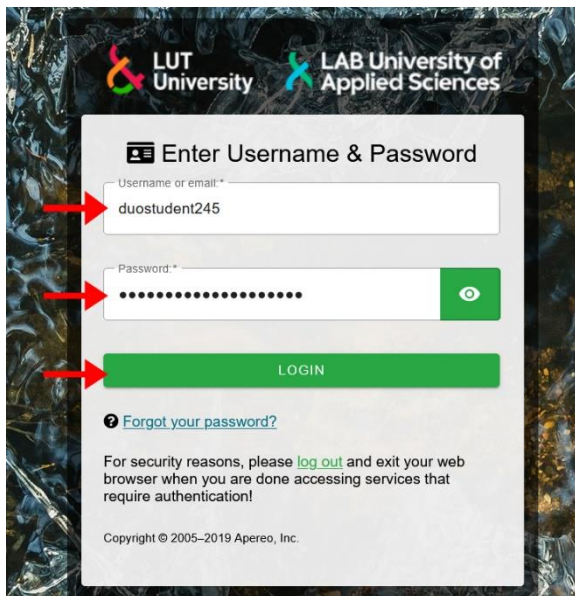
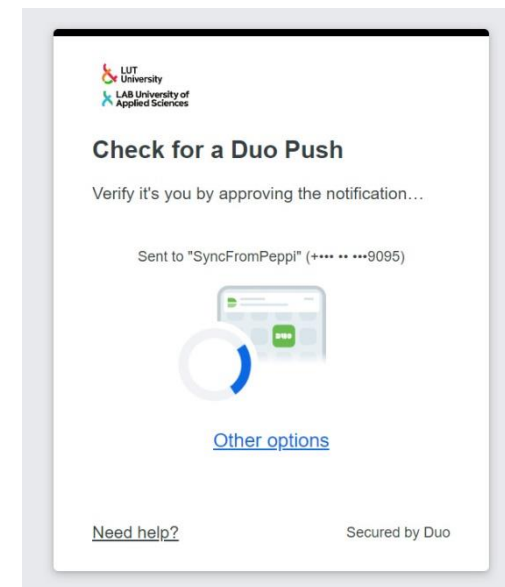


DUO MFA USER MANUAL:

How to use Duo MFA when you are logging in to a service, where multi-factor authentication is required:

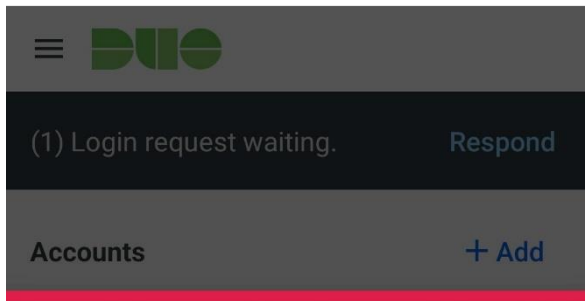


1. When you are logging in to the service, enter your username and password as usual and press the Login button.



2. A window *Check for a Duo Push* will open on the computer screen.

At this point, **you've already been sent** a Duo Push notification to your activated Duo Mobile device. Now, take out that device.



Are you logging in to **LUT & LAB**
(login.lut.fi)?

🌐 LUT & LAB Student MFA

📍 Lappeenranta, 02, FI

🕒 13.05 EET

👤 duostudent245



Deny



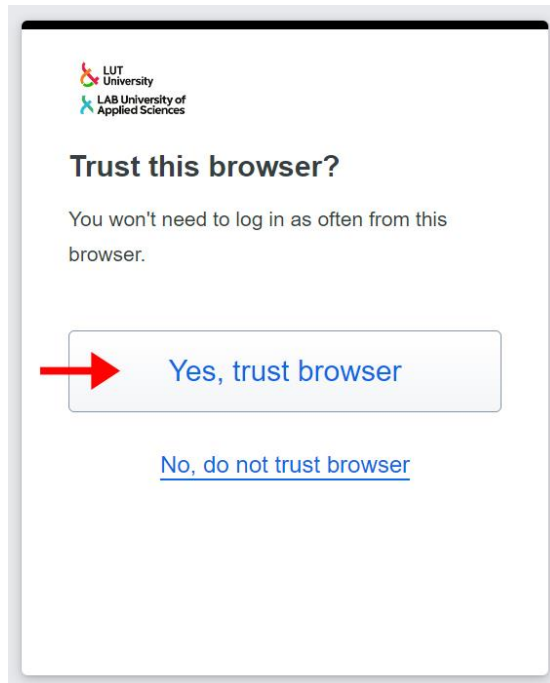
Approve

3. A Duo Mobile **Push** notification will appear on your mobile phone. If you don't see the notification, [open the Duo Mobile app.](#)

The notification tells you where you're signing in and asks you to approve the sign-in.

