Duo Device Management Portal

For new device enrolment and managing enrolled devices users can login to Device Management Portal using URL [https://duo.nvidia.com](https://duo.nvidia.com) from Outside NVIDIA network.

If you have already completed the Device Enrolment process you will be challenged for 2 Factor authentications. Available options will be

**Call Me:** Choose Call Me method to get Phone call on registered mobile number. Pick-up a phone and IVR will instruct to press any key for authentication. Once authenticated you can manage enrolled devices or add new device.

**Passcode:** Choose Passcode authentication to use the passcode generated in Duo Mobile app or passcode received over SMS for authentication. Check below image to check the passcode from Duo Mobile App. For receiving passcode over SMS, Click “Text me new codes” and once you will receive the batch of passcodes use anyone passcode to authenticate in Device management portal (old sms passcodes will get expired once you receive new batch of sms passcodes).
**Duo Push:** Choose Duo Push authentication method to receive Push Notification on your mobile device (China Android users kindly use **Pull to Refresh** or if you are unable to see Duo Push notification please try the Pull option).

**Note:** If you want re-activate Duo Mobile app please use Call Me or Passcode (SMS passcode) for authentication.

Once logged in to the Device Management portal you can view the authentication devices added.
For activating Duo Mobile App please click on the Device Options

Then click on “Reactivate Duo Mobile”

Note: You can also change the “Device name” or “Delete” the device by selecting appropriate option.

Select the type of mobile device and click “Continue”
Install Duo Mobile on your phone and click on “I have Duo Mobile installed”.

Activate Duo Mobile by scanning the barcode on the web browser using the app’s built-in barcode scanner via your smartphone’s camera. When you successfully scan the barcode, a green checkmark will appear.

**Note:** Having trouble scanning the barcode? Click on link “Or, have an activation link emailed to you instead.”, Duo will send you an activation link on email.
For adding additional device for Duo authentication. Click “Add another device”

You can also change the “Default Device” or “Log In” option, check snaps below

**Note:** Cisco AnyConnect will send Duo Push if you have added any Push Capable device (Phone/Tablet) or device having Duo Mobile App configured to receive Duo Push. In case if you added device without
installing Duo Mobile App (Landline/Cell Phone) then you will get Phone Call automatically. For getting phone call while login to VPN enter "Password,Phone" (no space after comma). If the option set to “Ask me to choose an authentication method” you will need to enter "Password,Push" (no space after comma) everytime while signing in to Cisco AnyConnect.

FAQ’s

What is Duo?

Duo Security is a two-step verification service that provides additional security for access to institutional data, servers, applications, and personal data. Duo combines modern two-factor authentication with advanced endpoint security solutions to protect users from account takeovers and data breaches during VPN connections.

Why two-factor authentication?

Two-factor authentication strengthens your login security by requiring two methods, or factors, to verify your identity. By adding a second layer of security, your account is secure even if your password is compromised. With Duo, you’ll be alerted right away (on your phone) if someone is trying to Connect to VPN as you.

This second factor of authentication is separate and independent from your username and password – Duo never sees your password.

The factors may include:

- **Push Notifications** – a mobile push notification and one-button verification of identity to a smartphone (requires the free Duo Mobile app)
- **Mobile Passcodes** – a one-time code generated on a smartphone
- **Phone Callbacks** – a telephone call which will prompt you to validate the login request
- **SMS Passcodes** – a one-time code generated by Duo and sent to a handset via SMS text messaging
- **Hardware Tokens (DigiPass, Yubikey)**

I can’t use Duo Push for authentication as I don’t have Wi-Fi or Mobile Data coverage for my phone (travelling in Plane or connected with USB Data card on my laptop)?

You can generate a passcode from Duo Mobile app for login to the VPN. Open your Duo mobile app and click on the **KEY** symbol to generate the passcode.
Note: Please use "Password,Passcode" for login to VPN. If my domain/windows password is ABCD1234 then I must use "ABCD1234,632814" (no space between comma and passcode) in Cisco VPN.

Duo provides software application for installing on Laptop/PC?

No. Duo is available ONLY for Mobile devices. Below are operating OS platforms:

- Android
- iOS
- Windows
- Blackberry

What if I don’t get SMS for Authentication?

You can still use Call option for authentication.

Can I enrol multiple devices in Duo for authentication?

Yes, you can enrol multiple devices in Duo from Device Management Portal http://nv/duo/ (Portal Help). Please contact service desk for further assistance.
Can I add Yubikey on Self-Service Portal?

Yubikey needs to be added as Hardware token from Duo Admin Console. Hence, only IT admins can assign Yubikey tokens.

I am not getting passcode via SMS

SMS is not reliable service for Duo Authentication for (India users) because of regulations. Kindly use Call or any other authentication method (Passcode/Duo Push) for authentication.

Are Microsoft tablets supported as authentication devices?

