



Banc Ceannais na hÉireann
Central Bank of Ireland

Eurosystem

Cisco Duo

Multi Factor Authenticator

March 2025

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Introduction

All Central Bank Portal users must enrol for Cisco Duo in order to access the Portal. Users that did not pre-enrol prior to the **04th April 2025** will receive an email from <no-reply@duosecurity.com> that will contain a link for enrolment. This link will be valid for **30 days**. This link will expire on the **04th May 2025**.

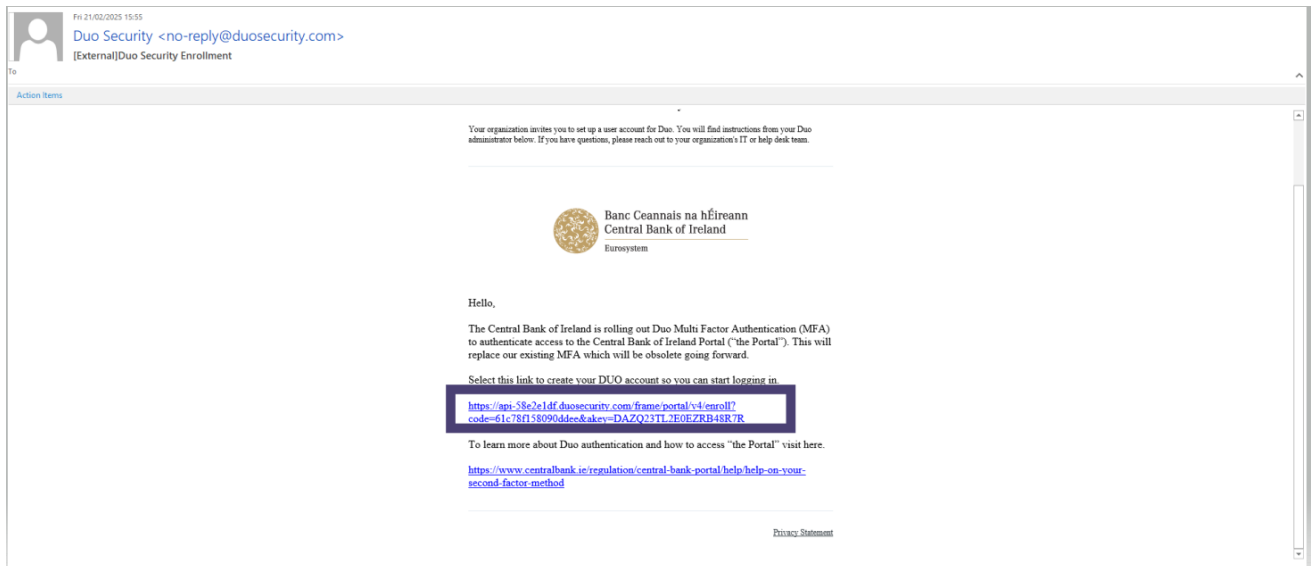
- There are two enrolment options.
- You will need a PC and a Phone to enrol.
- For greater security and convenience, we recommend that you use the '**Duo Mobile**' app method and download the app prior to beginning the enrolment process.
- The '**Duo Mobile**' app is **free** and you will not have to pay a subscription to use the app.

Please follow the guidance below for enrolling and logging in. If your enrolment link has expired please email onlinereturns@centralbank.ie. You will be sent a new enrolment link which will be valid for another 30 days.

Enrolment – Duo Mobile App.

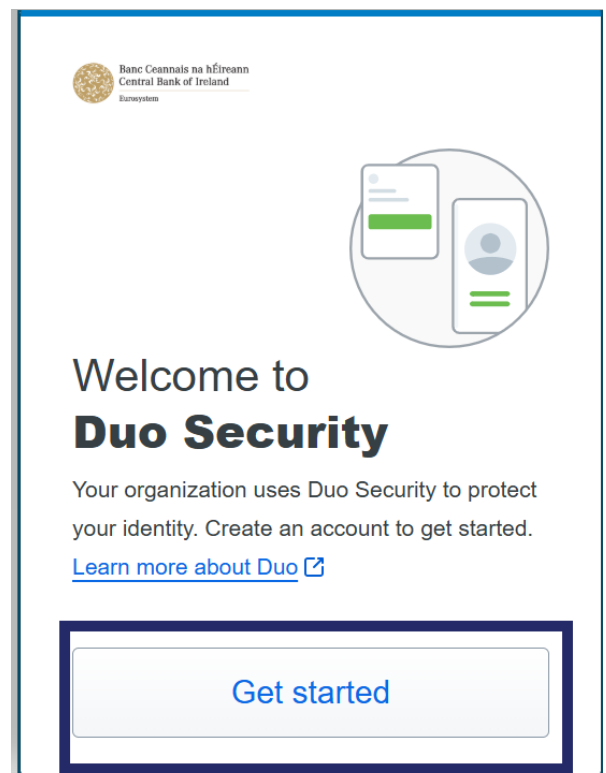
Step 1:

When registering for a Portal account new users will need to enrol for Cisco Duo. Users will receive the below email from Duo Security. Please click on the link to enrol.



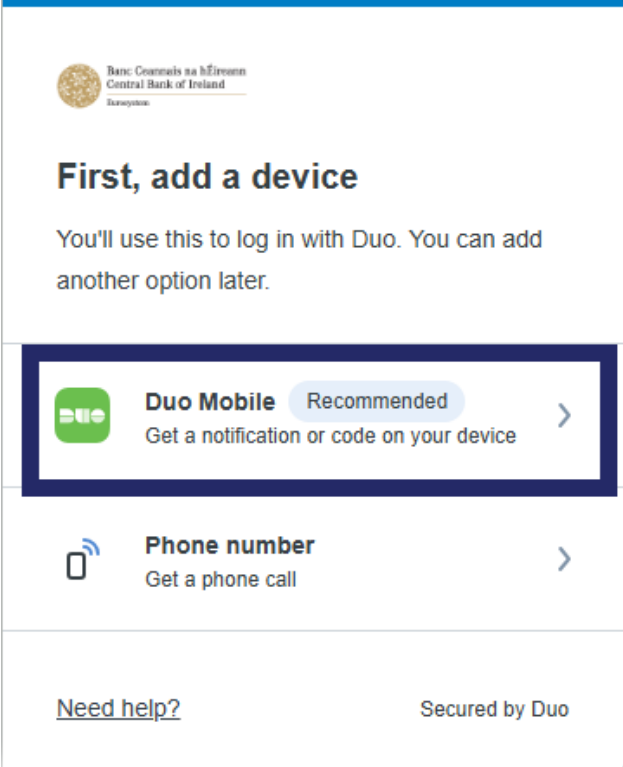
Step 2:

A separate window will open as per the screenshot, select '**Get Started**'.



Step 3:

After you select 'Get Started' you will see the 'First, add a device' page. Please select the **Duo mobile option**.



