

2FA ENROLLMENT INSTRUCTIONS

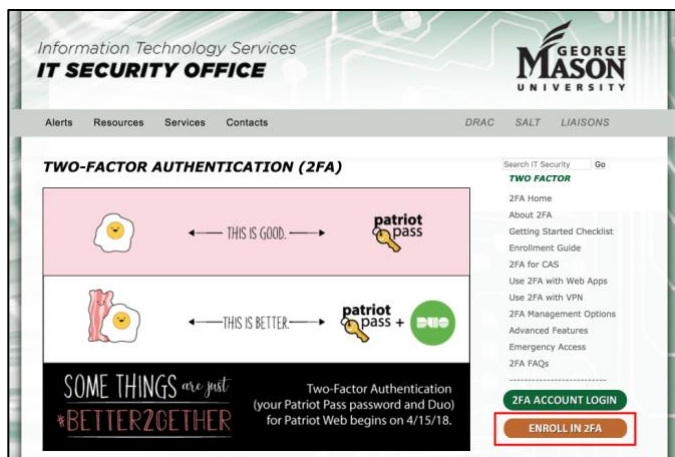
Should you need assistance with these enrollment instructions, please contact the ITS Support Center at 703-993-8870 or support@gmu.edu

Select which device:

- [U.S. Phone Number \(Smartphone App\)](#)
- [U.S. Phone Number \(Landline, Office Phone, Mobile Phone\)](#)
- [Non U.S. Phone Number](#)

U.S. Phone Number (Smartphone App)

1. On your smartphone, go to the App Store and download the **Duo Mobile app by Duo Security**. The app is used to confirm your identity when connecting to any 2FA-enabled application or service.
2. On a web browser go to 2fa.gmu.edu. Click **Enroll in 2FA** on the bottom right.



3. Login with your Mason NetID and Patriot Pass Password.

GEORGE MASON UNIVERSITY

Central Authentication Service (CAS)

Mason NetID:

Password:

LOGIN

[Forgot your password?](#)

For security reasons, please Log Out and Exit your web browser when you are done accessing services that require authentication!

2FA Enrollment
Enroll in MultiFactor, or sign up

Two-Factor Authentication (2FA) is Here for CAS
Two-Factor Authentication (2FA) has been added as a second layer of protection when accessing CAS-protected websites. For more information and to enroll visit 2fa.gmu.edu/2FA-CAS.cfm.

4. Begin the enrollment process by selecting the phone number of your device and click **Next**. You must be able to answer a call to complete enrollment.

Note: If the phone number is not listed please complete and submit the **Form to Update Your Phone Number for 2FA Enrollment** located at hr.gmu.edu/forms. After this form has been processed (within one business day), please return to begin the 2FA sign up process again.

TWO FACTOR AUTHENTICATION

To enroll in 2FA, you must verify your identity by responding to a phone call to your phone number currently stored in Patriot Web. Please select from the following numbers:

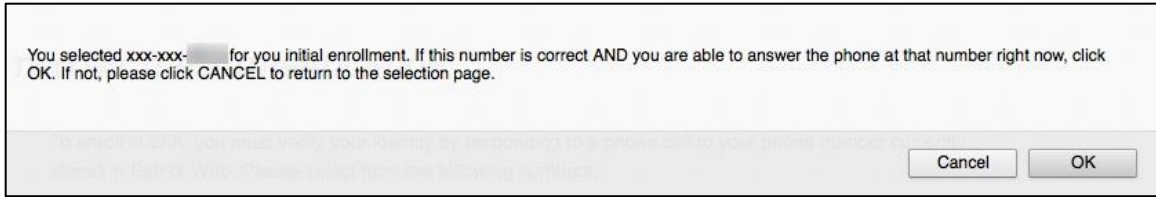
xxx-xxx-7132
 xxx-xxx-7198
 xxx-xxx-4009