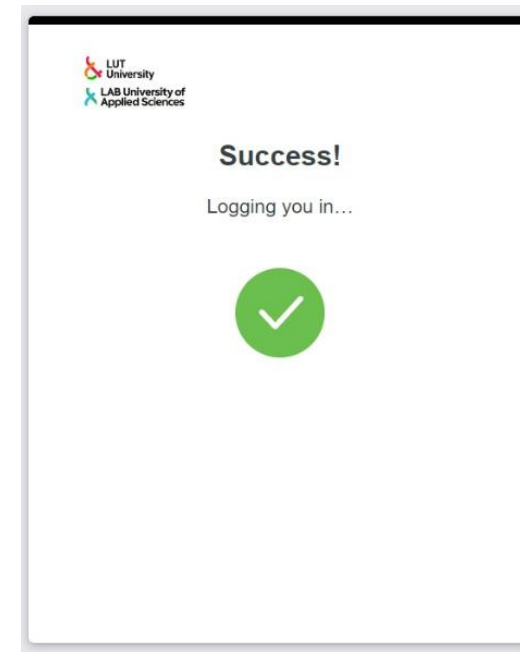
If the notification concerns the login you are about to make, press the green **Approve** button. However, if you're not logging in anywhere right now, press the red **Deny** button.

For ease of use, allow notifications from Duo Mobile on your phone!



4. Once the Push notification has been approved, the login to the service will proceed.

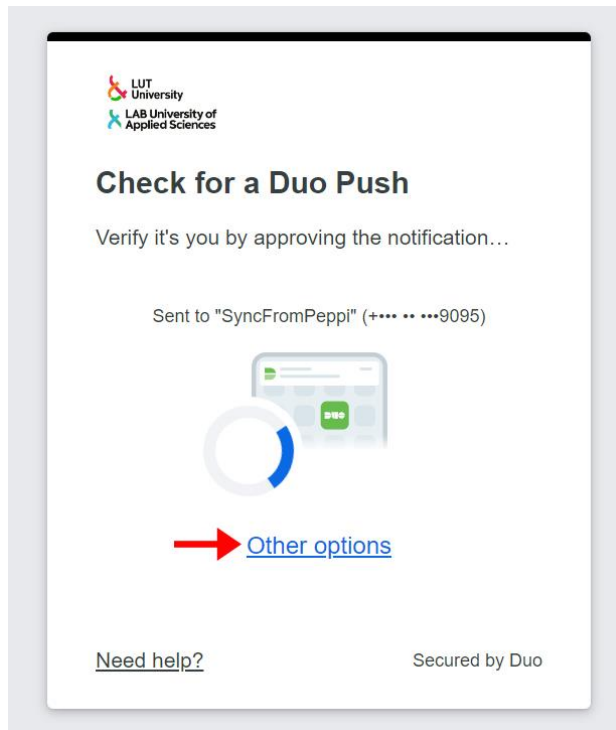
The service may also open you this confirmation window, asking if you trust the internet browser in this device you are using. If you are using your own computer click *Yes, trust the browser* so that you are not asked for multi-factor authentication on the same computer again.