The screenshot shows the 'First, add a device' page. At the top is the Central Bank of Ireland logo. Below it, the heading 'First, add a device' is followed by the text 'You'll use this to log in with Duo. You can add another option later.' There are two main options: 'Duo Mobile' (Recommended) and 'Phone number'. The 'Duo Mobile' option is highlighted with a blue box and includes a right arrow. The 'Phone number' option also has a right arrow. At the bottom, there are links for 'Need help?' and 'Secured by Duo'.

First, add a device

You'll use this to log in with Duo. You can add another option later.

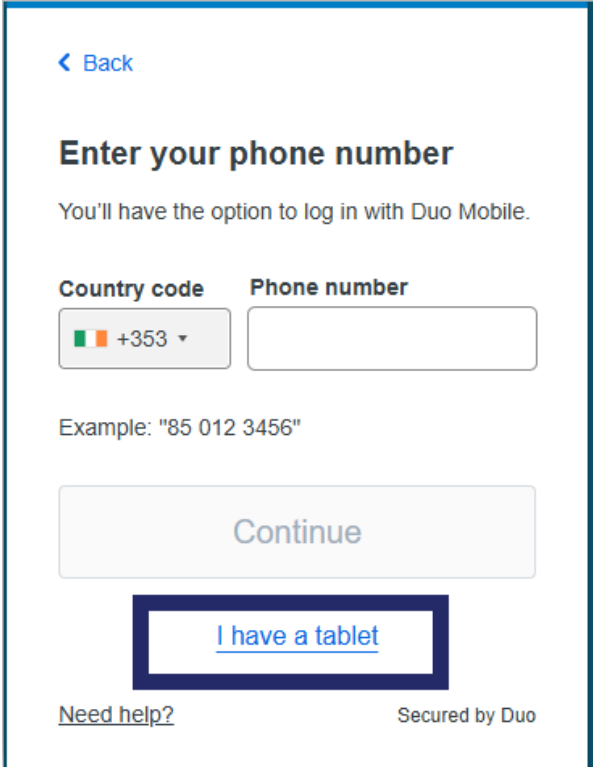
Duo Mobile Recommended >
Get a notification or code on your device

Phone number >
Get a phone call

[Need help?](#) Secured by Duo

Step 4:

Please select 'I have a tablet' to enrol using the Duo mobile app.



The screenshot shows the 'Enter your phone number' page. At the top left is a 'Back' link. The heading 'Enter your phone number' is followed by the text 'You'll have the option to log in with Duo Mobile.' There are two input fields: 'Country code' (with a dropdown menu showing '+353') and 'Phone number'. Below these fields is an example number: 'Example: "85 012 3456"'. A 'Continue' button is present. At the bottom, there is a link 'I have a tablet' which is highlighted with a blue box. At the very bottom, there are links for 'Need help?' and 'Secured by Duo'.

[Back](#)

Enter your phone number

You'll have the option to log in with Duo Mobile.

Country code **Phone number**

+353

Example: "85 012 3456"

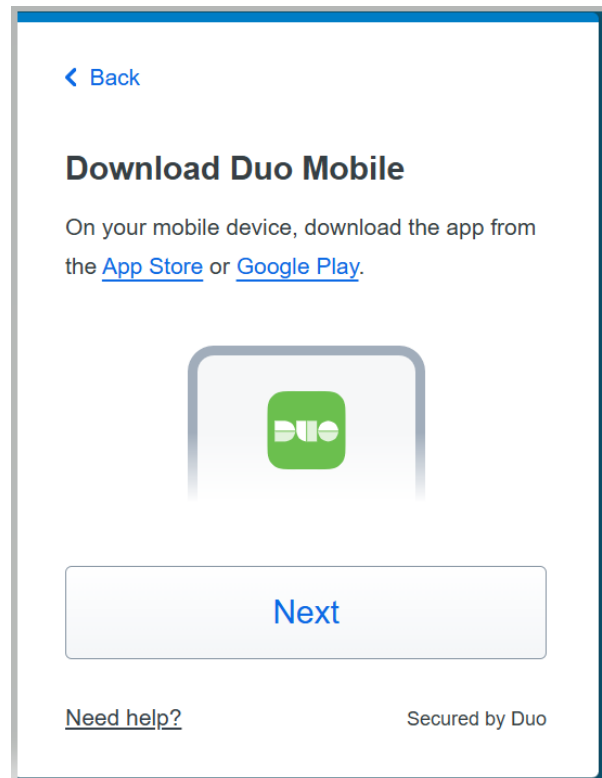
Continue

[I have a tablet](#)

[Need help?](#) Secured by Duo

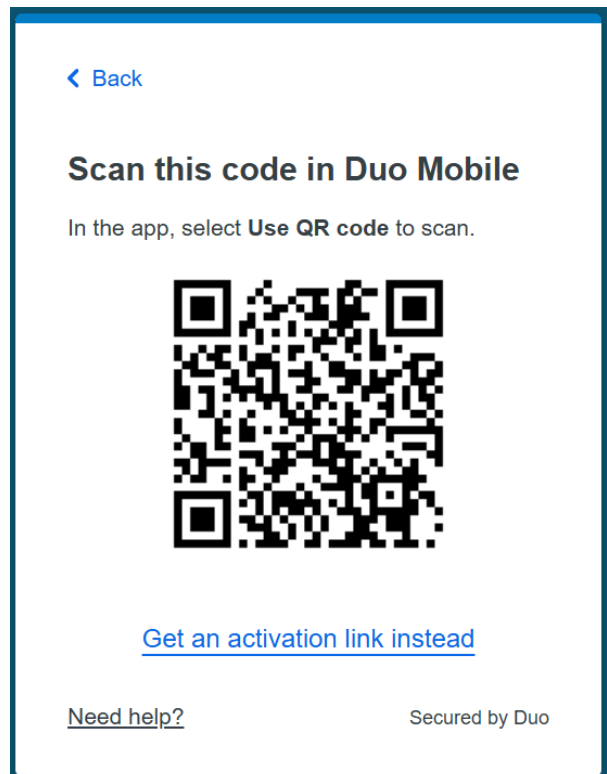
Step 5:

Select 'Next' once the Duo Mobile app is downloaded and installed on your phone.



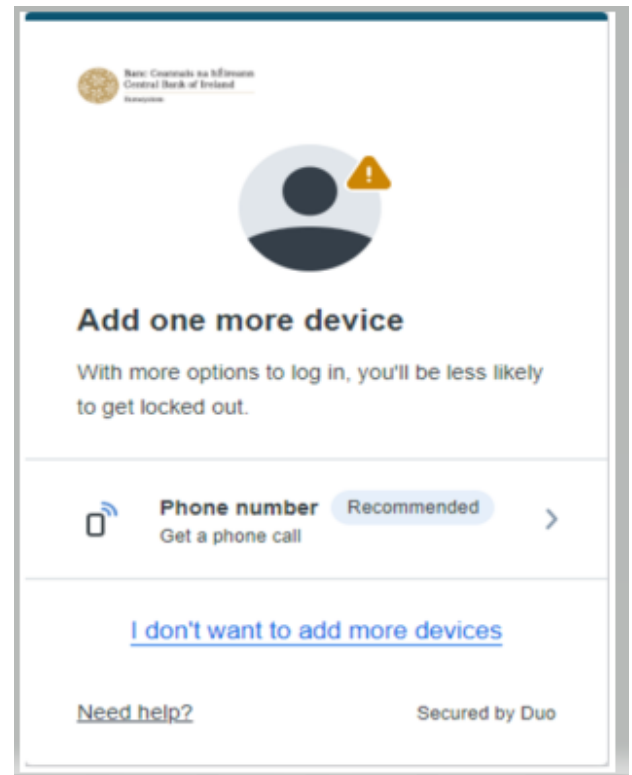
Step 6:

Using the DUO app scan the QR code from **within the app**. This completes the association of the Duo phone-app-account to your device. Set up is then completed.



