MULTIFACTOR AUTHENTICATION OVERVIEW

CloudJumper offers the market-leading solution in multifactor security – Duo – to Partners and Customers that desire additional security or require it for compliance purposes.

SETTING UP DUO

Users will need to go through an initial setup process prior to multifactor authentication. The process begins when the User receives an email like the one below.

- Click the link in the email to begin

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Duo Security Enrollment

Friday, August 11, 2017 at 9:15 AM
To: Doug Petrole

Hello,

Your company is now rolling out Duo 2 factor authentication, a User-friendly and secure way for you to log into your my.CloudJumper account. Your Cloud Project Manager has completed the setup of your Duo account, so you can start logging into your my.CloudJumper account with 2 factor authentication once you complete the setup process below.

To begin, click this link to enroll a phone, tablet, or other device:

https://api-57b2a5f4.duosecurity.com/portal?
code=767676b08fa6ecf&key=DAG0V8BIF0I9UC6ZJHAX

2 factor authentication services are easy to set up, easy to use and secure. To learn more about setting up 2 factor authentication, see the guide here:

www.cloudjumper.com/support
Click **Start setup** to proceed.

**Protect Your cloudjumper Account**

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.

Start setup

Select the radio button for the type of device you are using and click **Continue**.
- Note: the most common and simplest user experience is mobile phone, followed by tablet.
Enter the phone number for the device you added above, check the box to indicate that this is the correct number and click **Continue** to proceed.

Select the radio button for the type of phone you are using and click **Continue**.
Search the App Store for Duo and install Duo according to the instructions below

Tap **Add Account** to proceed
Aim your smartphone camera at the QR code below and click **Continue** to proceed.

- Tap **I have Duo Mobile installed** to proceed.
• Select the method of authorization you would like to use and click Finish Enrollment to complete the setup process.
  
  o Note: CloudJumper recommends that Users select Automatically send this device a Duo Push is possible, as this provides the best User experience.
**nWorkSpace 2 Factor Authentication Guide**

- You will see the following screen indicating that you have successfully completed the enrollment process

![Enrollment Successful!](image)

**Logging into the nWorkSpace**

Regardless of how the User logs into their nWorkSpace, if Duo is installed then the User will need to authenticate a second time via Duo. The only way that will not be the case is if unless the Customer requests that certain Users are set to ignore 2 factor authentication.

Duo will prompt the User to authenticate via the method selected during the setup process above as the User logs in. If Users set up authentication via automatic push notification as suggested above, Users will get a notification on their phone shortly after logging in.

Contact CloudJumper’s Customer Engineering team at (844) 645 – 6789 or support@cloudjumper.com with any additional questions you may have.