Two-Factor Authentication for the Portal

User Guide for New and Existing Portal Users

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Introduction

This document contains information on how to register and configure Duo + Password Authentication. Duo + Password is a two-factor authentication model that adds a new second layer of security to your SecureWorks Portal accounts. Two-factor authentication uses a second factor (mobile phone, landline phone, or tablet), which prevents anyone, except you, from logging in, even if your password is compromised.

In this Document You Will Learn...

How to set up your Duo & Password authentication for new users
How to change your Portal authentication to Duo & Password for current users
How to register a mobile phone, a tablet, or a landline with Duo Mobile
How to log in to the Client Portal with Duo & Password authentication
How to manage your registered devices, including reactivating Duo on a current or new device

How it Works

Once you register with Duo, you will launch the SecureWorks Client Portal, log in with your password, and then Duo will verify your identity using one of your registered devices. You can link multiple devices to your account, so you can use your mobile phone, landline, and tablet as desired.

Supported Devices

You can download the Duo Security mobile application on your mobile device or tablet to use to authenticate to the SecureWorks Client Portal. The application will be notified when you attempt to log in to the Portal and will send your device a push notification to confirm your identity. Alternatively, a passcode can be obtained in the mobile application and entered to confirm your identity.

NOTE: This option can be used when your mobile device does not have internet access.

If you do not have a smartphone or tablet, you can authenticate using your landline phone or mobile phone via phone call. Duo will call your landline or mobile phone and prompt you to confirm your login.

The following device types are supported by Duo Security:

<table>
<thead>
<tr>
<th>Device</th>
<th>Duo Push</th>
<th>Passcode</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Android phone</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Windows phone 7</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Device</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>-----------------</td>
<td>-----</td>
<td>-----</td>
<td>-----</td>
</tr>
<tr>
<td>iPhone</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Blackberry</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Android tablet</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>iPad tablet</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Cell phone</td>
<td>No</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Land line</td>
<td>No</td>
<td>No</td>
<td>Yes</td>
</tr>
</tbody>
</table>

*Options in **bold** are recommended

**Benefits**

The benefits of Duo + Password include:

- Additional options for authentication to the SecureWorks Client Portal
- Better security for your SecureWorks Client Portal accounts
- Better usability when authenticating to the Portal
- Ease in registering a new account
- No need to have the browser certificate loaded onto all devices you plan to use with the SecureWorks Portal

**How do I get started?**

**New SecureWorks Portal Users**

**Note:** Duo + Password is the default authentication method for new users.

Go to: Setting up Duo + Password for New Users

**Existing SecureWorks Portal Users**

**Note:** It is recommended to change your authentication method to Duo + Password.

Go to: Changing to Duo + Password for Existing Users

For questions about how to get started, contact the SecureWorks Counter Threat Operations Center and use option 2 for assistance.

- Inside the US: 1-877-838-7960
- United Kingdom: (0) 870 701 0082
- Australia: 1-800-760854
- All Other Locations: +1 (404) 235-1044
Setting up Two-Factor Authentication for New Users

This section contains information on how to register and configure Two-Factor Authentication for new users.

Three Step Process

It is important to understand that there are three steps that must be completed during your registration as a new user.

1. **Create your Portal account password as the first authentication factor for the Portal.** This password will be used as part of the two-factor authentication to the Portal.

2. **Set up and register Duo Mobile as a second authentication factor for the Portal.** This requires you to download the Duo app on your device and set up your authentication information in the Portal.

3. **Generate and install your Security Certificate to receive encrypted emails.** Even though you will authenticate to the Portal using Duo + Password, you still need to download a certificate into your email client in order to receive encrypted emails from SecureWorks. **IMPORTANT:** The password that you use for your certificate is different from your Portal Password.

Before you Begin

After your initial service setup by the SecureWorks Client Implementation Services team, you will receive an email from the SecureWorks Counter Threat Operations Center (CTOC) (service@secureworks.com). The email is titled "SecureWorks Portal Registration and Certificate Setup". Locate the email in your inbox and let's get started!