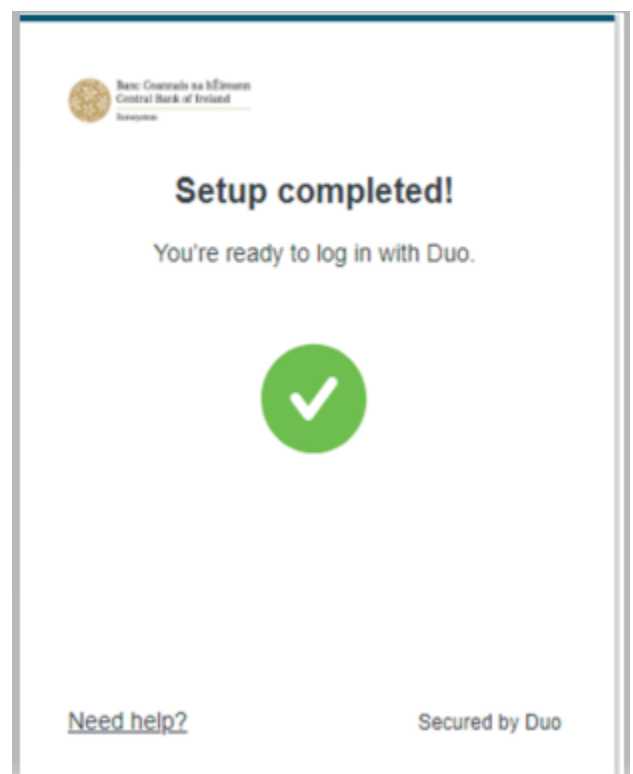
Step 7:

You are able to **add another device** if you wish or you can select **'I don't want to add more devices'**.



Step 8:

You will see the **'Setup completed'** screen once registered. You have successfully registered. You will be able to log in using Duo.

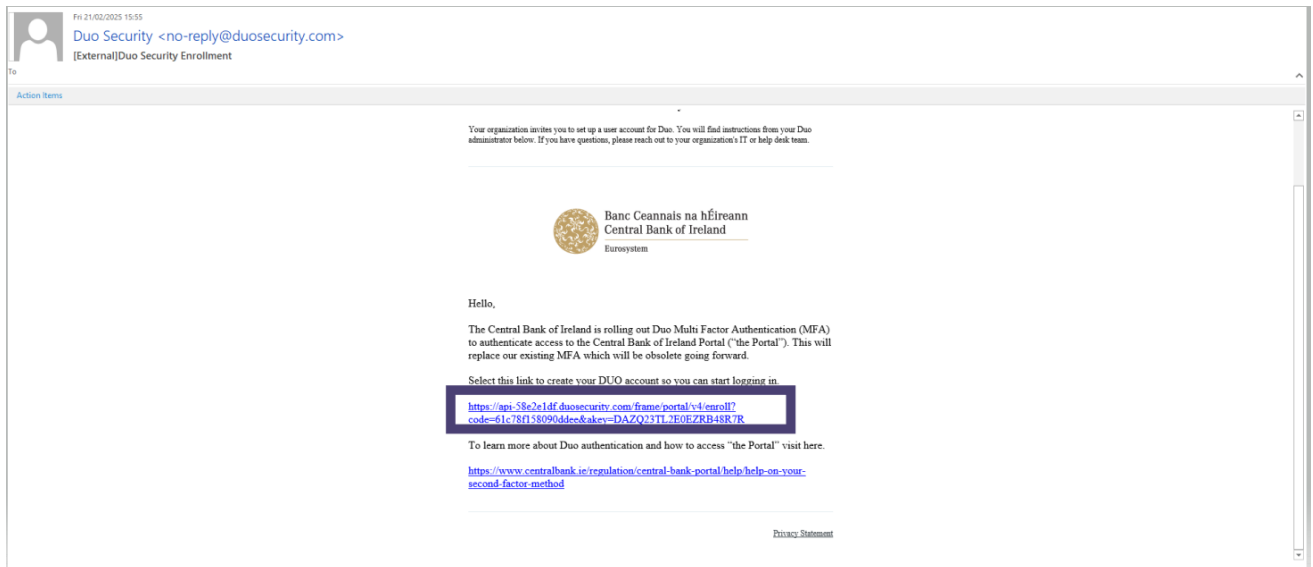


Enrolment – Phone call

This section describes the steps taken to enrol if the preferred authentication method is by receipt of a phone call.

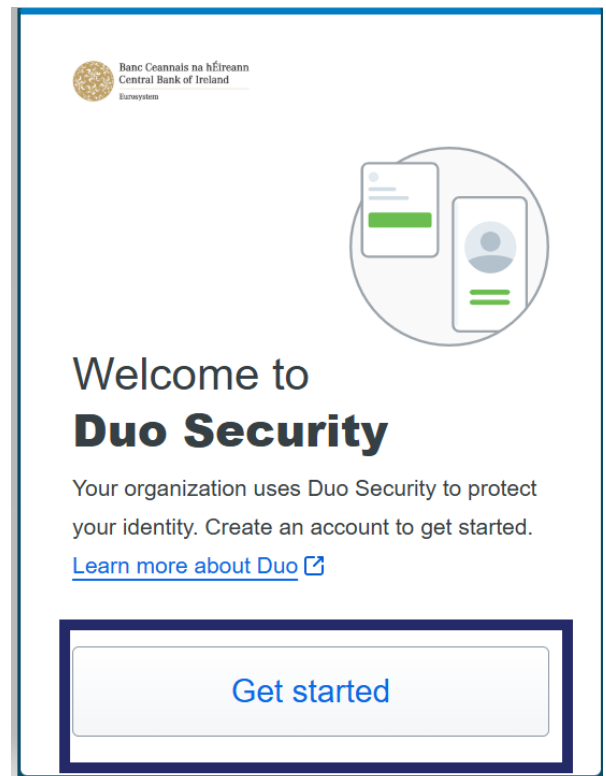
Step 1:

Users will receive the below email from Duo security. Please click on the link to enrol.




Step 2:

When you click on the link in the email –
A separate window will open as per the
screenshot, select '**Get Started**'



Step 3:


Please select the 'Phone number' option.



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Eurosystem

First, add a device


You'll use this to log in with Duo. You can add another option later.



Duo Mobile

Recommended

Get a notification or code on your device



Phone number

Get a phone call

[Need help?](#)

Secured by Duo

Step 4:


Please select the 'Phone number' option.

[< Back](#)

Enter your phone number

You'll get codes from Duo at this number to use when you log in.

