

CHESAPEAKE UTILITIES CORP.

These directions will guide you through several scenarios with the setup and correction of Duo Authentication

Duo Enrollment, Re-enrollment and Verification

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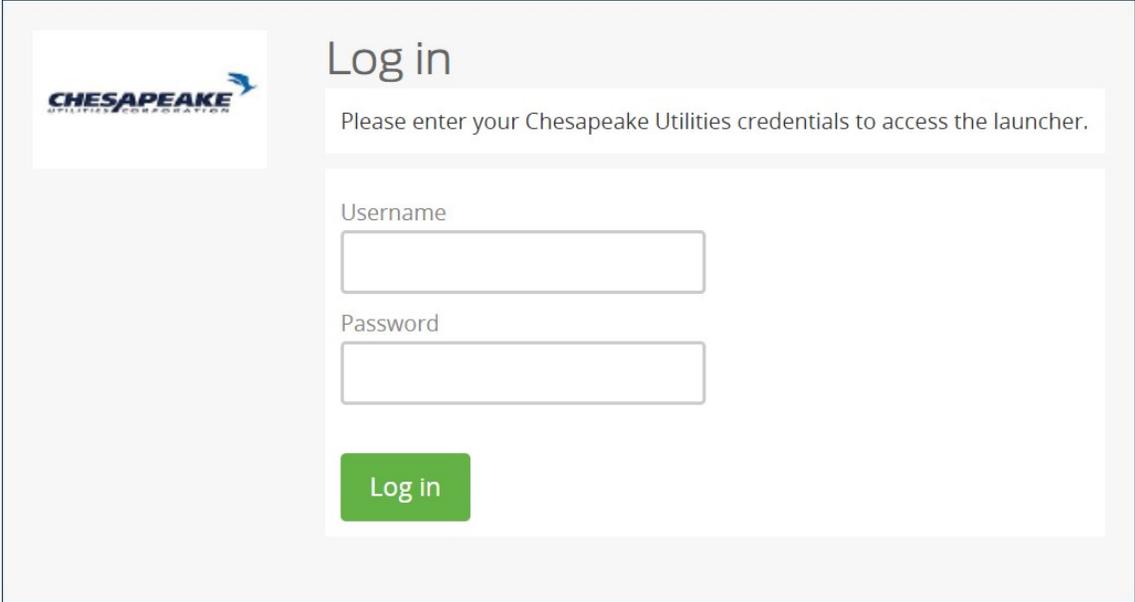
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Duo Setup, Re-enrollment and Verification

NOTE: This Document may not cover all scenarios. This should cover most issues for users with one mobile device that have or have not used Duo in the past. If you find that you cannot resolve your Duo issue please contact the BIS Service desk at 302-734-6001 or submit a ticket to the service desk using the following link: [KACE Systems Management Appliance Service Center \(chpk.com\)](https://chpk.com/kace-systems-management-appliance-service-center)

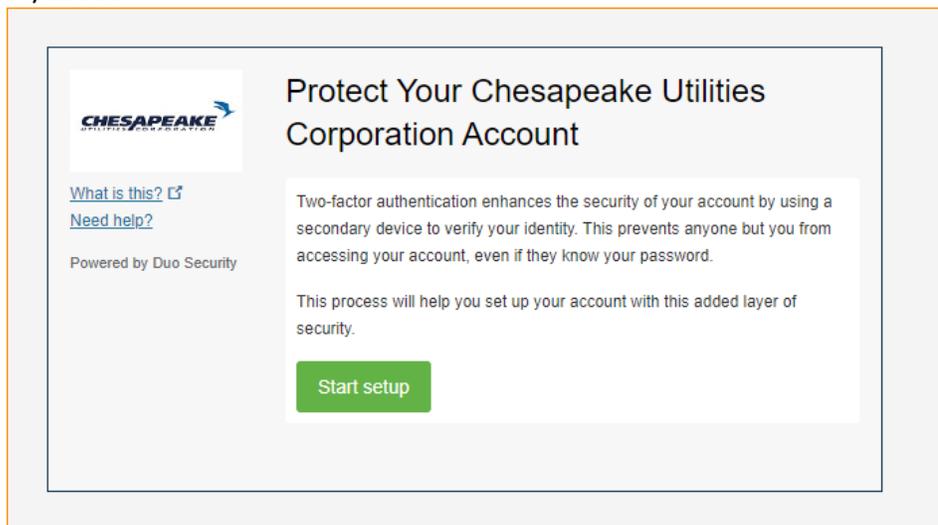
How do I know which scenario affects me?

1. On you computer, please click on the following link to check your DUO account: duoaccessgateway.chpk.com. Enter your chpk cridentials and **click “Log in”**



The screenshot shows a login page for Chesapeake Utilities Corporation. On the left is the company logo. The main heading is "Log in". Below the heading is a message: "Please enter your Chesapeake Utilities credentials to access the launcher." There are two input fields: "Username" and "Password". Below the password field is a green "Log in" button.

If you see:

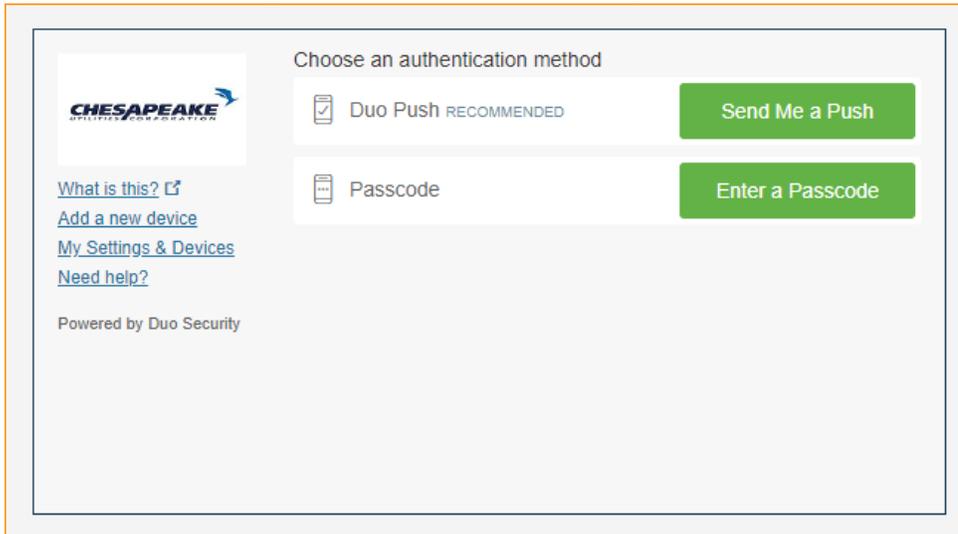


The screenshot shows a page titled "Protect Your Chesapeake Utilities Corporation Account". It features the Chesapeake Utilities logo on the left. Below the logo are links for "What is this?" and "Need help?", and the text "Powered by Duo Security". The main content area explains that two-factor authentication enhances account security and provides a "Start setup" button.

Then click [here for Enrollment](#) from the table of contents

Duo Setup, Re-enrollment and Verification

If you see the following screen and Select Send me a push:

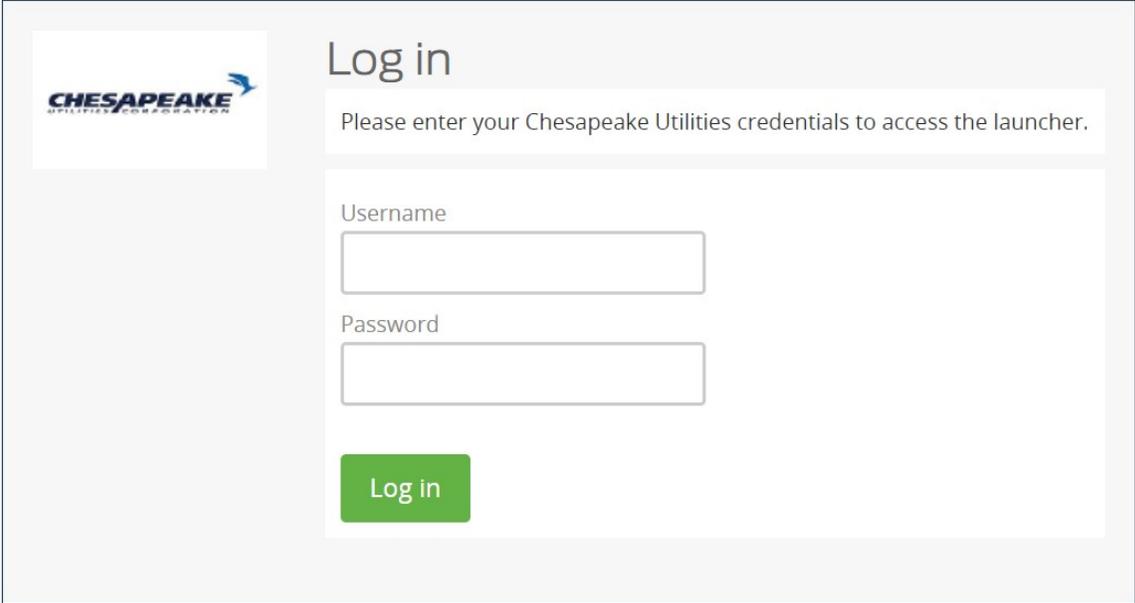


And you don't get a notification on your mobile device (*Open Duo on your mobile device and verify that you did not get an authentication request*) – Click [Here for Re-Enrollment](#)

If you get a notification on your phone – approve it and you are verified.

Enrollment - If you have never enrolled in Duo

1. Open your web browser and navigate to duoaccessgateway.chpk.com. Enter your chpk credentials and click **“Log in”**





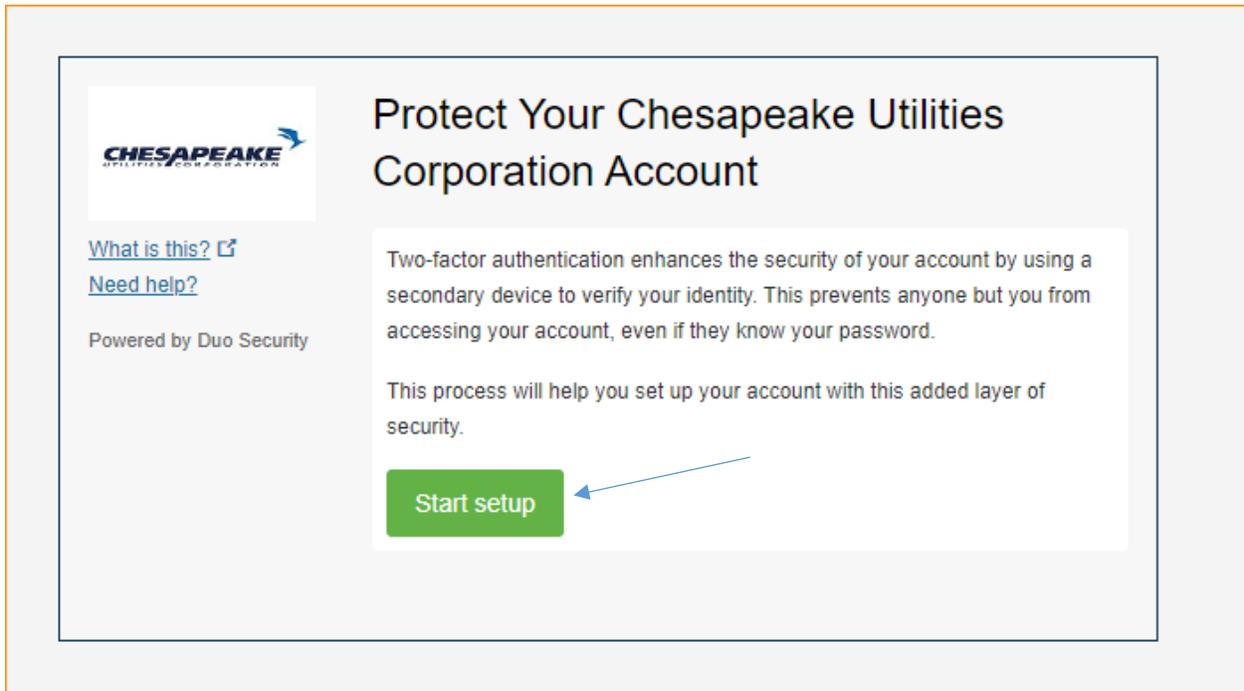
Log in

Please enter your Chesapeake Utilities credentials to access the launcher.

