

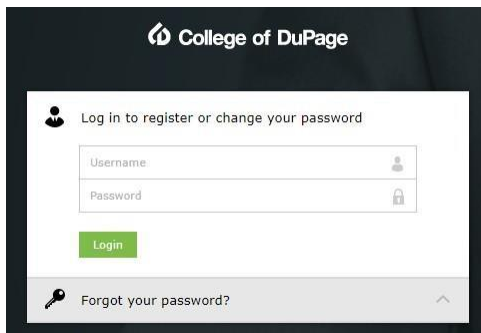
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Register (Optional: Change your password)

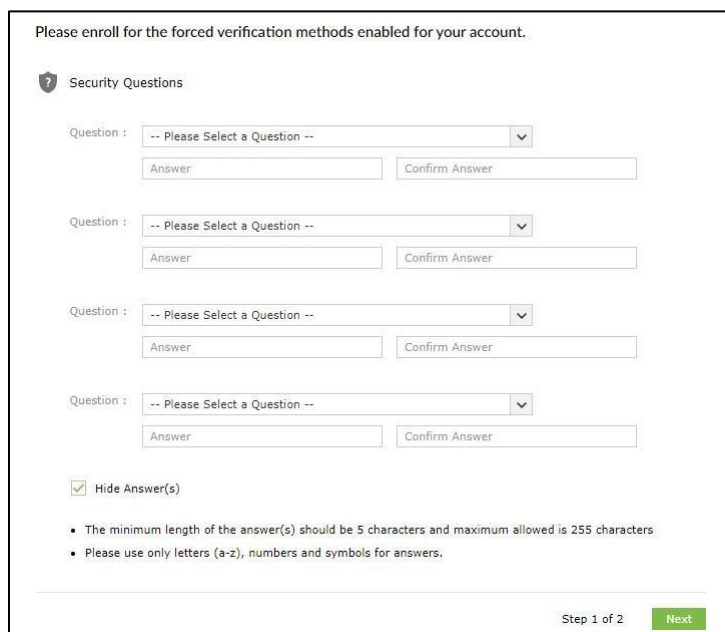
First time users must enroll to change your password. You must also know your current password. If you have not registered and do not know your password, please call the Help Desk at 630-942-4357.

1. Navigate to <http://cod.edu/helpdesk>
2. Click the **Registration, Password Reset and Multi-Factor Management** link



The screenshot shows the College of DuPage login page. At the top, it says "College of DuPage". Below that, there is a section titled "Log in to register or change your password". This section contains two input fields: "Username" and "Password". Below the input fields is a green "Login" button. At the bottom of the section, there is a link that says "Forgot your password?" with a key icon and an upward arrow.

3. Complete the security questions screen below.



The screenshot shows the "Security Questions" enrollment screen. At the top, it says "Please enroll for the forced verification methods enabled for your account." Below that, there is a section titled "Security Questions" with a question mark icon. This section contains four "Question" dropdown menus, each followed by an "Answer" input field and a "Confirm Answer" input field. Below the input fields, there is a checkbox labeled "Hide Answer(s)" which is checked. At the bottom, there are two bullet points: "The minimum length of the answer(s) should be 5 characters and maximum allowed is 255 characters" and "Please use only letters (a-z), numbers and symbols for answers." At the bottom right, there is a "Step 1 of 2" indicator and a green "Next" button.

NOTE:

- You may not use your user name as an answer.
- You can not provide the same answer to multiple questions.
- You may not use any word of the question in your answer.
- Your answers must be only English characters (a-z), numbers (0-9), and symbols.

Enroll in Duo Security

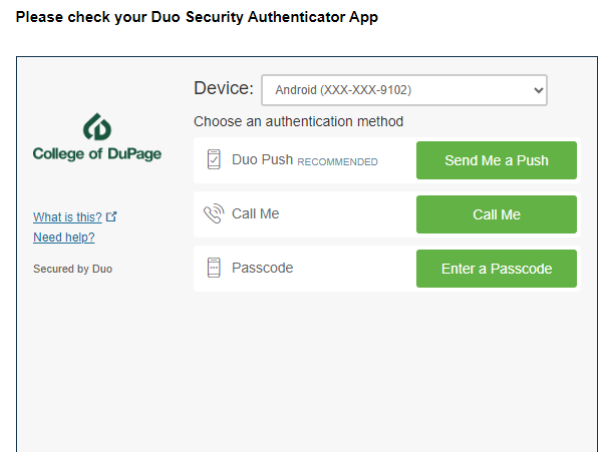
Next, you will need to enroll in Duo Security.

