



Duo – Two-Factor Authentication



Rochester Community Schools will be using two factor authentication, **Duo Security**. Duo is a friendly and secure way for you to log into your applications using two-factor authentication.

Duo will be used to authenticate the following applications:

- Outlook Web App
- Remote Desktop
- Virtual Private Network (VPN)
- Employee Online
- Business Plus
- Synergy
- Google

The easiest way to use Duo is with a Smart Device. We recommend using a smartphone for the best experience. Users also have the ability to enroll a landline telephone or iOS/ Android tablets.

NOTE: If a landline phone is used instead of a smart device, it must be easily accessible in order to authenticate within the time frame.

To learn more about Duo Authentication, visit the guide here: <https://guide.duo.com/enrollment>

Setting up Your Duo Account

1. Using your laptop/ desktop, go to <https://webmail.rochester.k12.mi.us>. Login using your district username and password. Select **Sign In**.
2. You will automatically be redirected to the Duo Welcome Screen. Click **Start setup** to begin enrolling your device.
3. Select your authentication device type from the list provided.



NOTE: We recommend using a **Mobile phone** for the best experience. However, users have the option to enroll a landline or a tablet, if preferred.



4. Select your **Country** from the drop-down menu and enter in your **Phone Number**.

NOTE: Use the number of your smartphone, landline or cell phone that you'll have when logging into a service that requires verification from Duo. You can enter an extension if you chose Landline in the previous step.





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5. Double check that you entered in your phone number correctly. **Check the box** to verify. Click **Continue**.

NOTE: If you are enrolling a tablet, you will not be prompted to enter a phone number.

NOTE: If the phone number you entered already exists in Duo as an authentication device for another user, you will need to enter a code sent to that number by phone or text message to confirm that you own it.

6. Select the type of phone that you have from the list of options provided. Click **Continue**.



Install the Duo Mobile App

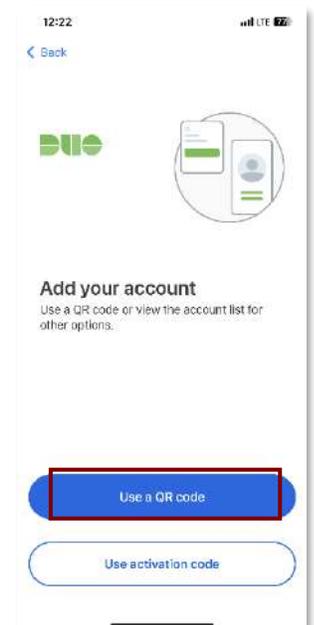
Duo Mobile is an app that runs on your smartphone and helps you authenticate quickly and easily. Without it you'll still be able to log in using a phone call, but for the best experience we recommend that you use **Duo Mobile**.

Why use Duo Mobile?

- It's fast & easy
- Works in any country
- Doesn't require cell service



1. Download the **Duo Security** app onto your smart phone from your respective app store.
2. After installing the app, return to the enrollment window and click **I have Duo Mobile Installed**.
3. Open the **Duo mobile app** on your smart phone. You will be greeted with the welcome screen. Select **Continue** to begin the setup.
4. Select **Use a QR Code** on the app. Using the built-in camera feature, scan the QR code that is on the **Activate Duo Mobile Screen** on your computer.





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NOTE: Can't scan the barcode? Click “Email me an activation link instead”, and follow the provided instructions.

- Once you scan the QR code, create a Name for your account. By default, the name will be **Rochester Community Schools**.
- Setup is complete when a **Green Checkmark** appears over the QR code.

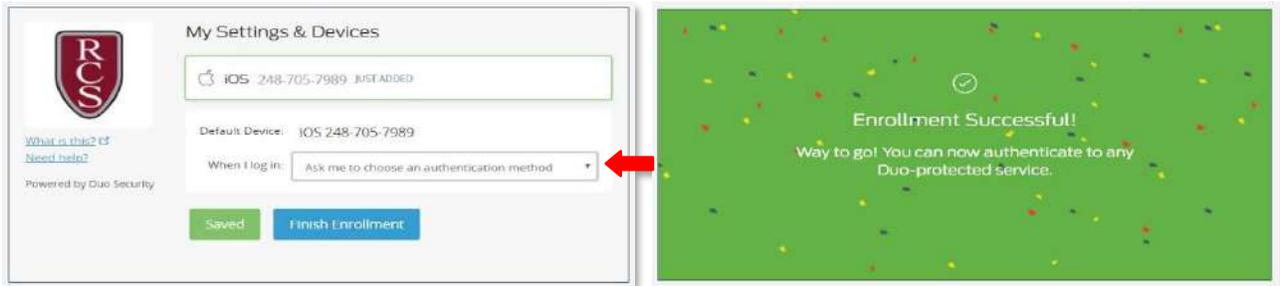
NOTE: If you would like to practice using Duo to log in, select the **Practice Now** button on your mobile device. Otherwise select **Skip**.

Activating the app links it to your account so you can use it for authentication moving forward.

Setting Up Automatic Push Notifications

If this is the device that you will use most often with Duo, you may want to enable automatic push notification requests by changing the **When I Log in:** option and changing the setting from **Ask me to choose an authentication method** to **Automatically send this device a Duo Push** or **Automatically call this device**

With one of the automatic options enabled, Duo automatically sends an authentication request via push notification to the DuoMobile app on your smartphone or a phone call to your device (depending on your selection).



Congratulations! - Your device is ready to approve Duo authentication requests. Click **Send me a Push**. All you need to do is tap **Approve** on the Duo login request received on your device.

Add or Manage Devices

Users will need to reconnect their mobile phones to Duo each time they get a new smart device (Even if their phone number stays the same).

- Using your laptop/ desktop, go to <https://webmail.rochester.k12.mi.us>. Login using your district username and password. Select **Sign In**.
- You will automatically be redirected to the Duo Screen. Click **Add a New Device** to begin enrolling your device.

NOTE: If you're adding a new device to replace one that you previously activated for Duo Push, **don't select the Duo Push authentication method** on this page **unless you still have the original device**. If you don't have the original device, but you have a new device with the same phone number, then you can authenticate with a phone call or SMS passcode.





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3. Select Call Me or SMS Passcode from the authentication methods.
4. Follow the device enrollment process to add the new device.

Choose an authentication method

Duo Push RECOMMENDED Send me a Push

Call Me Call Me

Passcode Enter a Passcode

Remember me for 8 hours

[What is this?](#) [Add a new device](#) [My Settings & Devices](#) [Need help?](#)

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