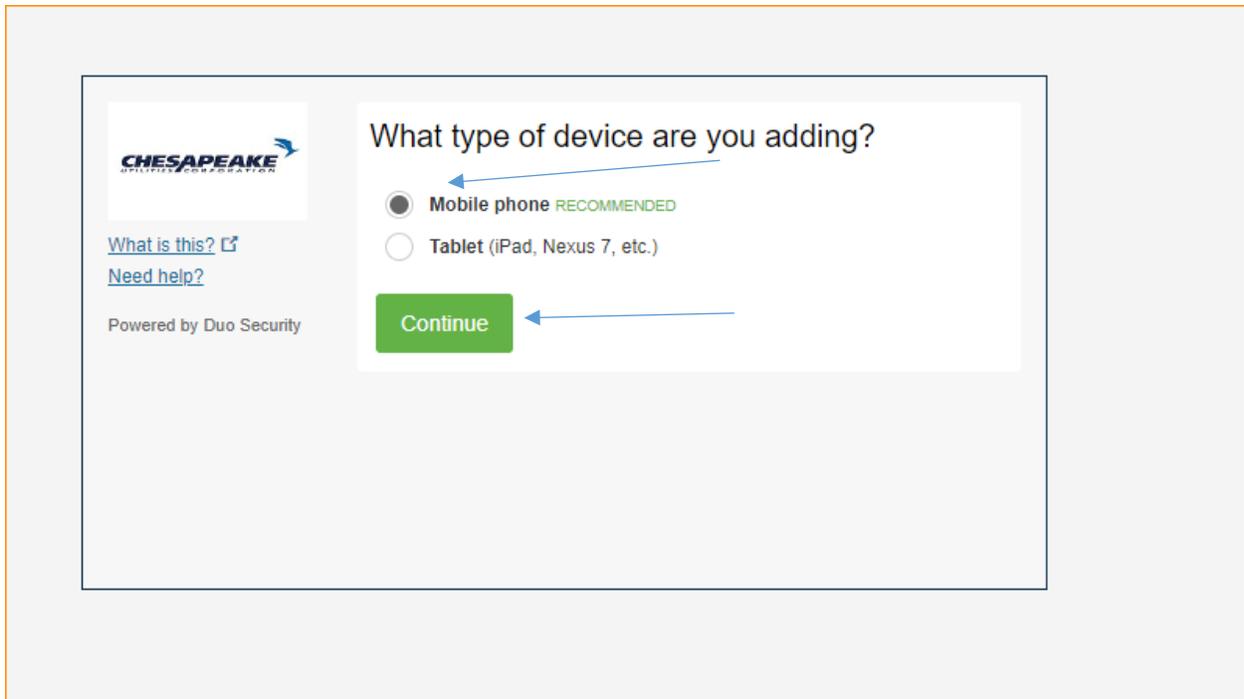
Username

Password

1. When you login and ***do not have Duo enabled and configured*** you are met with the following from DUO. Click **“Start setup”**



2. You are prompted on what type of device you are enrolling. We are supporting Mobile phone enrollment. Ensure the Mobile phone radio button is selected and **Click "Continue"**



3. You are now asked to add your mobile telephone number. **Type in all 10 digits**

Duo Setup, Re-enrollment and Verification

CHESAPEAKE
UNIVERSITY OF THE DELAWARE SYSTEM

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

Powered by Duo Security

Enter your phone number

United States ▼

+1

Example: (201) 234-5678

Back Continue

- Once entered a green check appears. Select that it is the telephone number you mean by adding a check mark then **Click "Continue"**

CHESAPEAKE
UNIVERSITY OF THE DELAWARE SYSTEM

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

Powered by Duo Security

Enter your phone number

United States ▼

+1 ✓

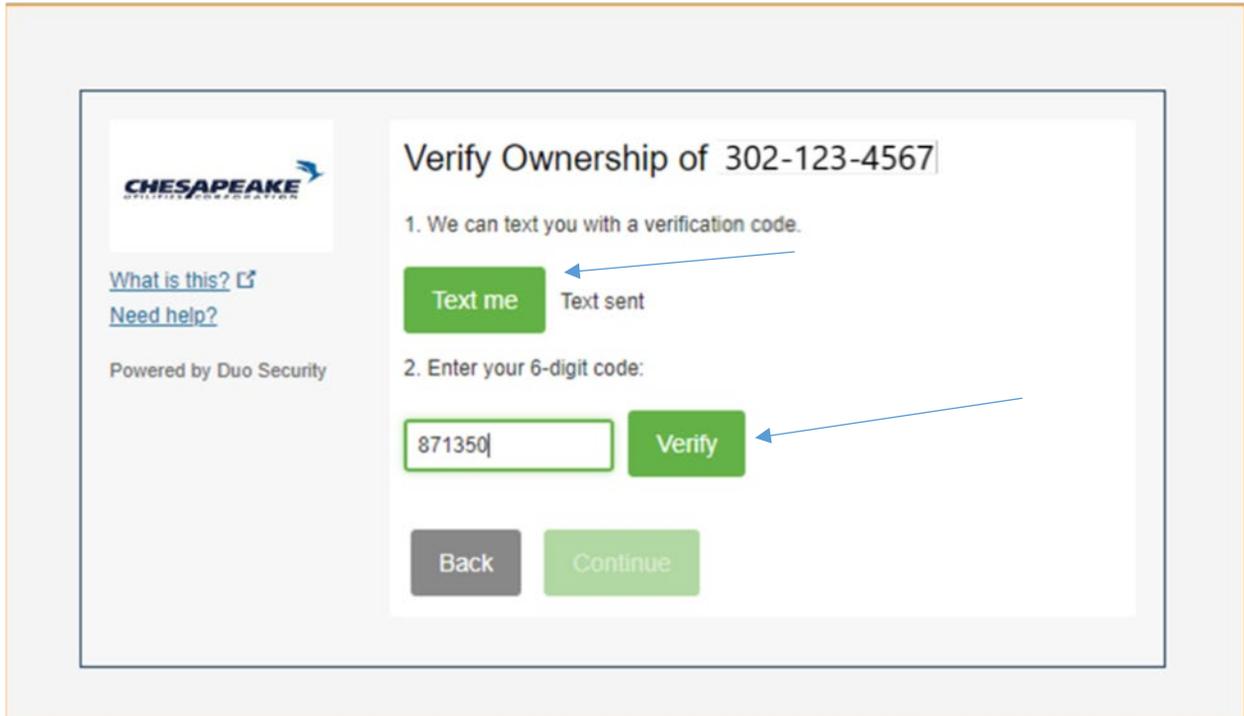
Example: (201) 234-5678

You entered (302)1234567 Is this the correct number?

Back Continue

Duo Setup, Re-enrollment and Verification

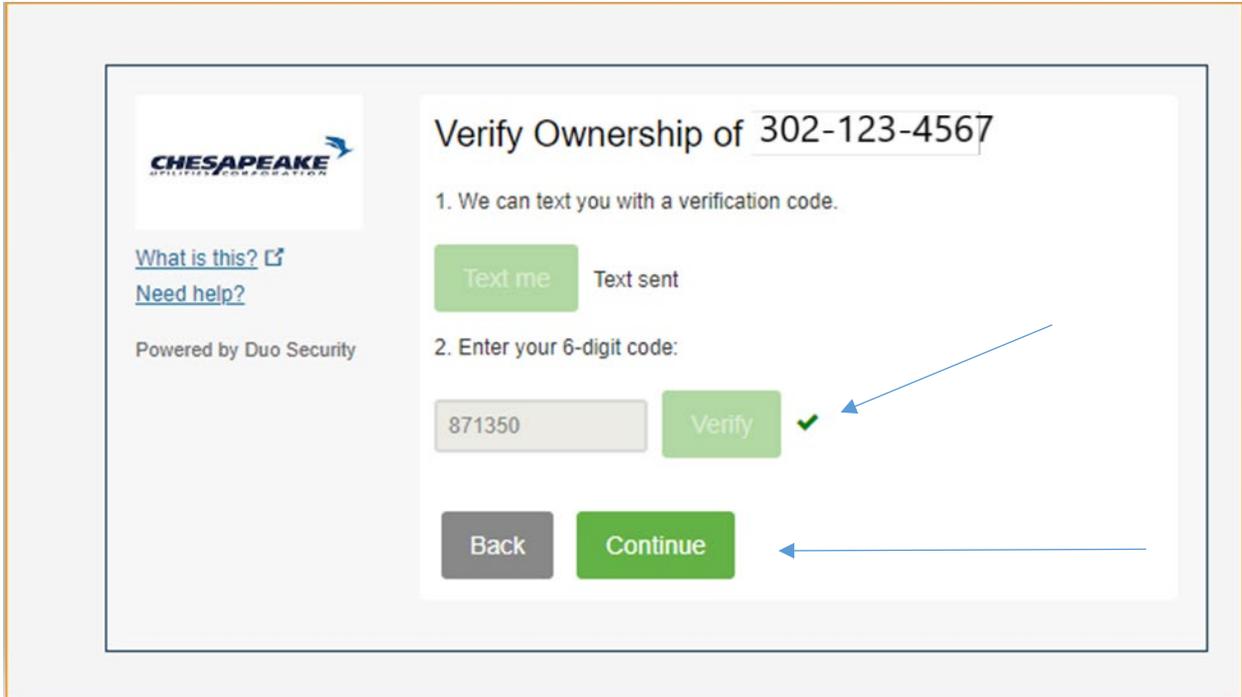
5. You are now asked to verify ownership. Click **“Text me”** and the system will send you a text message with a passcode. Once you receive that text message enter it into the field and click **“Verify”**



