

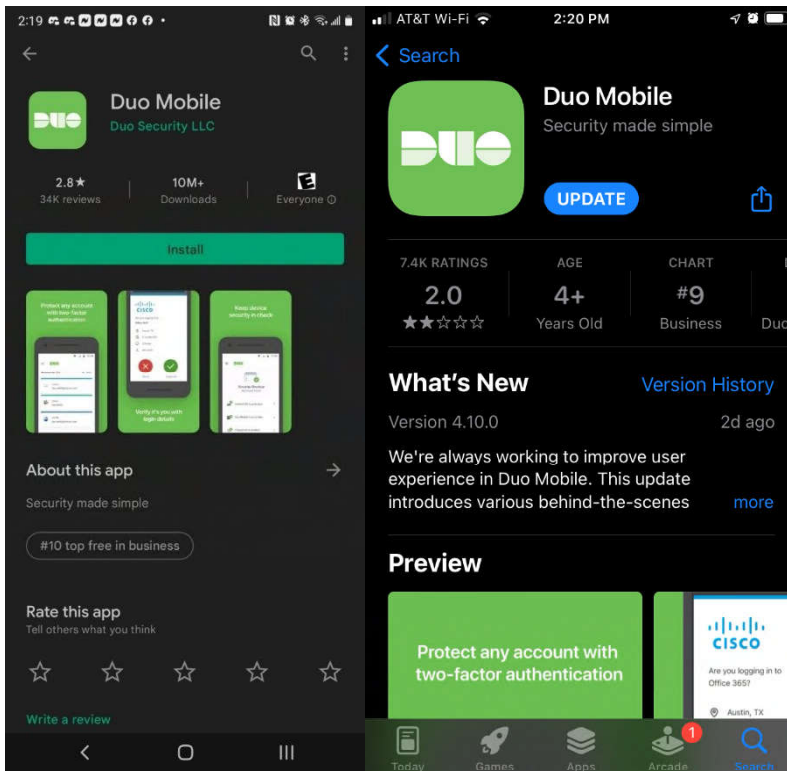
# Duo Mobile Application Activation

These are instructions for setting up Dual Factor Authentication now required to use your Diocesan Accounts.

The easiest way to use this service – and the method we recommend is to download an app on your mobile phone. There are other ways of using the service, but this is the easiest.

First, install the Duo Mobile application on your phone from the app store, either Android (on the left) or Apple. The exact way the app icon will look depends on which phone version you have.

Once downloaded, you will need to keep this app on your phone. Please DO NOT DELETE the app.



Open an internet web browser and type in the address line, the following <https://mail.diolaf.org/owa>

**OR**

Go to the diocesan website <https://diolaf.org/> and go to the bottom of the Home page and click “**Diocesan Webmail**”

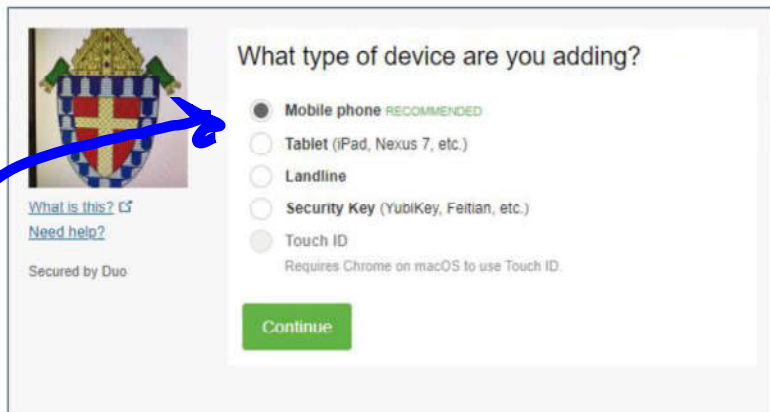
Then logging in to webmail, you will see the following boxes (below). In the top box asking for the Domain\username put “DOL\your normal username” and your normal password, then click “sign in” follow the steps as outlined below:

Domain\user name:

Password:



Please click "Start setup"



Now choose the method that you would like the service to communicate with you.

For those of you who downloaded the app or would like a code texted to you, please click "Mobile phone"

< Please do not click "Security Key" as this option is not available >

If you choose "Landline", the service will call the phone number you designate in a later step to verify your identity \*\*\* skip to Landline Option \*\*\* page 7

Enter your phone number

United States

+1

Example: (201) 234-5678

Back Continue

Now enter the Mobile phone or Landline number that you would like the app to use, then verify that the number is correct and click "Continue"

Verify Ownership of 337-261-5516

1. We can call you with a verification code.

Call me Calling you...

