

Register a Replacement Phone in Duo

When you get a replacement phone you will need to register it. If you still have your old phone, or if you have more than one authentication device you can do this yourself with the instructions below.

If you no longer have any working authentication devices, you must call the TOC at (916) 734-4357 to register the new phone.

1. Use Edge or Chrome (not all browsers work) to access the **HS MFA Portal** website at:
<https://hsmfa.ucdmc.ucdavis.edu>
2. Click the gold **Enroll O365 Banner CAS** bubble



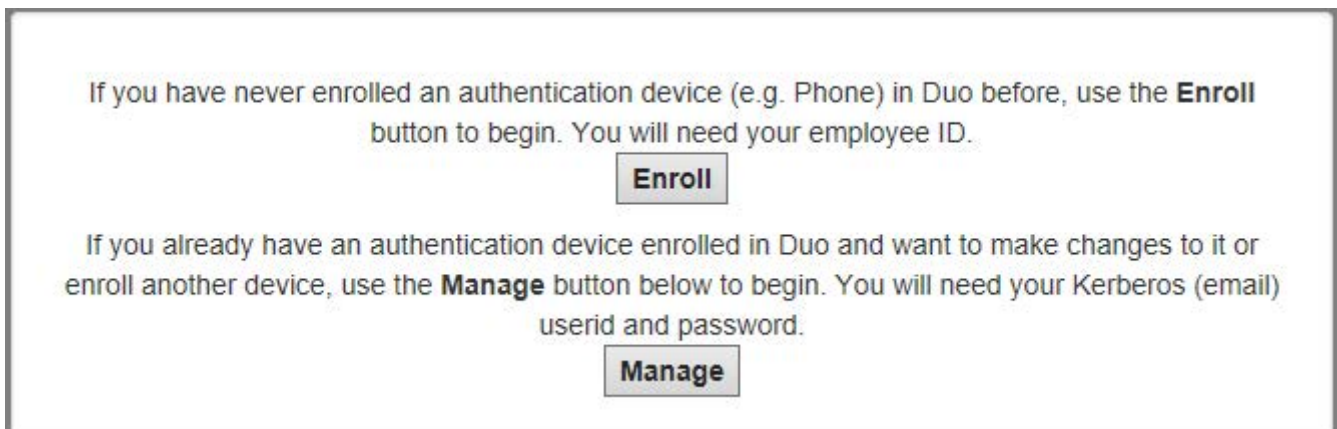
UC DAVIS HEALTH

To improve our security posture, UC Davis Health has incorporated Duo Security as a multi-factor authentication solution to access EPCS, Office 365, VPN, HS Apps, and other applications from off-site locations. DUO helps to verify identification by combining username and password (something you know) with cell phone or landline (something you have). This ensures that you are the person trying to access your account.

Guides Enroll O365 Banner CAS Enroll EPCS VPN Citrix FAQ's

HS MFA Self Service Portal

3. Click **Manage**.



If you have never enrolled an authentication device (e.g. Phone) in Duo before, use the **Enroll** button to begin. You will need your employee ID.

Enroll

If you already have an authentication device enrolled in Duo and want to make changes to it or enroll another device, use the **Manage** button below to begin. You will need your Kerberos (email) userid and password.

Manage

Portal Selection

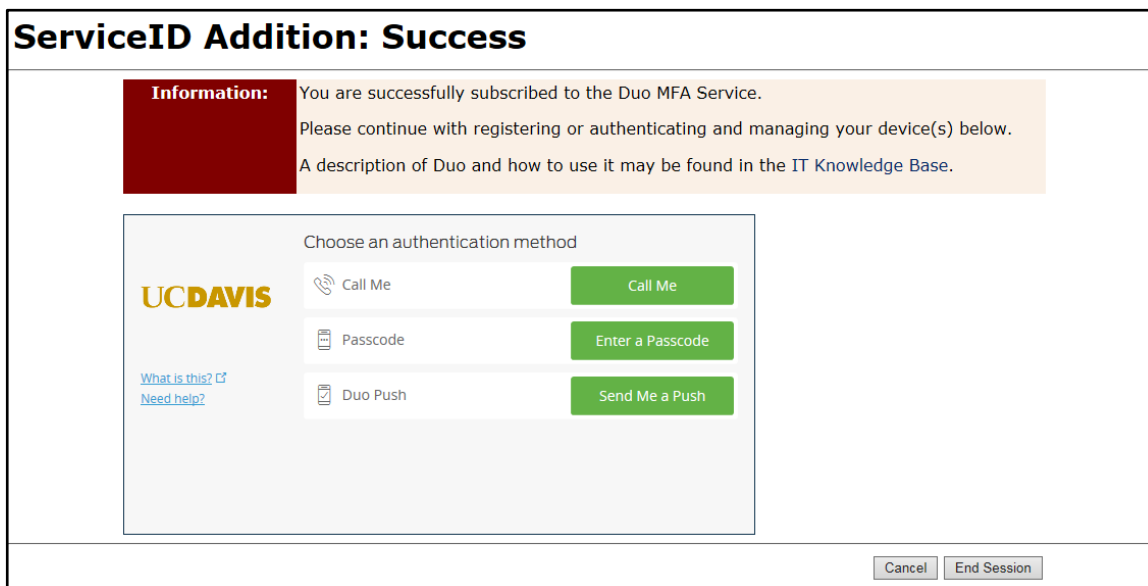
4. Log in using your Kerberos userid and password.



