Two-Factor Authentication for the Client Portal

User Manual 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 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 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 Mobile on a current or new device

How Duo + Password Authentication Works

Once you register with Duo, you will launch the Secureworks Client Portal, log in with your password, and then verify your identity with Duo Mobile 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 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 Mobile will call your landline or mobile phone and prompt you to confirm your login.

The following device types are supported by Duo Mobile:

<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>iPhone</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>
</tbody>
</table>
Device | Duo Push | Passcode | Phone
--- | --- | --- | ---
Land line | No | No | Yes

*Options in bold are recommended

Benefits

The benefits of Duo + Password authentication 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 a browser certificate loaded onto all devices you plan to use with the Secureworks Portal

How To 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 Security Operations Center and use option 2 for assistance.

- Inside the US: 1-877-838-7960
- United Kingdom: 0808 234 2477
- Australia: 1800 760 854
- All Other Locations: +1 404-235-1044
Setting up Duo + Password Authentication for New Users

This section contains information on how to register and configure Duo + Password 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. **Step One**: Create your Portal 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. **Step Two**: Set up and register Duo Mobile as a second authentication factor for the Portal. This requires you to download the Duo Mobile app on your device and register in the Portal.

3. **Step Three**: 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 import 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 Portal account is created, you will receive an email from the Secureworks Security Operations Center (SOC) (service@secureworks.com). The email is titled “Secureworks Portal Registration and Certificate Setup”. Locate the email in your inbox to get started.

**Step One – Create Your Portal Password as the First Authentication Factor**

1. Click on the link in the email and follow the prompts to create your Portal password: https://portal.secureworks.com/idm/resetpassword.

2. The Reset Password page displays. Type your email address associated with your Portal account and click **RESET PASSWORD**. An email is sent to your account.

3. Open the Password Reset Request email and click the link in the email to create your password.

4. Enter and retype your new Portal password then click **RESET PASSWORD**.

**Step Two – Set up and Register Duo Mobile**

Now it is time to set up your second authentication factor using Duo Mobile and your mobile phone, landline phone, or tablet.


2. The **Duo 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.

**Step Three – Generate your Certificate to Receive Encrypted Emails.**

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**.
IMPORTANT: 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 Duo + Password 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 may be changing your authentication from certificate based to Duo + Password, you still need your certificate to receive encrypted email.

To manually change your authentication method, follow these steps:

1. Log in to the Secureworks Client Portal using your current authentication.
2. From the top toolbar, select **Account > Account Management**.
3. Authenticate to the Secureworks Identity Manager and click **AUTHENTICATION OPTIONS**.
4. Select **PASSWORD AND DUO** and click **SAVE**.
5. Close out of your browser completely to end your session. It is also recommended to clear your browser cache and SSL state.
   **NOTE:** If you are prompted to select a Certificate when 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).
7. Type your email address in the Email field and click **CONTINUE**.
8. 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 use this link: [https://portal.secureworks.com/idm/resetpassword](https://portal.secureworks.com/idm/resetpassword).
9. After you have successfully authenticated with your password, the **Duo Start Setup** screen displays and you can begin registration.
10. 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.
Getting Started with Your Duo Registration

This section assumes you have authenticated with your Portal password and are ready to begin registering your second authentication factor with Duo Mobile. If you are not at the Duo Start Setup screen, follow the steps in the Setting up Duo + Password Authentication for New Users, or the Changing to Duo + Password for Existing Users section.

Choosing Your Device for Duo Mobile

After clicking START SETUP from the Duo Start Setup screen, choose the type of device you want to register with Duo Mobile, 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 (Apple or Android) - Registering a Tablet
- Landline - Registering a Landline
Registering a Mobile Phone

When you select Mobile Phone, the Enter your Phone Number screen displays.

1. Select your country from the drop-down list and type your mobile number in the box below.

2. A green check mark displays if the mobile number format is correct. Check the box indicating that you verified the number is correct, and click CONTINUE.

3. The Choose Platform screen displays. Choose your device type, and click CONTINUE. If you are registering a smartphone (iPhone, Android, or Windows Phone) proceed to the Smartphone Devices section. If you are registering a non-smartphone device, proceed to the Other Types of Mobile Phones section.

**NOTE:** We recommend that you add a second device, either Mobile or Landline, to your Duo Mobile account after your initial registration. This will allow a second authentication option if you lose your primary mobile device. For details on managing Duo Mobile devices, please see the Managing Duo Mobile Devices section.

### Smartphone Devices

When you select your smartphone device type (iPhone, Android, or Windows Phone), the Install Duo Mobile screen displays.

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

2. The Activate Duo Mobile screen displays. Activating the app links it to your account so you can use it for authentication. Activate Duo Mobile by scanning the barcode with the app's built-in barcode scanner. Follow the platform-specific instructions for your device.

   **NOTE:** If you can't scan the barcode, click the link to HAVE AN ACTIVATION LINK EMAILED TO YOU INSTEAD. Open the email and click the activation link.

3. Click CONTINUE, which is clickable after you scan the barcode successfully or click the activation link from the email.

4. 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 would like to automatically receive a Duo Push or phone call. Click SAVE to save your choice.

5. 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.

### Other Types of Mobile Phones

When you select Other (and cell phones) as your device type, you have successfully enrolled your mobile device capable of authenticating via phone call.

1. Choose whether you would like to be asked to choose an authentication method each time you log in, or whether you would like to automatically receive a phone call. Click SAVE to save your choice.

