Duo D-100 Token Enrollment Instructions

The Duo security token is used by members of the Virginia Tech community as a second-factor authentication device to gain access to services protected by the Two-Factor Authentication (2FA) service in instances when a phone is not a viable second-factor option. The D-100 token allows users to press a button on the device to generate a 6-digit code which can then be entered into the passcode field when logging into a service which requires 2 factor authentication.

1. To enroll your device please go to the Virginia Tech Account Manager page https://my.vt.edu/accounts
2. Click the Manage your account link
3. If prompted, log on with your PID, PID password, and then authenticate with a second factor that is not your D-100.
4. At the bottom of the page you'll find 2-factor Account. On the right side select Manage Tokens
5. Select Enroll Token
6. Select Enroll Hardware OATH Token
7. Follow instructions

For questions on how to use the D-100 token, refer to the following Knowledge Base article:

https://vt4help.service-now.com/kb_view_customer.do?sysparm_article=KB0010700#usingfob

Or contact 4Help http://4help.vt.edu

Incorrect Passcode Error or Token Out of Sync

Tokens can become out of sync if 20 different codes are displayed without using one of the codes to authenticate to Duo. When a token is out of sync, the following error message is displayed when trying to authenticate: "Incorrect passcode. Please try again." To re-sync a token and fix this:

If you do not have access to a second factor other than your D-100, contact 4Help at http://4help.vt.edu and give the token serial number and 3 consecutive codes displayed by the token. Duo administrators will re-sync the token for you.

If you have access to a second factor other than your D-100, you can re-sync your own D-100 token using Account Manager. To do so:

1) Go to the Virginia Tech Account Manager page. https://my.vt.edu/accounts
2) If available, click the Manage your account link.
3) If prompted, log on with your PID, PID password, and then authenticate with a second factor that is not your D-100.
4) To the far right of 2-factor account, click the Manage tokens link.
5) Under Enrolled Tokens, to the right of the serial number of the token that is out of sync, click the Resync link.
6) In the three text boxes, type three consecutive 6-digit passcodes from the D-100.
7) Click the Resynchronize button.