Next

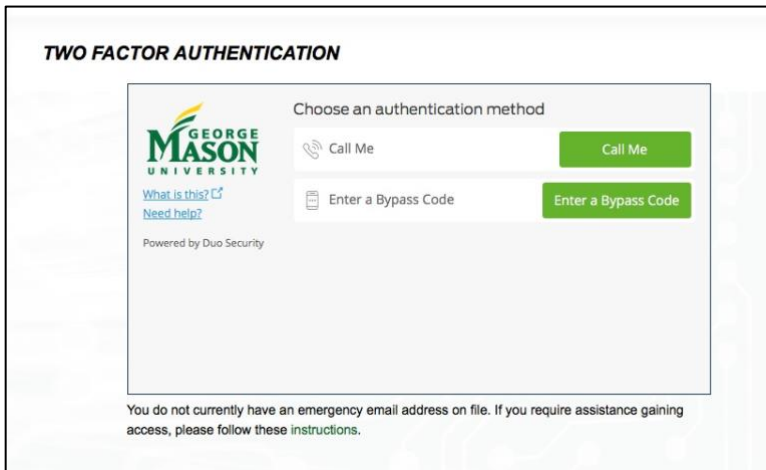
If you are not available at any of the numbers listed above, or the numbers are not valid, you must update your information in Patriot Web before continuing enrollment. Please:

1. Complete and Submit [Patriot Web Phone Number Update Form](#)
2. Exit this enrollment process
3. Upon receiving confirmation that your phone number was updated, return to this 2FA Enrollment Application to complete your enrollment

5. Confirm the phone number you selected, click **OK**.



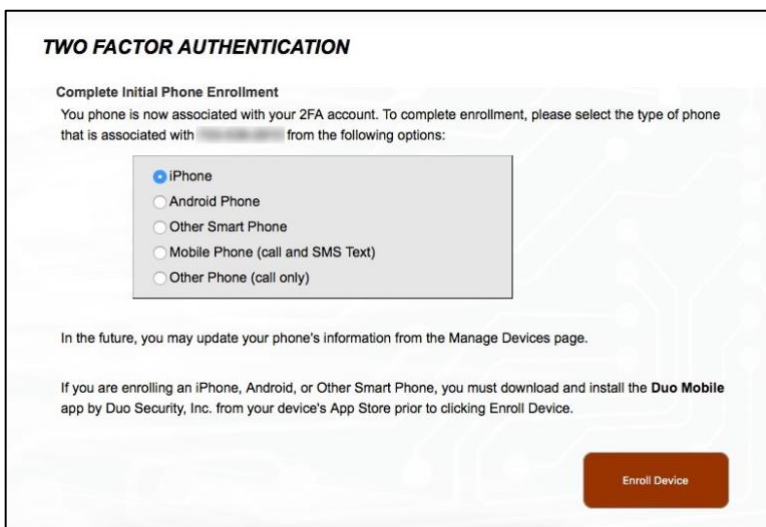
6. Click the green **Call Me** button.



7. The phone number you selected previously will ring. Note: If you miss the call it will attempt to call you up to 6 times.

8. When you answer the call, it will ask you to acknowledge the call. Press 1 when prompted.

9. Select your phone type from the list. i.e., if you are enrolling an iPhone select iPhone and for an Android select Android. Then click **Enroll Device**.



10. Open the Duo Mobile App on your smartphone and click **+ or Add Account**.
Note: When configuring the app, allowing or enabling notifications improves your ability to authenticate using Duo Mobile.

11. Scan the activation QR code to activate your device

12. Click **Continue**.

13. When prompted enter an alternate email address and click **Save and Continue**.
The alternate email address cannot be your Mason email.

Note: This alternate email address is used if you need an [Emergency Bypass Code](#), if you do not enter an alternate email address it will make the process harder to get back into 2FA.

TWO FACTOR AUTHENTICATION

Update Emergency Bypass Email Address
If you lose access to your Duo registered device(s), you can use your emergency bypass email address to request a one-time use code to gain access to this site. Your alternate email address CANNOT be a Mason (@gmu.edu) email address.

