

How to enroll in Enhanced CWL

1) Login to the MFA Device Management Website.

- Using your *CWL* username and password, login to the Self-service MFA Enrollment and Device Management website at <https://mfadevices.id.ubc.ca>

2) Click Start setup to begin enrolling your first device.

The screenshot shows the UBC MFA Enrollment & Device Management website. At the top, there is a dark blue header with the UBC logo and the text "THE UNIVERSITY OF BRITISH COLUMBIA". Below the header, the main heading reads "Enhanced CWL with Multi-factor Authentication" followed by "MFA Enrollment & Device Management". A user greeting "Hello Bruce Wayne - CWL: bwayne -" and a "Log Out" button are visible. The main content area is divided into two columns. The left column, titled "Protect Your CWL Account", features a green "Start setup" button and explanatory text about two-factor authentication. The right column contains a FAQ section with questions and answers regarding registering multiple devices, using mobile apps without phone numbers, app tracking, and hardware tokens. A "Settings" button is located in the top right of the left column.

UBC THE UNIVERSITY OF BRITISH COLUMBIA

Enhanced CWL with Multi-factor Authentication

MFA Enrollment & Device Management

Hello Bruce Wayne - CWL: bwayne - [Log Out](#)

Protect Your CWL Account

[Start setup](#)

Two-factor authentication enhances the security of your account by using a secondary device to verify your identity. This prevents anyone but you from accessing your account, even if they know your password.

This process will help you set up your account with this added layer of security.

Can I register more than one 2nd-factor devices?

Yes, if you have a cellphone, please enroll this first as it can be used to verify your logins from anywhere. UBC employees with a desk phone can also enroll this phone if you primarily work on campus.

Can I use the mobile app without supplying my phone number?

Yes. When enrolling your device, choose "Tablet" even if you are registering a smartphone. If you enrolled a smartphone before, add your phone again as a tablet, then remove the previous phone entry.

Does the Duo Mobile MFA app track me?

No, the app is used only to notify that "someone" is trying to log in to your CWL account, so that you can confirm that this person is indeed you. It cannot see your personal data, location, messages, documents, etc. Nor can it control your phone.

What if I want to use a hardware token?

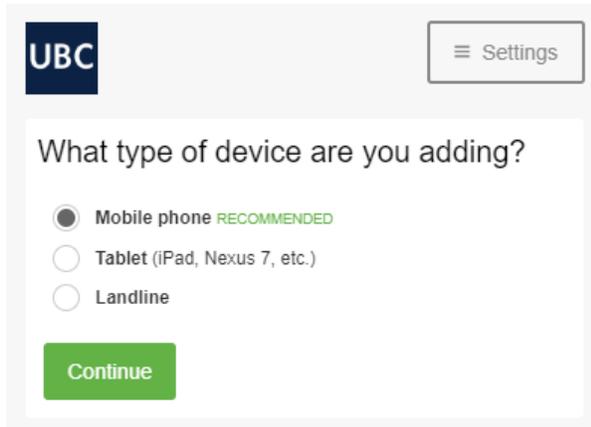
Present your employee ID at the Bookstore (Stationery section) to obtain a token. If you already have a token, you can [associate it to your CWL](#).

Need further help or information?

Visit the Enhanced CWL [Home Page](#).

3) Choose Your Authentication Device Type

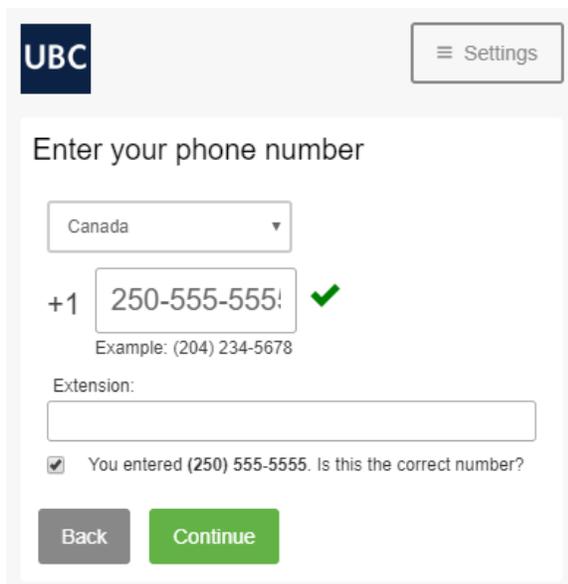
- Select the type of device you'd like to enroll and click Continue.
- We recommend using a smartphone for the best experience, but you can also enroll a landline telephone, a security key, or iOS/Android tablets.



The screenshot shows the UBC authentication interface. At the top left is the UBC logo, and at the top right is a 'Settings' button. The main heading is 'What type of device are you adding?'. Below this, there are three radio button options: 'Mobile phone RECOMMENDED' (selected), 'Tablet (iPad, Nexus 7, etc.)', and 'Landline'. A green 'Continue' button is located at the bottom left of the form area.