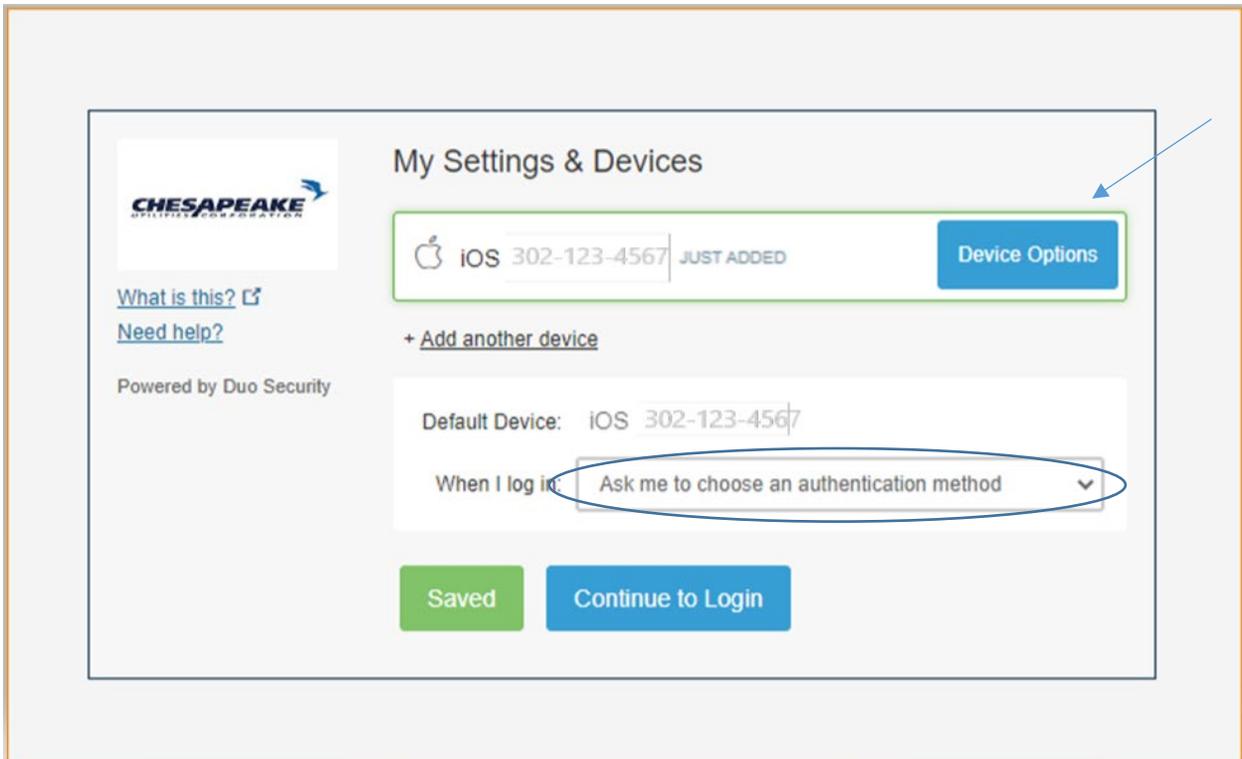
The screenshot shows a web interface for verifying ownership. On the left, there is a logo for CHESAPEAKE ENERGY CORPORATION and links for 'What is this?' and 'Need help?'. Below that, it says 'Powered by Duo Security'. The main content area is titled 'Verify Ownership of 302-123-4567'. It contains two steps: 1. 'We can text you with a verification code.' with a green 'Text me' button and a 'Text sent' status. 2. 'Enter your 6-digit code:' with a text input field containing '871350' and a green 'Verify' button. At the bottom, there are 'Back' and 'Continue' buttons. Blue arrows point to the 'Text me' and 'Verify' buttons.

6. Once verified you will see a green check mark then click **“Continue”**

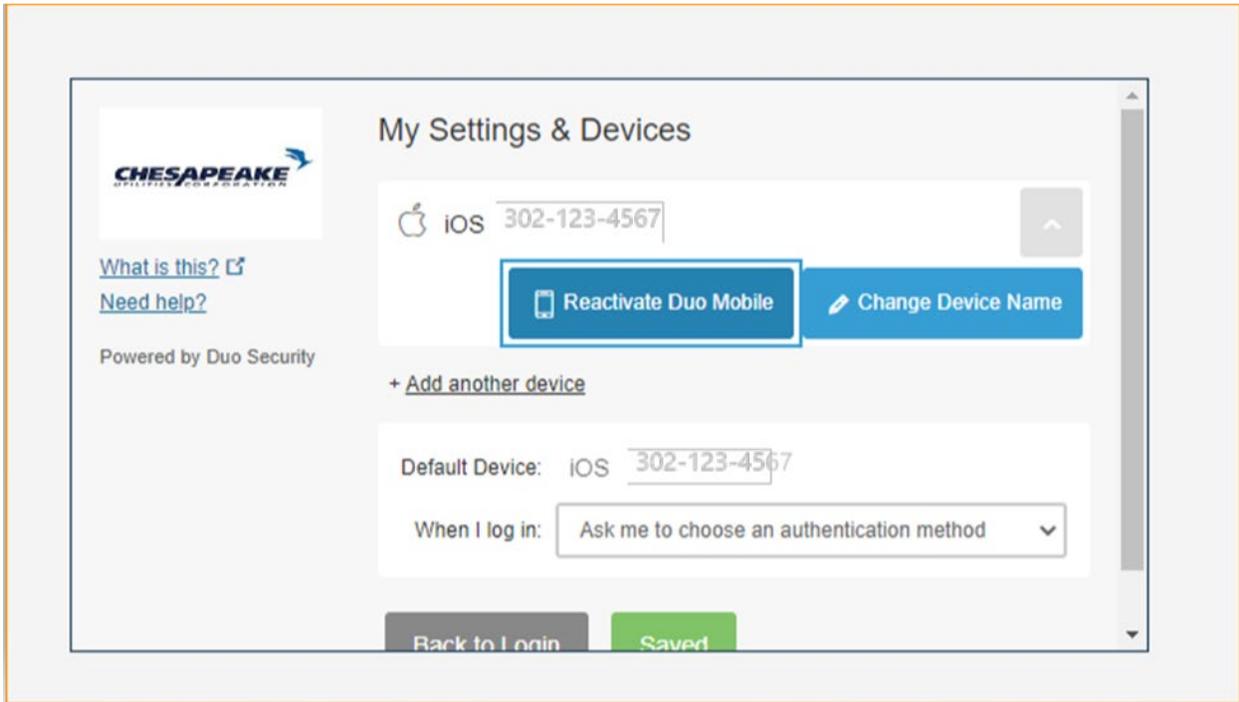
Duo Setup, Re-enrollment and Verification



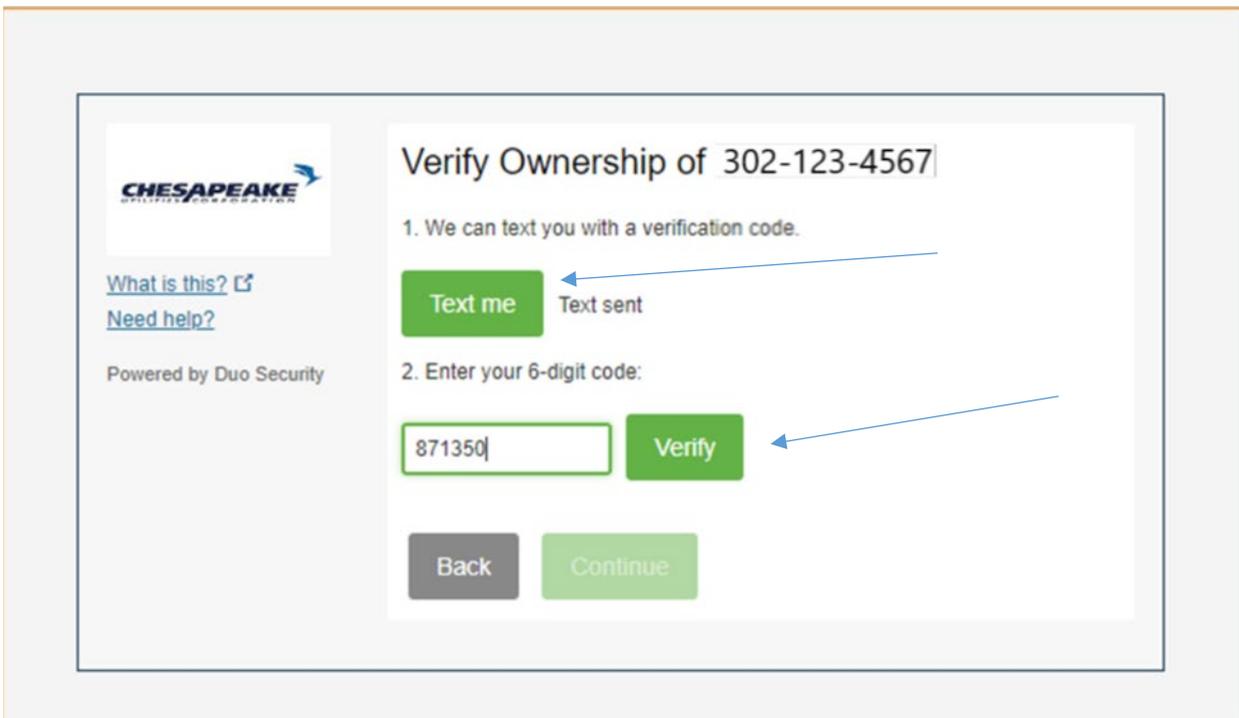
7. On the next screen make sure **“Ask me to choose an authentication method”** is selected then click **“Device options”**



8. Click “Reactivate Duo Mobile” (this may say activate)



9. Verify Ownership again by clicking “Text Me”



10. Enter the 6 digit Code and **click “Continue”**

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

Powered by Duo Security

Verify Ownership of 302-123-4567

1. We can text you with a verification code.

Text sent

2. Enter your 6-digit code:

✓

11. Select your phone type from the radio buttons and **click “Continue”**

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MULTIFAMILY CORPORATION

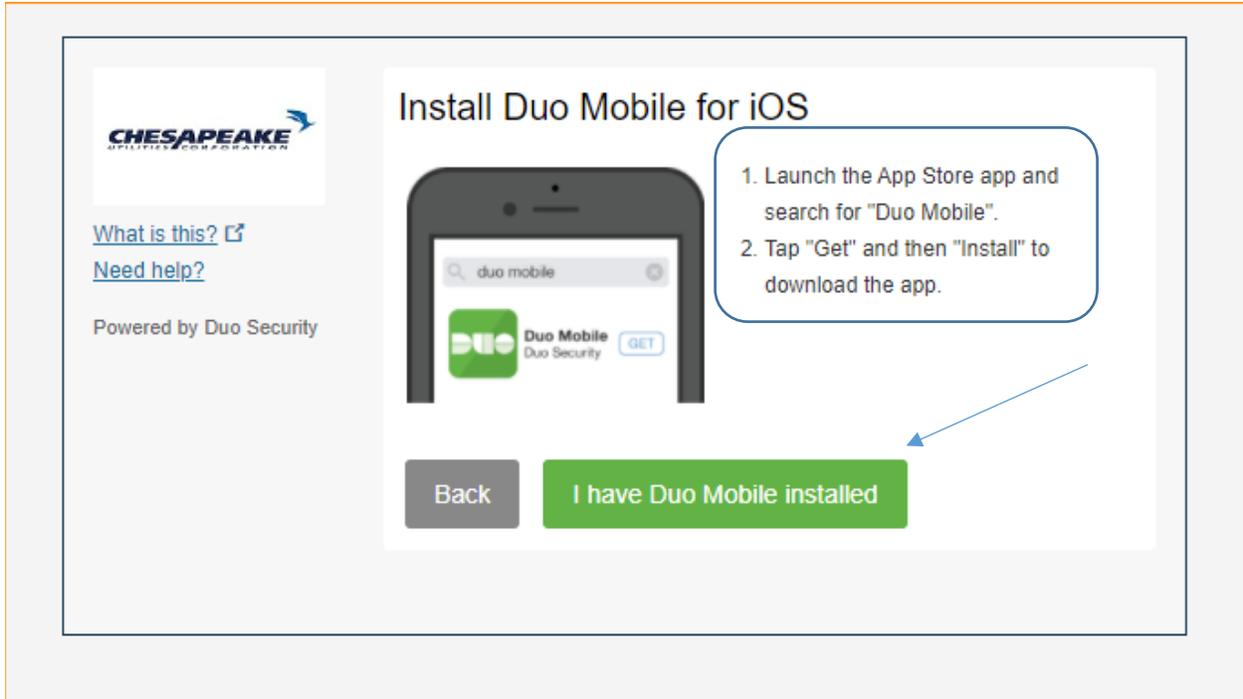
[What is this?](#) [Need help?](#)