2. Enter your 6-digit code:

566076 Verify ✓

Back Continue

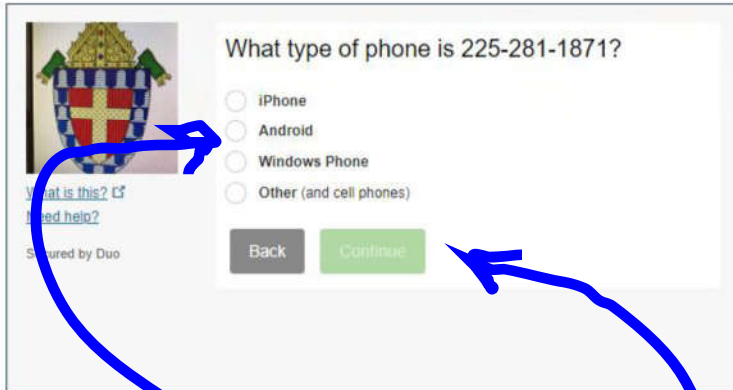
The app will now call you to verify that the phone number you entered is correct.  
\*\*\* It will be from a Madison, Wisconsin phone number (608)208-6462 \*\*\*  
Please answer the call and enter the verification code provided

You may want to add this phone number as a new contact in your phone.

After verification, please click "Continue"

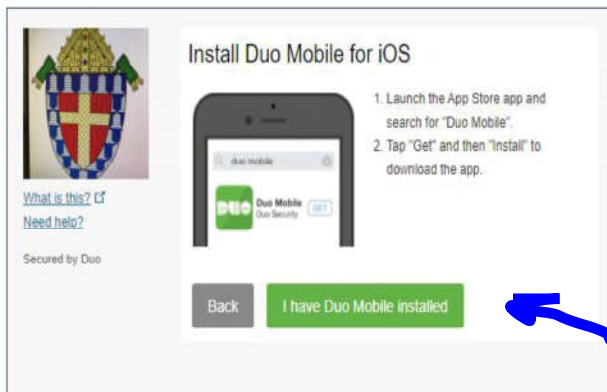
What follows next in these instructions is the installation for an iPhone. An Android or Windows phone will be very similar

## Mobile Phone Option



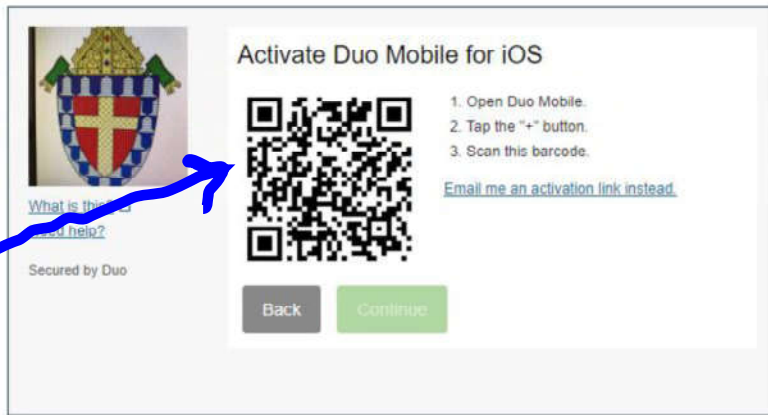
A screenshot of a Duo Security web page. The page title is "What type of phone is 225-281-1871?". On the left, there is a logo of a shield with a cross and a crown, with links for "What is this? Cf" and "Need help?". Below the logo, it says "Secured by Duo". The main content area has four radio button options: "iPhone", "Android", "Windows Phone", and "Other (and cell phones)". At the bottom, there are two buttons: "Back" and "Continue". A blue arrow points from the "Continue" button to the "Android" option, and another blue arrow points from the "Continue" button to the "Continue" button itself.

Please click the box next to the type of phone you are using for this process and then click "Continue"



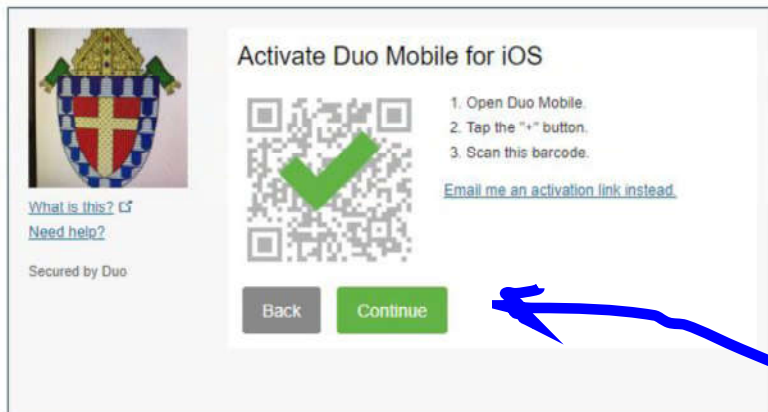
A screenshot of a Duo Security web page titled "Install Duo Mobile for iOS". On the left, there is the same shield logo as in the previous screenshot, with links for "What is this? Cf" and "Need help?". Below the logo, it says "Secured by Duo". The main content area shows a smartphone displaying the Duo Mobile app in the App Store. To the right of the phone, there are two numbered steps: "1. Launch the App Store app and search for 'Duo Mobile'." and "2. Tap 'Get' and then 'Install' to download the app." At the bottom, there are two buttons: "Back" and "I have Duo Mobile installed". A blue arrow points from the "I have Duo Mobile installed" button to the "I have Duo Mobile installed" button itself.