4) Enter Your Phone Number

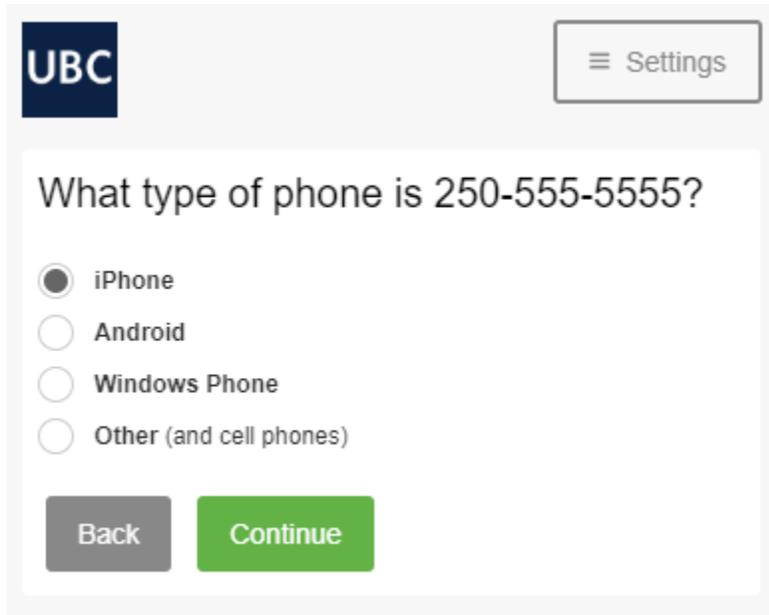
- Select your country from the drop-down list and type your phone number. Use the number of your smartphone, landline, or cell phone that you'll have with you when you're logging in to a Duo-protected service.
- You can enter an extension if you chose "Landline" in the previous step.
- After entering the phone number, double-check that you entered it correctly, check the box, and click Continue.
- If you don't want to share your phone number, use the "Tablet" option.



The screenshot shows the UBC authentication interface for entering a phone number. At the top left is the UBC logo, and at the top right is a 'Settings' button. The main heading is 'Enter your phone number'. Below this, there is a dropdown menu for the country, currently set to 'Canada'. A text input field contains '+1 250-555-555!' with a green checkmark to its right. Below the input field is an example: 'Example: (204) 234-5678'. There is an 'Extension:' label followed by an empty text input field. At the bottom, there is a checked checkbox with the text 'You entered (250) 555-5555. Is this the correct number?'. At the very bottom are two buttons: 'Back' and 'Continue'.

5) Choose Platform

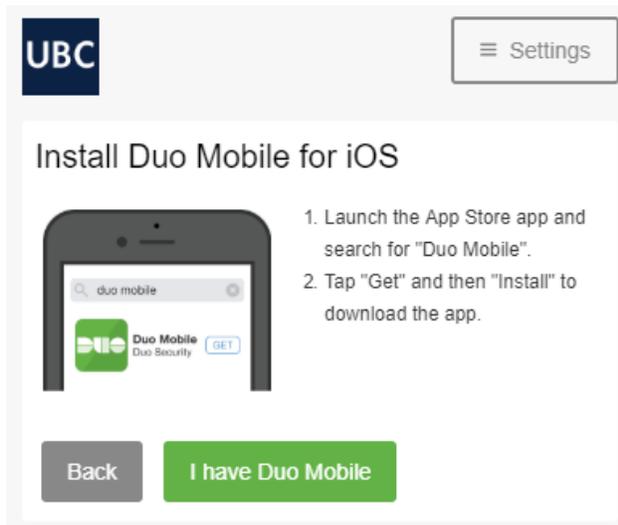
- Choose your device's operating system and click Continue.



The screenshot shows the UBC Duo Mobile enrollment interface. At the top left is the UBC logo, and at the top right is a 'Settings' button. The main heading asks 'What type of phone is 250-555-5555?'. Below this, there are four radio button options: 'iPhone' (selected), 'Android', 'Windows Phone', and 'Other (and cell phones)'. At the bottom, there are two buttons: 'Back' and 'Continue'.

