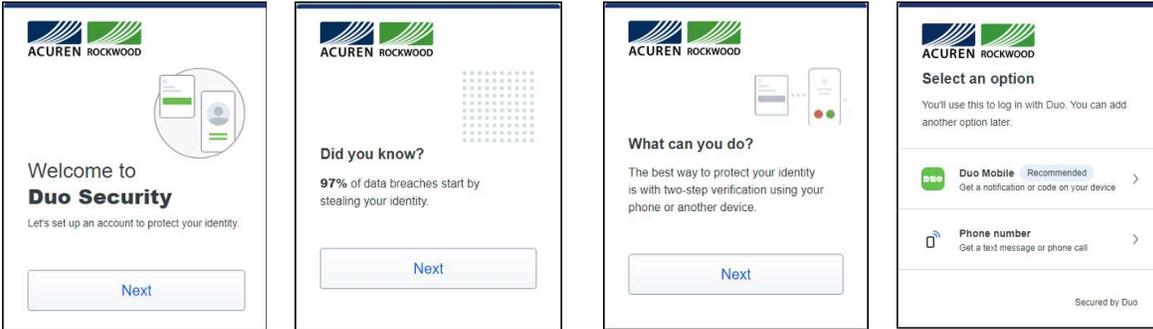
- [Download Duo Mobile for iOS](#)
- [Download Duo Mobile for Android](#)



Step 2: DUO User Enrollment

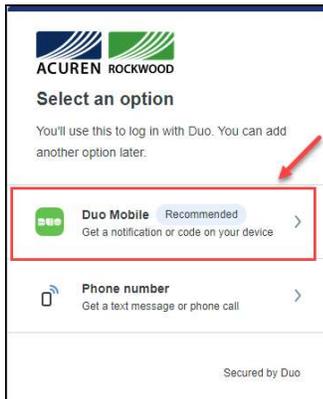
When you first attempt to sign in with your new Microsoft 365 company email address, you will be prompted to set up your DUO account as outlined below.

Click on “Next” to begin a brief tutorial and continue to click “Next” through the tutorial until you get the option to set up Duo Mobile or Phone Number (SMS). Both options are outlined below.

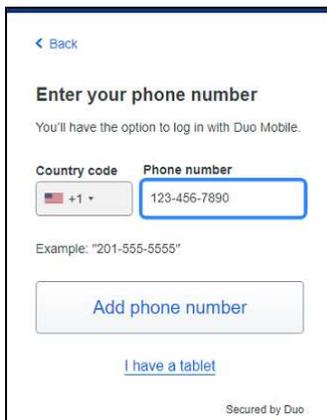


DUO Mobile App Setup

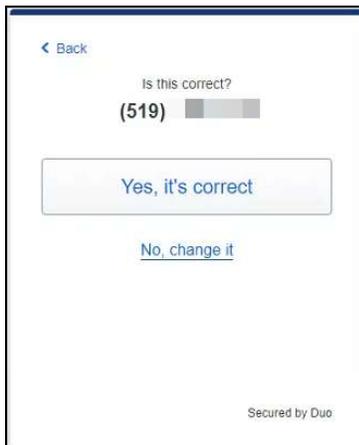
Once you click on the link in your enrollment email and go through the initial tutorial, select “Duo Mobile” from the option page.



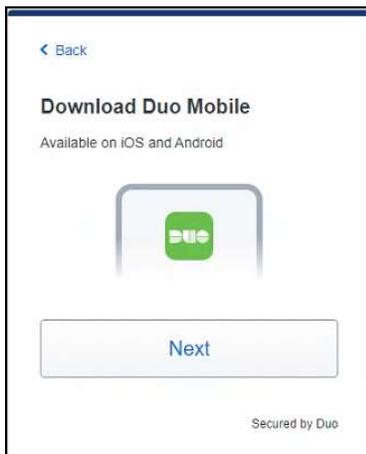
Select your country code and enter your mobile number. Click “Add phone number”.



Confirm the number you entered is correct and click “Yes, it’s correct”.



If you selected DUO Mobile option, the enrollment process will remind you to download the Duo Mobile app. Click “Next” to continue.