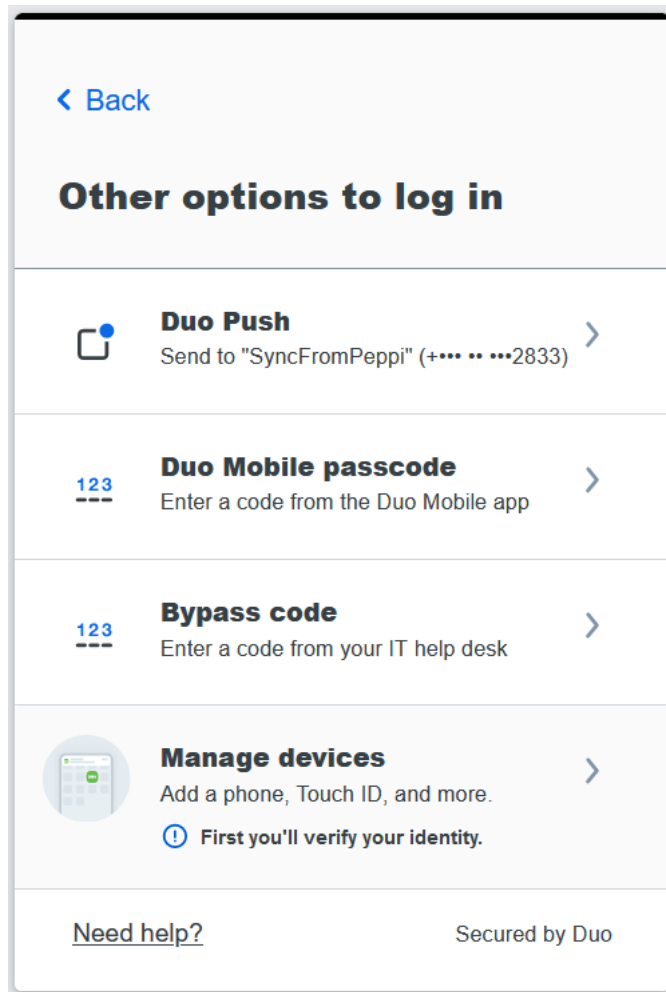
5. Your login has now been confirmed via MFA and you can access the service.

DUO MFA ALTERNATIVE SIGN-IN METHODS:

In situations where you don't have the option to use the Duo Push notification, or the notification doesn't arrive on the right device, see this guide for alternative ways to do multi-factor authentication:



