


OOBA Customer Set Up

1. User will begin with a Get Started page.

AUTHENTICATION SETUP



Passwords are becoming increasingly easy to compromise. They can often be stolen, guessed, and hacked. Our new enhanced authentication improves the security of your online accounts by using your phone to verify your identity. This prevents anyone but you from accessing your accounts, even if they know your password.


You'll enter your username as usual, then use your mobile device to verify that it's you before entering your password.


[LET'S GET STARTED →](#)


2. User will enter their 10 digit phone number, a nickname for the device, and choose their OS.


Your device's nickname is how it will be referenced when signing in later or editing device settings.

SELECT YOUR DEVICE









Can your device receive a text message?

[Use other mobile device or landline](#)





3. User will then be prompted to verify their device.

PHONE NUMBER
[REDACTED]

NICKNAME
[REDACTED]

Your device's nickname is how it will be referenced when signing in later or editing device settings.

SELECT YOUR DEVICE

Can your device receive a text message?

VERIFY DEVICE

We need to verify the setup of your device. We can call or text a verification code to use on the next step

TEXT ME

CALL ME

[Use other mobile device or landline](#)

- Customer will receive a text or call with a verification code based off the option they choose. They will be asked to enter the code.

VERIFY DEVICE

PHONE NUMBER	[REDACTED]
NICKNAME	[REDACTED]
TEXT MESSAGE ON	Yes
DEVICE SELECTED	Android

Enter the verification code that you received below:

VERIFICATION CODE

Didn't get a message? [Resend Verification Code](#)
Enter the wrong phone number? [Start the process over](#)

VERIFY DEVICE →

5. If user has a smartphone, they will be given the opportunity to download an Ooba app from Duo.

Duo Mobile is an application that runs on your phone and helps you authenticate. Without it you'll still be able to log in using a phone call or text message, but we strongly recommend that you use Duo Mobile to authenticate quickly and easily.

WHY USE DUO MOBILE?

- It's fast & easy – one click Approval/Denial
- Works in any country
- Doesn't require cell service

INSTALL THE APP

Select "User Duo Mobile" and receive two text messages:

1. The first message will contain a link to install the Duo Mobile app. Please click the link to install the app.
2. The second message will contain a link to activate your account. Please click the link to activate your account in the Duo Mobile app.

USE DUO MOBILE

6. If the customer chooses to download the app, they will be sent 2 links via text to download and verify the app.

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Download Mobile App: <http://m-03bde0b6.duosecurity.com>

To activate the app, click and open this link with Duo Mobile: <https://m-03bde0b6.duosecurity.com/android/Vih731N4nJSqzKuTiK5d>