NUIT Tech Talk: Multi-factor Authentication

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Agenda

• What is Multi-factor Authentication?
• Multi-factor at Northwestern
• Benefits of Using Multi-factor
• How Do You Register for Multi-factor?
• Demo
• Future?
What is Multi-factor Authentication?

• Multi-factor Authentication is an enhancement to standard authentication as it leverages two things in order to allow access:
  – Something you know
    • A password
  – Something you have
    • A phone
Which Appears Safer To You?

Password

Multi-Factor
Benefits

• Within FASIS Self-Service
  – View your W-2 forms
  – Edit your direct deposit information
  – Go green...no paper forms to fill out
  – Increased protection for your online information
  – Available everywhere you currently use Self-Service
Benefits

• Protection from phishing, malware, and viruses that steal your password
• Allows you to use a phone you already have instead of carrying another token on your key chain
• Ready to be used with other services you are using such as Gmail or Box
Multi-Factor at Northwestern
How MFA Works With A...

### Smartphone & App
1. Open the Duo app on your smartphone
2. In FASIS Self-Service, enter NetID & Password
3. When Duo app prompts you, click “Approve”
4. Success!

### Phone Call
1. In FASIS Self-Service, enter NetID & Password
2. When your phone rings, press any key to approve the connection
3. Success!
## Which Method Is Right For Me?

<table>
<thead>
<tr>
<th>Method</th>
<th>Duo Mobile App</th>
<th>Phone Callback</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Who might benefit from this method</strong></td>
<td>Duo sends a login request to your smartphone. Just tap “Approve” to authenticate</td>
<td>Duo calls your phone; press any key to authenticate</td>
</tr>
<tr>
<td></td>
<td>Users with smartphones or tablets with Internet access (WiFi, cell phone service, etc.)</td>
<td>Users who are able to receive calls on a phone line to which they have immediate access</td>
</tr>
<tr>
<td><strong>Device/Platform</strong></td>
<td>Smartphone or Tablet&lt;br&gt;iPhone, Android, Blackberry, Windows phone</td>
<td>All Phone Types&lt;br&gt;Traditional, VoIP phones, flip phones, smartphones, and all other cell phones</td>
</tr>
</tbody>
</table>
Remember...

- You will always need the phone you registered when you signed up for Multi-factor Authentication in order to access to Multi-factor-enabled services like FASIS Self-Service
  - What are your options if you replace/forget/lose or your phone is eaten by a hungry wildcat?
    - Use the self management web page
    - Contact the IT Support Center at 847-491-4357 (1-HELP)
How To Register?

• Go to Multi-factor Registration page
  – Smartphone and app
    1. Download the free DUO Mobile app
    2. Enter and confirm your phone number
    3. Receive a one-time text
    4. Click the link to activate the app
    5. Approve a test login (optional)
  – Phone Call
    1. Enter and confirm your phone number
    2. Answer a phone call
    3. Press a button on your phone
Self Management Portal

• Allows you to:
  – Add/delete phone(s)
  – Reactivate the smartphone app
    • You will need to do this if you get a different phone, even if it has the same number
  – Change which phone is primary
    • The first phone registered becomes your primary phone
    • Only the primary phone is used in authentication
Demonstration

• Follow along and register your own phone now by going to:
  https://idmapp.itcs.northwestern.edu/duoenroll/
Future Expansion?

• We have discussed expanding the service with many departments, and will begin testing some options shortly.

• If you have any suggestions for enhancements or are interested in utilizing Multi-factor Authentication for a service you provide?
  – Contact me (847) 467-6437
  – r-safian@northwestern.edu
Useful links

• Register for Multi-Factor
• Video demo of Multi-Factor registration process
• Multi-Factor at Northwestern
• Using DUO Mobile with other services
• FASIS Help Desk
  – fasishelp@northwestern.edu
  – (847) 467-4800
• IT Support Center
  – consultant@northwestern.edu
  – (847) 491-4357 (1-HELP)
Contact Information

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Questions?