- If you have not enrolled in Duo, continue to step 1.
- If you are already enrolled in Duo, you may skip to step 8 or click [here](#).

If you have not enrolled in Duo, you will see the screen below.



If you have already enrolled in Duo, you will see the screen below. Once you've authenticated, skip to [Step 8](#).



1. Click **Start setup** to begin enrolling.
2. Choose Your Authentication Device Type

The **Mobile phone** is the recommended setup because it allows you to receive authentication notifications in a variety of ways, including push notifications via the Duo mobile app, text messages, and phone calls.

Choosing **Tablet** will require use of the Duo mobile app. If you decide to go this route, skip Step 3 and go to Step 4.

The **Landline** option will work with either a home or work phone.

Choose your desired method and click **Continue**.

The screenshot shows the Duo Security interface for adding a device. On the left, the College of DuPage logo is displayed above the text 'College of DuPage'. Below this are links for 'What is this?', 'Need help?', and 'Powered by Duo Security'. The main content area is titled 'What type of device are you adding?' and contains four radio button options: 'Mobile phone' (marked as RECOMMENDED), 'Tablet (iPad, Nexus 7, etc.)', 'Landline', and 'U2F token (Requires a compatible browser)'. A green 'Continue' button is positioned at the bottom of the options.

3. Type Your Phone Number

Select your country from the drop-down list and type the phone number of the device you are enrolling. Verify that the phone number is correct and click **Continue**.

If you are enrolling with a landline, skip Steps 4 through 6, continuing on Step 7.

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

The screenshot shows the 'Enter your phone number' screen. On the left, the College of DuPage logo is displayed above the text 'College of DuPage'. Below this are links for 'What is this?', 'Add a new device', 'My Settings & Devices', 'Need help?', and 'Powered by Duo Security'. The main content area is titled 'Enter your phone number' and contains a dropdown menu for 'United States', a text input field with '+1' on the left and '2012345678' in the center (with a green checkmark to the right), and an example '(201) 234-5678'. Below the input field is a checked checkbox with the text 'You entered (201) 234-5678. Is this the correct number?'. At the bottom are 'Back' and 'Continue' buttons.

4. Choose Platform

If you chose **Mobile phone**, select the type of phone you are enrolling. Choosing **iPhone**, **Android**, or **Windows Phone** will require the use of the Duo mobile app.

Select **Other** if you only want calls or text messages. If you choose this method, skip Steps 5 and 6, continuing on Step 7.

Click **Continue**.

College of DuPage

What type of phone is [201-234-5678](#)?

iPhone

Android

Windows Phone

Other (and cell phones)

Back Continue

What is this? [?](#)

[Need help?](#)

Powered by Duo Security

If you chose **Tablet**, select the type of tablet you are enrolling and click **Continue**.

College of DuPage

What type of tablet are you adding?

iOS (iPad, iPod Touch)

Android

Back Continue

What is this? [?](#)

[Add a new device](#)

[My Settings & Devices](#)

[Need help?](#)

Powered by Duo Security

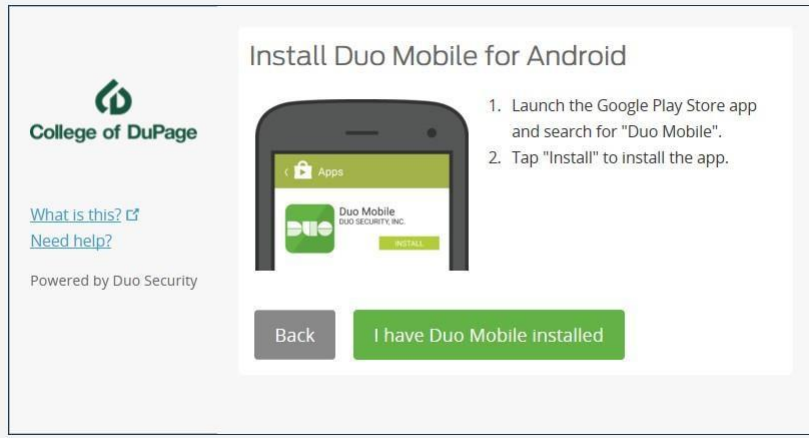
5. Install Duo Mobile

Why use Duo Mobile?