Powered by Duo Security

What type of phone is 302-123-4567?

iPhone
 Android
 Windows Phone
 Other (and cell phones)

12. Download the App if you don't have it. Once complete **click “I have Duo Mobile installed”**

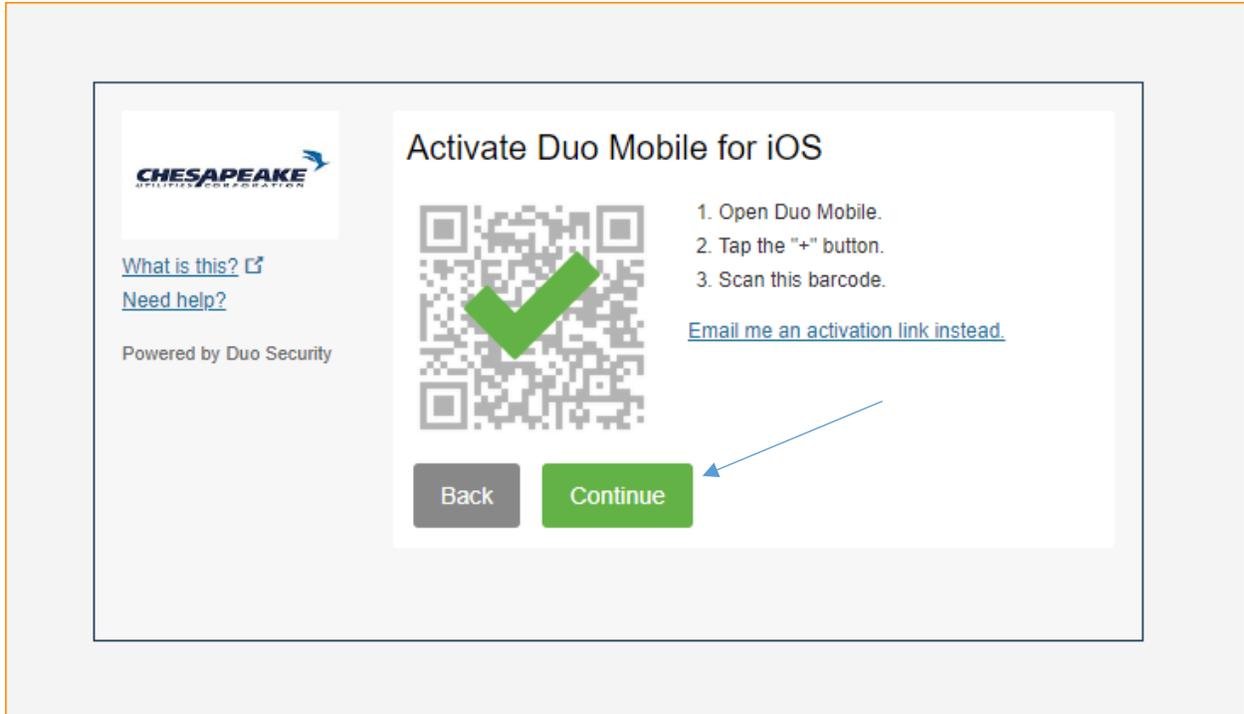


13. Using your Mobile Device **scan the QR code**

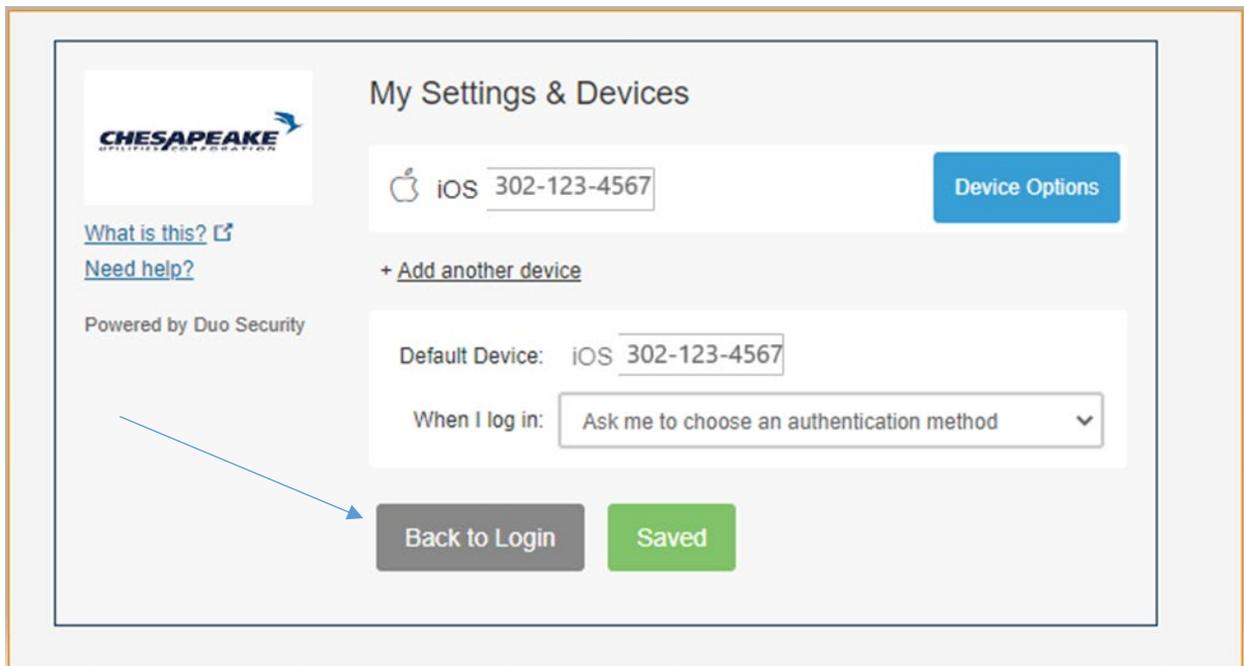


14. When you see the Green Check mark **click "Continue"**

Duo Setup, Re-enrollment and Verification

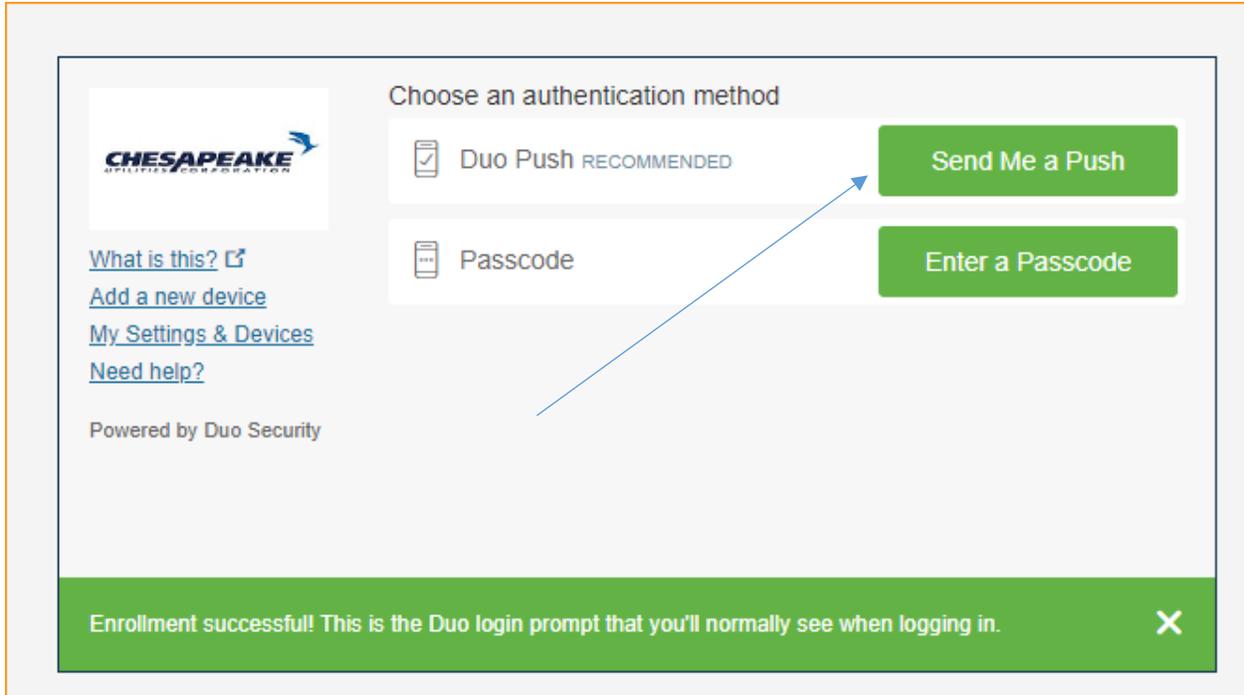


15. Now click "Back to Login"



16. Click "Send Me a Push" – You should be authenticated through DUO and taken to your O365 page

Duo Setup, Re-enrollment and Verification

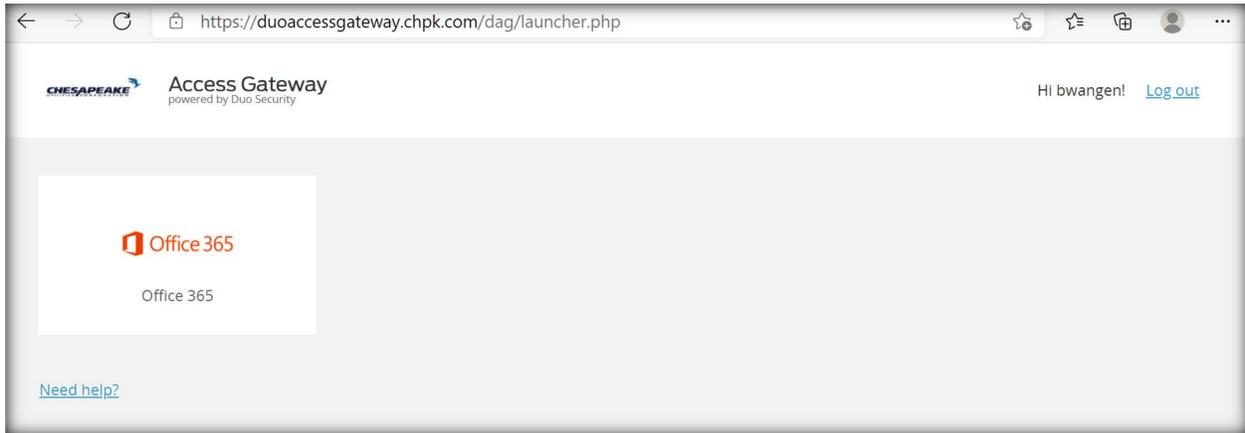


17. You will receive a Duo request on your mobile device – Approve the request.