Step 1 – Create Your Portal Password as the First Authentication Factor

1. Click on the following link in the email and follow the prompts to create your Portal Password: [https://portal.secureworks.com/idm/resetpassword](https://portal.secureworks.com/idm/resetpassword)

2. Type your email address and click **RESET PASSWORD.** An email is sent to your account. Please follow the instructions in the email in order to set your password.

3. Click on the link in the email to create your password.
4. Create your new Portal Password.

Step 2 – Set up and Register a Second Authentication Factor

Now it is time to set up your second authentication factor. You can set up your two-factor authentication using a mobile phone, landline phone, or tablet.

2. The Duo Two-Factor authentication Start Setup screen displays. Scroll down, click **START SETUP**, and follow the directions on the screen. If you have questions about setting up your devices to support Duo authentication, see the “Getting Started with Your Duo Registration” section in this document for more information.

![Protect Your SecureWorks Account](image)


After completing the preceding steps and logging in to the Portal for the first time, you will be prompted to generate your Security Certificate to receive encrypted emails.

1. Enter a new certificate password of your choosing and then verify your new password. Click **GENERATE CERTIFICATE**.

**NOTE:** This is your new CERTIFICATE password—not your Portal Password—used only when importing your certificate into your email client.
2. Please see "Email Encryption Instructions" for instructions on how to import your certificate into your email application. The certificate is only used for receiving encrypted emails.
Changing to Password and Duo for Existing Users

It is recommended to change your authentication method to Duo + Password if you are not currently using this method. Setting up your new authentication for the SecureWorks Client Portal will only take a few minutes!

**NOTE:** Although you will be changing your authentication to Duo + Password, you still need your certificate to receive encrypted email. See [Downloading your Certificate for Email Encryption](#) for more information.

To manually change your authentication method, follow these steps:

1. Log in to the [SecureWorks Client Portal](https://portal.secureworks.com/portal) using your current authentication.
2. From the top toolbar, select **Account > Account Management** and click **AUTHENTICATION OPTIONS** on the following page.
3. Select **PASSWORD AND DUO** and click **SAVE**.

![Authentication Options](image)

4. Clear your browser cache and SSL state, and close out of your browser completely.
   
   **NOTE:** If your certificate is prompted by launching the Portal click **CANCEL** and you will be redirected to the SecureWorks Client Portal Login and Password screen (see [Disabling Certificate Pop-up](#) to disable this behavior).

6. Type your email address in the Email field and click **CONTINUE**.
7. Type your Portal Password in the Password field and click **LOGIN**.

**NOTE:** If you don’t remember your password or have not yet created one, you can click **FORGET PASSWORD?** to reset your password or click this link: [https://portal.secureworks.com/idm/resetpassword](https://portal.secureworks.com/idm/resetpassword).

After you have successfully logged in to the SecureWorks Client Portal, you will receive the Two-Factor Authentication screen and can begin registration.
Scroll down, click **START SETUP**, and continue to [Choosing your Device(s) for Two-Factor Authentication](#) section to get started.
Getting Started with Your Duo Registration

If you already logged in using your new Portal Password and the Two-Factor Authentication Screen is displayed, scroll down, click START SETUP, and continue to the next section, Choosing your Devices for Two-Factor
Authentication.

This section assumes you have a Portal Password, but have not started your Duo Registration.

To get started with your registration, follow these steps:


2. The first screen prompts you for your email address. Enter your company email address and click CONTINUE.

3. The next screen prompts you for your password. Enter your Portal Password and click LOGIN to begin your Duo Security registration.
4. The Two-Factor Authentication screen displays. Scroll down and click **START SETUP** and continue to **Choosing your Device(s) for Two-Factor Authentication.**
Choosing Your Device(s) for Two-Factor Authentication

Choose the type of device you want to enroll with Duo, and click **CONTINUE**. You will be able to add more than one device after your initial setup. Please continue to the appropriate section based on your selection for further instructions.

Device Options include:

- **Mobile Phone** - [Registering a Mobile Phone](#)
- **Tablet** (iPad, Nexus 7, etc.) - [Registering a Tablet](#)
- **Landline** - [Registering a Landline](#)
Registering a Mobile Phone

When you select Mobile Phone, the Enter your Phone Number screen displays. Select your country from the drop-down list and type your mobile number in the box below. A green check mark displays if the mobile number format is correct. Verify the phone number, check the box indicating that you verified the number is correct, and click CONTINUE.