Country code

 +353 ▾

Phone number

Example: "85 012 3456"

☐ This is a landline phone

Continue

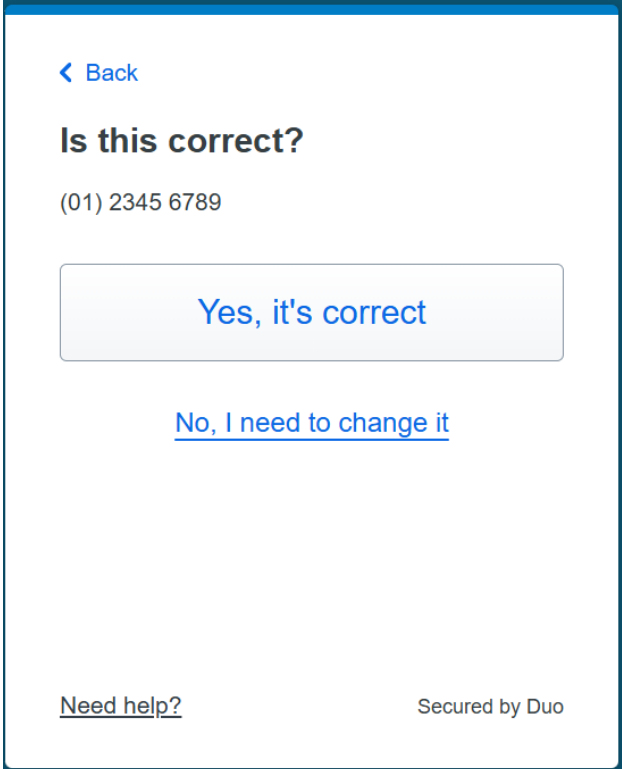
[Need help?](#)

Secured by Duo

Back to "Contents"

Step 5:

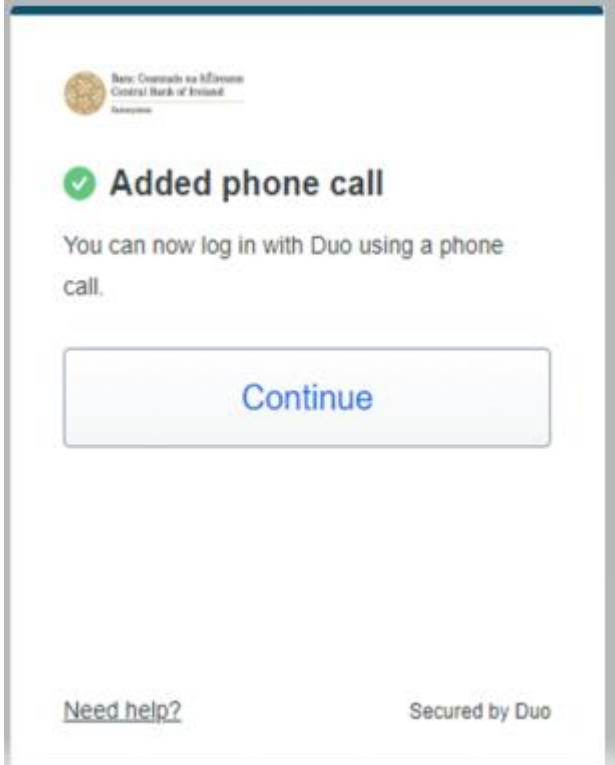
You must confirm your details are correct by clicking 'Yes, It's correct'.



A screenshot of a confirmation screen. At the top left is a blue back arrow and the text '< Back'. The main heading is 'Is this correct?'. Below it is the phone number '(01) 2345 6789'. There is a large light blue button with the text 'Yes, it's correct'. Below the button is a blue link that says 'No, I need to change it'. At the bottom left is a link 'Need help?'. At the bottom right is the text 'Secured by Duo'.

Step 6:

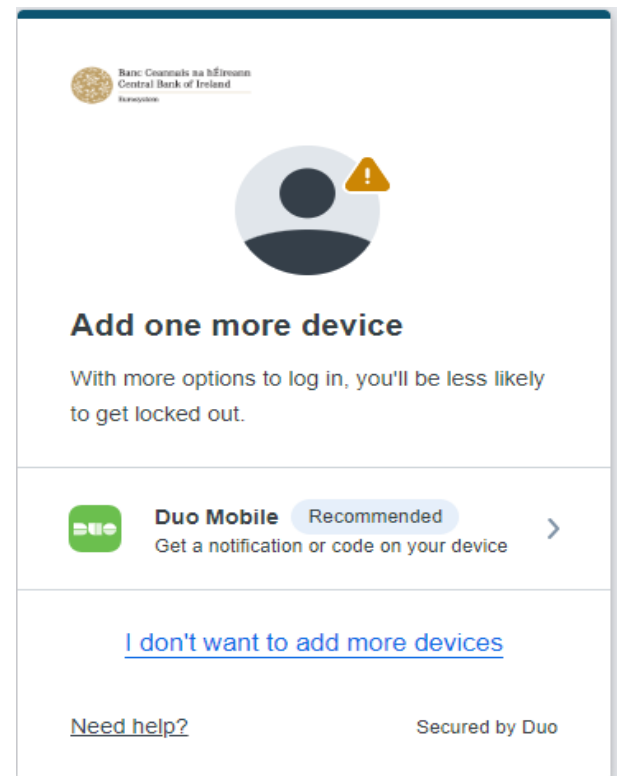
Set up is completed and you will see on the screen that the phone call has been added. Please select 'continue'.



A screenshot of a success screen. At the top left is the Central Bank of Ireland logo and the text 'Bank: Comandó na hÉireann Central Bank of Ireland'. Below this is a green checkmark icon followed by the heading 'Added phone call'. The text below the heading says 'You can now log in with Duo using a phone call.' There is a large light blue button with the text 'Continue'. At the bottom left is a link 'Need help?'. At the bottom right is the text 'Secured by Duo'.

Step 7:

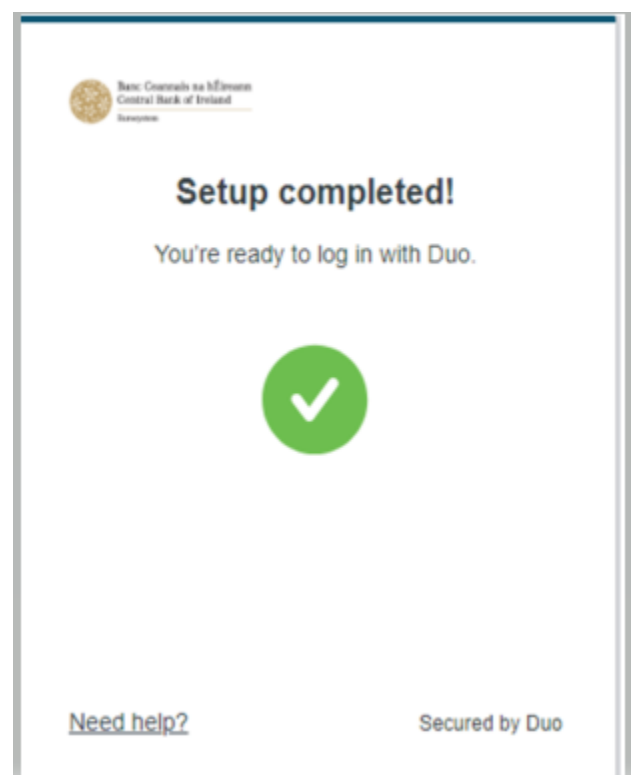
You are able to **add another device** if you wish or you can select '**I don't want to add more devices**'.



