



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 are unable to login to the Portal will get a 'Not enrolled in Duo' message and will need to email <onlinereturns@centralbank.ie>. You will then receive an email from <[no-reply@duosecurity.com](mailto:no-reply@duosecurity.com)> that will contain a link for enrolment. This link will be valid for **30 days**.

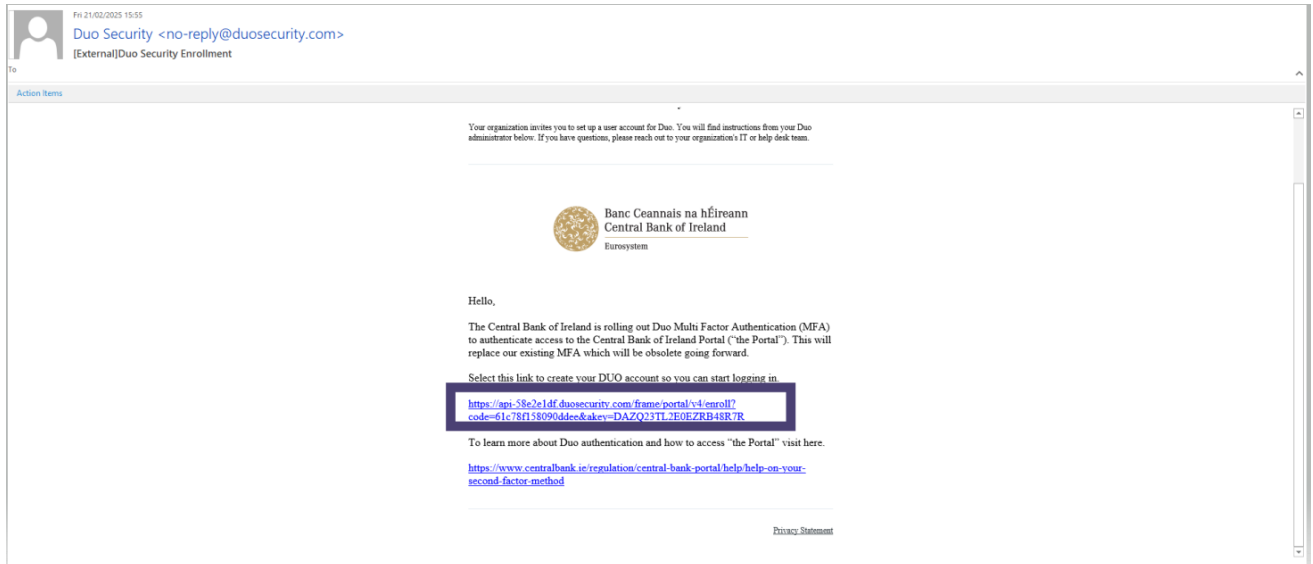
- There are two enrolment options.
- You will need a PC and a Phone to enrol.
- For greater security and convenience, we recommend that you use the '**Duo Mobile**' app method and download the app prior to beginning the enrolment process.
- The '**Duo Mobile**' app is **free** and you will not have to 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](mailto:onlinereturns@centralbank.ie). You will be sent a new enrolment link which will be valid for another 30 days.

# Enrolment – Duo Mobile App.

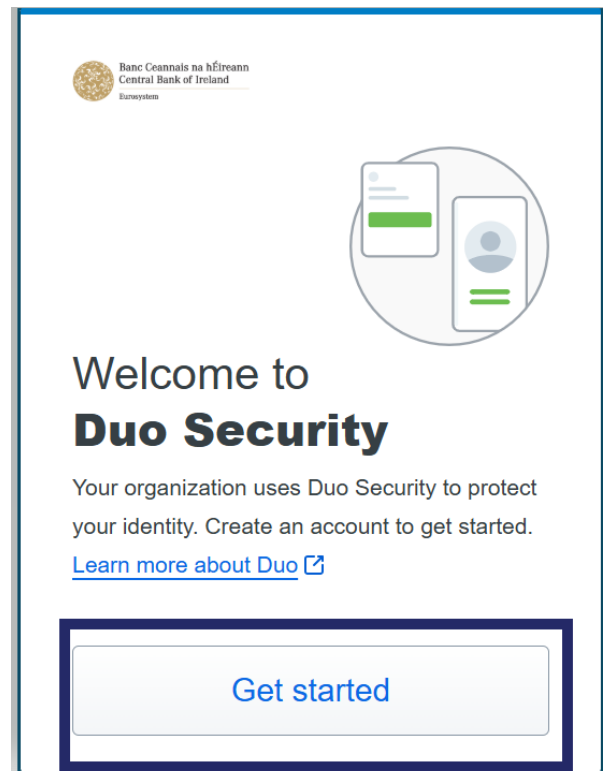
## Step 1:

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.