Click "I have Duo Mobile installed"

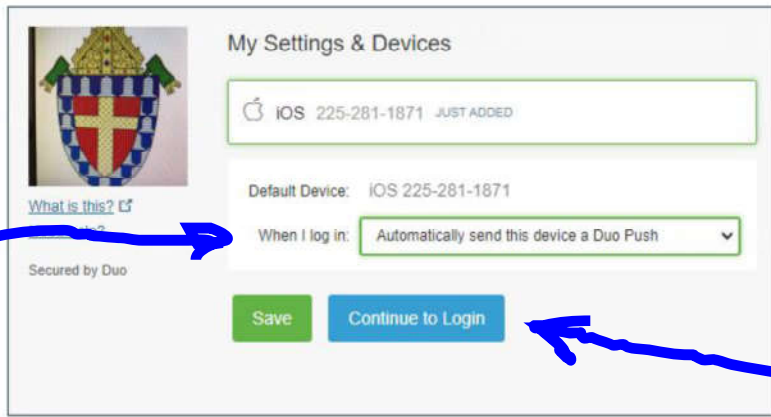


Activate the app by following the on-screen directions.

These will instruct you to use the camera in the app to scan the barcode.



If the app doesn't continue to the next step automatically, please click "Continue"

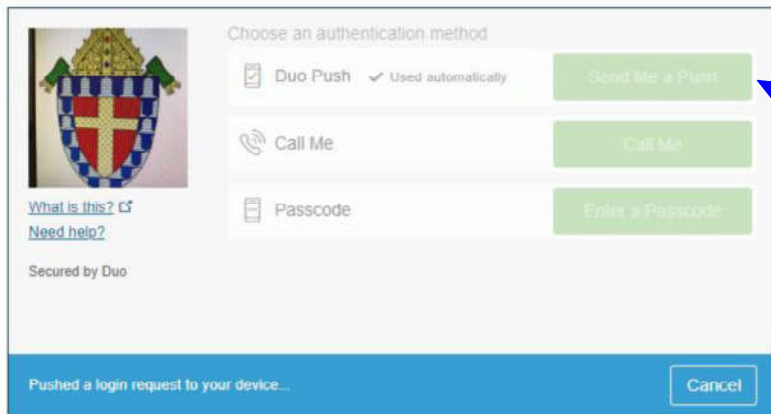


There will be three ways for you to verify your identity

- 1) Duo Push (Recommended as it will only require only one click in the future)
- 2) Call Me
- 3) Enter a Passcode ( this requires opening the app on your phone to retrieve the Passcode for manual input)

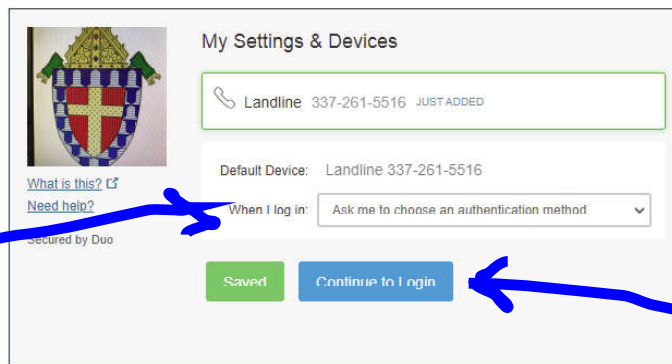
All methods function easily, and the choice is completely yours.

You can choose to always one particular option or have the app ask you each time for an option. Once you have answered, please click "Save and "Continue to Login"



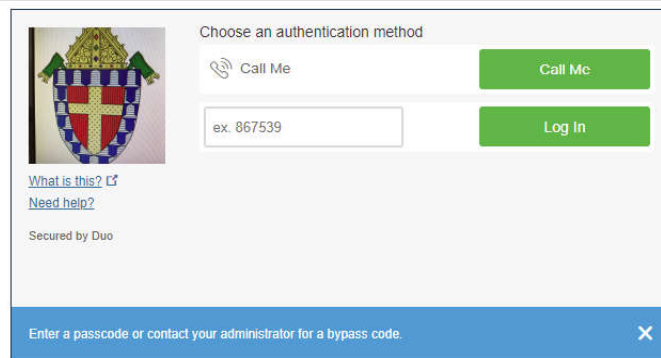
Please click the method you would like to use.

You are in! Congratulations!



## LANDLINE OPTION

At this point, you can choose to always use this option or have the app ask you each time for an option. Once you have answered, please click "Continue to Login"



Click "Call me" and all you have to do is touch any key on your phone and you're in!

## LASTLY

Once you have completed the processes above, log out of Webmail by clicking the emoji at the top right corner of the screen and sign out.

NOW, login to VMware as normal

You will be prompted to enter your "DUO username and password", which is the same as your normal username and password. You will then be asked to authenticate/verify that it is you logging in by the DUO method you have chosen in the steps above.