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

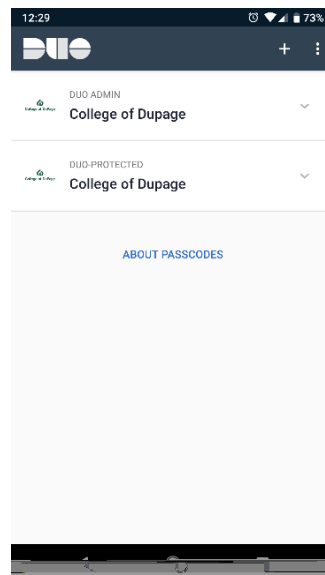
Duo Mobile is an app that runs on your smartphone and helps you authenticate quickly and easily. Without it, you will still be able to log in using a phone call or text message. For the best experience, we recommend that you use Duo Mobile.

On your smartphone, install the Duo Mobile from the application store (App Store for iPhones, Google Play for Androids, etc.). Once installed, return to the enrollment window and click **I have Duo Mobile installed**.

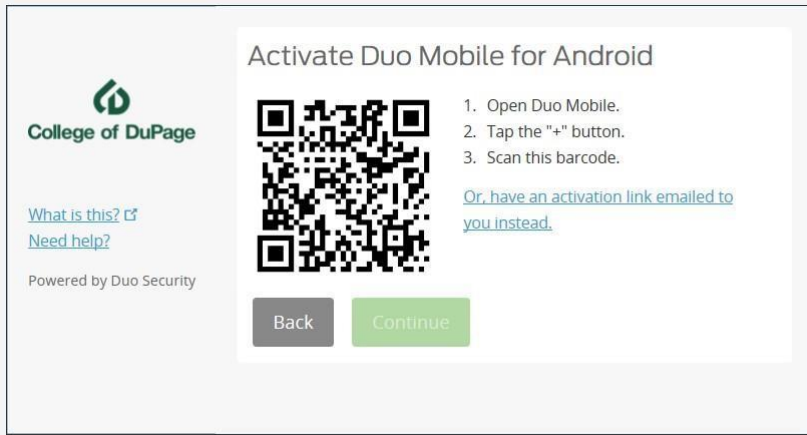


6. Activate Duo Mobile

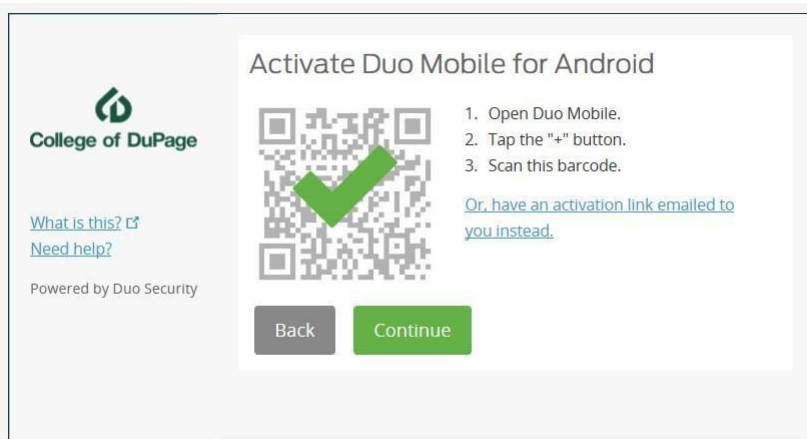
On your smartphone, open the Duo Mobile app and tap the + in the top right corner. Depending on your phone's settings, you may have to allow the app to access your camera, which you must do in order to activate Duo.



Hold your phone so that the camera can scan the barcode on screen (not the one below).



When your phone successfully scans the barcode, a green check mark will appear on the barcode. Once you see the green check mark, click **Continue**.



Can't scan the barcode? Click **Or, have an activation link emailed to you instead** and follow the instructions.

7. Finish Enrollment

If the enrolled device will frequently be used for Duo, you may want to enable an automated authentication response by changing the **When I log in:** option from "Ask me to choose an authentication method" to "Automatically send this device a Duo Push" or "Automatically call this device" and click **Save**.

My Settings & Devices

College of DuPage

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

Powered by Duo Security

Android [201-234-5678](#) JUST ADDED

Default Device: Android 201-234-5678

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

Saved Finish Enrollment

Click **Finish Enrollment** to proceed.

You will then receive an email acknowledging that you have successfully enrolled.

8. Change Password

If you would like to change your password at this time, you may continue the process using the fields below. You may also log out and reset your password later.