The image shows the UC Davis University of California Central Authentication Service (CAS) login page. At the top is the UC Davis logo in yellow, followed by "UNIVERSITY OF CALIFORNIA" in blue and "Central Authentication Service (CAS)" in black. Below this are two input fields: "Username:" and "Passphrase:". The "Username:" field contains a single character. Below the fields is a blue button labeled "LOGIN" in yellow text.

Log in

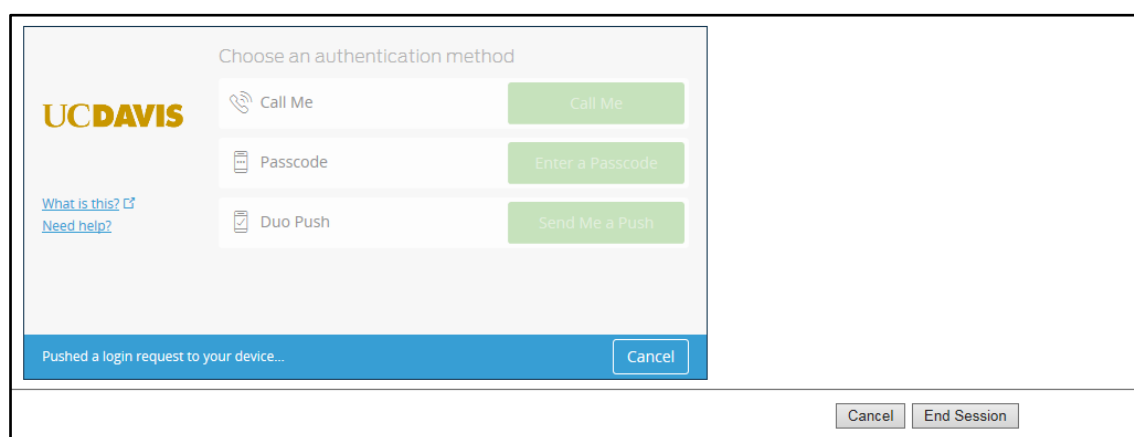
5. You must use your original authentication device to prove your identity. Click the authentication method you wish to use to continue. (In this example, "Send me a push" is selected.)



The image shows a "ServiceID Addition: Success" screen. At the top, a red box with the word "Information:" is followed by a message: "You are successfully subscribed to the Duo MFA Service. Please continue with registering or authenticating and managing your device(s) below. A description of Duo and how to use it may be found in the IT Knowledge Base." Below this is a box titled "Choose an authentication method" with the UC Davis logo on the left. Inside the box are three options: "Call Me" with a green button labeled "Call Me", "Passcode" with a green button labeled "Enter a Passcode", and "Duo Push" with a green button labeled "Send Me a Push". At the bottom right of the main screen are two buttons: "Cancel" and "End Session".