2. 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.

1. Choose your device's operating system and click CONTINUE.

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

3. The Activate Duo Mobile screen displays. Activating the app links it to your account so you can use it for authentication. Activate Duo Mobile by scanning the barcode with the app's built-in barcode scanner. Follow the platform-specific instructions for your device.  
   
   **NOTE:** If you can't scan the barcode, click the link to HAVE AN ACTIVATION LINK EMAILED TO YOU INSTEAD. Open the email and click the activation link.

4. Click CONTINUE from the Activate Duo Mobile screen, which is clickable after you scan the barcode successfully or click the activation link from the email.

5. 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 would like to automatically receive a Duo Push. Click SAVE to save your choice.

6. 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 Enter Your Phone Number screen displays.

1. Select your country from the drop-down list and type your phone number in the box below.

2. A green check mark displays if the format is correct. Check the box indicating that you verified the number is correct, and click CONTINUE.

3. Your landline phone is successfully enrolled. Choose whether you would like to be asked to choose an authentication method each time you log in, or whether you would like to automatically receive a phone call. Click SAVE to save your choice.

4. 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

To log in to the Secureworks Client Portal using Duo + Password authentication, launch the Secureworks Client Portal (https://portal.secureworks.com/portal) in your browser and follow these steps:

1. Enter the email address associated with your Portal account and click CONTINUE.

2. The password prompt displays. Enter your Portal password that you created when you received the Portal Registration email or when you reset your password. Click LOGIN.

3. The Duo Authentication screen displays. You can authenticate to the Portal using one of the following methods, depending on the device you enrolled:
   - **Duo Push** – Duo Mobile 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. To use this option, select SEND ME A PUSH from the Duo Authentication screen and tap APPROVE from the notification or in the Duo Mobile app on your device.
     - **NOTE:** If you are not notified of the notification on your device, you may need to open the Duo Mobile app to view the pending request and approve.
   - **Phone Call** – Duo Mobile will call your phone. Answer the call and press the 5 key to authenticate. To use this option, select CALL ME from the Duo Authentication screen and press 5 to log in after answering the call.
   - **Passcode** – Generate a passcode in the Duo Mobile app on your device to use to log in. To use this option, select ENTER A PASSCODE from the Duo Authentication screen and enter the six-digit passcode you create in the Duo Mobile app on your mobile device or tablet. Click LOG IN to authenticate to the Client Portal.

**TIP:** Before you log in, check the REMEMBER ME FOR 1 DAY checkbox. This allows you to skip Duo Mobile 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.
Managing Two-Factor Authentication Devices

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

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

1. After entering your email address and Portal Password, select the SETTINGS option on the Duo Authentication 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.

2. Both options require that you first verify your identity by authenticating with one of your already registered devices. Select your authentication device and method to proceed.

3. If adding a new device, follow the steps in the preceding Choosing your Device for Duo Mobile section. To manage current devices and settings, proceed to the next step.

4. Select the action you would like to take from the following options:
   - **Default Device and Log In** – Choose which device you would like to be your default authentication device from the dropdown list, and whether you would like Duo Mobile to automatically send a Duo Push or Phone Call when logging in to the Portal.
     - **NOTE:** If you only have one registered device, it will automatically be default with no option to change.
   - **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 Mobile. See Choosing your Device for Duo Mobile.
   - **Deleting Device** – Select the gear icon next to your device and click DELETE DEVICE to remove the device from the list.
     - **NOTE:** If you only have one registered device, you cannot delete. Add a new device first, and the option will be available.

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

How do I install my digital certificate into Outlook 2016 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 previous versions of Outlook.

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

1. Once you have your Digital Certificate downloaded to your computer, open Outlook.
2. Click the **FILE** tab in the top navigation menu.
3. Click **OPTIONS**, in the left navigation menu.
4. The **Outlook Options** window displays. Select **TRUST CENTER SETTINGS**....
5. The information in the main window changes. Click **TRUST CENTER SETTING S**.
6. The **Trust Center** window displays. Click **EMAIL SECURITY** from the left navigation menu.
7. The information in the main window changes. In the **Digital IDs (Certificates)** section, click **IMPORT/EXPORT**....
8. 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 to select your Certificate.
9. In the Password field, input the password you created when generating the Certificate, and click **OK**.
10. In the **Encrypted e-mail** section of the **Trust Center** window, next to Default Setting, click **SETTINGS**....
11. The **Change Security Settings** window displays.
12. Click the **CHOOSE**... button next to Signing Certificate.
13. 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.
14. Confirm the **SEND THESE CERTIFICATES WITH SIGNED MESSAGES** box is checked.
15. Click **OK** to return to the Options dialog box.
16. 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 set up, 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. Tap DONE.
Appendix B: Disabling Certificate Prompt

If you are an existing user that switched to Duo + Password authentication but previously authenticated to the Portal using a certificate, you may want to disable the certificate prompt every time you launch the Portal.

From a Windows 7 machine, follow these steps:

1. From the Start menu, type certmgr.msc in the search field.
2. The Certificate Manager displays in your program list. Select CERTMGR.MSC to launch the program.
3. From the Certificate window, select the PERSONAL > CERTIFICATES folder.
4. Double-click your Secureworks certificate from the list.
5. The Certificate information displays. Select the DETAILS tab and then click EDIT PROPERTIES.
6. Select ENABLE FOR ONLY THE FOLLOWING PURPOSES and select SECURE EMAIL.
7. 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.