* Old Password

* New Password

* Confirm New Password

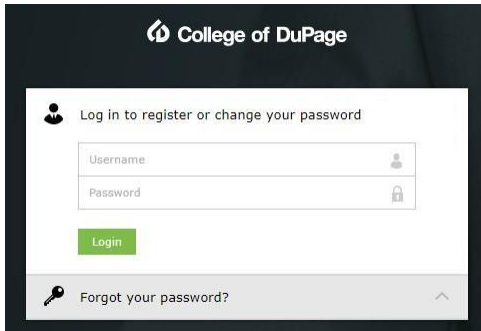
- The maximum password age is 90 days
- The minimum password length is 8
- No. of passwords remembered is 24
- The password complexity property is enabled

Change Password Cancel

Once you complete the password reset form, you will receive an email acknowledging that you have successfully changed your password.

Change your password

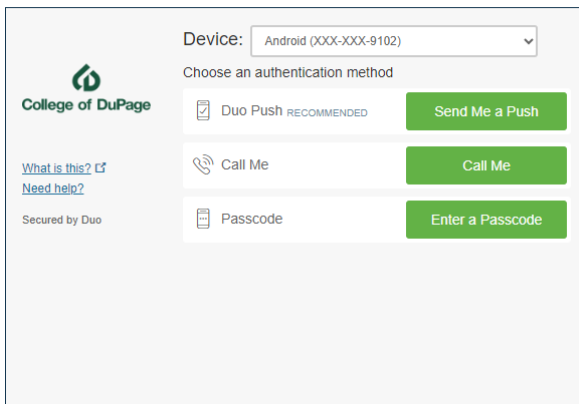
1. Enter your user name and password.



The image shows the College of DuPage login page. At the top, it says "College of DuPage" with a logo. Below that, it says "Log in to register or change your password". There are two input fields: "Username" and "Password". Below the fields is a green "Login" button. At the bottom, there is a link that says "Forgot your password?" with a key icon.

2. Next, you will receive the Duo Security prompt.

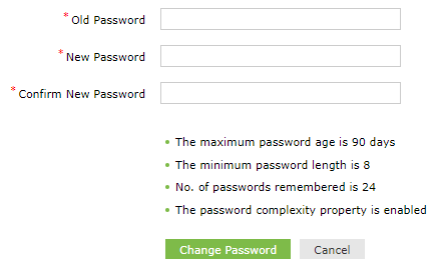
Please check your Duo Security Authenticator App



The image shows the Duo Security authentication prompt. It has the College of DuPage logo on the left. On the right, there is a dropdown menu for "Device:" with "Android (XXX-XXX-9102)" selected. Below that, it says "Choose an authentication method". There are three options: "Duo Push RECOMMENDED" with a "Send Me a Push" button, "Call Me" with a "Call Me" button, and "Passcode" with an "Enter a Passcode" button. On the left side, there are links for "What is this?" and "Need help?", and a note "Secured by Duo".

3. Change Password

If you would like to change your password at this time, you may continue the process using fields below. You may also log out and reset your password later.



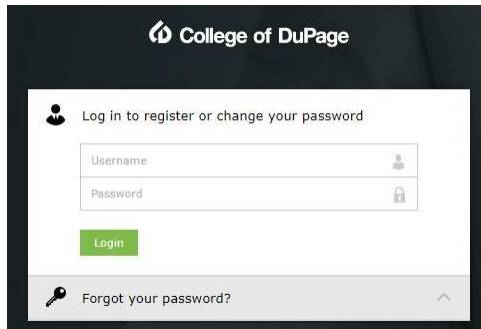
The image shows the "Change Password" form. It has three input fields: "* Old Password", "* New Password", and "* Confirm New Password". Below the fields, there are four bullet points: "The maximum password age is 90 days", "The minimum password length is 8", "No. of passwords remembered is 24", and "The password complexity property is enabled". At the bottom, there are two buttons: "Change Password" and "Cancel".

Once you complete the password reset form, you will receive an email acknowledging that you have successfully changed your password.

Forgot your password?

NOTE: You must be registered in Employee Account Management and enrolled in Duo to proceed.

1. Click the **Forgot your password?** link



College of DuPage

Log in to register or change your password

Username

Password

Login

Forgot your password?

