



DUO MFA Enrollment Instructions

Step by Step Instructions for HCSD Staff



Quick Setup Guide (for more detailed instructions start on page 2)

1. First decide which device you want to use for MFA:
 - a. Staff with a district device, you may select your **iPad** or your **phone**.
 - b. Staff without a district device, you may select your phone or the district will provide you with a Duo Security key fob.
2. If you selected your iPad or your phone, install the Duo Mobile app from the App Store or Self-Service. (If you use Duo for another organization, see the footnote*)
3. Now on a **DESKTOP or LAPTOP**, open Email on Google Chrome or Outlook client.
4. Find the email from Duo Security (no-reply@duosecurity.com) and click the link provided.
5. Click through the information screens.
6. On the Select an Option screen, choose **Duo Mobile**
7. Enter your phone number if you are using a phone OR choose [I have a tablet] if using an iPad.
8. When QR code shows on your computer, open the Duo Mobile app on your mobile device (**Make sure to allow Notifications and Camera use**) and use this app to scan the code.
9. Place **your** name in the Hilliard City Schools field.
10. Finish through the screens to complete the setup. **STOP HERE**
11. Now that you have finished enrolling, check your building's enforcement date to begin using MFA/Duo to access your hboe email.
12. **AFTER YOUR BUILDING TURNS ON MFA**, you will have the opportunity to add other MFA devices/options including the fingerprint reader on a laptop.

Fixing Mail settings on iPad or Phone

Option 1: If your phone or iPad stops loading email on the Mail app after setting up MFA, you may need to re-authenticate.

- Go to Settings/Mail/Accounts/Exchange and re-enter your password.
- If that does not fix the issue, you may need to delete the account and setup Exchange email again.
- To delete your Mail Account go to Settings > Mail > Accounts > Tap your School Account > Delete Account > if prompted, no need to save anything.
- Then follow [these new setup instructions](#).

Option 2: You could also delete your Exchange account (in option 1) and switch over to install and use the **Microsoft Outlook** app for the phone or tablet.