Choose an Authentication Method

6. A notice confirming the requested authentication method displays.



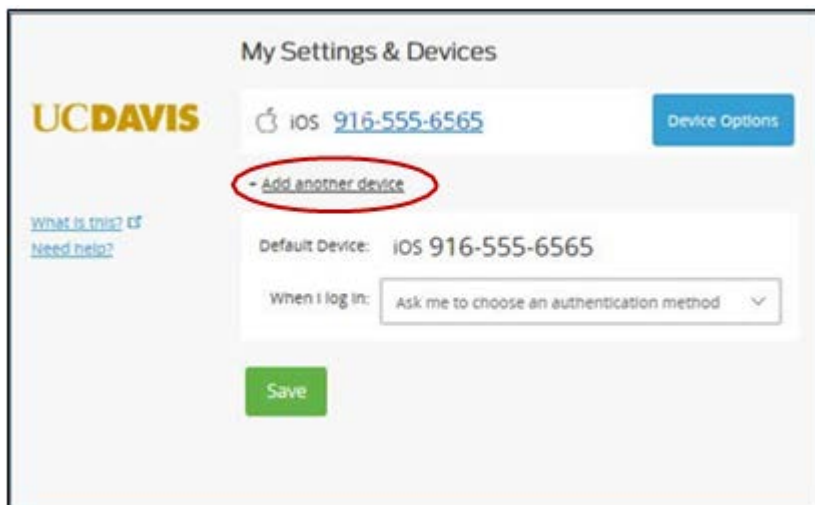
The image shows an "Authentication Confirmation" screen. It features the same "Choose an authentication method" box as the previous screen, but with a blue banner at the bottom that says "Pushed a login request to your device..." and a "Cancel" button. At the bottom right of the main screen are two buttons: "Cancel" and "End Session".

Authentication Confirmation

7. Approve access on your device.

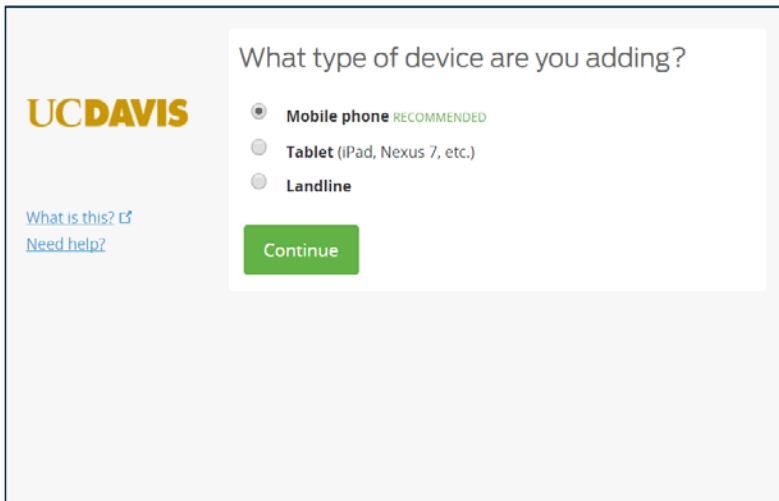


8. After, approving access on the original authentication device, the **My Settings & Devices** screen displays. Click **Add another device**.



Add Another Device

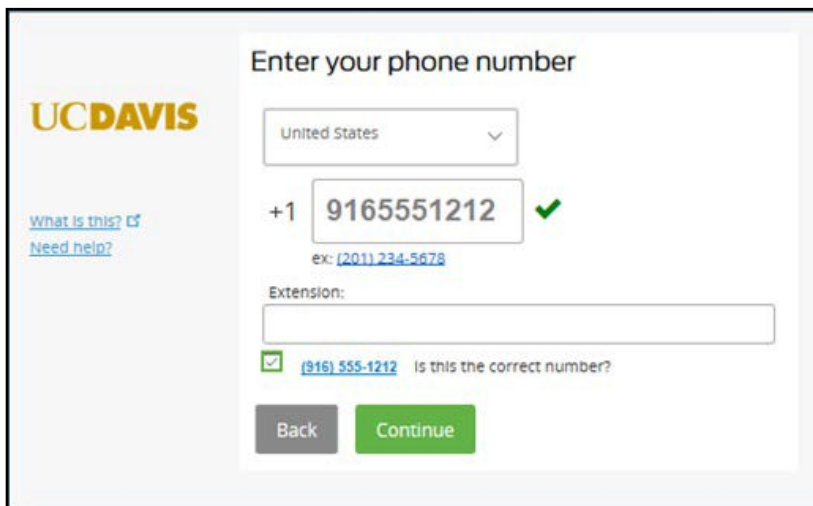
9. Select the device type being added and click **Continue**. (For this example, we add a Mobile phone.)



