

# NERC

NORTH AMERICAN ELECTRIC  
RELIABILITY CORPORATION

# NERC Multi-Factor Authentication

Quick Start Guide - 2019

**RELIABILITY | ACCOUNTABILITY**



- What is Two-Factor Authentication?

- Two-factor authentication adds a second layer of security to your online accounts. Verifying your identity using a second factor (like your phone or other mobile device) prevents anyone but you from logging in, even if they know your password.

## *How It Works*

- *Enter username and password as usual*
- *Use your phone to verify your identity*
- *Securely logged in*



## *No mobile phone?*

- *You can use a landline.*
- *Supports multiple devices*
- *mobile phone and a landline, two different mobile devices, etc.*

- Why Multi-Factor Authentication (MFA)?
  - Passwords are increasingly easy to compromise.
  - Two-factor authentication adds a second layer of security, keeping your account secure even if your password is compromised. With Duo Push, you'll be alerted right away (on your phone) if someone is trying to log in as you.
- NERC has implemented a third party Multi-Factor Authentication product called DUO.
  - Duo widely used and trusted across many industries for MFA.
- Supported Devices



iOS



Android



Windows  
Phone



Cell Phones  
& Landlines



Hardware  
Token

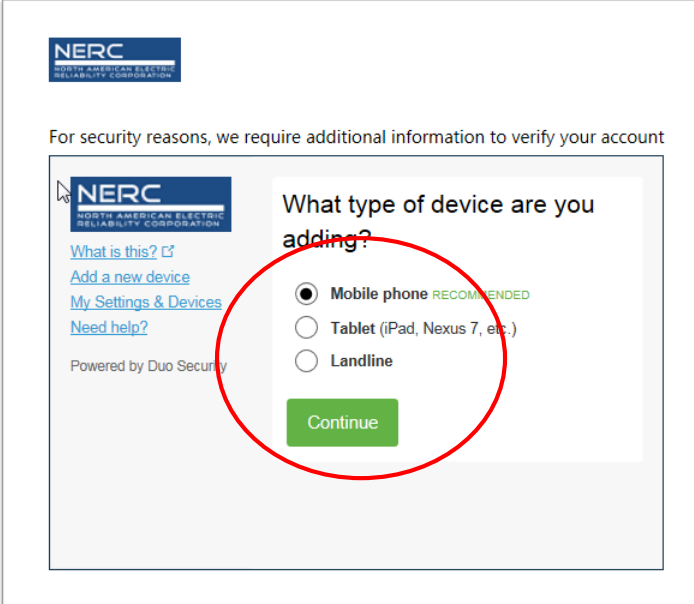
- **Enrolling Your Phone**

- You will be prompted to enroll the first time you log into a protected site or web application. When prompted by the interactive Duo web-based prompt shown below, Select Start Setup

Click **Start setup** to begin enrolling your device.



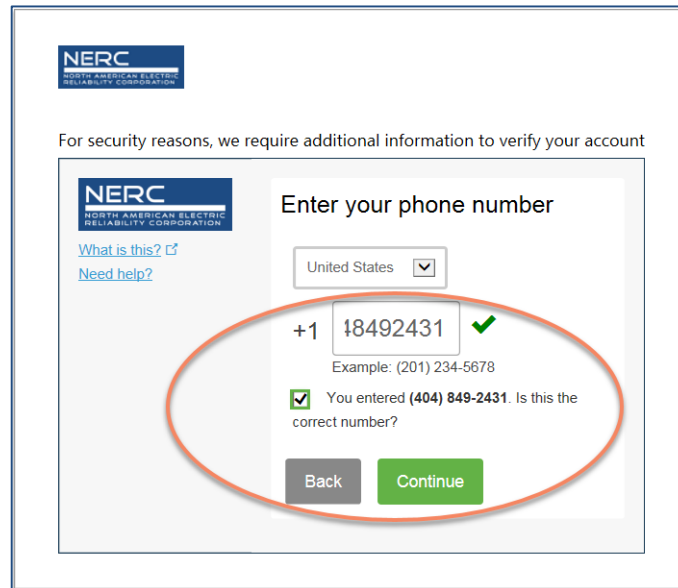
- Select the type of device you'd like to enroll and click **Continue**. We recommend using a smartphone for the best experience, but you can also enroll a landline telephone.