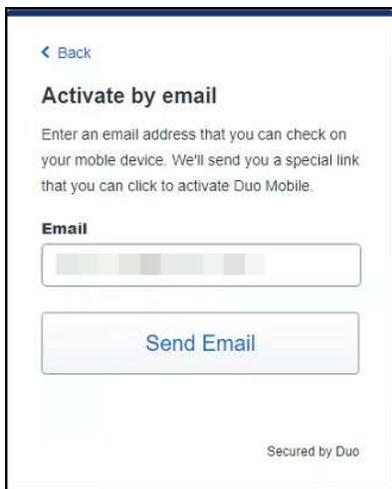
Open the DUO Mobile app on your device and scan the QR Code shown on the screen.



If you are not able to scan the QR code (when enrolling on the same device displaying the QR Code), click the “Or email activation code” instead.



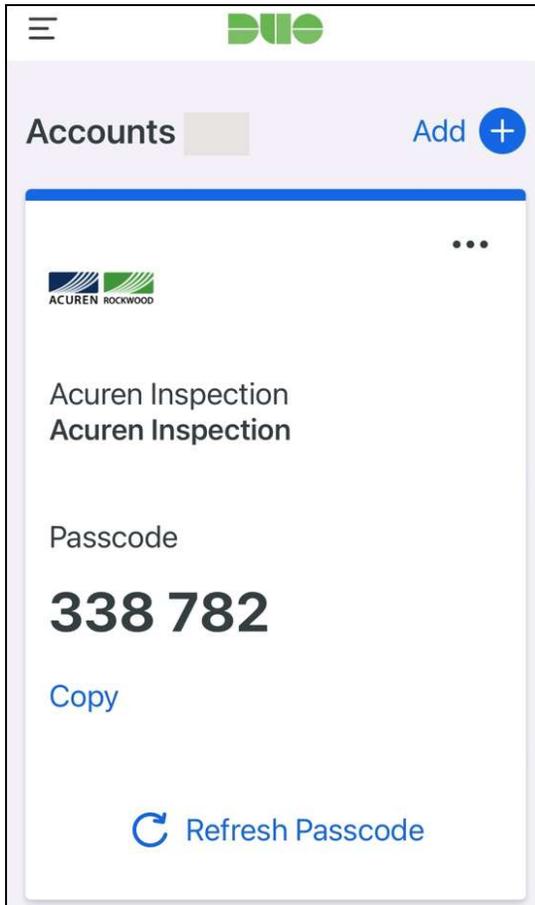
You will be prompted to enter an email address that you can check on the device where you have DUO installed. Click “Send Email” to continue.



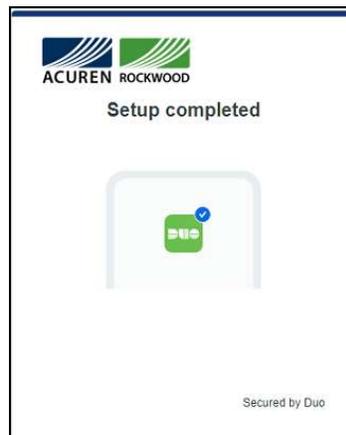
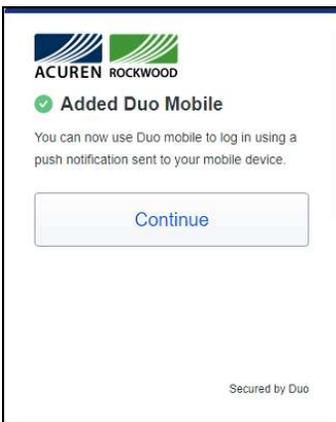
Check your email for the activation link from DUO. Click on the link in the email and it will open in the DUO Mobile app on your device.



Once you have completed the QR scan code or email activation, you will see the Acuren/Rockwood account in your Duo Mobile app where you can rename it from the default “Acuren Inspection” and save it.



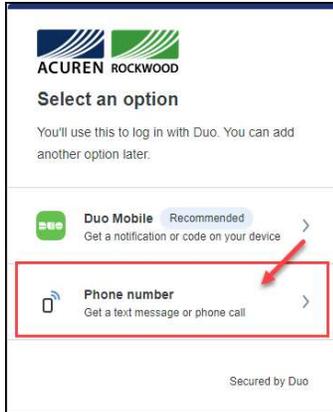
Back at the enrollment you should see that you have successfully set up your account. Click “Continue” and you will be taken to the “Setup completed” window.