Alternate (non-GMU) Email Address: *

Reenter Alternate Email Address: *

Save and Continue

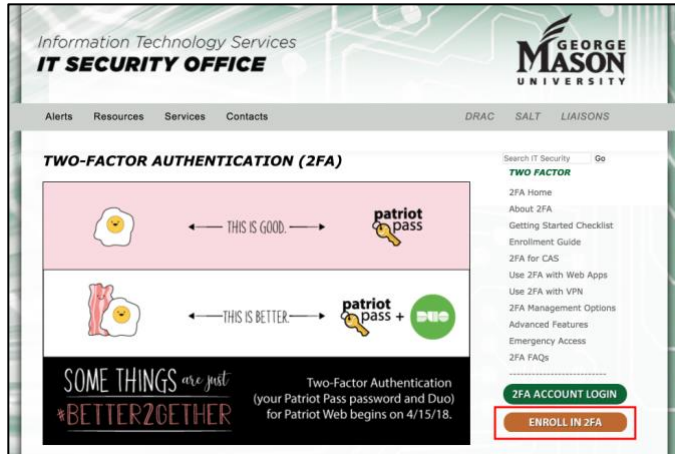
[Continue without saving alternate email address](#)

14. Your initial enrollment is complete. The Enrollment Confirmation page will open.
To enroll additional devices or manage other account information click **OK**. For additional instructions see [2FA Management Options](#) and the [List of 2FA Authentication Options](#).

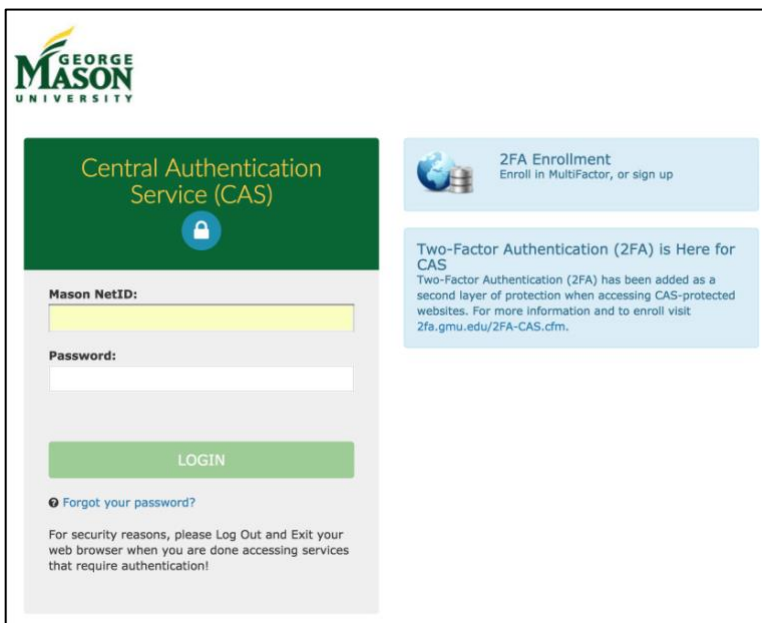
15. Click Logout to exit the Account Management application.

U.S. Phone Number (Landline, Office Phone, Mobile Phone)

1. On a web browser go to 2fa.gmu.edu. Click **Enroll in 2FA** on the bottom right.



2. Login with your Mason NetID and Patriot Pass Password.



3. Begin the enrollment process by selecting the phone number of your device and click **Next**. You must be able to answer a call to complete enrollment.

Note: If the phone number is not listed please complete and submit the **Form to Update Your Phone Number for 2FA Enrollment** located at hr.gmu.edu/forms. After this form has been processed (within one business day), please return to begin the 2FA sign up process again.

