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Register (Optional: Change your password)
First time users must enroll to change your password. You must also know your current password. If you have not registered and do not know your password, please call the Help Desk at 630-942-4357.

1. Navigate to http://cod.edu/helpdesk
2. Click the Registration, Password Reset and Multi-Factor Management link
3. Complete the security questions screen below.

NOTE:
Enroll in Duo Security

Next, you will need to enroll in Duo Security.

- If you have not enrolled in Duo, continue to step 1.
- If you are already enrolled in Duo, you may skip to step 8 or click here.

If you have not enrolled in Duo, you will see the screen below.

If you have already enrolled in Duo, you will see the screen below. Once you’ve authenticated, skip to Step 8.

1. Click **Start setup** to begin enrolling.
2. Choose Your Authentication Device Type

The **Mobile phone** is the recommended setup because it allows you to receive authentication notifications in a variety of ways, including push notifications via the Duo mobile app, text messages, and phone calls.

Choosing **Tablet** will require use of the Duo mobile app. If you decide to go this route, skip Step 3 and go to Step 4.

The **Landline** option will work with either a home or work phone.

Choose your desired method and click **Continue**.
3. Type Your Phone Number

Select your country from the drop-down list and type the phone number of the device you are enrolling. Verify that the phone number is correct and click Continue.

If you are enrolling with a landline, skip Steps 4 through 6, continuing on Step 7.

If you are enrolling a tablet, you will not be prompted to enter a phone number.

4. Choose Platform

If you chose Mobile phone, select the type of phone you are enrolling. Choosing iPhone, Android, or Windows Phone will require the use of the Duo mobile app.

Select Other if you only want calls or text messages. If you choose this method, skip Steps 5 and 6, continuing on Step 7.

Click Continue.
If you chose **Tablet**, select the type of tablet you are enrolling and click **Continue**.

5. **Install Duo Mobile**

   **Why use Duo Mobile?**

   - It's fast & easy
   - Works in any country
   - Doesn't require cell service

   Duo Mobile is an app that runs on your smartphone and helps you authenticate quickly and easily. Without it, you will still be able to log in using a phone call or text message. For the best experience, we recommend that you use Duo Mobile.

   On your smartphone, install the Duo Mobile from the application store (App Store for iPhones, Google Play for Androids, etc.). Once installed, return to the enrollment window and click **I have Duo Mobile installed**.
6. **Activate Duo Mobile**

On your smartphone, open the Duo Mobile app and tap the + in the top right corner. Depending on your phone’s settings, you may have to allow the app to access your camera, which you must do in order to activate Duo.

Hold your phone so that the camera can scan the barcode on screen (not the one below).
When your phone successfully scans the barcode, a green check mark will appear on the barcode. Once you see the green check mark, click **Continue**.

**Can't scan the barcode?** Click **Or, have an activation link emailed to you instead** and follow the instructions.

7. **Finish Enrollment**

   If the enrolled device will frequently be used for Duo, you may want to enable an automated authentication response by changing the **When I log in:** option from "Ask me to choose an authentication method" to "Automatically send this device a Duo Push" or "Automatically call this device" and click **Save**.
Click **Finish Enrollment** to proceed.

You will then receive an email acknowledging that you have successfully enrolled.

8. Change Password

If you would like to change your password at this time, you may continue the process using the fields below. You may also log out and reset your password later.

Once you complete the password reset form, you will receive an email acknowledging that you have successfully changed your password.
Change your password

1. Enter your user name and password.

2. Next, you will receive the Duo Security prompt.

3. Change Password

   If you would like to change your password at this time, you may continue the process using fields below. You may also log out and reset your password later.

Once you complete the password reset form, you will receive an email acknowledging that you have successfully changed your password.
Forgot your password?

**NOTE:** You must be registered in Employee Account Management and enrolled in Duo to proceed.

1. Click the **Forgot your password?** link

![Login to register or change your password](image1)

2. Enter your Username

![Log in to register or change your password](image2)

3. You will be prompted with 2 of the 4 questions that you set up during the enrollment process. Enter the correct answers.

![Please answer the following question(s) to reset your password](image3)

4. Next, you will receive the Duo Security prompt.

![Continue](image4)
5. Once you have completed Two Factor Authentication, you will be prompted to enter your new password.

Once you complete the password reset form, you will receive an email acknowledging that you have successfully changed your password.

If you have any trouble enrolling or changing your password, please call the Help Desk at 630-942-4357.
Manage Devices

To manage your Duo settings and devices, go to cod.edu/helpdesk, click Registration, Password Reset and Multi-Factor Management and log in.

1. **Select Other Options**
   After logging in, you will be presented with a screen similar to what you see below, though the authentication method may differ. Click on Other options.

2. **Select the Manage devices option** is at the bottom of the device list. Once selected, you will need to verify your identity before making any changes.

3. Once your identity has been verified, you will see a screen similar to what’s below. You will have the option to rename or remove existing devices (if there are multiple) with the Edit option.
If you click **I have a new phone**, you’ll be asked if you’re using the same number or a new one. If it’s the same, click **Get started** and then **Send me a passcode** (you may also choose to have Duo call your phone).

However, if you have or are adding a new number, you will need to select **Add a device**, after which you will be asked to choose a verification method.

Please contact the Help Desk at x4357 if you need help changing your phone number, re-activating Duo Mobile, or adding an additional phone.