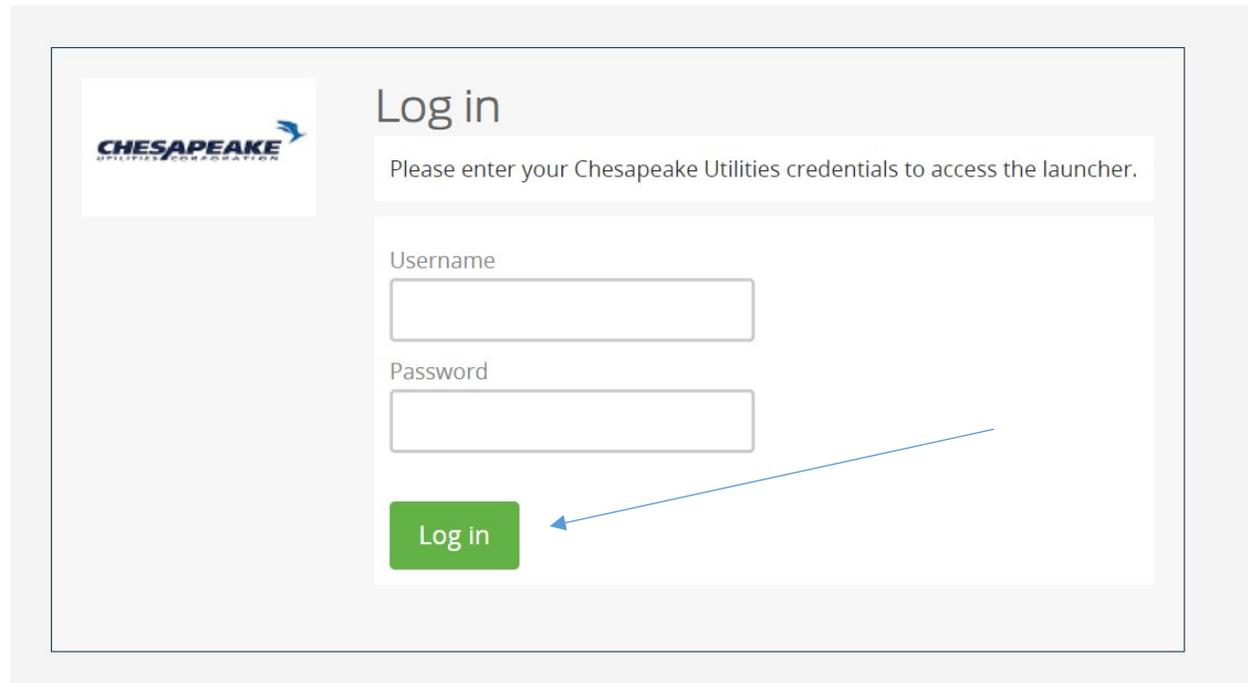
Duo Setup, Re-enrollment and Verification

18. At this point you are now enrolled. Stop and **close your browser**



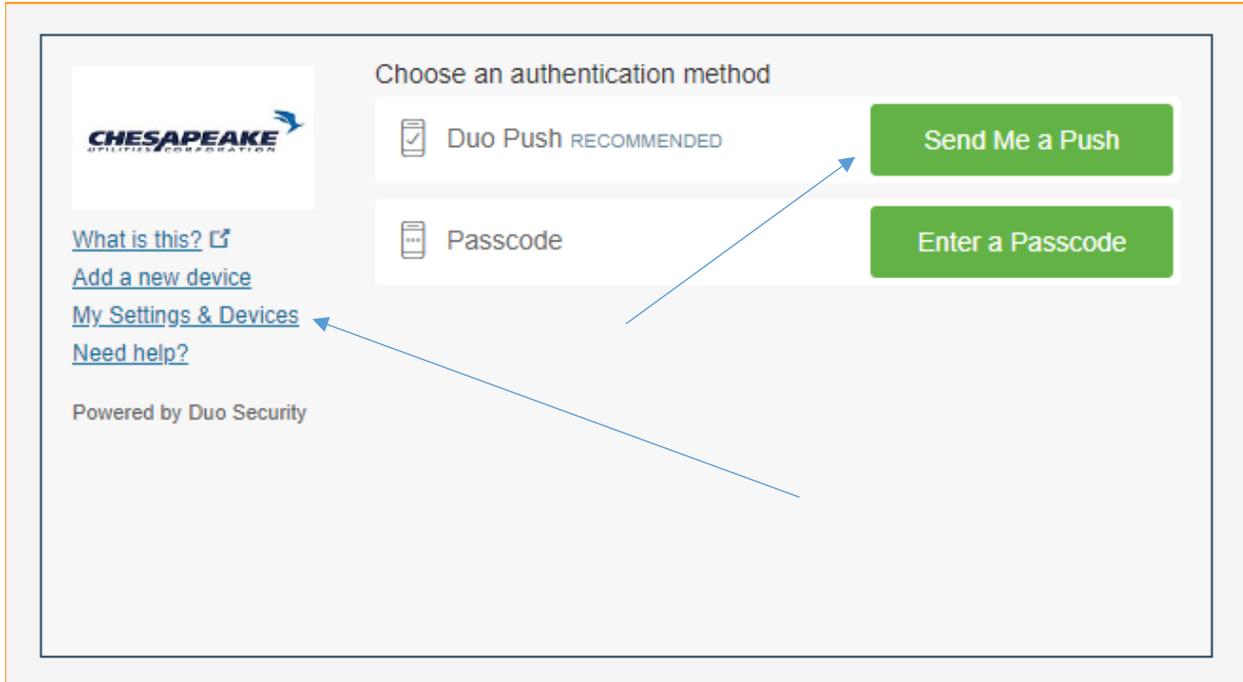
Re-Enrollment - If you have enrolled in Duo and you are not getting a prompt to your phone

1. On your computer, please click on the following link to check your DUO account: duoaccessgateway.chpk.com. Enter your chpk credentials and **click “Log in”**

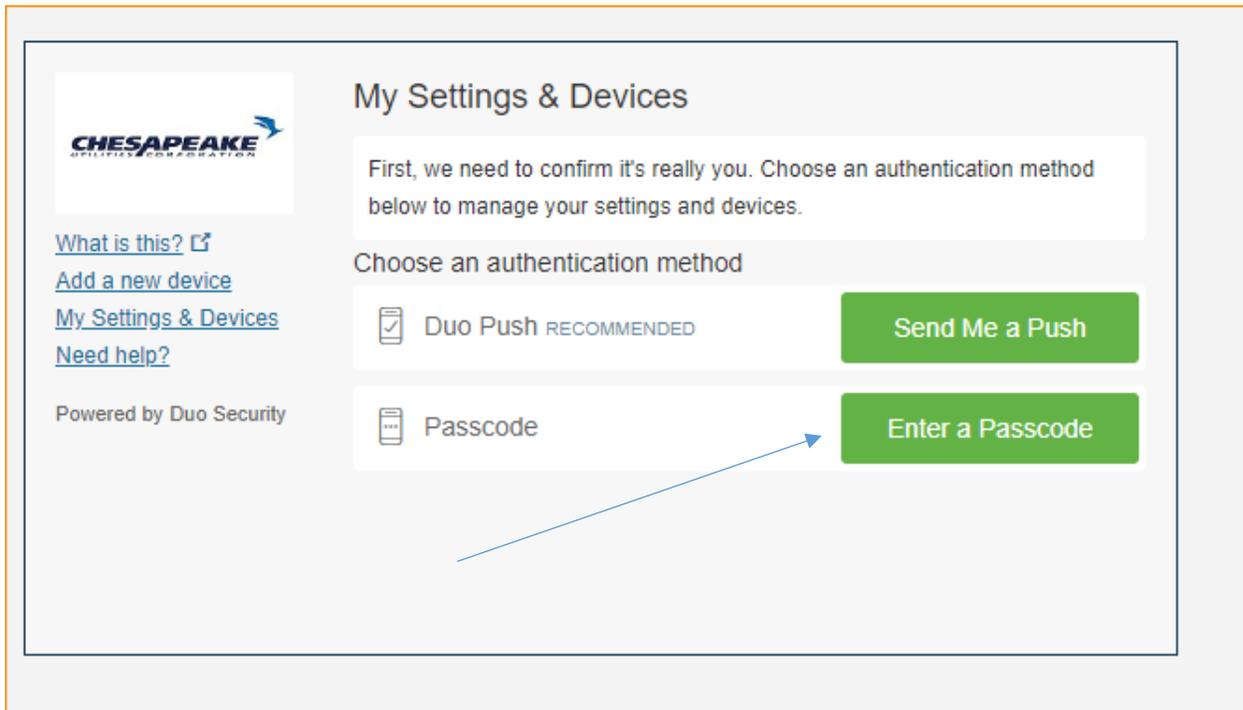


2. You will **Click “Send Me a Push”** however you do not get a notification on your phone. (*Open Duo on your mobile device and verify that you did not get an authentication request*). You can reset it. **Clicking “My Settings and Device”**