Using the Duo Mobile app on devices running Windows Phone is supported. Microsoft tablets that run a desktop operating system are not a supported second factor of authentication, just as Windows desktop workstations are not a supported authentication method.

Why do I have to press Confirm on the Android Duo Push dropdown notification?

Because the Approve and Deny buttons are immediately visible in the dropdown notification, we require you to press Confirm after choosing to approve. This is to prevent the accidental approval of a login request.

iOS devices don't require confirmation because you must first pull down on the notification to see the Approve button.

Is there a Duo Mobile app for Android smartwatches?

No, there is not a standalone Duo Mobile app for Android smartwatches, but you can approve authentication requests on your watch via the notification. After approving the authentication request, you will be asked to confirm.

I don’t have a mobile device OR I do not want to use my mobile Device for Duo Authentication? What are my options?

IT Recommended authentication method will be Duo Push; however, if you don’t want to use your Mobile device (only users without NVIDIA Corporate Mobile device or not opted for Mobile Device Stipend are eligible) OR you do not have a mobile device to use, your alternate options are either a Tablet/Landline phone call or to request a Hardware token (Yubikey or Digipass).

Will Duo Mobile accounts be saved on my device if I delete the app?

Whether Duo Mobile accounts are retained or not depends on the device's operating system. On iOS, all accounts are retained in the device’s secure keychain when you delete the app. This means both Duo-
protected and third-party accounts will be available if you reinstall Duo Mobile. Accounts are only deleted when done so explicitly in the app. On Android and Windows Phone, all accounts are deleted when you delete the app.

**Does Duo work in China?**

While Duo Push and other features do work in China (on Apple Devices), the Google Play Store is not available on Android Devices, and SMS messages containing links are blocked. Users can get Duo App APK file from IT (Path: `\mis1\apps\vpn\Duo`).

Users in China with Android device will require to use Pull to refresh to get Duo notification in Duo Mobile App (Reference Link: [https://duo.com/docs/whats_new_in_duo_mobile#pull-to-refresh](https://duo.com/docs/whats_new_in_duo_mobile#pull-to-refresh))

**I am getting account locked out message while login using Duo?**

Your account will get locked out if your authentication fails **30 times**. Your account status will revert to active automatically after **30 minutes**.

**My NVIDIA Domain Password is expired?**

Kindly call Servicedesk to reset your Domain Password.

**How can get Duo Push or Phone call on my second device?**

Please use below format in password option in Cisco AnyConnect for getting Duo Push on second device.

"**Password,Push2**" (no space between comma and Push2)

Please use below format in Cisco AnyConnect for getting Phone Call on second device

"**Password,Phone2**" (no space between comma and Phone2)
Note: For getting sms on your secondary device you can use "Password, sms2" (no space between comma and sms2)

I have set option to "Automatically call this option" however still getting Duo push instead of phone call while login to VPN using Cisco AnyConnect?

Cisco AnyConnect will send Duo Push if you have added any Push Capable device (Phone/Tablet) or device having Duo Mobile App configured to receive Duo Push. In case if you added device without installing Duo Mobile App (Landline/Cell Phone) then you will get Phone Call automatically. For getting phone call while login to VPN enter "Password, Phone" (no space after comma)
I have formatted my mobile how can I activate/register Duo Mobile App again?

Please login to Duo Device management portal URL: https://duo.nvidia.com and authenticate using your NVIDIA Username and Password.

Once logged in please click on “Call Me” option and you receive a call on your registered mobile number. Kindly pick up the call and follow the IVR instructions (press any key to authenticate).
Click on “Device Options” and then click “Reactivate Duo Mobile”

Select the type of mobile device and click “Continue”
Install Duo Mobile on your phone and click on “I have Duo Mobile installed”.

Activate Duo Mobile by scanning the barcode on the web browser using the app’s built-in barcode scanner via your smartphone’s camera. When you successfully scan the barcode, a green checkmark will appear.

**Note:** Having trouble scanning the barcode? Click on link “**Or, have an activation link emailed to you instead.**”, Duo will send you an activation link on email.

Once you receive the link just open the link using Duo App and the account will be added to Duo Mobile app.

**Duo References**

Enrolling your mobile device and Duo Mobile: [https://www.youtube.com/watch?v=4jp7Ps5mc-U](https://www.youtube.com/watch?v=4jp7Ps5mc-U)

Logging in to Cisco AnyConnect (Windows): [https://www.youtube.com/watch?v=ivN_DiXlW7o](https://www.youtube.com/watch?v=ivN_DiXlW7o)
Logging in to Cisco AnyConnect (Ubuntu): https://www.youtube.com/watch?v=4MfeDTC-2A4

Duo Device Management Portal (External-Accessible from Internet): https://duo.nvidia.com

Duo Device Management Portal (Internal-Accessible from NVIDIA Network or VPN): http://nv/duo

Duo ITHELP Knowledge Base: https://nvidiaprod.service-now.com/navpage.do