Step 8:

You will see the '**Setup completed**' screen once registered.

This indicates you have successfully registered and will be able to log in using Duo.



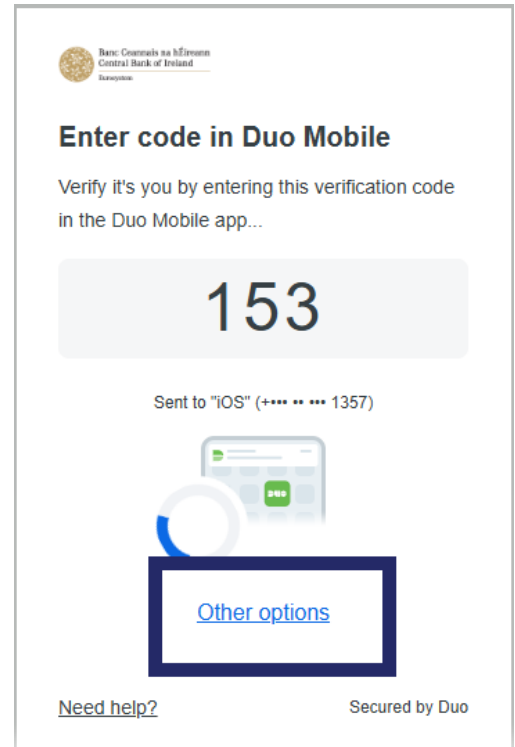
Manage your second factor device

This section describes the steps that users can take to change or add authentication devices.

To access the Duo self-service portal follow the steps below.

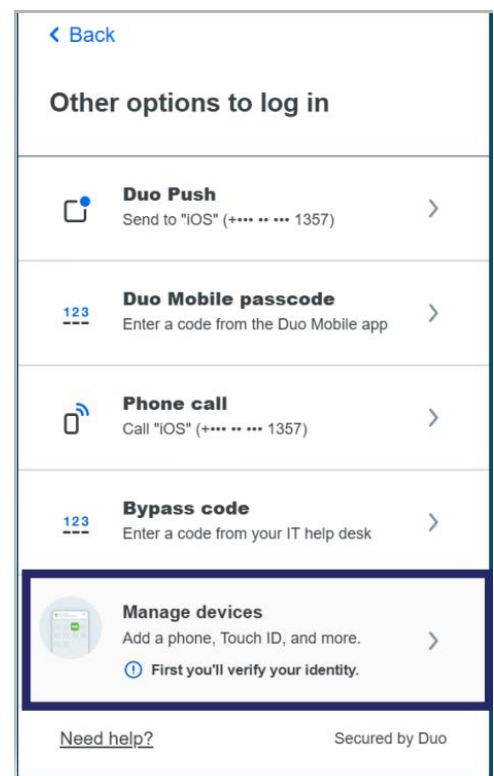
Step 1:

When you login to the Central Bank portal, enter your person code and password and click sign in. You will then be met with the below screen. Click '**Other Options**'.



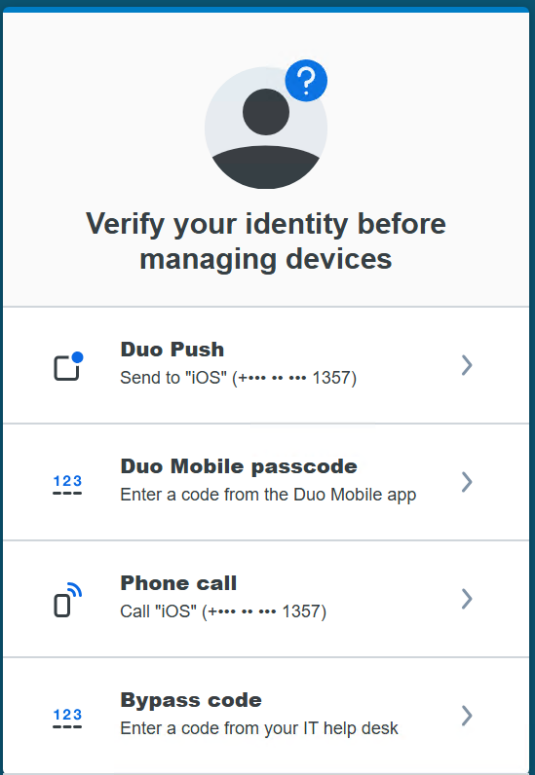
Step 2:

Select '**Manage Devices**'.



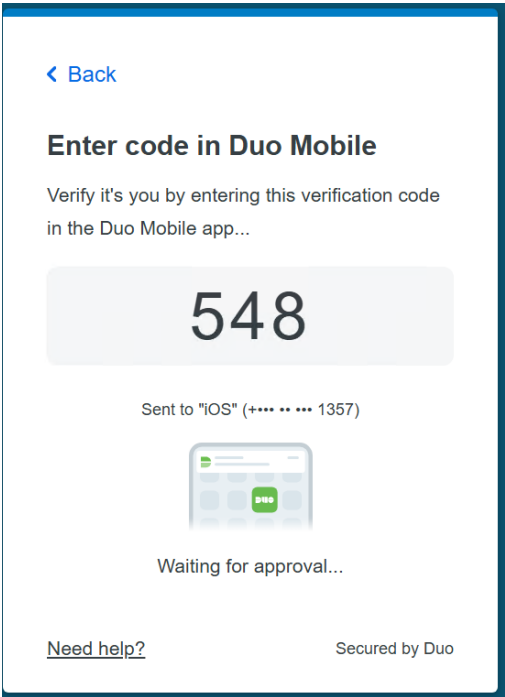
Step 3:

You will need to verify your identity before you are able to manage your devices. Please select the option that you currently authenticate with to access the ‘Manage devices’ page.



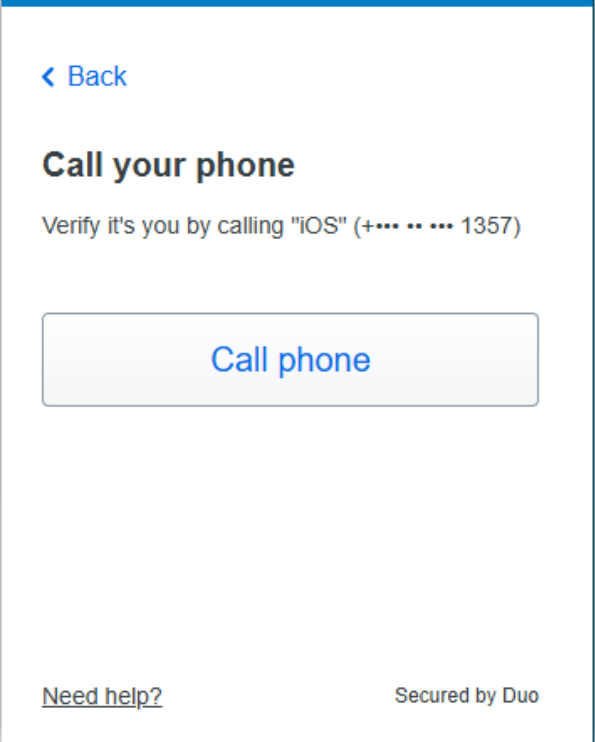
Step 4a:

If you select the ‘Duo Push’ option from the above screenshot, a code will appear on the screen which you enter into the Duo Mobile app to verify it’s you.