TWO FACTOR AUTHENTICATION

To enroll in 2FA, you must verify your identity by responding to a phone call to your phone number currently stored in Patriot Web. Please select from the following numbers:

xxx-xxx-7132
 xxx-xxx-7198
 xxx-xxx-4009

Next

If you are not available at any of the numbers listed above, or the numbers are not valid, you must update your information in Patriot Web before continuing enrollment. Please:

1. Complete and Submit [Patriot Web Phone Number Update Form](#)
2. Exit this enrollment process
3. Upon receiving confirmation that your phone number was updated, return to this 2FA Enrollment Application to complete your enrollment


4. Confirm the phone number you selected, click **OK**.

You selected xxx-xxx-█ for your initial enrollment. If this number is correct AND you are able to answer the phone at that number right now, click OK. If not, please click CANCEL to return to the selection page.

Cancel OK

5. Click the green **Call Me** button.

TWO FACTOR AUTHENTICATION


[What is this?](#)
[Need help?](#)
 Powered by Duo Security

Choose an authentication method

Call Me Call Me
 Enter a Bypass Code Enter a Bypass Code

You do not currently have an emergency email address on file. If you require assistance gaining access, please follow these instructions.

6. The phone number you selected previously will ring. Note: If you miss the call it will attempt to call you up to 6 times.

7. When you answer the call, it will ask you to acknowledge the call. Press 1 when prompted.
8. Select your phone type from the list. i.e., if you are enrolling a non-smartphone mobile phone select Mobile Phone and for an office phone select Other Phone. Then click **Enroll Device**.

TWO FACTOR AUTHENTICATION

Complete Initial Phone Enrollment
Your phone is now associated with your 2FA account. To complete enrollment, please select the type of phone that is associated with [redacted] from the following options:

- iPhone
- Android Phone
- Other Smart Phone
- Mobile Phone (call and SMS Text)
- Other Phone (call only)

In the future, you may update your phone's information from the Manage Devices page.

If you are enrolling an iPhone, Android, or Other Smart Phone, you must download and install the **Duo Mobile** app by Duo Security, Inc. from your device's App Store prior to clicking Enroll Device.

Enroll Device

9. When prompted enter an alternate email address and click **Save and Continue**. The alternate email address cannot be your Mason email.

Note: This alternate email address is used if you need an [Emergency Bypass Code](#), if you do not enter an alternate email address it will make the process harder to get back into 2FA.

TWO FACTOR AUTHENTICATION

Update Emergency Bypass Email Address
If you lose access to your Duo registered device(s), you can use your emergency bypass email address to request a one-time use code to gain access to this site. Your alternate email address CANNOT be a Mason (@gmu.edu) email address.

Alternate (non-GMU) Email Address: *

Reenter Alternate Email Address: *

Save and Continue

[Continue without saving alternate email address](#)

10. Your initial enrollment is complete. The Enrollment Confirmation page will open. To enroll additional devices or manage other account information click **OK**. For

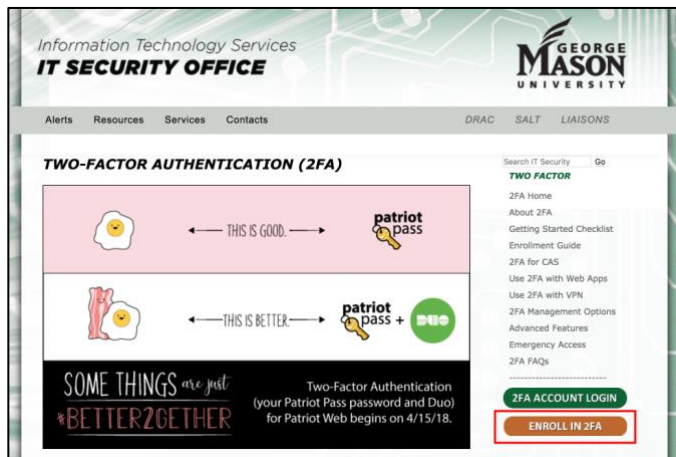
additional instructions see [2FA Management Options](#) and the [List of 2FA Authentication Options](#).

11. Click Logout to exit the Account Management application.

Non U.S. Phone Number

The steps below are for enrolling in 2FA if you are working internationally. Mason requires that during your initial enrollment the phone number of your device must be in Patriot Web. You must use a device (smartphone or tablet) which is able to use the Duo Mobile app.