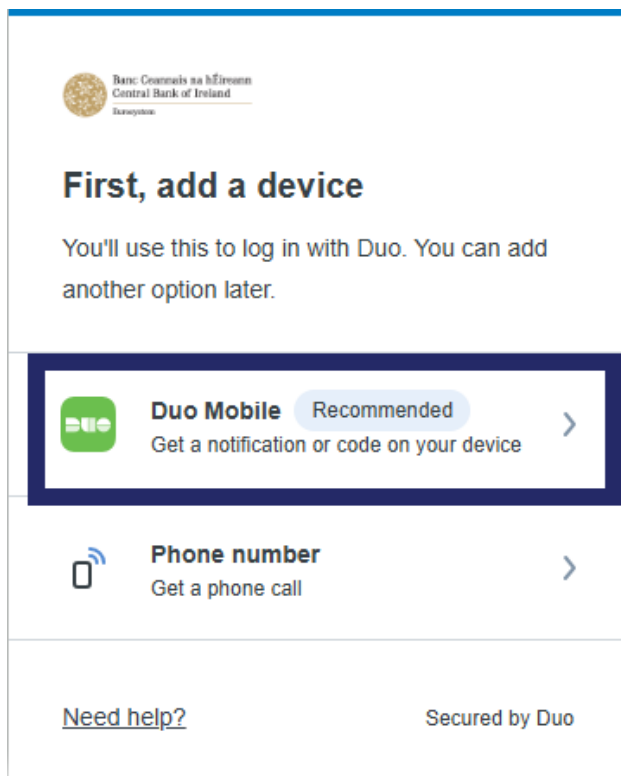
## Step 2:

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) with a green icon and 'Phone number' with a blue icon. The 'Duo Mobile' option is highlighted with a dark blue border. 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.

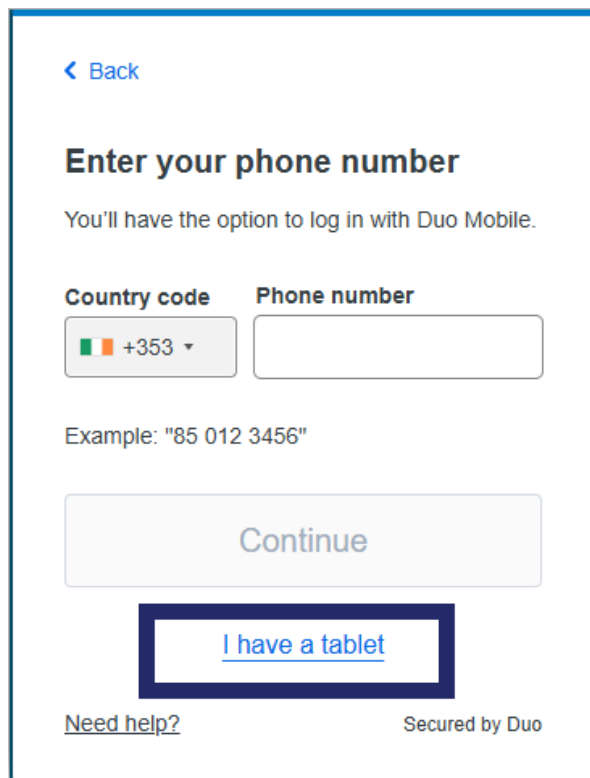
**Duo Mobile** Recommended  
Get a notification or code on your device

**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. You do not need to input your phone number at this step.



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: 'Example: "85 012 3456"'. A large 'Continue' button is centered below the example. At the bottom, there is a link 'I have a tablet' which is highlighted with a dark blue border. 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"