Step 4b:

If you selected the **'Phone call'** option click 'Call phone' and your phone will ring. Please press the number **'1'** on your keypad to verify it's you.



← Back

Call your phone

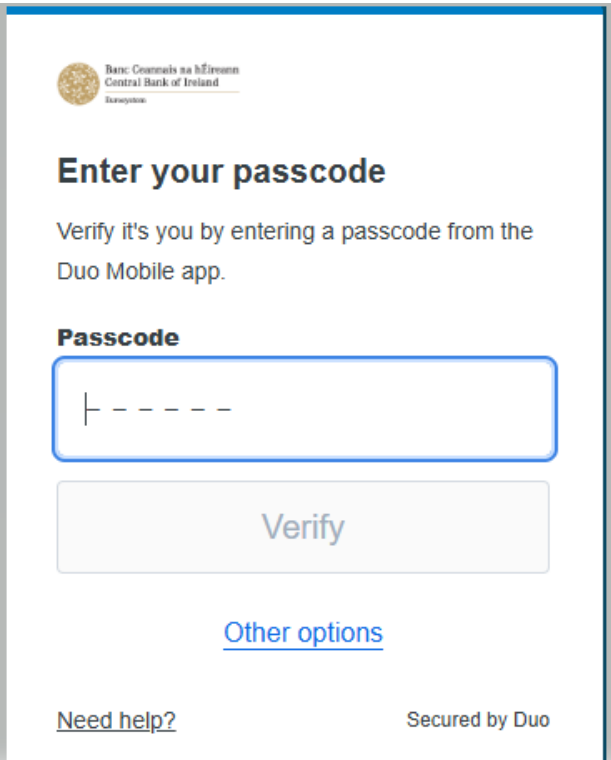
Verify it's you by calling "iOS" (+... .. 1357)


Call phone

[Need help?](#) Secured by Duo

Step 4c:

If you selected **'Duo Mobile passcode'** enter the 6 digit passcode that appears in the **'Duo Mobile'** app to verify it's you.



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Responsible

Enter your passcode

Verify it's you by entering a passcode from the Duo Mobile app.

Passcode

| - - - - -

Verify

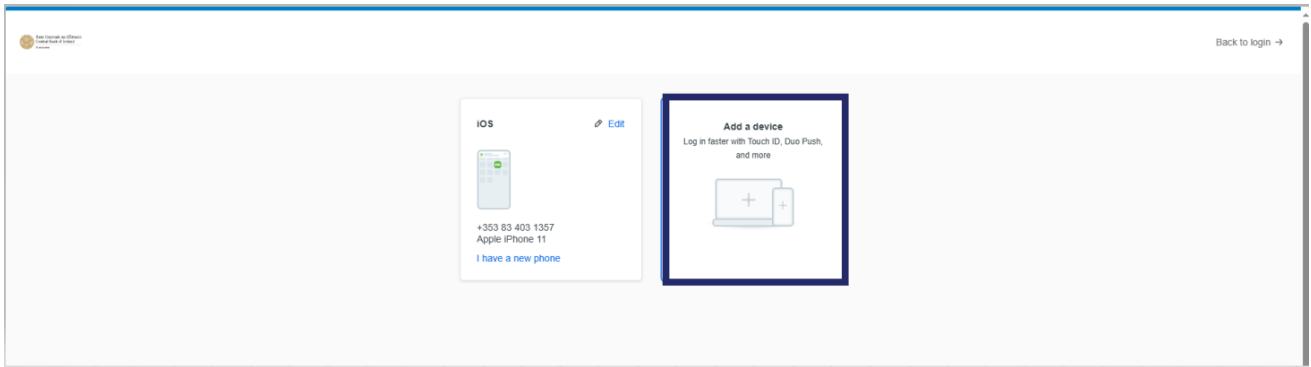
[Other options](#)

[Need help?](#) Secured by Duo

1. Add a device

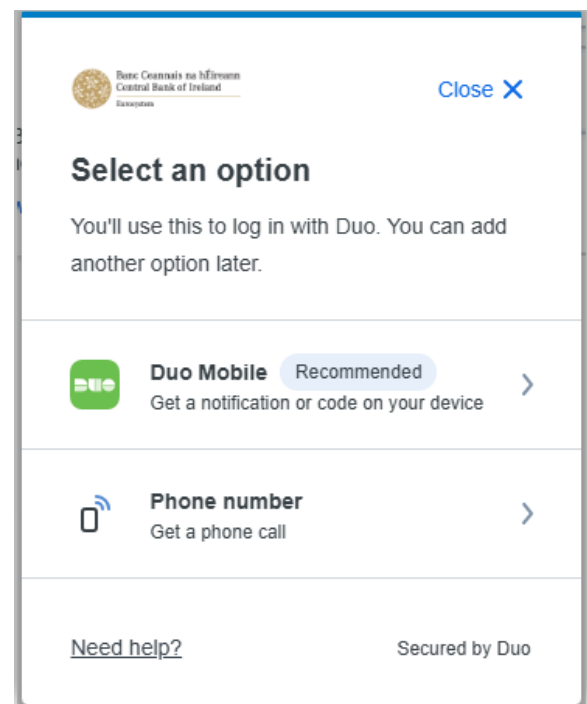
Step 1:

If you are trying to add a new device or change your phone number select '**Add Device**'.



Step 2:

You can then select the option of which method you want to add.



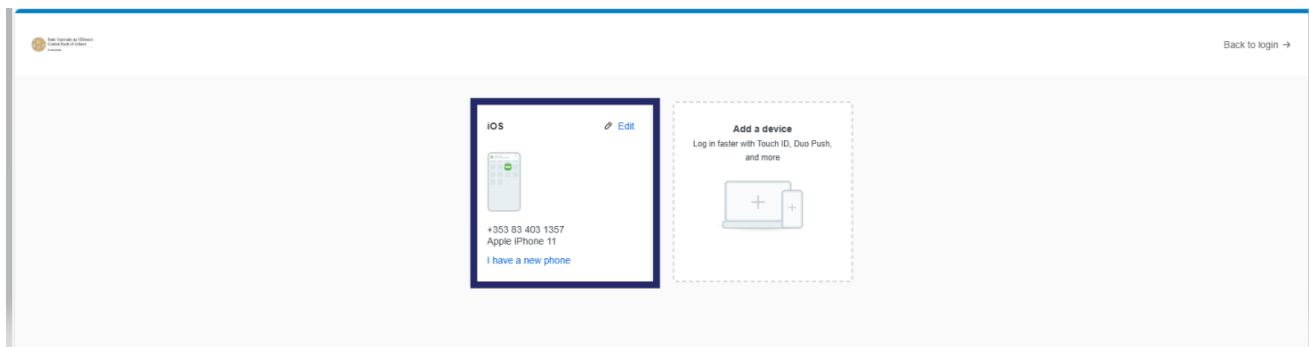
Step 3:

Complete the process by following steps 3 to 8 under [Enrolment – Duo Mobile App](#)

2. Change your device

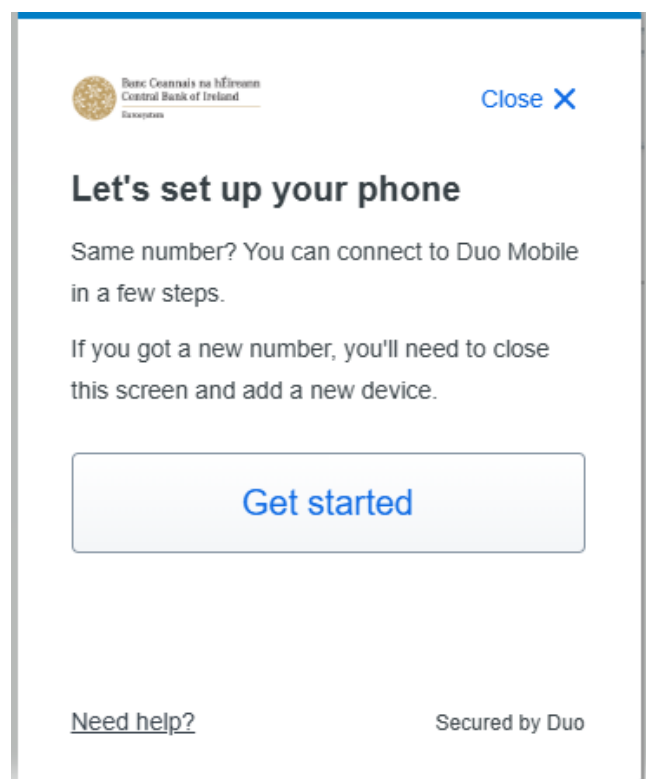
Step 1:

If you have a new phone and want to update your Duo mobile app from your old phone to your new phone please click '**I have a new phone**'.



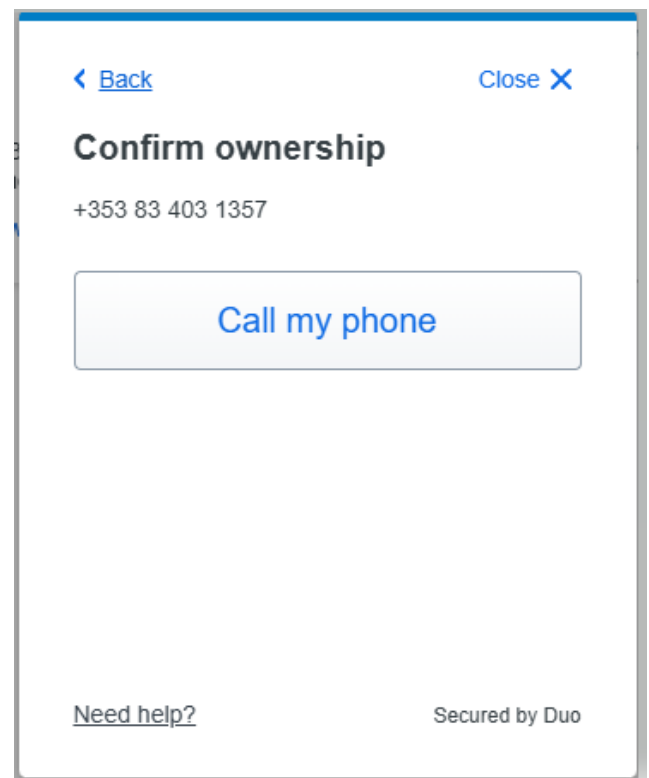
Step 2:

When you click '**I have a new phone**' click get started.



Step 3:

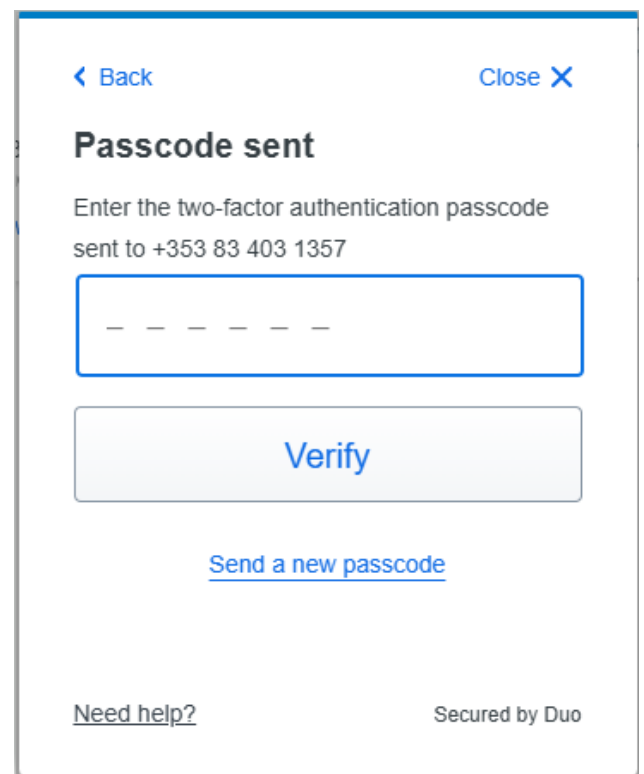
You will need to confirm ownership so click 'Call my phone'.



The screenshot shows a mobile app interface with a blue header bar. At the top left is a back arrow and the word 'Back'. At the top right is a 'Close' button with an 'X' icon. The main title is 'Confirm ownership' in bold. Below it is the phone number '+353 83 403 1357'. A large button labeled 'Call my phone' is centered. At the bottom left is a link 'Need help?' and at the bottom right is the text 'Secured by Duo'.

Step 4:

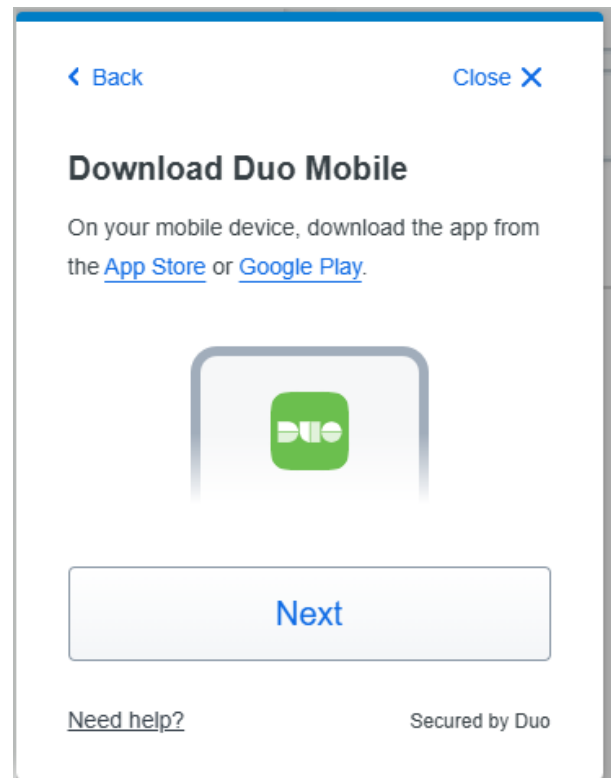
Answer the phone call and you will hear your two factor authentication passcode on the recording. Enter the passcode on the screen and click 'Verify'.