Duo Setup, Re-enrollment and Verification

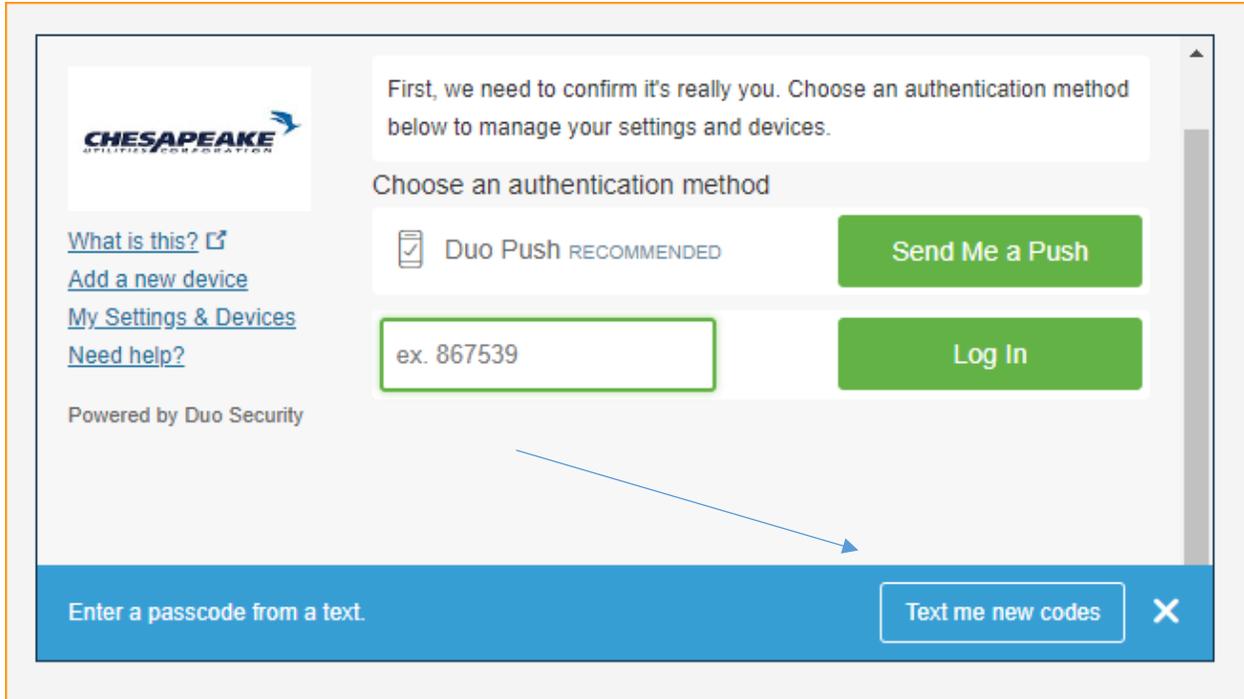


3. Click "Enter a Passcode"

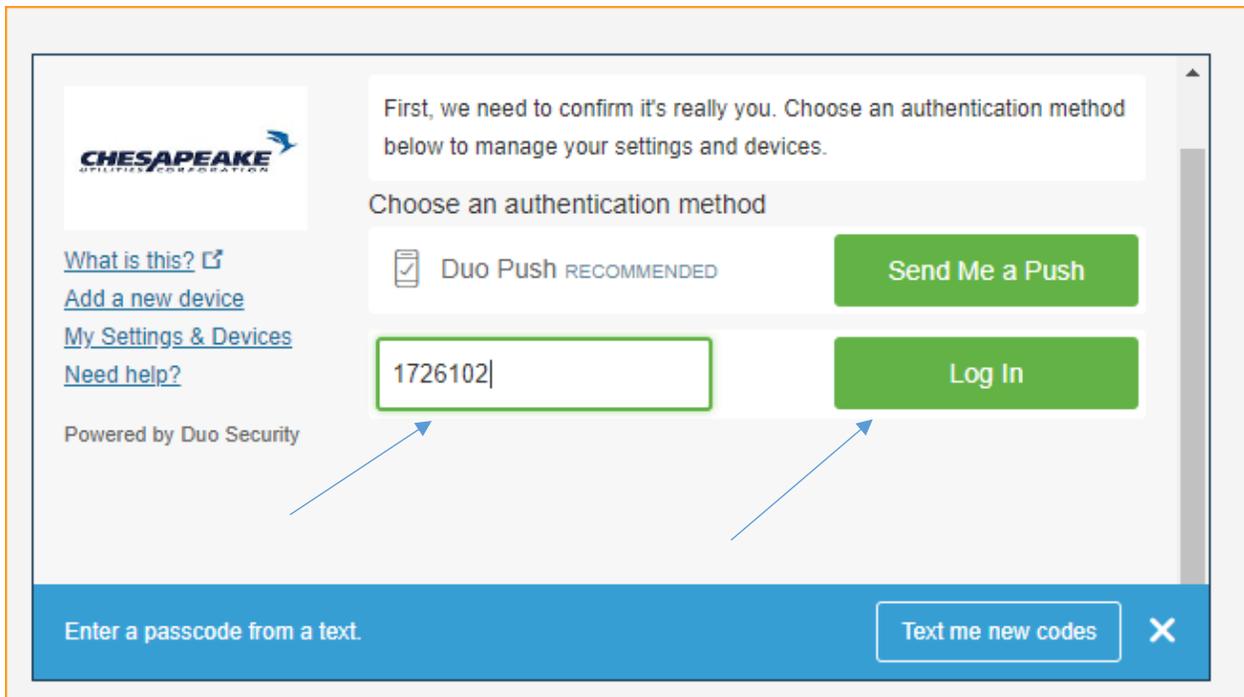


4. Click "Text me new codes"

Duo Setup, Re-enrollment and Verification

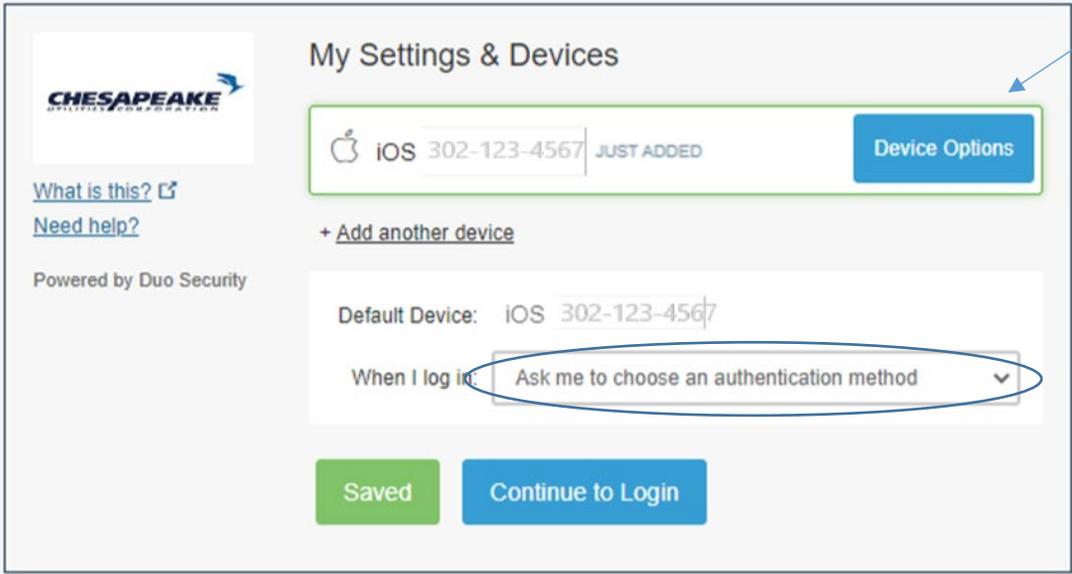


5. Enter the passcode and **Click “Log in”**



6. On the next screen make sure **“Ask me to choose an authentication method”** is selected then **click “Device options”**

Duo Setup, Re-enrollment and Verification



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My Settings & Devices

What is this? [↗](#)
[Need help?](#)

Powered by Duo Security

🍏 iOS 302-123-4567 JUST ADDED [Device Options](#)

+ [Add another device](#)

Default Device: iOS 302-123-4567

When I log in: Ask me to choose an authentication method ▼

[Saved](#) [Continue to Login](#)

7. You are now asked to verify ownership. **Click “Text me”** and the system will send you a text message with a passcode. Once you receive that text message enter it into the field and **click “Verify”**

Duo Setup, Re-enrollment and Verification

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

Powered by Duo Security

Verify Ownership of 302-123-4567

1. We can text you with a verification code.

Text me Text sent

2. Enter your 6-digit code:

871350 **Verify**

Back **Continue**

8. Once verified you will see a green check mark then **click "Continue"**

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

Powered by Duo Security

Verify Ownership of 302-123-4567

1. We can text you with a verification code.

Text me Text sent

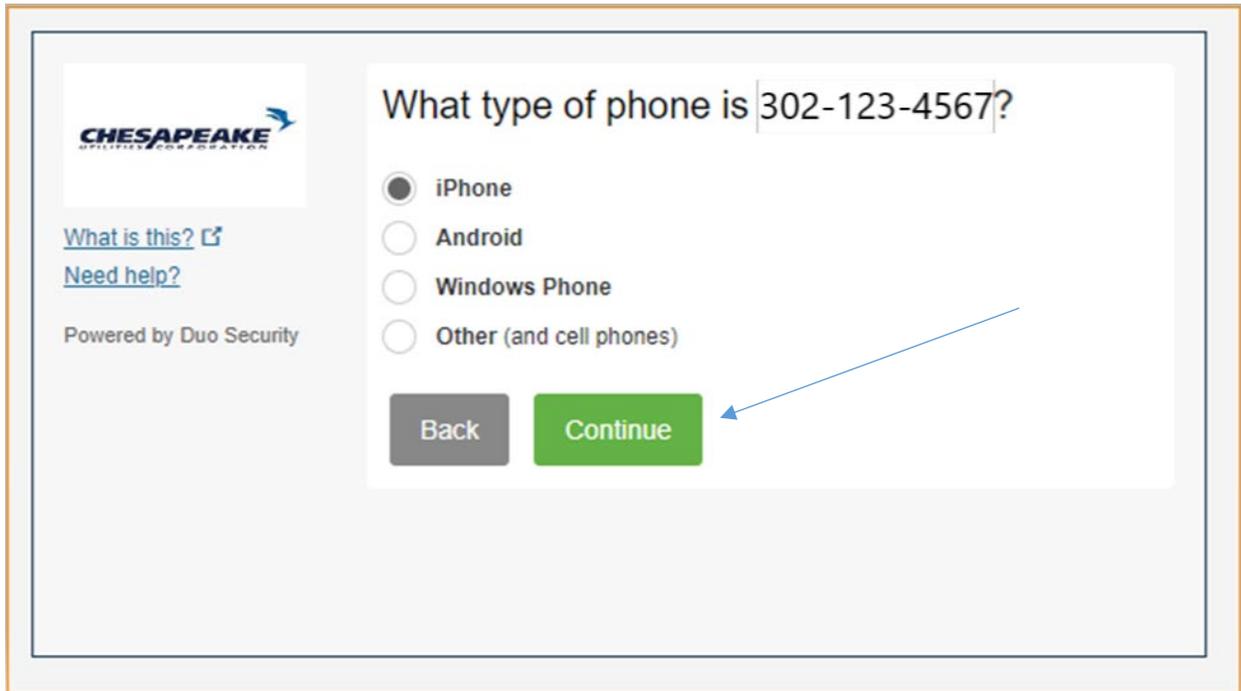
2. Enter your 6-digit code:

871350 **Verify** ✓

Back **Continue**

Duo Setup, Re-enrollment and Verification

9. Select your phone type from the radio buttons and **click "Continue"**



The screenshot shows the Duo Mobile setup interface for a phone type selection. On the left, there is the Chesapeake Utilities Corporation logo, a link for "What is this?", a link for "Need help?", and the text "Powered by Duo Security". The main content area asks "What type of phone is 302-123-4567?". Below the question are four radio button options: "iPhone" (selected), "Android", "Windows Phone", and "Other (and cell phones)". At the bottom of the main area are two buttons: "Back" and "Continue". A blue arrow points from the "Continue" button towards the right side of the screen.

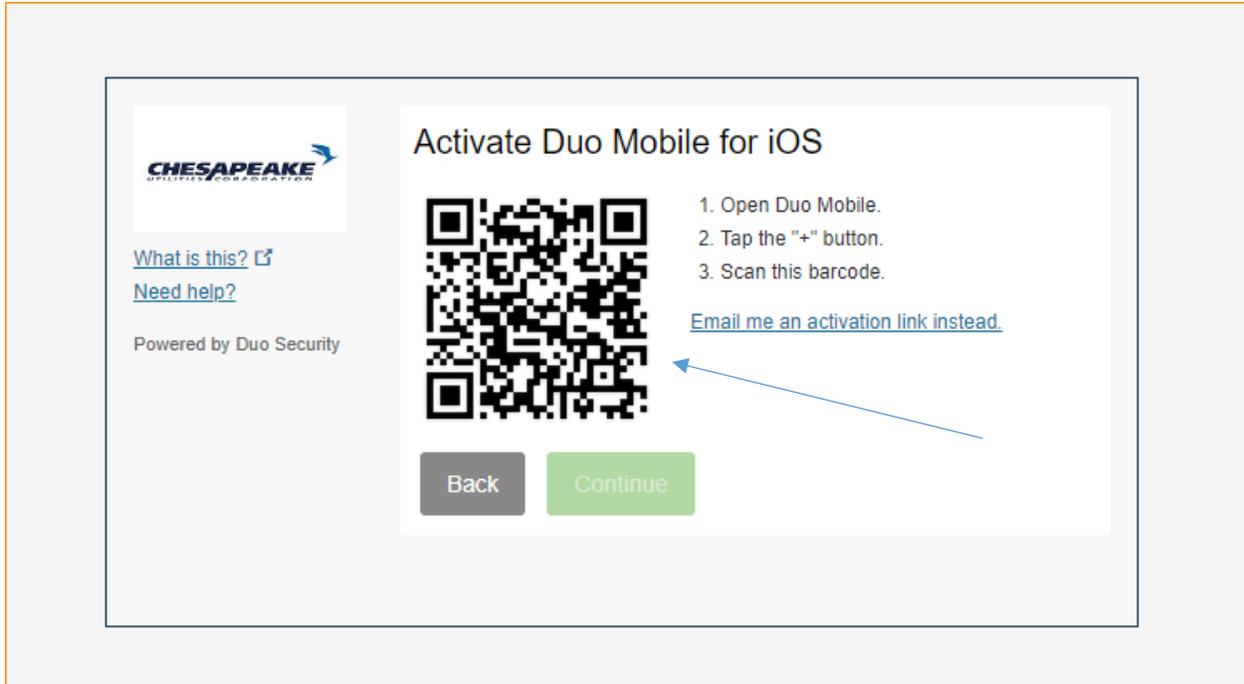
10. Download the Duo App if you don't have it. Once complete **click "I have Duo Mobile installed"**



