

Cisco Duo Enrollment

Multi-Factor Authentication (MFA)

Prerequisite

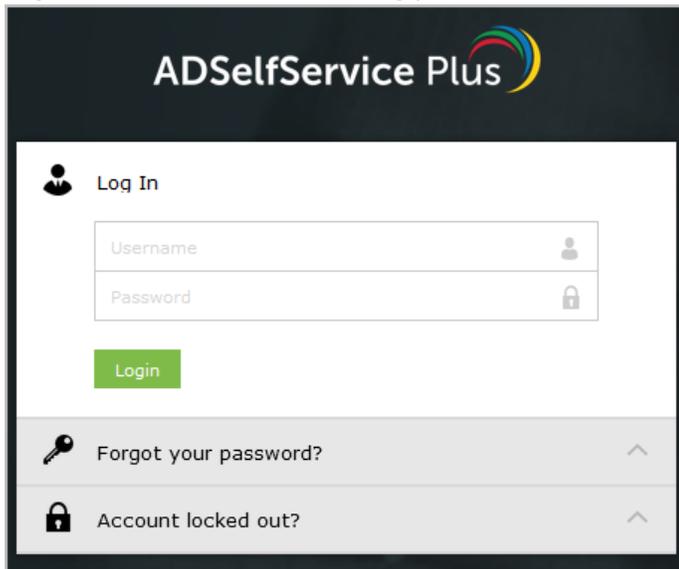
- Install the free **Duo Mobile** app on your smartphone. Although there are other options available (e.g., landline and YubiKey), using the app provides a much better experience. The app does not collect any information from your phone, and it does not allow City IT to access or make any changes to your phone. If you do not have a smartphone, IT can provide a YubiKey for you. Please contact [HP Support](#) if you need a YubiKey.

Before starting the enrollment process, you can use the below link to watch a 2-minute video regarding Duo Enrollment.

[Duo Enrollment Video](#)

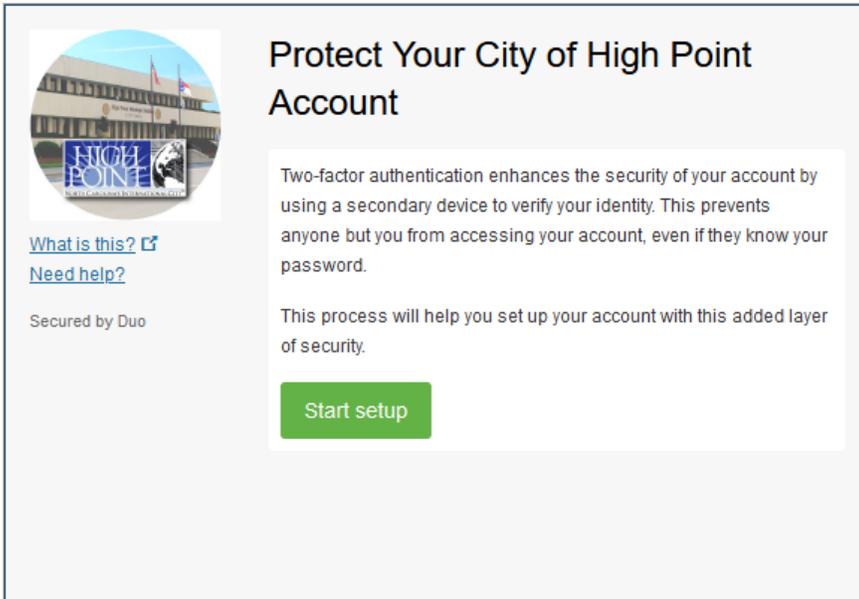
The below steps provide guidance for enrolling in **Cisco Duo** and **ADSelfService Plus** using the **Duo Mobile** app.