**NOTE**: We recommend that you add a second device, either Mobile or Landline, to your Duo Account after your initial registration. This will allow a second authentication option if you lose your primary mobile device. If you lose your mobile device and do not have a second authentication option, you will need to contact the CTOC to register a new device.

Using Duo Mobile for Smartphone Devices

The Choose Platform screen displays. Choose your device’s operating system and click CONTINUE.

**NOTE**: If your mobile device is not a smartphone, proceed to the “Using Duo Mobile for Other Types of Mobile Phones” section.
Follow the platform-specific instructions on the screen to install Duo Mobile. After installing the app on your device, return to the enrollment window and click **I HAVE DUO MOBILE**.

The Activate Duo Mobile screen displays. Activating the app links it to your account so you can use it for authentication.
On iPhone, Android, Windows Phone, and BlackBerry 10, activate Duo Mobile by scanning the barcode with the app’s built-in barcode scanner. Follow the platform specific instructions for your device.

**NOTE:** Blackberry devices running version 7.1 and earlier do not support barcode scanning. You must activate the application using your email address and special link.

Click **CONTINUE**, which is clickable after you scan the barcode successfully.
Can’t Scan the Barcode?

If you can’t scan the barcode, click OR HAVE AN ACTIVATION LINK EMAILED TO YOU INSTEAD. Enter your email address and then click SEND EMAIL. Open the email on your phone and tap the activation link to add your account to Duo Mobile. Then scroll down and click CONTINUE.

The SecureWorks entry displays in the app after you scan the barcode. Click CONTINUE on the Activate Duo Security setup screen.

Your device is successfully enrolled!

Choose whether you would like to be asked to choose an authentication method each time you log in, or whether you’d like to automatically receive a Duo Push or phone call. Click SAVE.

Click CONTINUE TO LOGIN and you are ready to log in to the Portal using your Duo + Password authentication. See Logging in to the SecureWorks Portal for more information.
Using Duo Mobile for Other Types of Mobile Phones

The Choose Platform screen displays. Select OTHER from the list of operating systems and click CONTINUE.

You have successfully enrolled your mobile device capable of authenticating via Phone. Choose whether you would like to be asked to choose an authentication method each time you log in, or whether you’d like to automatically receive a or phone call. Click SAVE.

Click CONTINUE TO LOGIN and you are ready to log in to the Portal using your Duo + Password authentication. See Logging in to the SecureWorks Client Portal for more information.
Registering a Tablet

When you select Tablet for your device, the Choose Platform screen displays. Choose your device’s operating system and click CONTINUE.

Follow the platform-specific instructions on the screen to install Duo Mobile. After installing the app on your device, return to the enrollment window and click I HAVE DUO MOBILE.

The Activate Duo Mobile screen displays. Activating the app links it to your account so you can use it for authentication.

On your iOS or Android tablet, activate Duo Mobile by scanning the barcode with the app’s built-in barcode scanner. Follow the platform specific instructions for your device.
Click **CONTINUE**, which is clickable after you scan the barcode successfully.

**Can’t Scan the Barcode?**

If you can’t scan the barcode, click **OR HAVE AN ACTIVATION LINK EMAILED TO YOU INSTEAD**. Enter your email address, and then click **SEND EMAIL**. Open the email on your device and tap the activation link to add your account to Duo Mobile. Then scroll down and click **CONTINUE**.

The SecureWorks entry displays in the app after you scan the barcode. Click **CONTINUE** on the Activate Duo Security setup screen.

Your device is successfully enrolled!

Choose whether you would like to be asked to choose an authentication method each time you log in, or whether you’d like to automatically receive a Duo Push. Click **SAVE**.
Click CONTINUE TO LOGIN and you are ready to log in to the Portal using your Duo + Password authentication. See Logging in to the SecureWorks Client Portal for more information.
Registering a Landline

When you select Landline Device, the Phone number screen displays. Select your country from the drop-down list and type your phone number in the box below. A green check mark displays if the format is correct. Verify the phone number, check the box indicating that you verified the number is correct, and click **CONTINUE**.