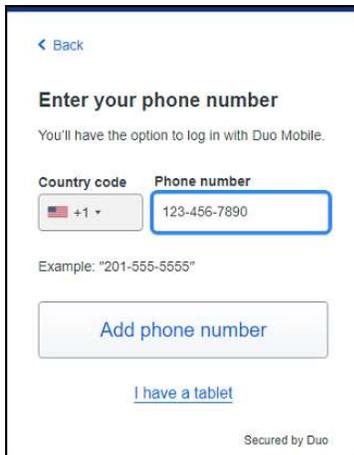
Your mobile device is now set up for Duo Push notifications!

DUO SMS/Phone Setup

If your mobile phone is not supported by DUO Mobile app or is not a smartphone, you can also use SMS and phone calls to set up MFA. Once you click on the link in your enrollment email and go through the initial tutorial, select “Phone number” from the option page.



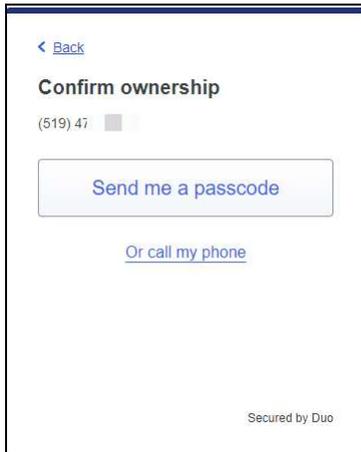
Select your country code and enter your mobile number. Click “Add phone number”.



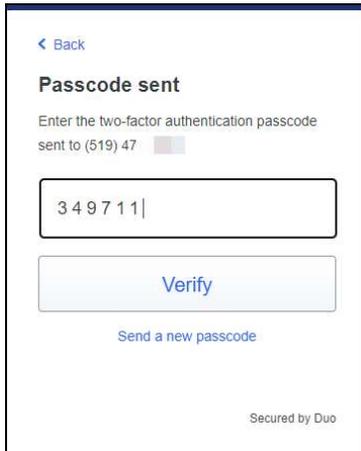
Confirm the number you entered is correct and click “Yes, it’s correct”.



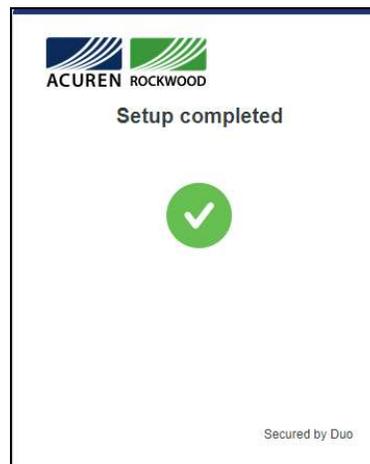
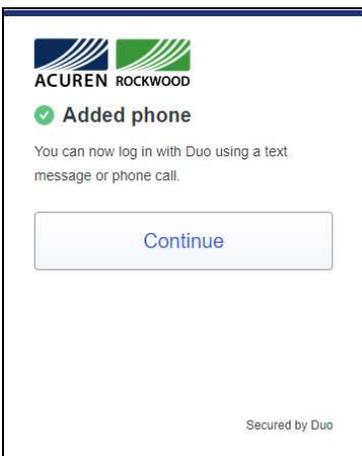
On the “Confirm ownership” window click “Send me a passcode” or “Call my Phone” to proceed.



Duo will SMS or call you with a passcode. Enter the passcode sent to your phone and “Verify” to continue.