- Install **Duo Mobile** on your smartphone
- Go to <https://portal.highpointnc.gov> from your computer
- Log in to **ADSelfService Plus** using your network credentials



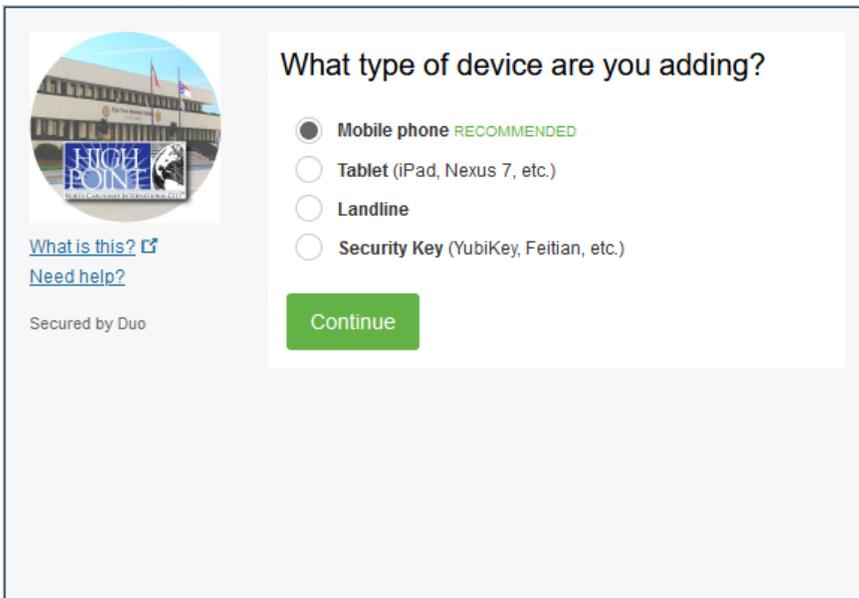
The screenshot shows the ADSelfService Plus login interface. At the top, the logo "ADSelfService Plus" is displayed with a colorful circular icon. Below the logo, there is a "Log In" section with a user icon. This section contains two input fields: "Username" with a user icon on the right, and "Password" with a lock icon on the right. A green "Login" button is positioned below the password field. At the bottom of the login section, there are two links: "Forgot your password?" with a key icon and an upward arrow, and "Account locked out?" with a lock icon and an upward arrow.

- Click **Start setup** at the **Duo Enrollment** screen



The screenshot shows the Duo Enrollment screen for the City of High Point Account. On the left, there is a circular logo for the City of High Point with the text "HIGH POINT" and "CITY OF HIGH POINT, NC". Below the logo are two links: "What is this?" and "Need help?". Underneath these links, it says "Secured by Duo". The main heading is "Protect Your City of High Point Account". Below the heading, there is a text box explaining that two-factor authentication enhances security by using a secondary device to verify identity. Below this text box, it says "This process will help you set up your account with this added layer of security." At the bottom right, there is a green button labeled "Start setup".

- Select **Mobile phone**, click **Continue**



The screenshot shows the Duo Enrollment screen asking for the type of device to be added. On the left, there is a circular logo for the City of High Point with the text "HIGH POINT" and "CITY OF HIGH POINT, NC". Below the logo are two links: "What is this?" and "Need help?". Underneath these links, it says "Secured by Duo". The main heading is "What type of device are you adding?". Below the heading, there are four radio button options: "Mobile phone RECOMMENDED", "Tablet (iPad, Nexus 7, etc.)", "Landline", and "Security Key (YubiKey, Feitian, etc.)". At the bottom right, there is a green button labeled "Continue".

- Enter your mobile phone number, click **Continue**

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

Secured by Duo

Enter your phone number

United States

+1 336 [redacted] ✓

Example: (201) 234-5678

You entered (336) [redacted] Is this the correct number?

Back Continue

- Select the type of phone, click **Continue**

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

Secured by Duo

What type of phone is 336- [redacted] ?