The Verify Ownership screen displays. Click **CALL ME** to receive a verification code. Once received, enter the verification code and click **VERIFY**. Scroll down and click **CONTINUE**.

Your landline is successfully enrolled!

Choose whether you would like to be asked to choose an authentication method each time you log in, or whether you’d like to automatically receive a Phone Call. Click **SAVE**.
Click **CONTINUE TO LOGIN** and you are ready to log in to the Portal using your Duo + Password authentication. See [Logging in to the SecureWorks Client Portal](#) for more information.
Logging in to the SecureWorks Client Portal


The first screen will prompt you for your Email address. Enter your company email address and click CONTINUE.

The next screen will prompt you for your password. Enter your Portal Password that you created when you received the Portal Registration email or when you reset your password. Click LOGIN.

The Two-Factor Authentication screen displays. You can authenticate to the Portal using one of the following two-factor methods, depending on the device you enrolled:

- **Duo Push** – Duo Security will push a challenge to your smartphone or tablet. Tap APPROVE on your device to authenticate. This requires your device to have data service or be on a Wi-Fi network.

- **Phone Call** – Duo Security will call your phone. Answer the call and press the 5 key to authenticate.

- **Passcode** – Generate a passcode in the Duo app on your device and enter the passcode in the Two-Factor Authentication screen in your browser.
Before you log in, check the **REMEMBER ME FOR 1 DAY** checkbox. This allows you to skip the Duo authentication if you log in to the Portal in the next 24 hours. You will only need to enter your email address and password to authenticate.

**Two-Factor Authentication Method - Duo Push**

Duo Security will push a challenge to your smartphone or tablet. Just tap **APPROVE** on your device to authenticate. This requires your device to have data service or be on a Wi-Fi network.

Select **SEND ME A PUSH**.

From your Tablet or Mobile device, tap **APPROVE** to authenticate to the SecureWorks Client Portal.
NOTE: If you are not notified of the Push notification on your device, you may need to open the Duo app to view the pending request and approve.

Two-Factor Authentication Method – Phone Call

Duo Security will call your phone. Answer the call and press the 5 key to authenticate.
Select **CALL ME**.

![Phone Call Image](image)

Answer the call and a recorded message will play, “Welcome to SecureWorks Two-Factor Authentication. If you are not expecting this call press * to report fraud or press 5 to login.” Press 5 to authenticate to the SecureWorks Client Portal.

Two-Factor Authentication Method – Passcode

You can generate a passcode within the Duo app.
Select **ENTER A PASSCODE**.

![Passcode Image](image)

Enter the six-digit passcode created in the Duo app and click **LOG IN** to authenticate to the SecureWorks Client Portal.
Managing Two-Factor Authentication Devices

After you have successfully registered your device, you can enroll another device and manage already registered devices from the Two-Factor Authentication screens.

**TIP:** If you have replaced your phone but have the same phone number, you can still access the Settings by having DUO call your number to authenticate and then reactivate Duo on your new device (see below).

After entering your email address and Portal Password, select the **SETTINGS** option on the Duo Login screen. Select **ADD A NEW DEVICE** to begin the process of adding another device with which to authenticate, or select **MY SETTINGS & DEVICES** to manage your already registered devices.

Either option requires that you first verify your identity via authentication using one of your already registered devices. Select your authentication device and method to proceed.

If adding a new device, follow the steps in the preceding “Choosing your Device(s) for Two-Factor Authentication” section. To manage current devices and settings, proceed to the next step.
Actions for Devices include:

- **Default Device** – Choose which device you would like to be your default authentication device from the dropdown list, and whether you would like Duo to automatically send a Duo Push or Phone Call when logging in to the Portal.

- **Change Device Name** – Select the gear icon next to your device and click **CHANGE DEVICE NAME** to change the name of the device (i.e. Work Phone, Home Phone).

- **Reactivate Duo Mobile** – Select the gear icon next to your device and click **REACTIVATE DUO MOBILE** to reactivate Duo. See [Choosing your Device for Two-Factor Authentication](#).

- **Deleting Device** – Select the gear icon next to your device and click **DELETE DEVICE** to remove the device from the list.