The screenshot shows the NERC enrollment interface. At the top left is the NERC logo. Below it, a message states: "For security reasons, we require additional information to verify your account". On the left side, there is a sidebar with links: "What is this?", "Add a new device", "My Settings & Devices", and "Need help?". Below these links is the text "Powered by Duo Security". The main content area is titled "What type of device are you adding?". It contains three radio button options: "Mobile phone" (which is selected and has the word "RECOMMENDED" in green next to it), "Tablet (iPad, Nexus 7, etc.)", and "Landline". A green "Continue" button is located at the bottom of the options. A red circle is drawn around the "Mobile phone" option and the "Continue" button.

# Enrollment – 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.
- Double-check that you entered it correctly, check the box, and click **Continue**



The screenshot shows a web form for NERC (North American Electric Reliability Corporation) titled "Enter your phone number". The form is part of a security verification process, as indicated by the text "For security reasons, we require additional information to verify your account". The form includes a NERC logo, a "What is this?" link, and a "Need help?" link. A dropdown menu shows "United States" selected. Below this, a text input field contains "+1 18492431" with a green checkmark to its right. An example number "(201) 234-5678" is provided. A checkbox is checked, and the text reads "You entered (404) 849-2431. Is this the correct number?". At the bottom are "Back" and "Continue" buttons. A red oval highlights the input field, the example number, the checkbox, and the "Continue" button.

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[What is this?](#) [Need help?](#)

Enter your phone number

United States

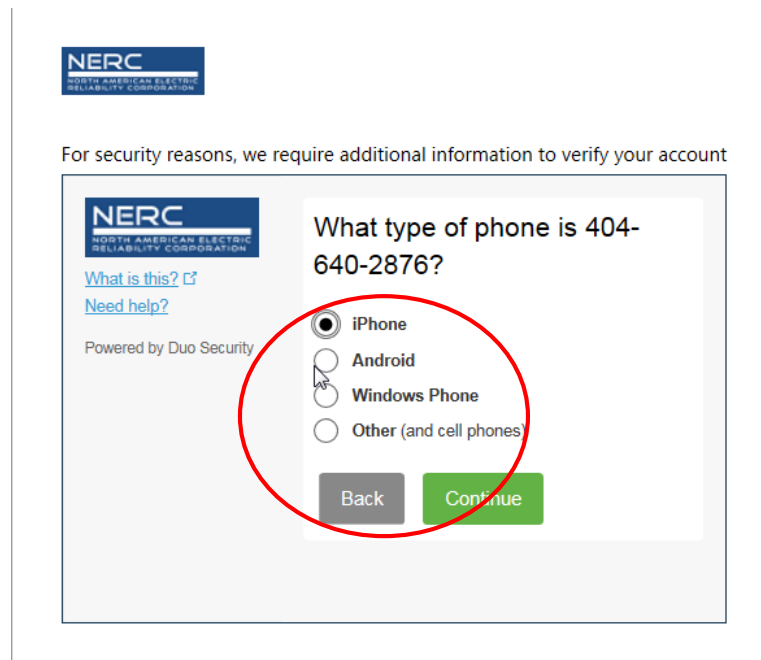
+1 18492431 ✓

Example: (201) 234-5678

☒ You entered (404) 849-2431. Is this the correct number?

