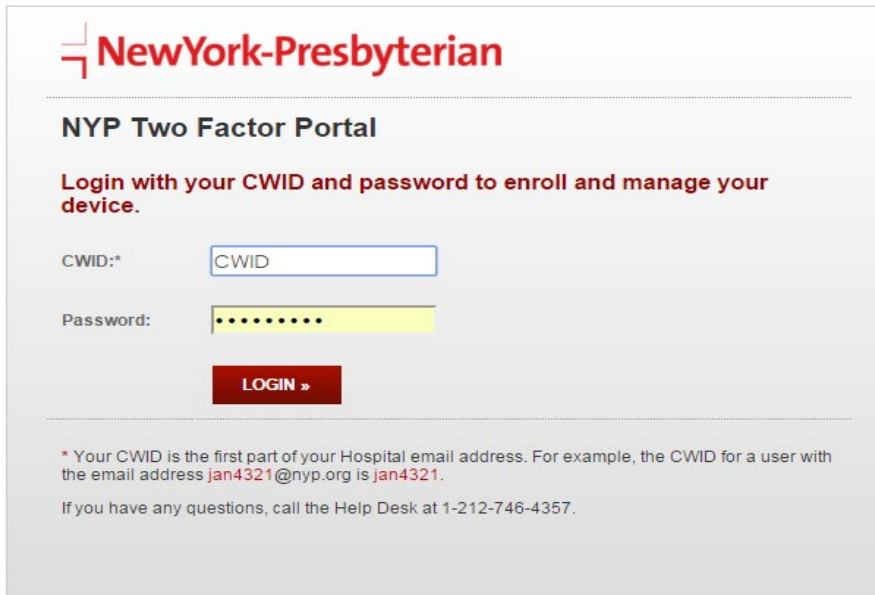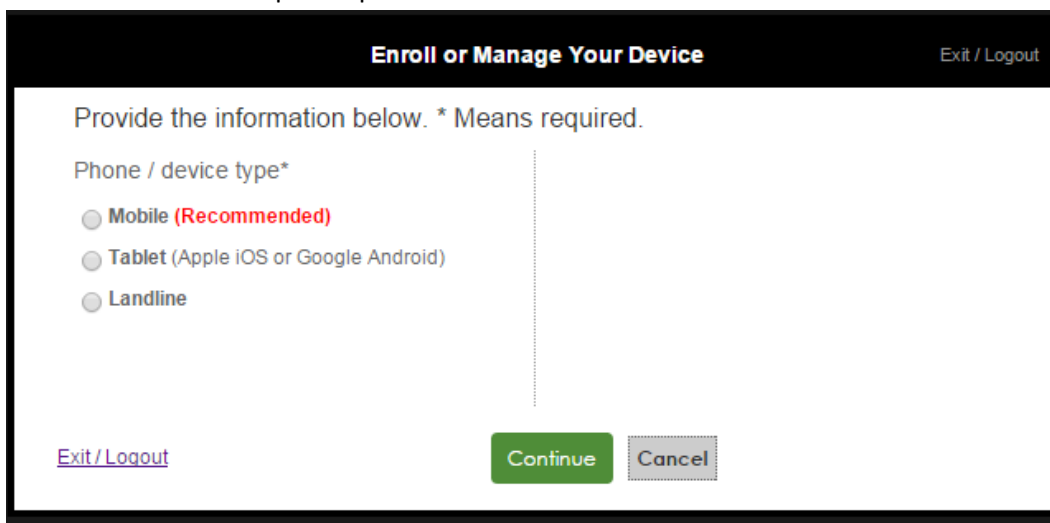# Duo Self Service Portal

The Duo Self Service portal is provides all NYP Duo Two Factor users with the ability to enroll and to add, remove, and edit a device. The portal is located at http://twofa.nyp.org .

1. Go to http://twofa.nyp.org
2. Enter your CWID and corresponding password

3. If you don't have any devices enrolled, you will be prompted to enroll a device. Follow the instructions in each step. This process can also be found in the Duo Enrollment Guide.

4. If you already have a device enrolled you will be prompted for your second factor passcode. Choose your preferred authentication method. If you no longer have the device listed, you will need to call Service Desk to have your new device enrolled.

Once you have logged in or successfully added a device, you may choose one of 4 different actions to manage your device.

a. **Add New Device:** This will allow you to add an additional device. This enrollment process is documented in the Two-Factor Enrollment guide.
b. **Delete device**: This will permanently remove a device.
c. **Edit info**: This will allow you to change enrolled device information such as the platform, phone number, and type of device.
d. **Reactivate**: If you have an Android, IOS, or Windows device enrolled, this will present you with a new barcode to scan or send you an activation text message.

Troubleshooting Guide for the Self Service portal.

Below is the guide for the self-service portal. Error codes will also be listed below to allow easier trouble shooting.

When a user logs into the portal there is a check to make sure they are in A Duo Ad group, a check to see they are added in Duo, and a check to see if they have a device attached to Duo in the portal. All information in this portal is the same information you should see in the admin portal at admin.duosecurity.com.

When a user logs in and it fails (see pic on step 2) the following error codes will be generated:

Error 100 = User NOT logged in. No such username.

Check the username is the cwid and also that the username is the same in Duo's admin portal.

Error 110 = User NOT logged in. User found but password is NOT valid.

Invalid domain password. Assist accordingly.

Error 120 = A connection error occurred

Have the user refresh the login page and make sure they have internet connectivity. If they do and you still get this error test yourself and if you get the same error with your credentials escalate to InfoSec.

Error 130 = User NOT in DUO AD Group that NYPH maintains.

Escalate to InfoSec after confirming they are a user in Duo admin portal. We have AD groups that users need to be in to enter the portal. If the user isn't in AD group they won't be able to get in.

Error 140 = User NOT in DUO Admin Portal

If the user is not in Duo you would need to escalate to an on shift supervisor who has the ability to add users

Supervisors: if the user has vpn access and doesn't appear in Duo , add them. If the user has an NYP email address and isn't in Duo, you can add them as well.

REMINDER: There will be no green check mark when a device is successfully added via a barcode scan. The only way to verify is to look at the phone itself and see if the profile is there.

Everything in the portal is very straight forward. If an error is occurring any function of this portal can be done with SD manual intervention through the admin portal. All bugs or issues should be reported to InfoSec at security@nyp.org .