iPhone

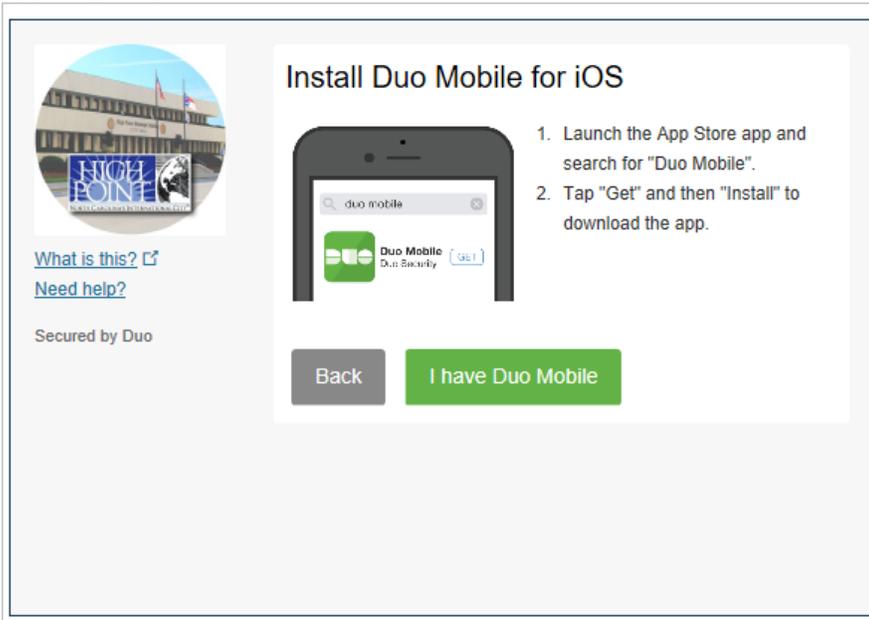
Android

Windows Phone

Other (and cell phones)

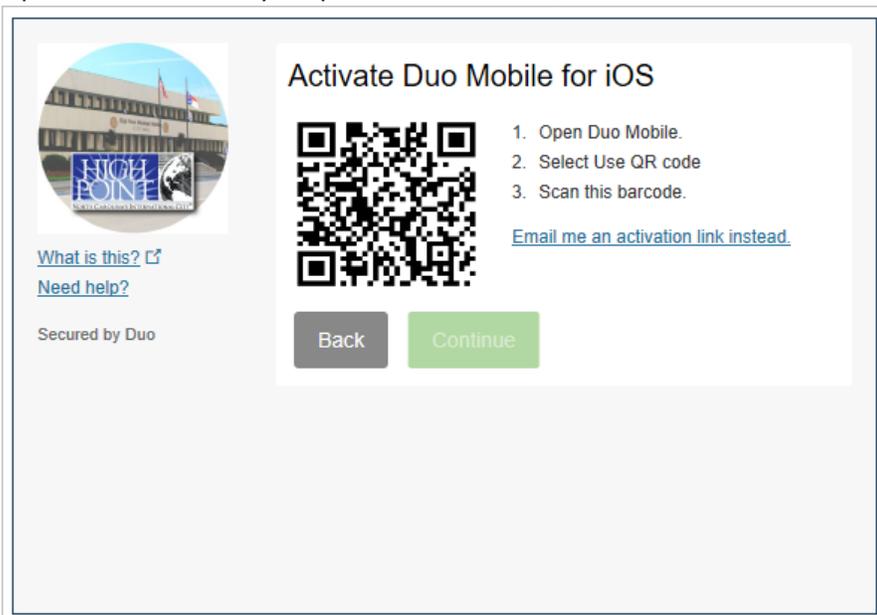
Back Continue

- If you have already installed the Duo Mobile app, click **I have Duo Mobile**. Otherwise, install the app on your phone and then click **I have Duo Mobile**.