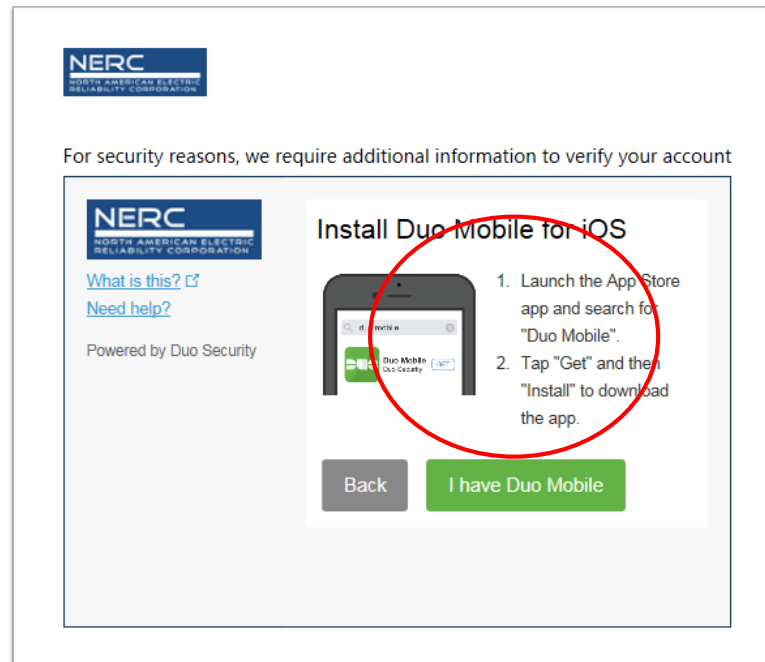
Back Continue

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



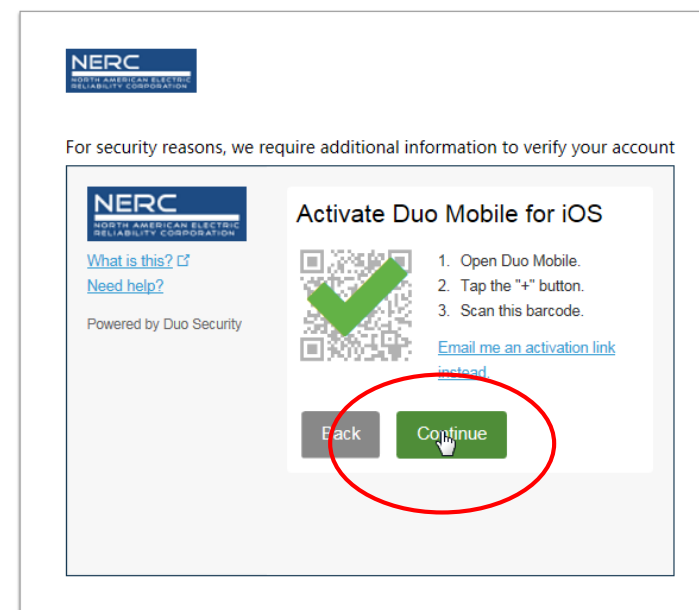
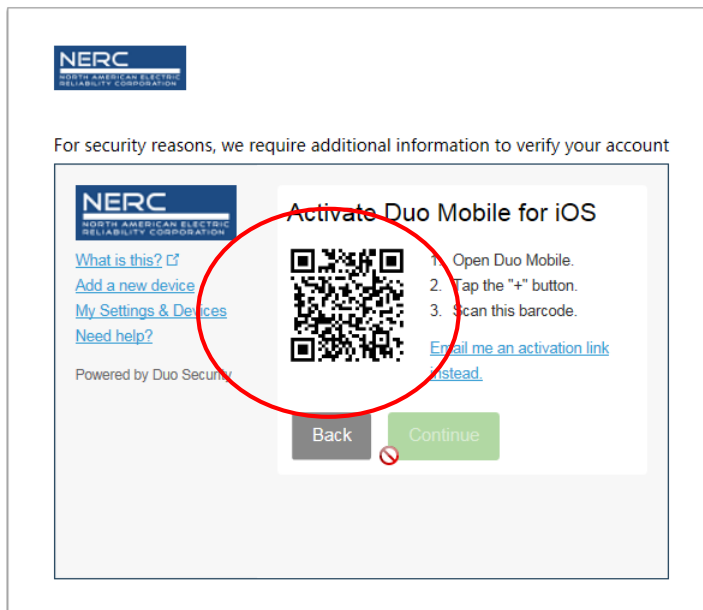
The screenshot shows a web form for account verification. At the top left is the NERC logo. Below it, the text reads: "For security reasons, we require additional information to verify your account". The main form area contains the NERC logo, two links ("What is this?" and "Need help?"), and the text "Powered by Duo Security". The primary question is "What type of phone is 404-640-2876?". Below this question are four radio button options: "iPhone", "Android", "Windows Phone", and "Other (and cell phones)". A red circle is drawn around the "iPhone" option, which is selected. At the bottom of the form are two buttons: "Back" and "Continue".