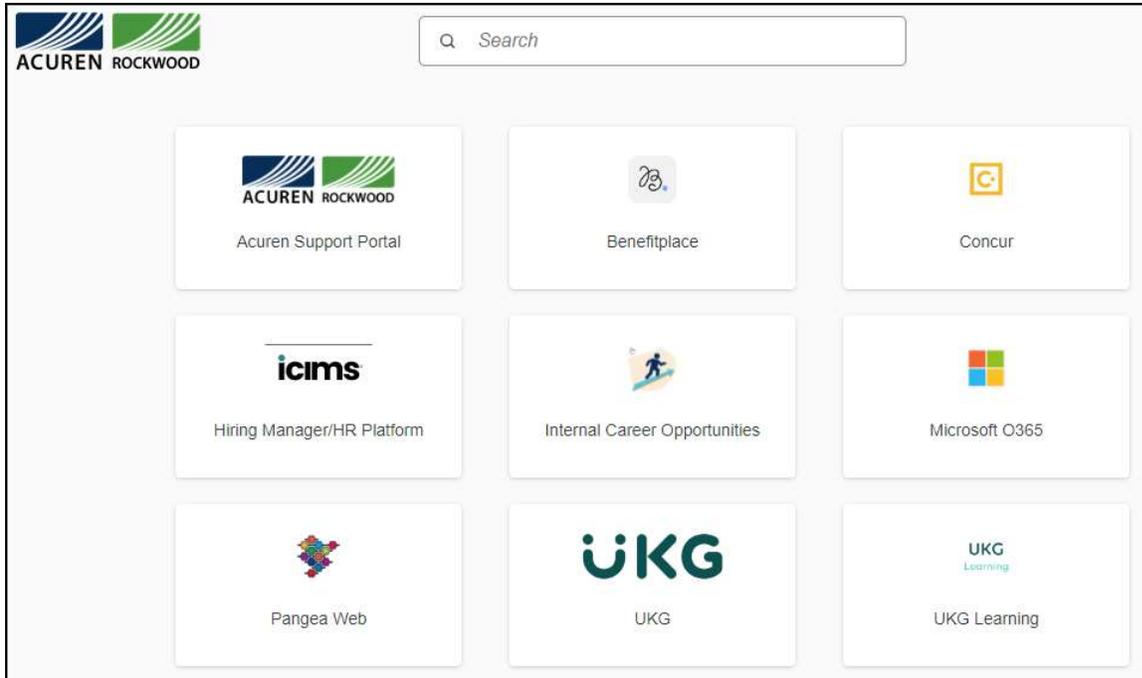


Click “Continue” and you will be taken to the “Setup completed” window.



Acuren Applications Using DUO MFA

The Acuren IT department has configured DUO MFA for several other applications. These applications can be accessed using SSO (single-sign-on) after authenticating with DUO at the www.acurenapps.com website.



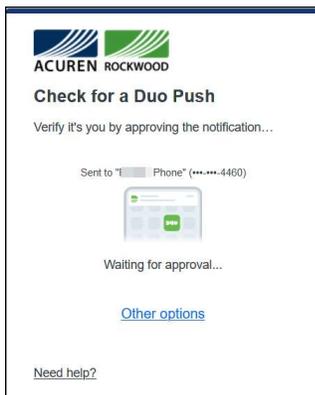
Clicking one of the SSO configured application tiles from the acurenapps.com website will sign you into that application without requiring you to provide additional credentials.

Microsoft 365

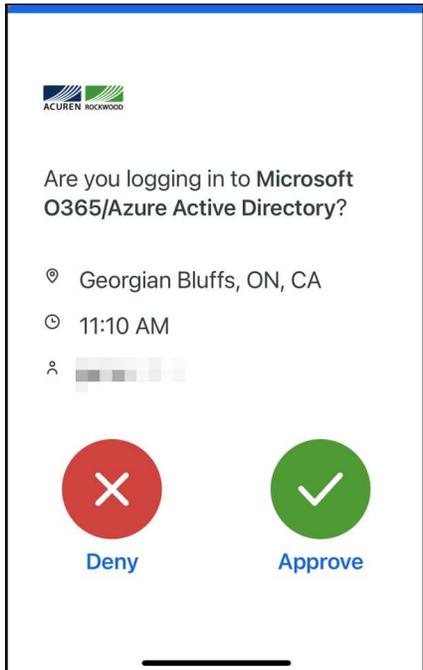
DUO MFA is turned on for your M365 account, and you will get prompted on your mobile device with a DUO push notification to approve the sign in.

This will happen when you sign into M365 services (Outlook/Teams/OneDrive/SharePoint/ETC) from new locations, new devices and when you change your password.

Example of M365 notification when waiting for approval.