6) Install Duo Mobile App

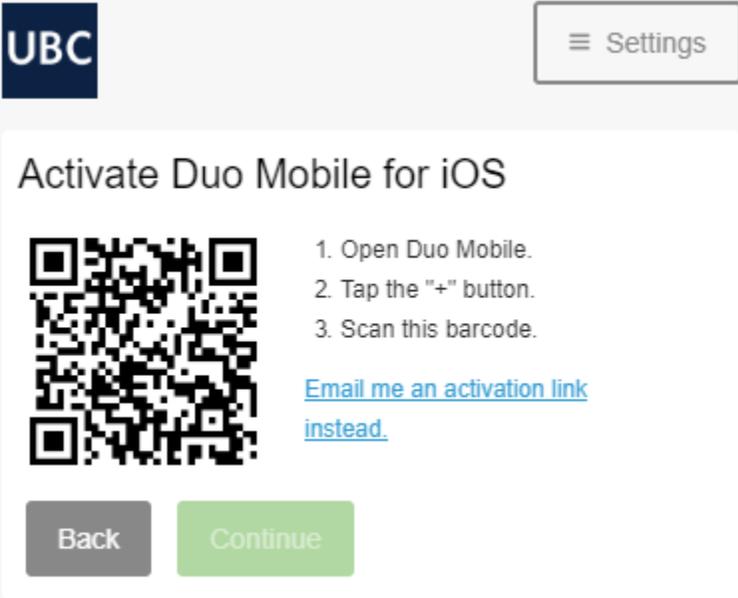
- Duo Mobile is an app that runs on your smartphone and helps you authenticate quickly and easily. Without it, you'll still be able to log in using a phone call or text message, but for the best experience, we recommend that you use Duo Mobile.
- Follow the platform-specific instructions on the screen to install Duo Mobile. After installing our app return to the enrollment window and click I have Duo Mobile installed.



The screenshot shows the UBC Duo Mobile enrollment interface for iOS. At the top left is the UBC logo, and at the top right is a 'Settings' button. The main heading asks 'Install Duo Mobile for iOS'. Below this, there is an image of a smartphone displaying the Duo Mobile app in the App Store search results. To the right of the image, there are two numbered instructions: '1. Launch the App Store app and search for "Duo Mobile".' and '2. Tap "Get" and then "Install" to download the app.' At the bottom, there are two buttons: 'Back' and 'I have Duo Mobile'.

7) Activate Duo Mobile

- Activating the app links it to your account so you can use it for authentication. On iPhone, Android, and Windows Phone activate Duo Mobile by scanning the barcode with the app's built-in barcode scanner.
- If you do not want to scan the barcode, or it does not work, click "Email me an activation link instead".
- The "Continue" button is clickable after you scan the barcode successfully.



UBC Settings

Activate Duo Mobile for iOS

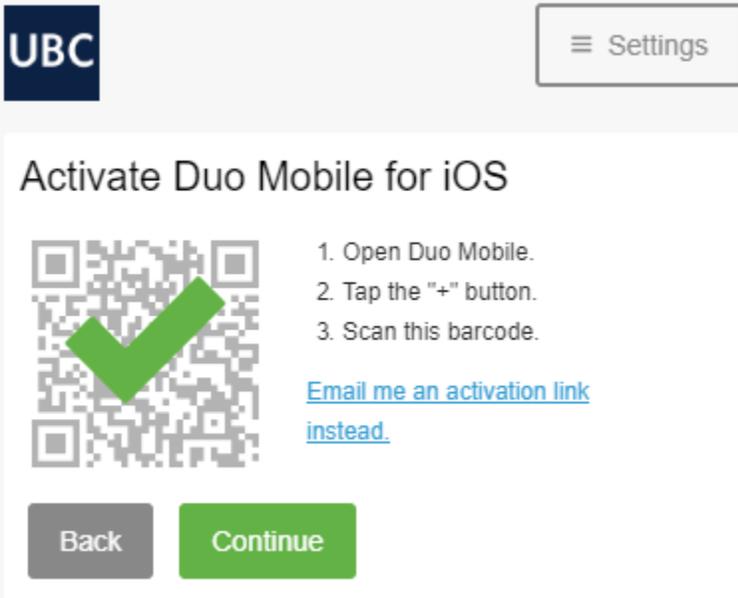


1. Open Duo Mobile.
2. Tap the "+" button.
3. Scan this barcode.

[Email me an activation link instead.](#)

Back Continue

This screenshot shows the initial activation screen. It features the UBC logo in the top left, a 'Settings' button in the top right, and a title 'Activate Duo Mobile for iOS'. A QR code is displayed on the left, with three numbered instructions on the right: '1. Open Duo Mobile.', '2. Tap the "+" button.', and '3. Scan this barcode.'. Below the instructions is a blue link that says 'Email me an activation link instead.'. At the bottom, there are two buttons: a grey 'Back' button and a green 'Continue' button.



UBC Settings

Activate Duo Mobile for iOS



1. Open Duo Mobile.
2. Tap the "+" button.
3. Scan this barcode.

[Email me an activation link instead.](#)

Back Continue

This screenshot shows the same activation screen as above, but with a large green checkmark overlaid on the QR code, indicating that the activation process has been successfully completed. The 'Continue' button is now highlighted in a darker green, suggesting it is the active state.

8) Success!

- You are now successfully enrolled with Enhanced CWL and Multifactor Authentication.
- Once you are enrolled you can manage any of the authentication methods associated with your account, including adding or removing a device.