- 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, 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**.





- 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, using your mobile device's camera. Follow the platform specific instructions for your device:
  - The "Continue" button is clickable after you scan the barcode successfully.

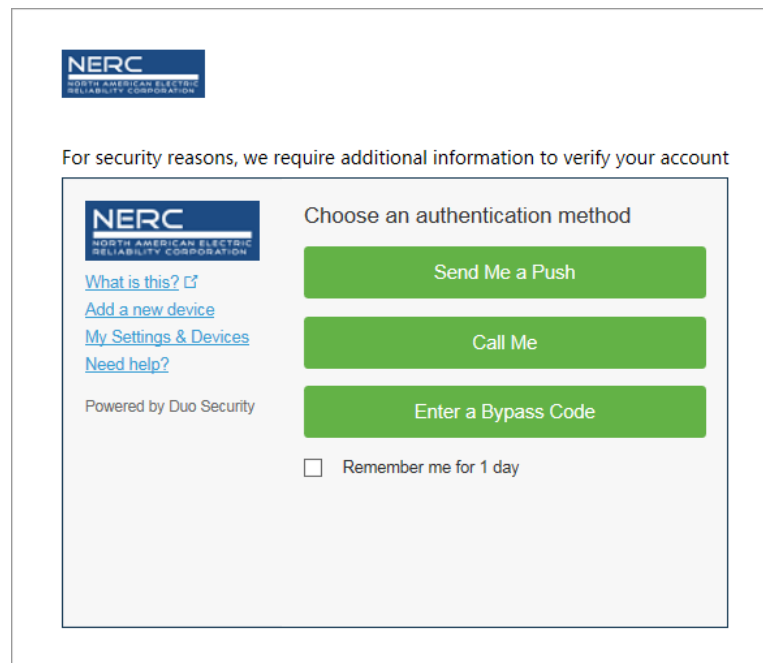


Once you've completed activation. You can use **Device Options** to enable automatic push requests. This is optional.

- In the **When I log in** drop down list, select one of the following options:
  - "Ask me to choose an authentication method" to
  - "Automatically send this device a Duo Push" or
  - "Automatically call this device"
- Click **Save**.
- Click **Continue to login** to proceed to the Duo Prompt.