The screenshot shows a mobile app interface with a blue header bar. At the top left is a back arrow and the word 'Back'. At the top right is a 'Close' button with an 'X' icon. The main title is 'Passcode sent' in bold. Below it is the instruction 'Enter the two-factor authentication passcode sent to +353 83 403 1357'. There is a text input field with a dashed line indicating where to enter the passcode. Below the input field is a large button labeled 'Verify'. Underneath the button is a link 'Send a new passcode'. At the bottom left is a link 'Need help?' and at the bottom right is the text 'Secured by Duo'.

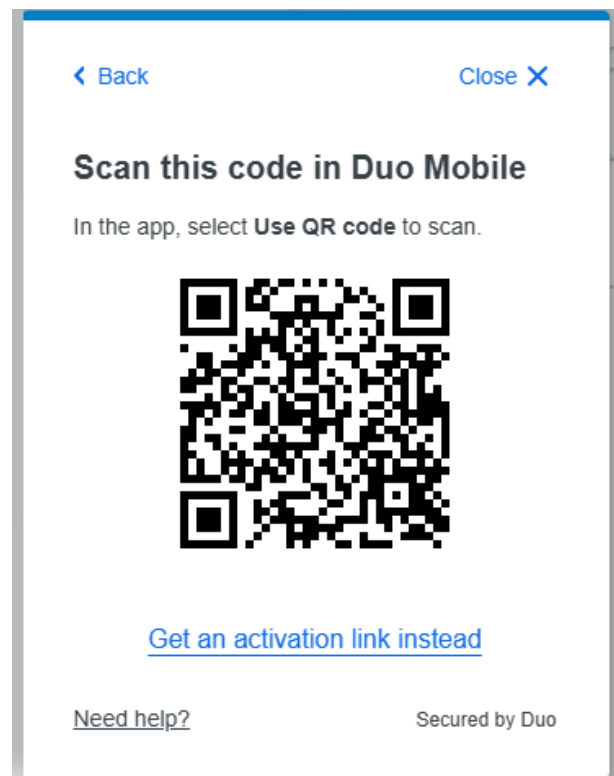
Step 5:

You will then be prompted to download the ‘**Duo Mobile**’ app from your relevant app store. If you already have the app downloaded please select “**Next**” to continue.



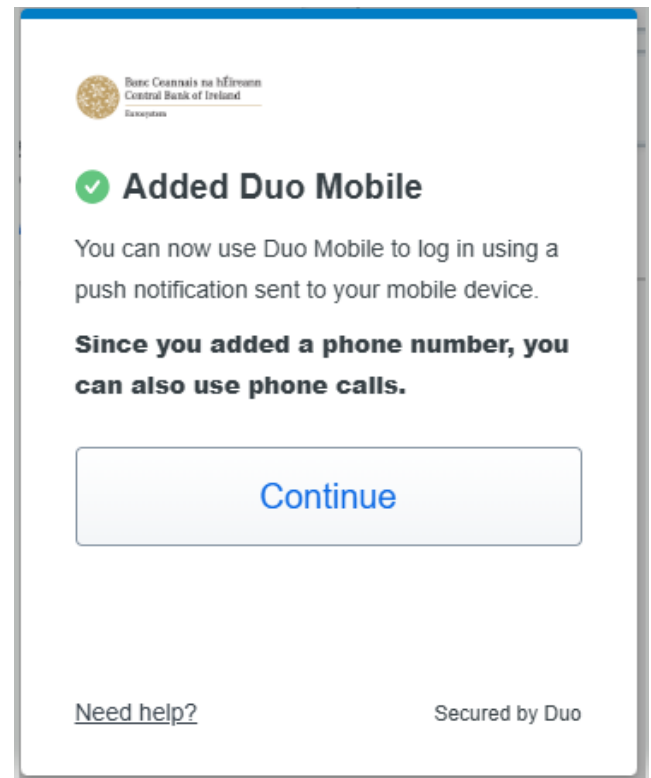
Step 6:

Open the ‘**Duo Mobile**’ App and click the ‘**Add+**’ option and then click ‘**Use QR code**’ to scan the QR code that is presented on your screen.



Step 7:

After you have scanned the QR code you will receive a confirmation message that you can use 'Duo Mobile' to log in. Click continue and you will be brought back to the main 'Manage Devices' screen.



Test Portal

- Cisco-Duo is also replacing the Microsoft Authenticator on the test portal. If you have a test portal account, you will receive an enrolment link from <no-reply@duosecurity.com>. This will expire on the 4th of May 2025. After that date you can contact Central Bank support for assistance.
- If you have accounts on both portals and have pre-enrolled for the live Portal you will receive an email to enrol on the test portal. Use this link for test portal enrolment.
- If you have accounts on both portals and have not pre-enrolled for either you will receive two emails and you will need to enrol through both links received from the email address <no-reply@duosecurity.com>

Troubleshooting.

- If you have lost access to the device that you have set up your second factor method on and you do not have an alternative second factor method set up you can contact onlinereturns@centralbank.ie. We recommend that you set up an alternative second factor method which you can do on enrolment or when you login and click '**Other Options**' and selecting '**Manage Devices**'.
- If you are using the phone call method to authenticate and are not receiving the phone call when you sign please check if your '**Wi-Fi calling**' setting are turned on. If so please turn off your Wi-Fi calling setting. Some phone providers allow Wi-Fi to receive calls in areas with weak signal. If you have a weak mobile signal but strong Wi-Fi please use the '**Duo Mobile**' app.
- The '**Duo mobile**' app is supported on devices that run **Android 11** and later and **IOS 16** and later.
- Cisco Duo does not provide official support for non-standard custom Android operating systems like **OnePlus, LineageOS, or ColorOS**, nor is Duo Mobile supported for use on **ChromeOS**. The current version of '**Duo Mobile**' supports **Android 11 and greater**.
- If you do not have a Smartphone, please select the '**Phone call**' method.
- If you cannot find the '**Duo Mobile**' app in your app store please select the '**Phone call**' method.
- If you update your email address on the Central Bank Portal this does not automatically update your email address on Duo. Please email onlinereturns@centralbank.ie to request an update to your email on Duo and please include your person code, old email address and new email address.

- Please visit our portal help page '**Second Factor Method**' for more information.
<https://www.centralbank.ie/regulation/central-bank-portal/help/help-on-your-second-factor-method>
- For more information on Cisco Duo please visit - <https://duo.com>

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