1. On your smartphone, go to the App Store and download the Duo Mobile app by Duo Security if you have not already. The app is used to confirm your identity when connecting to any 2FA-enabled application or service.
2. On a web browser go to 2fa.gmu.edu. Click **Enroll in 2FA** on the bottom right.



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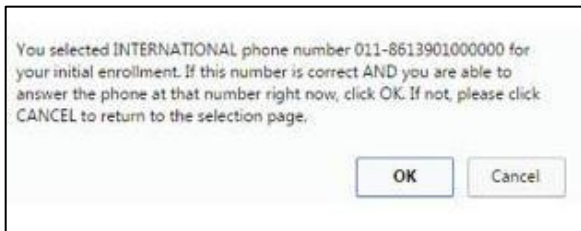
Next

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2. Exit this enrollment process
3. Upon receiving confirmation that your phone number was updated, return to this 2FA Enrollment Application to complete your enrollment

NOTE: If the phone number is not listed please complete and submit the Form to Update Your Phone Number for 2FA Enrollment located at hr.gmu.edu/forms. After this form has been processed (within one business day), please return to begin the 2FA sign up process again. Do not use punctuation (dashes, periods, spaces or parentheses) or prefixes (such as 011) when updating your phone number.

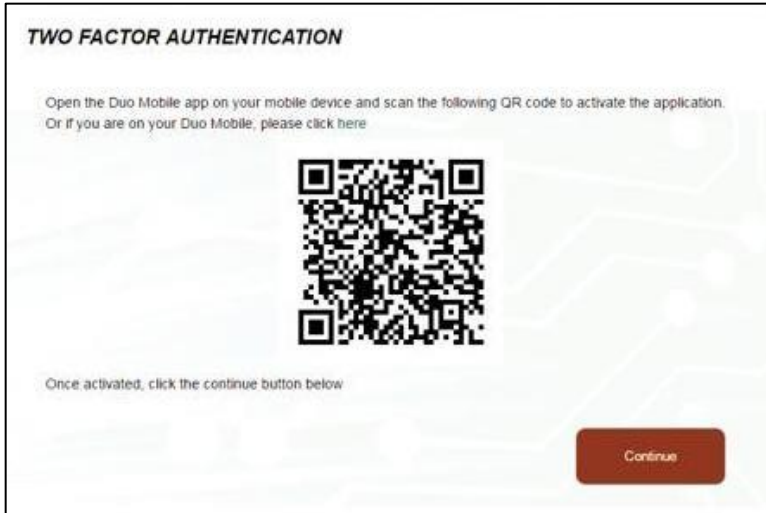
5. Confirm the phone number you selected and click **OK**.



6. Enroll your Duo Mobile compatible device (e.g., smartphone or tablet) in Mason's 2FA system. You need to include the type of device and a device name. Also include an alternate (non-Mason) email address. Click the **Save and Call Me button**.

A form titled "TWO FACTOR AUTHENTICATION" with a light green background. The text reads: "Before receiving your confirmation call, you must enroll a Duo Mobile compatible device and enter an alternate email address." Below this is a section "Enroll Duo Mobile Compatible Device" with instructions: "The device may be a phone or tablet but it must be able to run the Duo Mobile application. You must download and install the Duo Mobile app by Duo Security from your device's App Store before clicking 'Save and Call Me' below." The form includes: "Device Type" with radio buttons for "Apple iOS", "Android based device", and "Other"; "Device Name" with a text input field; "Update Emergency Bypass Email Address" with instructions: "If you lose access to your Duo registered device(s), you can use your emergency bypass email address to request a one-time use code to gain access to this site. Your alternate email address CANNOT be a Mason (@gmu.edu) email address." Below this are two text input fields for "Alternate (non-GMU) Email Address" and "Reenter Alternate Email Address". A red "Save and Call Me" button is at the bottom right.

7. Answer the phone and press 1 when prompted. Open the Duo Mobile App on your device and scan the QR code, which activates the app. Click **Continue**.



8. This is the next screen you will see, which verifies you have completed the initial enrollment.