2. Enter your Username



College of DuPage

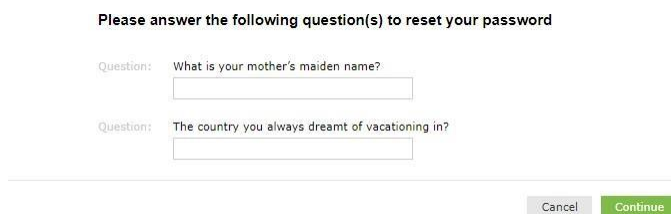
Log in to register or change your password

Forgot your password?

Username

Continue

3. You will be prompted with 2 of the 4 questions that you set up during the enrollment process. Enter the correct answers.



Please answer the following question(s) to reset your password

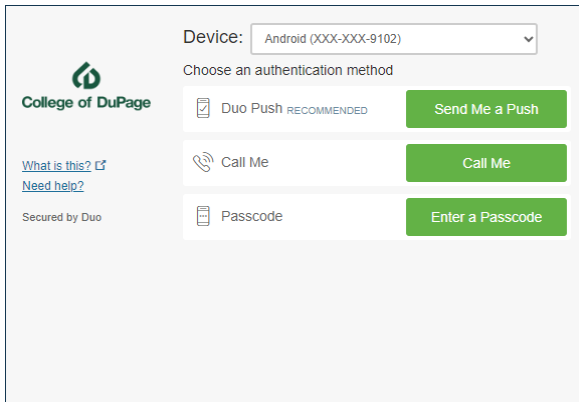
Question: What is your mother's maiden name?

Question: The country you always dreamt of vacationing in?

Cancel Continue

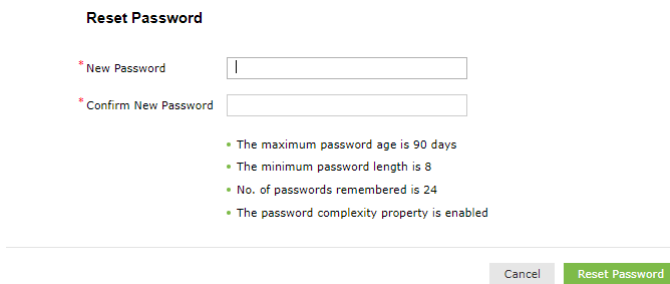
4. Next, you will receive the Duo Security prompt.

Please check your Duo Security Authenticator App



The screenshot shows the Duo Security interface for College of DuPage. At the top left is the College of DuPage logo. Below it are links for "What is this?" and "Need help?". The text "Secured by Duo" is visible. A "Device:" dropdown menu is set to "Android (XXX-XXX-9102)". Under the heading "Choose an authentication method", there are three options: "DUO Push RECOMMENDED" with a "Send Me a Push" button, "Call Me" with a "Call Me" button, and "Passcode" with an "Enter a Passcode" button.

5. Once you have completed Two Factor Authentication, you will be prompted to enter your new password.



The "Reset Password" form contains two input fields: "New Password" and "Confirm New Password". Below the fields is a list of password requirements:

- The maximum password age is 90 days
- The minimum password length is 8
- No. of passwords remembered is 24
- The password complexity property is enabled

At the bottom of the form are two buttons: "Cancel" and "Reset Password".

Once you complete the password reset form, you will receive an email acknowledging that you have successfully changed your password.

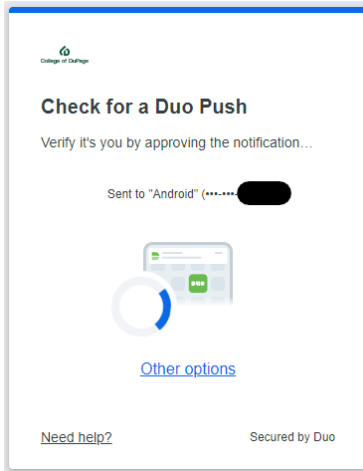
If you have any trouble enrolling or changing your password, please call the **Help Desk** at **630-942-4357**.