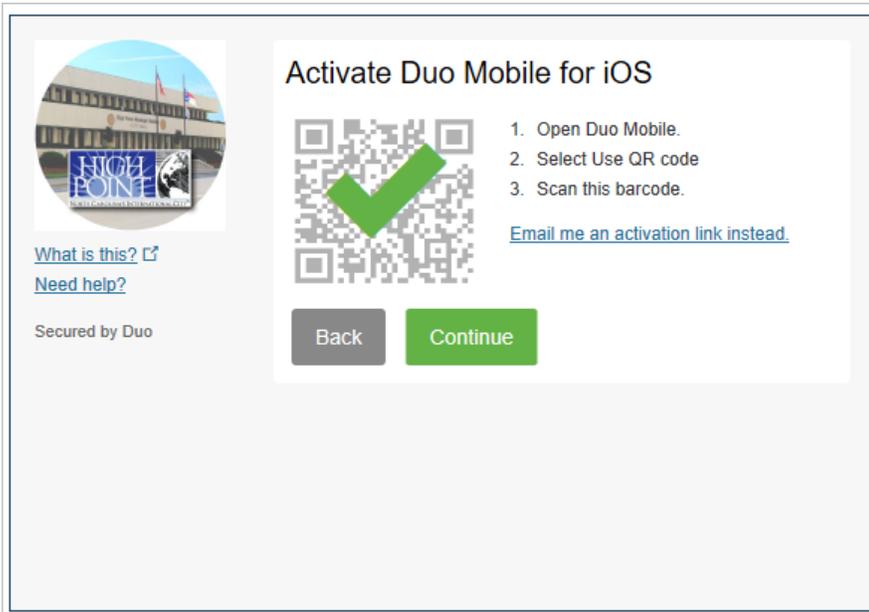
This screenshot shows the Duo Mobile app installation page for iOS. On the left, there is a circular logo for the University of North Carolina at Charlotte, with the text "What is this? Need help?" and "Secured by Duo". The main heading is "Install Duo Mobile for iOS". Below the heading is a graphic of an iPhone displaying the Duo Mobile app in the App Store search results. To the right of the graphic are two numbered instructions: "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: a grey "Back" button and a green "I have Duo Mobile" button.

- Open **Duo Mobile** on your phone, select **Use QR code**, scan the barcode

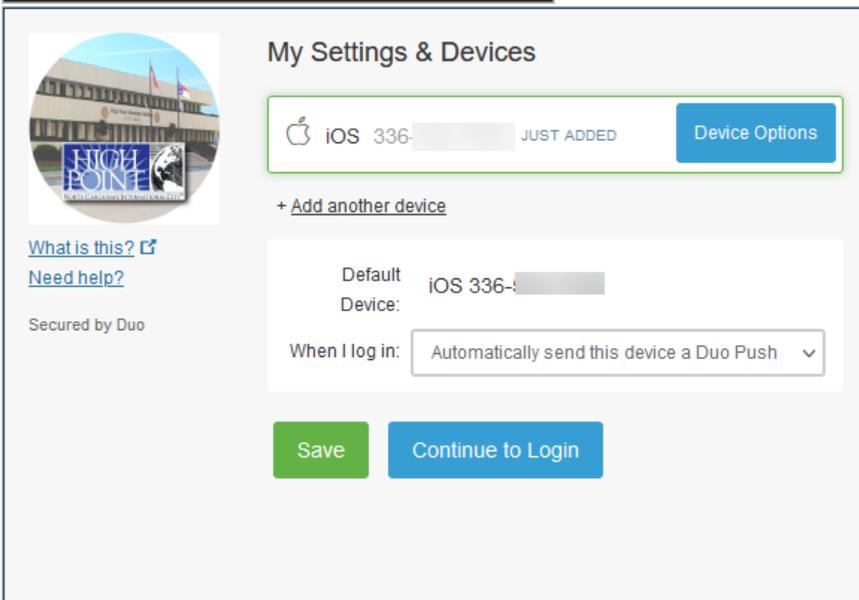
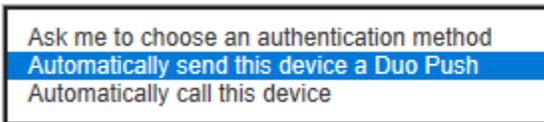


This screenshot shows the Duo Mobile app activation page for iOS. On the left, there is a circular logo for the University of North Carolina at Charlotte, with the text "What is this? Need help?" and "Secured by Duo". The main heading is "Activate Duo Mobile for iOS". Below the heading is a large QR code. To the right of the QR code are three numbered instructions: "1. Open Duo Mobile.", "2. Select Use QR code", and "3. Scan this barcode." Below the instructions is a link that says "Email me an activation link instead." At the bottom, there are two buttons: a grey "Back" button and a green "Continue" button.