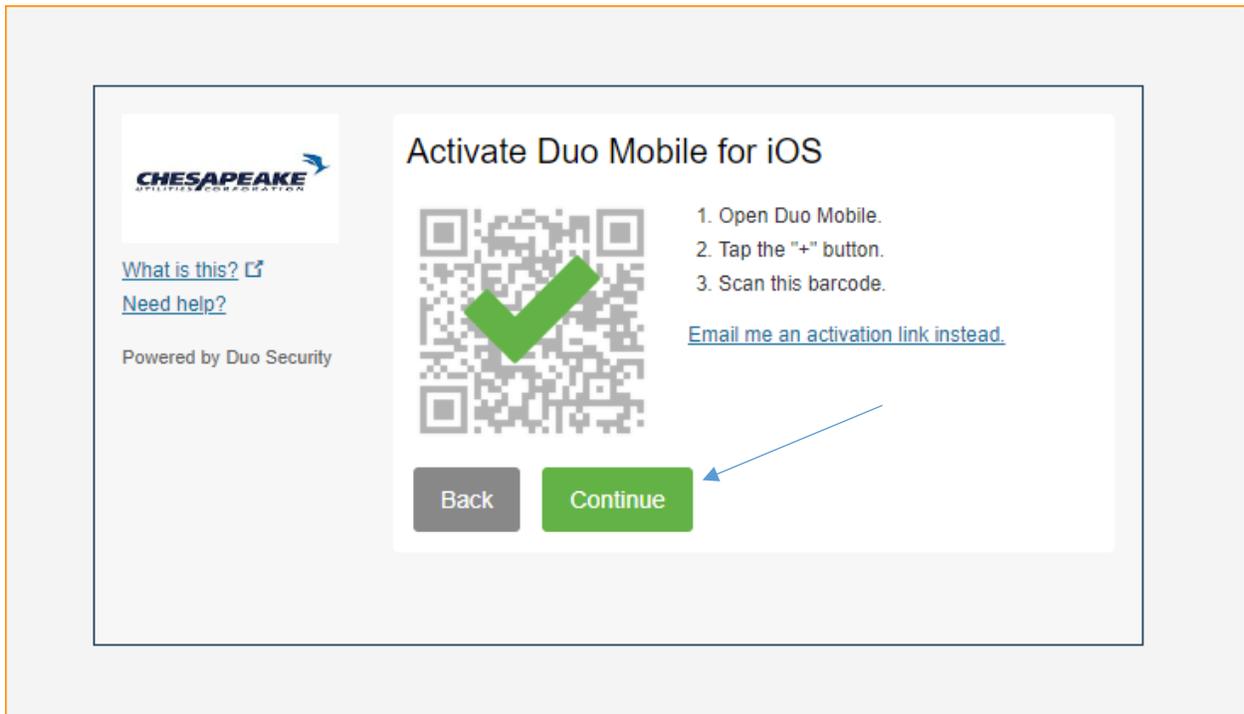
The screenshot shows the Duo Mobile setup interface for iOS app installation. On the left, there is the Chesapeake Utilities Corporation logo, a link for "What is this?", a link for "Need help?", and the text "Powered by Duo Security". The main content area is titled "Install Duo Mobile for iOS". It features a graphic of an iPhone displaying the App Store search results for "Duo Mobile" with a "GET" button. To the right of the iPhone graphic is a text box with two steps: "1. Launch the App Store app and search for 'Duo Mobile'." and "2. Tap 'Get' and then 'Install' to download the app." Below the iPhone graphic are two buttons: "Back" and "I have Duo Mobile installed". A blue arrow points from the "I have Duo Mobile installed" button towards the right side of the screen.

11. Using your Mobile Device **scan the QR code**

Duo Setup, Re-enrollment and Verification

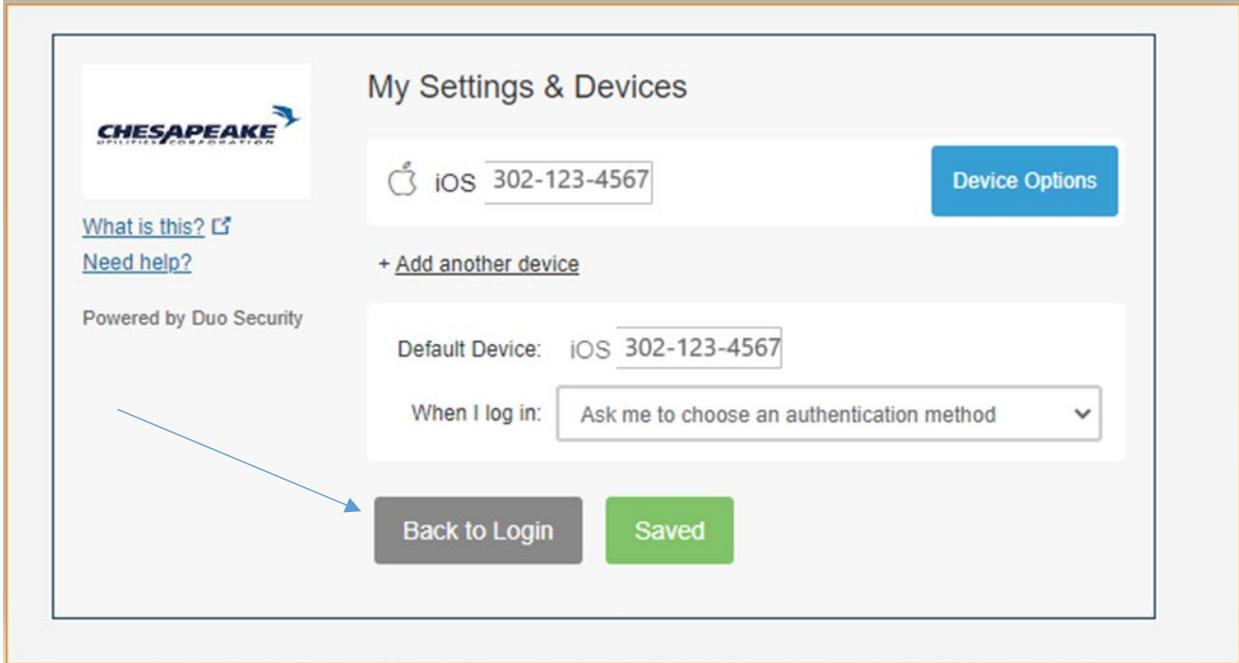


12. When you see the Green Check mark **click "Continue"**

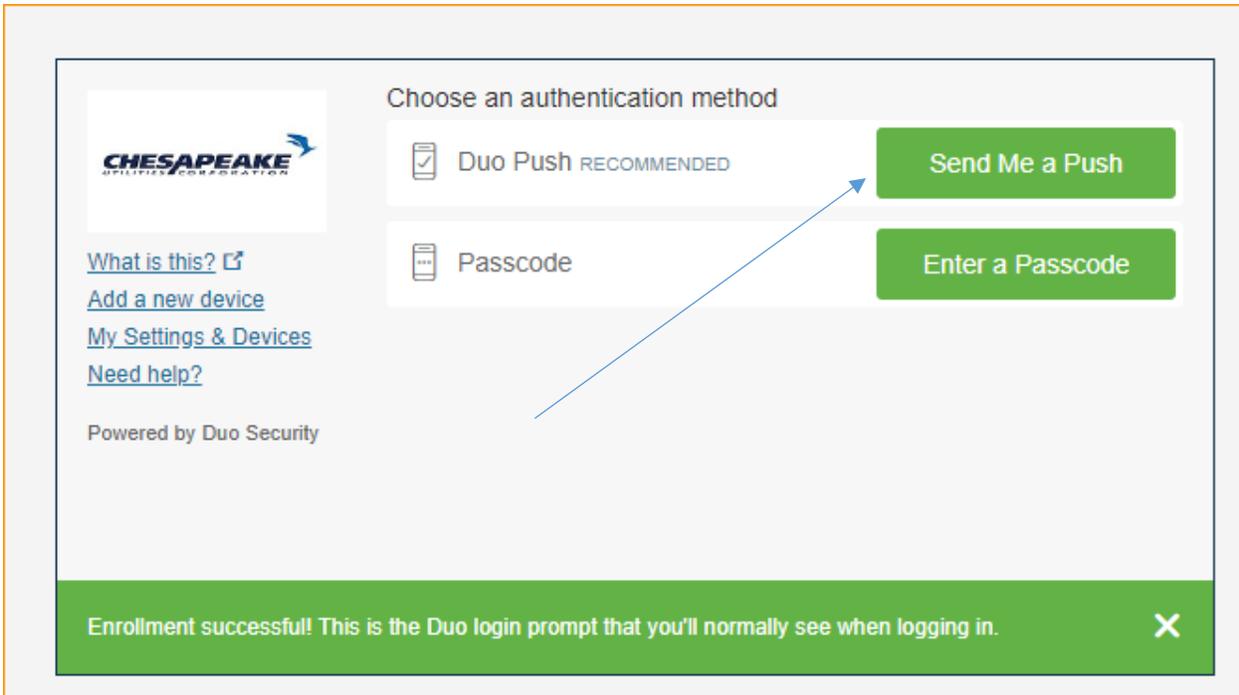


13. Now click **"Back to Login"**

Duo Setup, Re-enrollment and Verification



14. Click "Send Me a Push" – You should be authenticated through DUO and taken to your O365 page

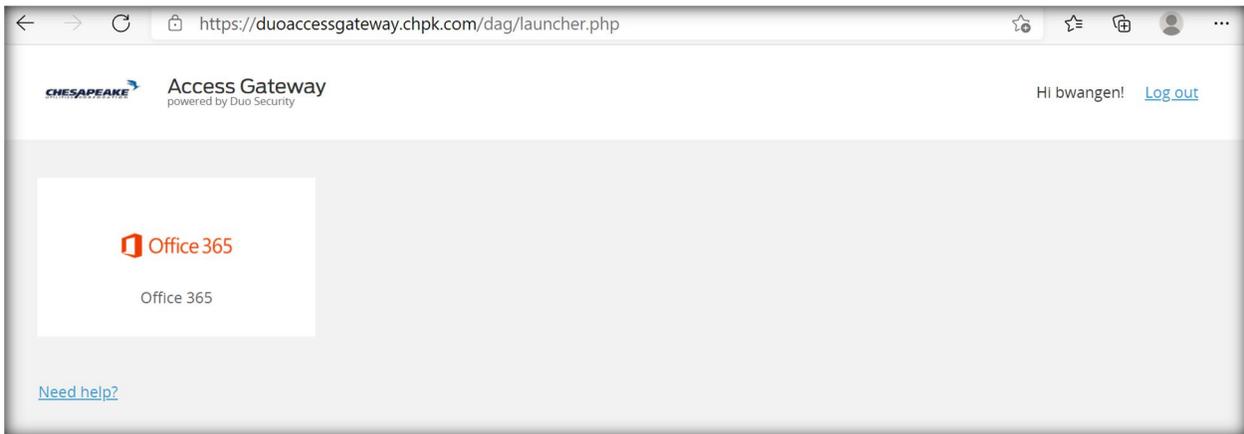


15. You will receive a notification on your mobile device, **approve the request** and at this point you are now enrolled.