1. When you receive the *Check for a Duo Push* window when logging in, press *Other options* link

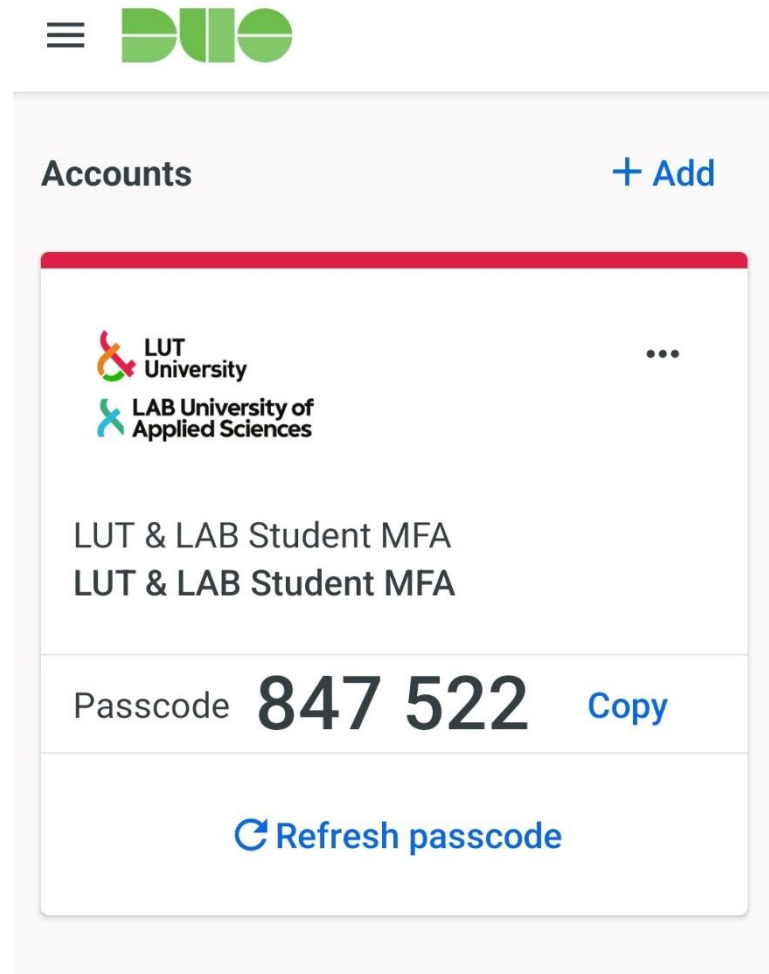


2. In addition to the **Duo Push** notification, alternative ways to do multi-factor authentication are:

- Duo Mobile Passcode
- Bypass code

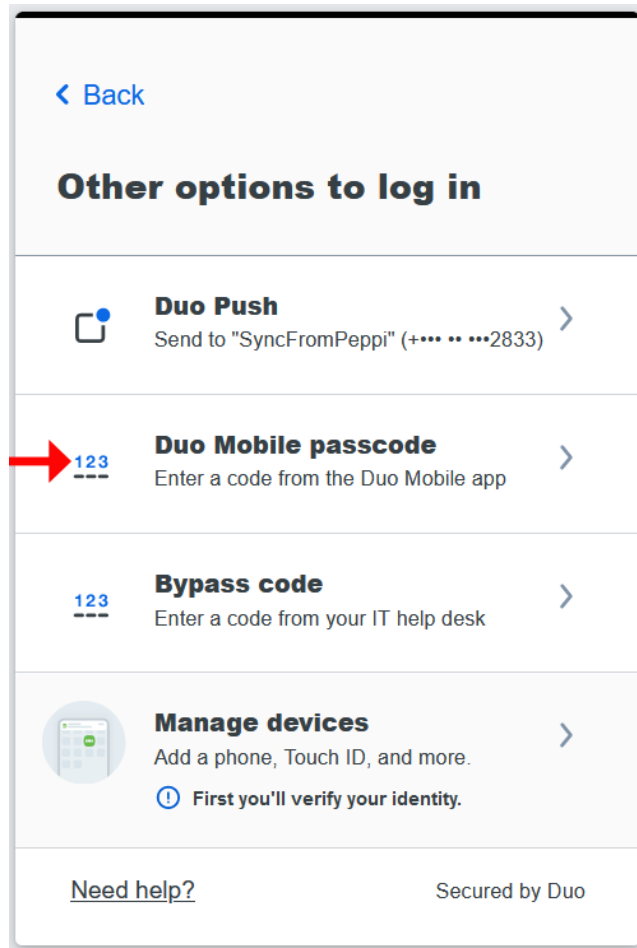
And if you have more than one device activated for Duo, here you can change which device the Push notification will be sent to.

Passcode (Duo Mobile passcode):

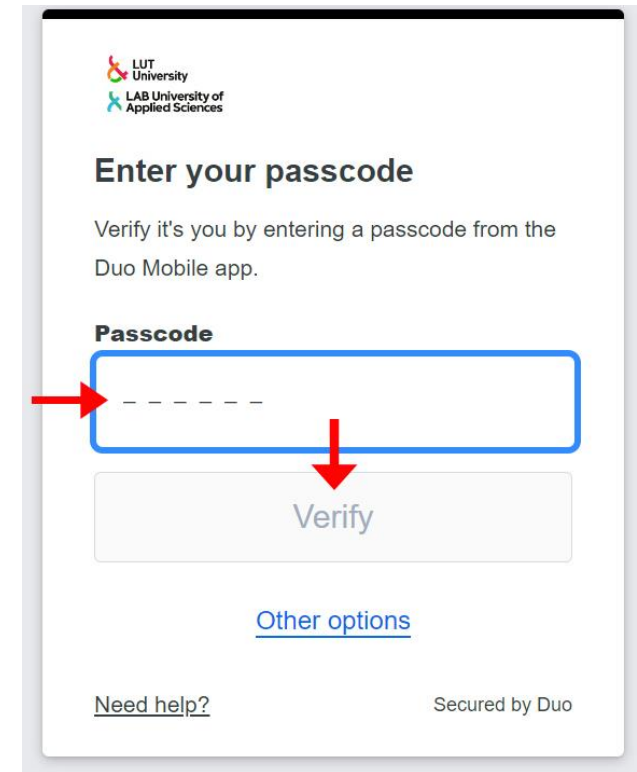


1. The passcode can be found directly in the Duo Mobile app. When you open the app and you have an activated account there, the code will appear next to the **Passcode** text and it has six digits.

You can also update your passcode by clicking *Refresh passcode* at the bottom



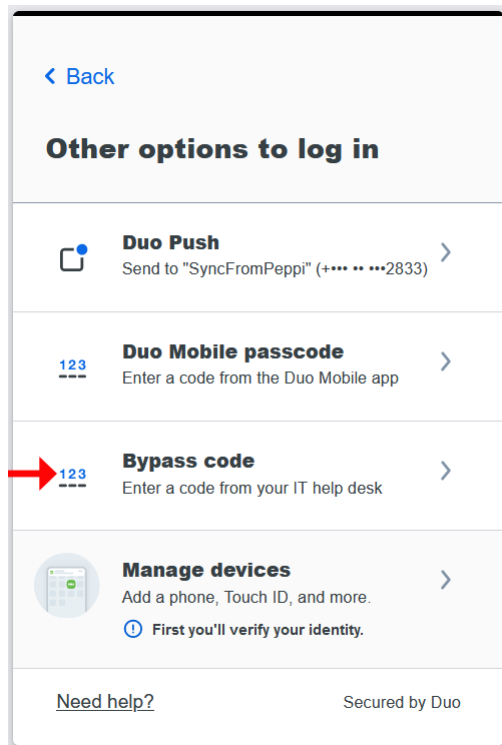
2. After checking the passcode in the Duo Mobile app, press **Duo Mobile passcode** in the *Other Options* menu.