Manage Devices

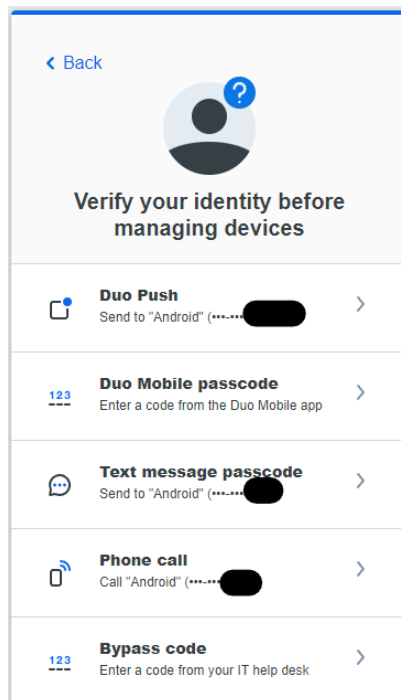
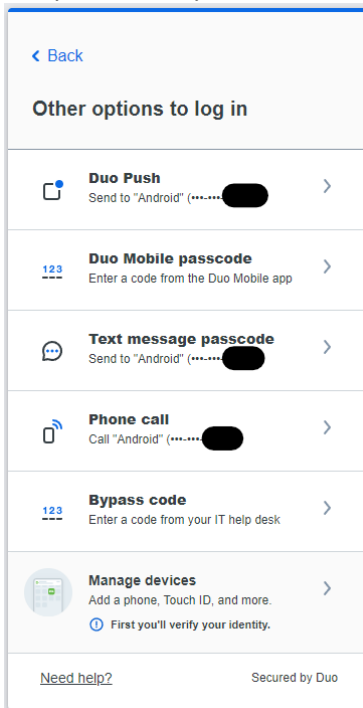
To manage your Duo settings and devices, go to cod.edu/helpdesk, click **Registration, Password Reset and Multi-Factor Management** and log in.

1. Select **Other Options**

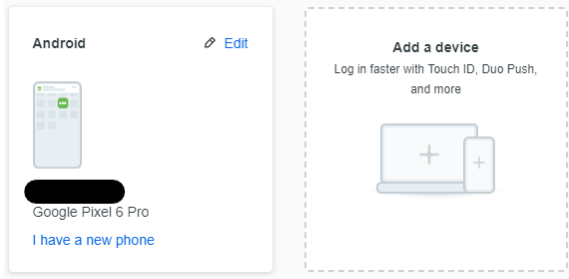
After logging in, you will be presented with a screen similar to what you see below, though the authentication method may differ. Click on **Other options**.



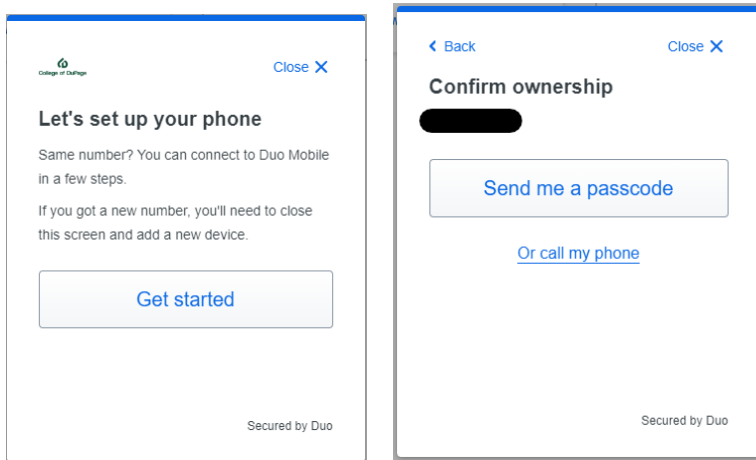
2. Select the **Manage devices** option is at the bottom of the device list. Once selected, you will need to verify your identity before making any changes.



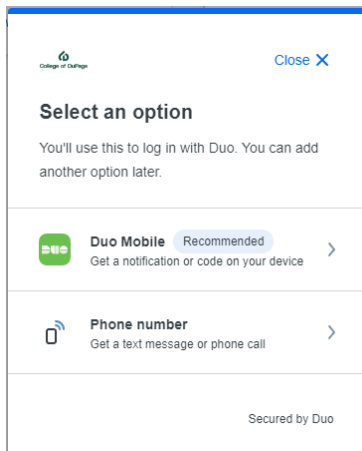
3. Once your identity has been verified, you will see a screen similar to what's below. You will have the option to rename or remove existing devices (if there are multiple) with the **Edit** option.



If you click **I have a new phone**, you'll be asked if you're using the same number or a new one. If it's the same, click **Get started** and then **Send me a passcode** (you may also choose to have Duo call your phone).



However, if you have or are adding a new number, you will need to select **Add a device**, after which you will be asked to choose a verification method.



Please contact the Help Desk at x4357 if you need help changing your phone number, re-activating Duo Mobile, or adding an additional phone.

For full details about Duo's Universal Prompt, visit the vendor webpage at [Duo Universal Prompt - Guide to Two-Factor Authentication · Duo Security](#).