Duo Setup, Re-enrollment and Verification

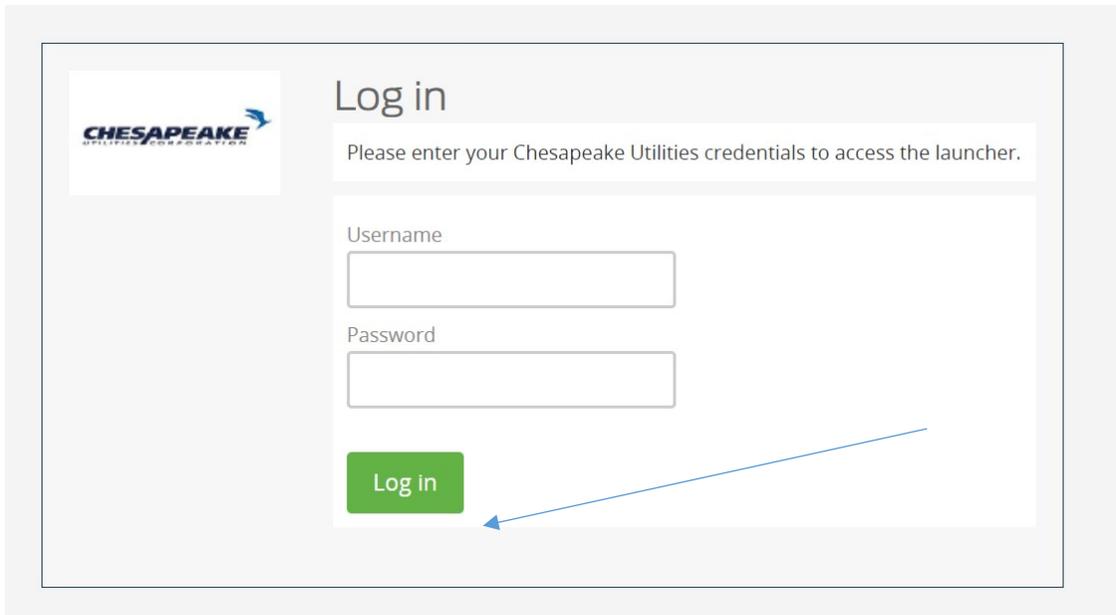


16. Stop and close your browser



Verification - To verify your Duo is setup and working

1. On you computer, please click on the following link to check your DUO account: duoaccessgateway.chpk.com. Enter your chpk cridentials and click **“Log in”**



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UTILITIES CORPORATION

Log in

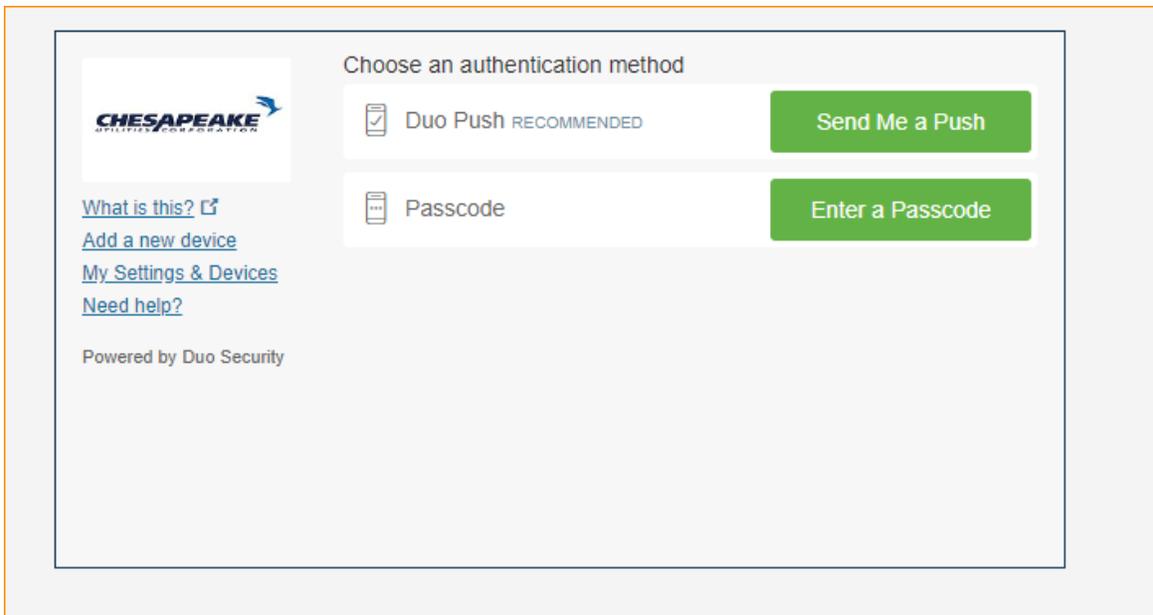
Please enter your Chesapeake Utilities credentials to access the launcher.

Username

Password

Log in

2. Click **“Send Me a Push”**. You will receive it on your mobile device and approve it



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

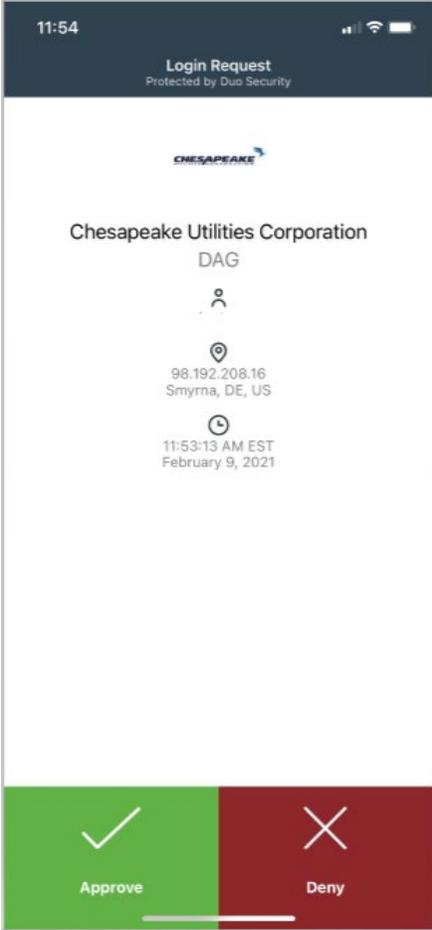
Powered by Duo Security

Choose an authentication method

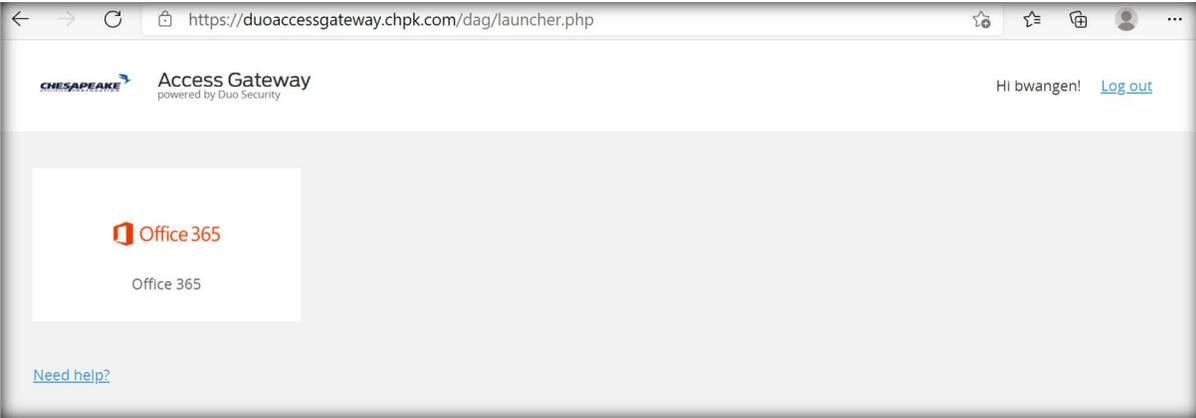
Duo Push RECOMMENDED **Send Me a Push**

Passcode **Enter a Passcode**

Duo Setup, Re-enrollment and Verification



3. You have now verified your Duo is working. Stop and close your browser

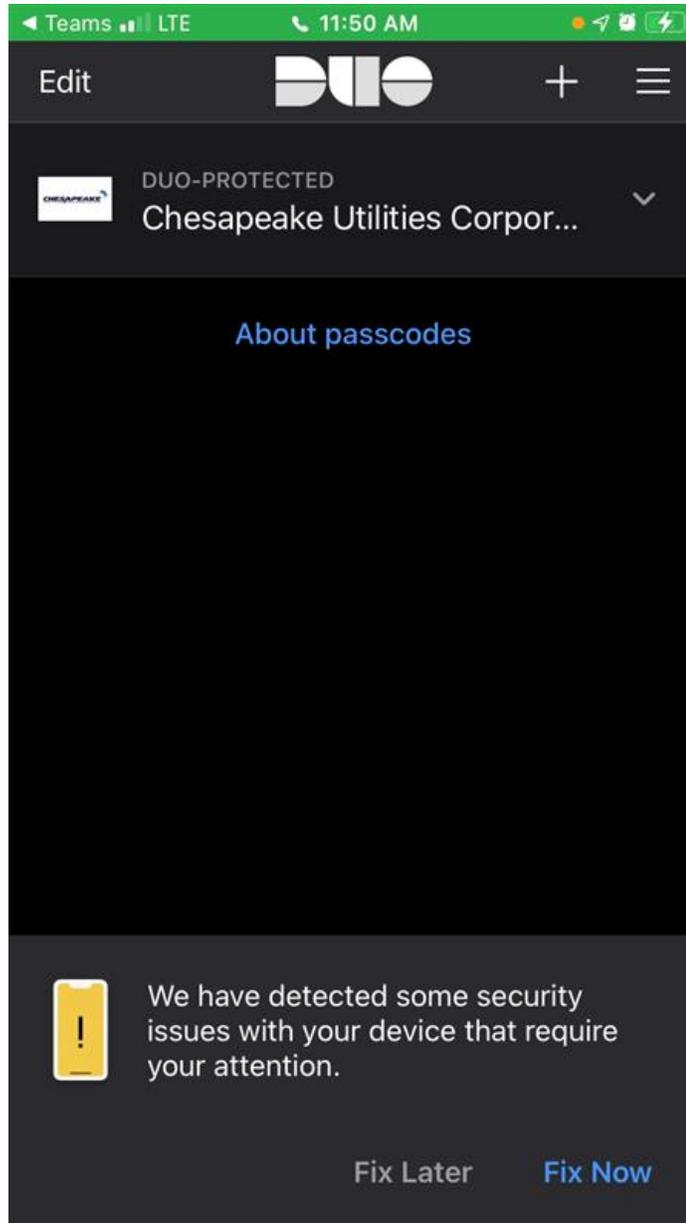


Possible Duo Alerts

1. If you are not seeing a notification for a Duo Authentication but when you open the application you see an Authentication request be sure to turn on your notifications for Duo.

If you get the following message your mobile device is not at the latest release.

2. You will need to **click Fix later**



3. If the following message appears - **Select Okay Got it**

Duo Setup, Re-enrollment and Verification