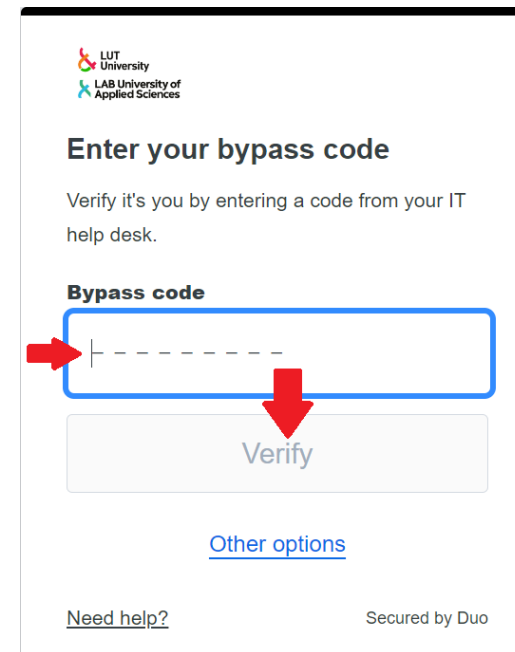
3. Type or copy the passcode into **Passcode** field and press *Verify*. After that, logging in to the service will continue as usual.

Bypass code:

The bypass code is offered as a temporary option for exceptional situations when no other options are available. You can use the bypass code if you received one from Student IT Support Services.

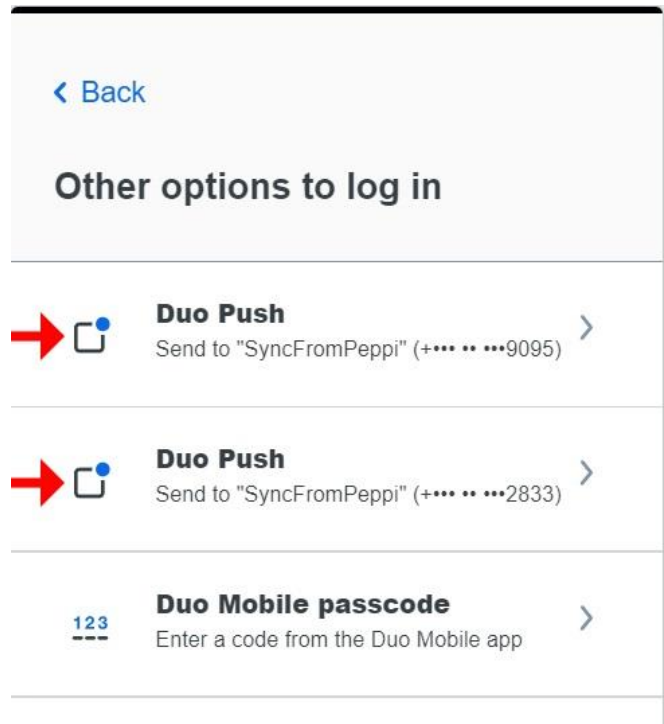


1. On Other options menu, select Bypass code.



2. Enter the **Bypass code** you received in the box provided (the code is 9 digits long) and then press the *Verify* button. After that, logging in to the service will continue as usual.

Alternative mobile device:



If you have more than one mobile device registered with the service, you may receive an automatic Duo Push notification on the wrong device. You can already deduce from the phone number information if your device is not the right one.

In such a case, you will see the two **Duo Push** options on the *Other Option* menu. Select the one where you want to receive the push notification. After that, you will receive a new Duo Push notification on the device of your choice. By approving it, the login proceeds normally.

SOLUTIONS TO COMMON KNOWN SITUATIONS

My phone number has changed

- > Update the new phone number to the Sisu / Peppi student information system
- > You will receive a new activation message within about an hour
- > Activate Duo Mobile

My phone has changed (same number)

- a) Contact the Student IT Support Services (studenthelpdesk@lut.fi)
 - > You will receive a new activation message
- b) On your old phone, back up your Duo Mobile settings and restore your data to Duo Mobile settings on your new phone

I get a notification about a missing phone number, because my personal data has a data disclosure ban in Sisu / Peppi

- > Contact the Student IT Support Services
- > You will receive an activation message to activate Duo Mobile