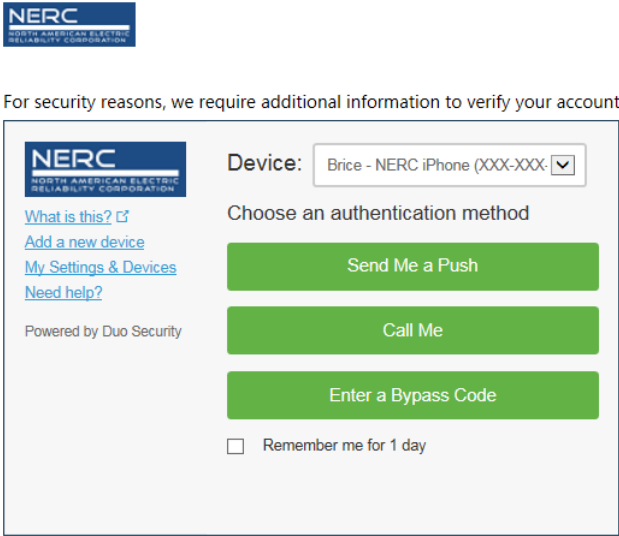
The screenshot displays the NERC Duo Security interface for managing a device. At the top, the NERC logo is visible. Below it, a message states: "For security reasons, we require additional information to verify your account". The main content area includes a sidebar with the NERC logo, a "What is this?" link, a "Need help?" link, and the text "Powered by Duo Security". The main panel shows a "Reactivate Duo Mobile" button, a "Change Device Name" button, and a "+ Add another device" link. Below these, there is a "Default Device" section with a dropdown menu set to "Brice - iPhone". The "When I log in" dropdown menu is open, showing three options: "Ask me to choose an authentication method", "Automatically send this device a Duo Push", and "Automatically call this device". At the bottom, there is a green "Saved" button and a blue "Continue to Login" button. A red circle highlights the "Continue to Login" button.

- The Duo Prompt screen lets you choose how to verify your identity each time you log in.



The screenshot shows the Duo Prompt authentication interface for NERC. At the top left is the NERC logo. Below it, a message states: "For security reasons, we require additional information to verify your account". The main content area is titled "Choose an authentication method" and contains three green buttons: "Send Me a Push", "Call Me", and "Enter a Bypass Code". To the left of these buttons are links: "What is this?", "Add a new device", "My Settings & Devices", and "Need help?". At the bottom left, it says "Powered by Duo Security". At the bottom right, there is a checkbox labeled "Remember me for 1 day".

If you have more than one device enrolled, like a mobile phone and a landline, you'll see a device selector.



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[What is this?](#) [Add a new device](#) [My Settings & Devices](#) [Need help?](#)

Powered by Duo Security

Device: Brice - NERC iPhone (XXX-XXX-XXX) ▼

Choose an authentication method

Send Me a Push

Call Me

Enter a Bypass Code

☐ Remember me for 1 day

Select the device you want to use and then choose your authentication method.

Method	Description
<b>Duo Push</b>	Pushes a login request to your phone or tablet (if you have Duo Mobile installed and activated on your iOS, Android, or Windows Phone device). Just review the request and tap <b>Approve</b> to log in.
<b>Call Me</b>	Authenticate via phone callback.
<b>Enter a Bypass code</b>	Log in using a passcode, provided by an administrator. Use this feature in the event you have forgotten or lost your mobile device.

Congratulations! You're all setup to start authenticating. Simply log into your application and select **"Send Me a Push"** to Authenticate. Select **"Call Me"** to receive a phone and simply following the voice prompt to complete authenticating

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Device: Brice - NERC iPhone (XXX-XXX-XXX) [v]

Choose an authentication method

[What is this?](#) [Add a new device](#) [My Settings & Devices](#) [Need help?](#)

Powered by Duo Security

☐ Remember me

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Device: iOS (XXX-XXX-5746) [v]

Choose an authentication method

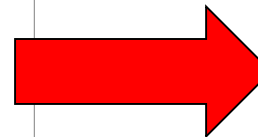
[What is this?](#) [Add a new device](#) [My Settings & Devices](#) [Need help?](#)

☐ Remember me for 1 day

Pushed a login request to your device...

Cancel

To complete authenticating, select **Approve**. Select **Deny** to cancel authenticating.



AT&T LTE 11:14 AM 75%

Login Request  
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NERC DEV  
NERC DEV

bricenoapp

206.231.20.4  
Smyrna, GA, US

11:14:09 AM EDT  
June 10, 2019

Approve Deny



# Questions and Answers