The screenshot shows a web form titled "What type of device are you adding?". On the left is the UC Davis logo and two links: "What is this?" and "Need help?". The form has three radio button options: "Mobile phone" (which is selected and has a green "RECOMMENDED" label), "Tablet (iPad, Nexus 7, etc.)", and "Landline". A green "Continue" button is at the bottom.

Select Device Type

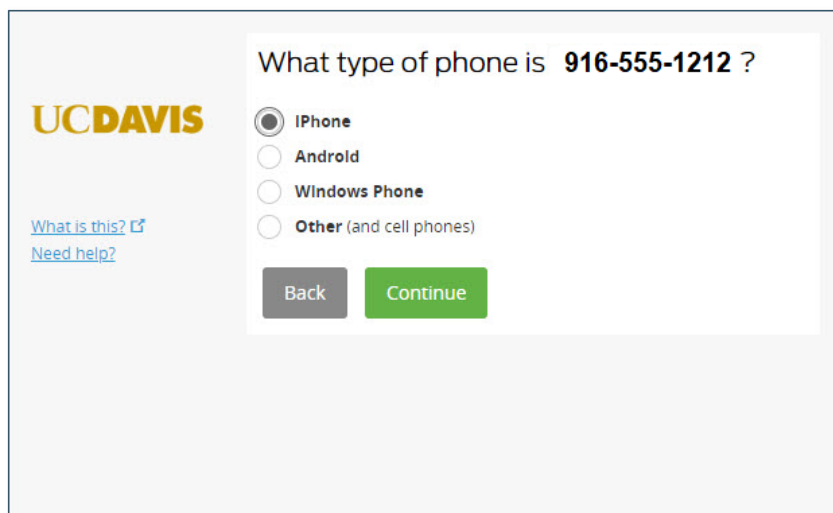
10. Enter the phone number, click the checkbox to confirm the correct number, and then click **Continue**.



The screenshot shows a web form titled "Enter your phone number". On the left is the UC Davis logo and two links: "What is this?" and "Need help?". The form includes a dropdown menu for "United States", a text input for the country code "+1", and a text input for the phone number "9165551212" which is followed by a green checkmark. Below this is an example "ex: (201) 234-5678" and an "Extension:" field. A checkbox is checked next to the number "(916) 555-1212" with the text "Is this the correct number?". At the bottom are "Back" and "Continue" buttons.

Confirm Number

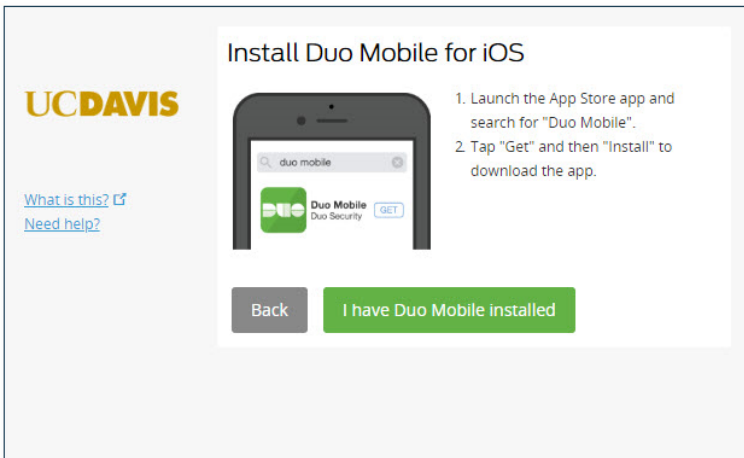
11. Select the phone type, and click **Continue**.



The screenshot shows a web form titled "What type of phone is 916-555-1212 ?". On the left is the UC Davis logo and two links: "What is this?" and "Need help?". The form has four radio button options: "iPhone" (which is selected), "Android", "Windows Phone", and "Other (and cell phones)". At the bottom are "Back" and "Continue" buttons.

