

How to enrol in Enhanced CWL

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Follow these instructions to enrol in Enhanced CWL (multifactor authentication).

Requirements:

To enrol in Enhanced CWL, you must first have an active CWL account.

- Manage CWL: <https://www.myaccount.ubc.ca/myAccount>
- Create New CWL: <https://activate.id.ubc.ca/iamweb>

If you have an existing CWL account, proceed to the instructions below.

Instructions:

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 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.

UBC Settings

What type of device are you adding?

Mobile phone **RECOMMENDED**

Tablet (iPad, Nexus 7, etc.)

Landline

Continue

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.

UBC Settings

Enter your phone number

Canada

+1 250-555-555! ✓

Example: (204) 234-5678

Extension:

You entered (250) 555-5555. Is this the correct number?

Back Continue

5) Choose Platform

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

UBC Settings

What type of phone is 250-555-5555?

iPhone

Android

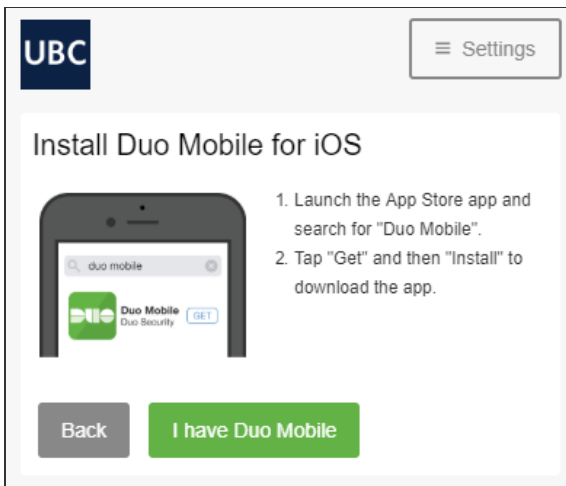
Windows Phone

Other (and cell phones)

Back Continue

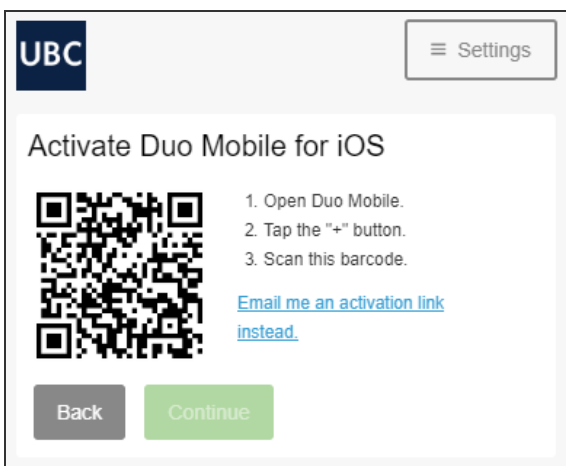
6) Install Duo Mobile App

- 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.



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.



7) 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.

For more information about the project, please visit the Enhanced CWL page at <https://privacymatters.ubc.ca/enhancedcwl>.

For more information or assistance, please contact the [ITServices Helpdesk](#) - 250.807.9000 or 855.807.9001.

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