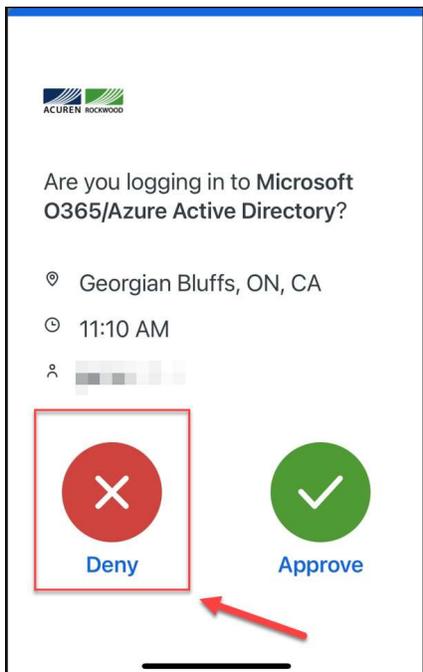


Example of the 365 DUO push notification on a mobile device.



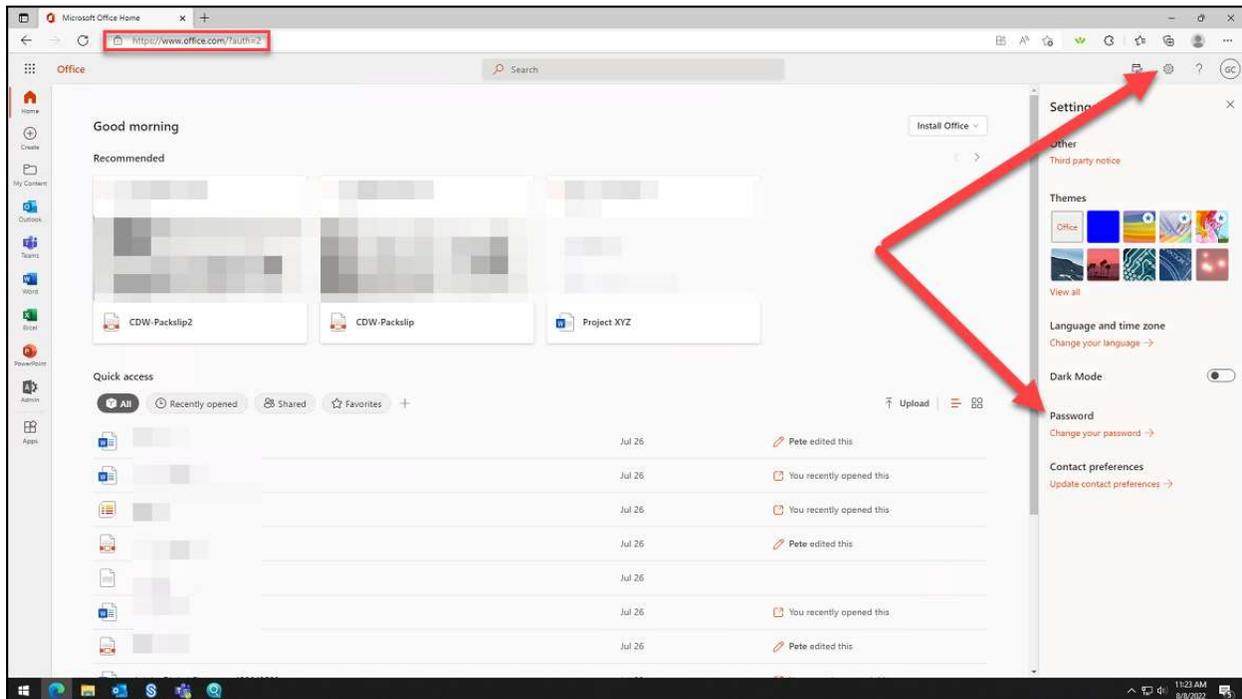
Compromised Account

If you ever receive a DUO notification on your mobile device for a log in attempt that you did not initiate, click on the red X to "Deny" the log in.



When you receive a DUO notification that you did not initiate, your 365 password has been compromised and you should change your password immediately. This is especially important if you use the same password for other accounts (which isn't a good idea).

Immediately go to office.com and sign in with your credentials. Click on the gear icon in the top right-hand corner and select "change your password" from the popup side menu.



Sometimes attackers will even send multiple DUO pushes in a row to try and annoy you until you click Approve. The same advice applies as before: Deny the pushes, then change your password. The sooner you change your password, the sooner the annoying push messages will stop.