Click **SAVE** when you are finished managing your devices.
Appendix A  Email Encryption Instructions

How do I install my digital certificate into Outlook 2010 to decrypt email?

If you have a Digital Certificate, you can use it to digitally sign and encrypt emails. When you are using Microsoft Outlook as your email client, you will need to first configure Outlook to use your certificate. **NOTE**: The certificate installation process differs slightly for Outlook 2003 and Outlook 2007.

1. Before you begin, you must have your Digital Certificate downloaded to your computer. **NOTE**: If you are a new Portal user, you should have received instructions on how to download your certificate in the SecureWorks Portal Registration Email.

2. Once you have your Digital Certificate downloaded to your computer, open Outlook.

3. Click the FILE tab in the top navigation menu.

4. Click OPTIONS, in the left navigation menu.

5. The Outlook Options display. Select TRUST CENTER in the left navigation menu, near the bottom.

6. The information in the main window will change. Click the TRUST CENTER SETTINGS… button.

7. The Trust Center window displays. Click E-MAIL SECURITY from the left navigation menu.

8. The information in the main window will change. In the Digital IDs (Certificates) section, select the IMPORT/EXPORT… button.

9. The Import/Export Digital ID window displays. With the IMPORT EXISTING DIGITAL ID FROM A FILE radio selected, click BROWSE next to the Import File field and browse to the folder in which your Digital Certificate is saved and select your Certificate.

10. In the Password field, input the password you set up when downloading the Certificate, and click OK.

11. In the Encrypted e-mail section, next to Default Settings, select the SETTINGS… button.

12. The Change Security Settings window displays. In this window, you will see two CHOOSE… buttons under the Certificates and Algorithms section.

13. Click the CHOOSE… button in the Signing Certificate section.

14. Select your Secure Email Certificate from the select Certificate dialog box. Outlook should automatically choose the same secure email certificate as your signing certificate for the encryption certificate. If you can’t locate the certificate, click the CHOOSE… button in the Encryption Certificate and select your secure email certificate from the select certificate dialog box.

15. Confirm THE SEND THESE CERTIFICATES WITH SIGNED MESSAGES box is checked.

16. Click OK to return to the Options dialog box.

17. Click OK to return to Outlook.
How do I install my digital certificate on my iOS device to decrypt email?

After you receive or download your certificate to your iOS device, open the digital certificate by tapping the file. This will start the process to install the certificate as a new profile on your iOS device. If a certificate is sent in an email, it will appear as an attachment. Safari can be used to download certificates from a web page.

1. The Install Profile screen displays. Tap INSTALL. Tap details to see more information about the certificate.
2. You will then be prompted with a warning message, “Installing this profile will change settings on your iOS device.” Tap INSTALL NOW.
3. If your iOS device has a PIN or Passcode, you will need to enter it to verify the device belongs to you. If you don’t have a PIN or Passcode setup, the next screen will require you to add your certificate password. This is the password you set up when you downloaded your certificate.
4. The certificate will continue to install and you will be presented with the certificate information when it is finished installing. Click DONE.
Appendix B  Disabling Certificate Pop-up

If you are an existing customer that switched to Duo + Password authentication but previously authenticated to the Portal using a certificate, you will want to disable the certificate from popping-up every time you launch the Portal.

1. From a Windows 7 machine, follow these steps:
2. From the Start menu, type certmgr.msc in the browse section.
3. The Certificate Manager displays in your program list. Select certmgr.msc to launch the program.
4. From the Certificate window, select the PERSONAL > CERTIFICATES folder.
5. Double-click your SecureWorks certificate from the list.
6. The Certificate information displays. Select the DETAILS tab and then click EDIT PROPERTIES.
7. Select ENABLE FOR ONLY THE FOLLOWING PURPOSES and select SECURE EMAIL.
8. Click OK to save your new settings.
For other versions of Windows, follow these steps:

1. From the Start menu, select Run > and type certmgr.msc.

2. The Certificate Manager displays. From the Certificate window, select the PERSONAL > CERTIFICATES folder.

3. Double-click your SecureWorks certificate from the list.

4. The Certificate information displays. Select ENABLE FOR ONLY THE FOLLOWING PURPOSES and select SECURE EMAIL.

5. Click OK to save your new settings.