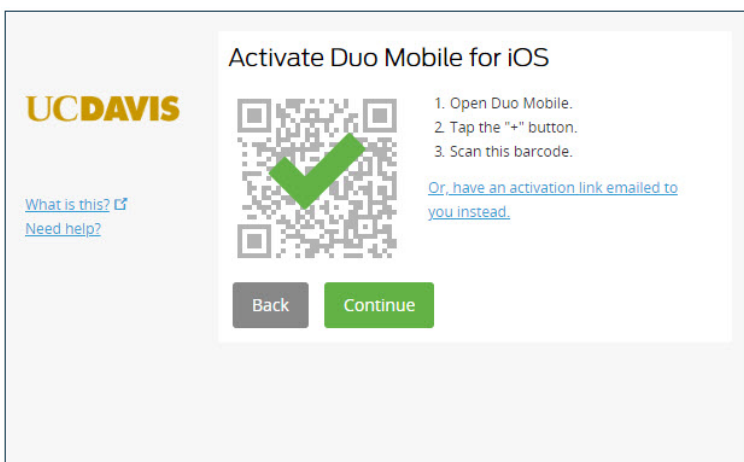
Select Phone Type

12. From your mobile phone, download the Duo Mobile app from your app store and install it on the phone. Allow notifications and camera access and leave all other settings at default. Then from your computer click **"I have Duo Mobile installed"**



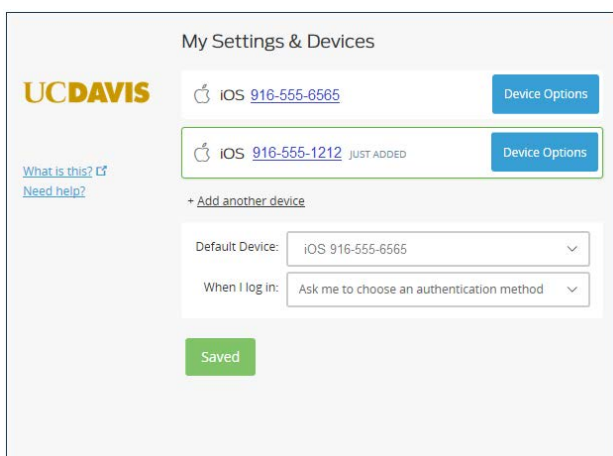
Install Duo

13. Point the Mobile phone camera at the QR code on your computer screen until the green check mark appears. Then click **Continue**.



Register Phone

14. Verify that your phone number is correct, and select an authentication option for **When I log in**. Click **Save**.



15. Change **Default Device** to the new device. In this example that is iOS 916-555-1212

My Settings & Devices

UCDAVIS

What is this? [Need help?](#)

IOS 916-555-6565 Device Options

IOS 916-555-1212 JUST ADDED Device Options

+ Add another device

Default Device: iOS 916-555-1212

When I log in: Ask me to choose an authentication method

Save

16. Test to make sure the new device is working.

Note: make sure the new phone is working before proceeding.
The next steps delete the old phone.

Page 3

17. Press **Device Options** next to the old phone.

My Settings & Devices

UCDAVIS

What is this? [Need help?](#)

IOS 916-555-6565 Device Options

IOS 916-555-1212 JUST ADDED Device Options

+ Add another device

Default Device: iOS 916-555-1212

When I log in: Ask me to choose an authentication method

Save

18. Press the red trashcan icon.

My Settings & Devices

UCDAVIS

What is this? [Need help?](#)

IOS 916-555-6565

Reactivate Duo Mobile Change Device Name

IOS 916-555-1212 JUST ADDED Device Options

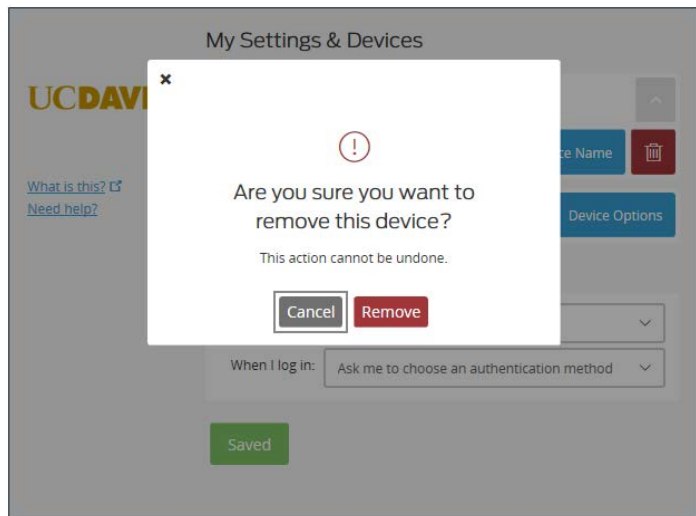
+ Add another device

Default Device: iOS 916-555-1212

When I log in: Ask me to choose an authentication method

Saved

19. Press the red **Remove** button.



19. Press **Save** and close the browser