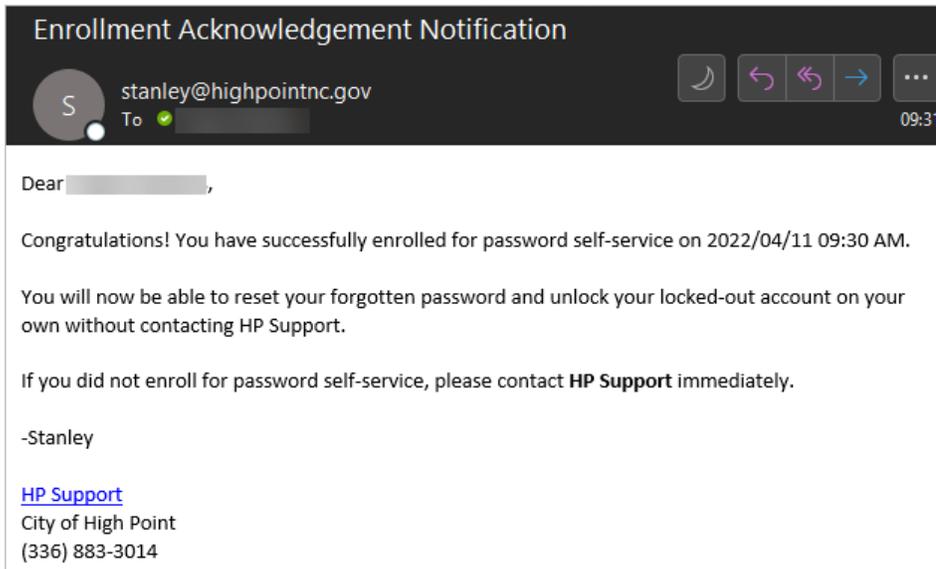
- Click **Continue**



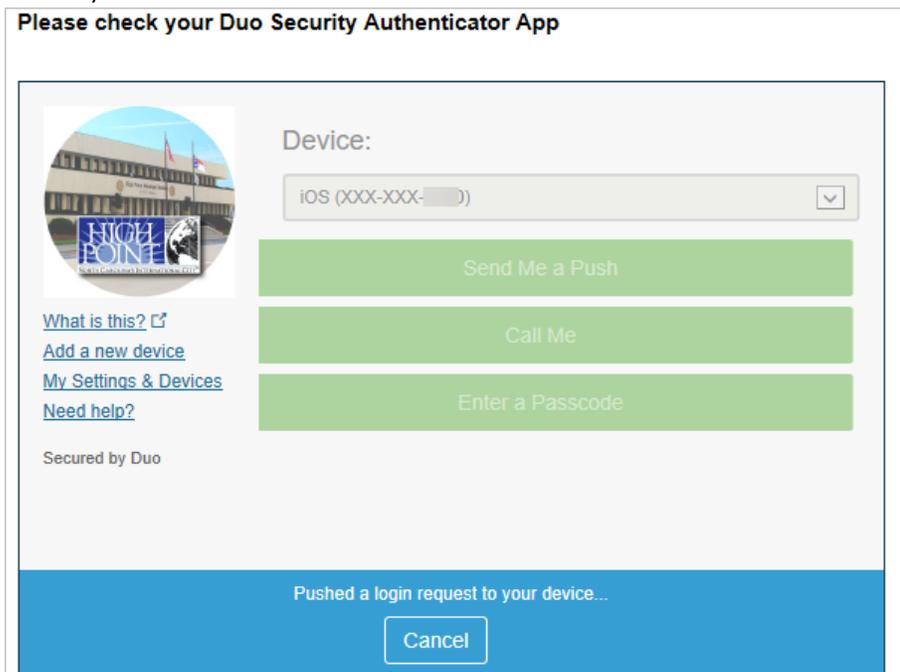
- Beside **When I log in**, select **Automatically send this device a Duo Push** (unless you prefer that it ask you to choose authentication method each time), click **Save**, click **Continue to Login**



- You should receive an email acknowledging that you have successfully enrolled in **ADSelfService**



- If you do not receive the email, please go to <https://portal.highpointnc.gov> again
- Log in to **ADSelfService Plus** using your network credentials
- Approve the Duo notification on your phone (or your chosen method if you are not using **Duo Mobile**)



- You should now receive the enrollment acknowledgement email