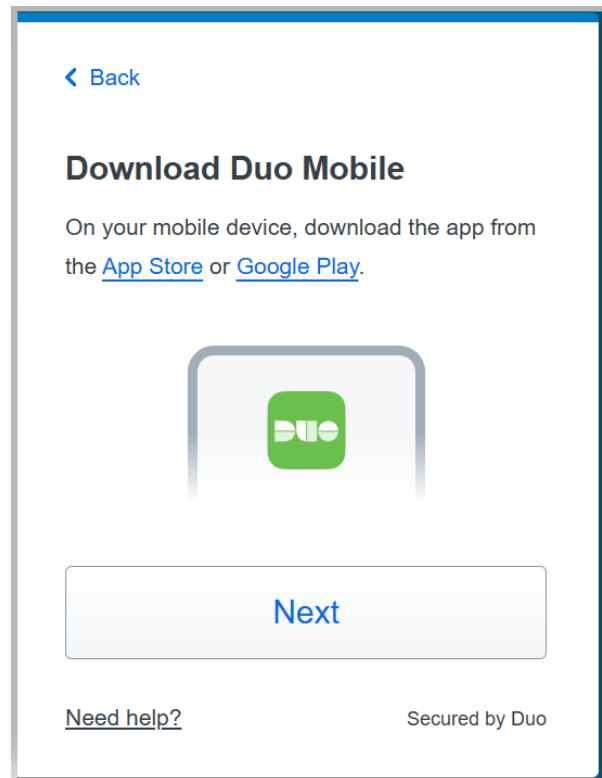
Continue

[I have a tablet](#)

[Need help?](#) Secured by Duo

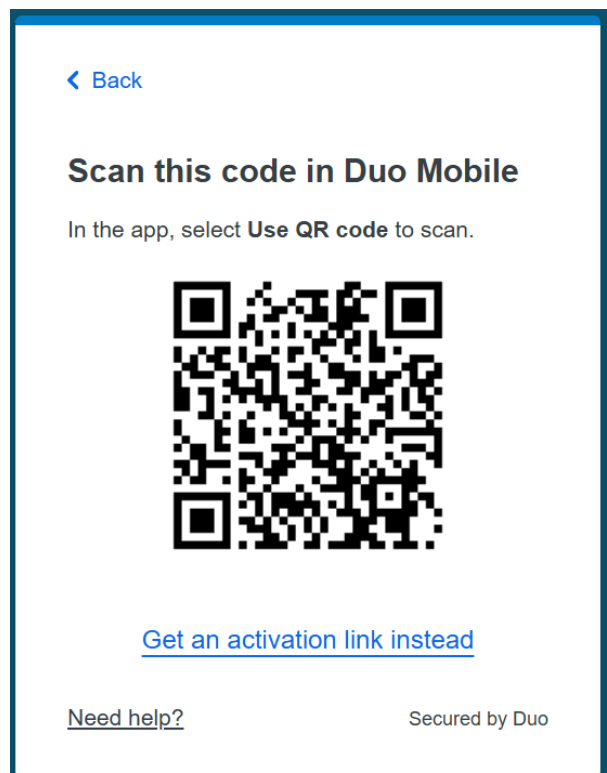
## Step 5:

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



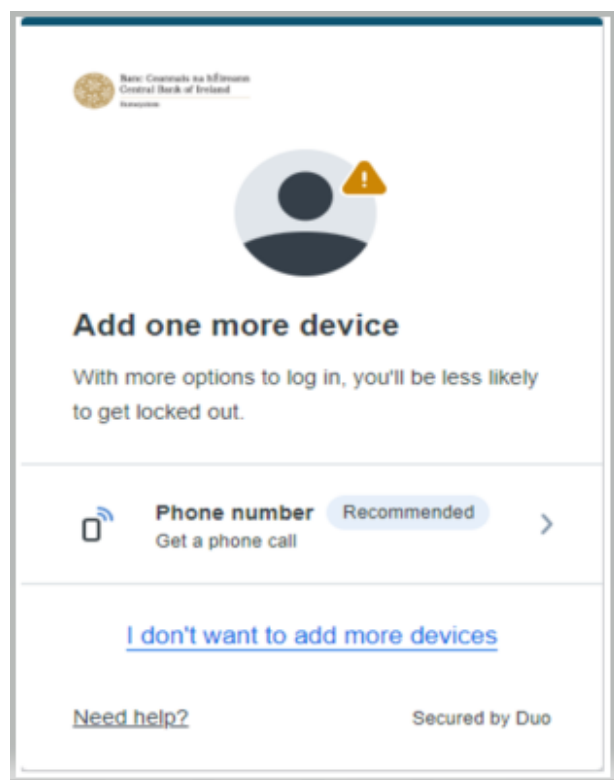
## Step 6:

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.



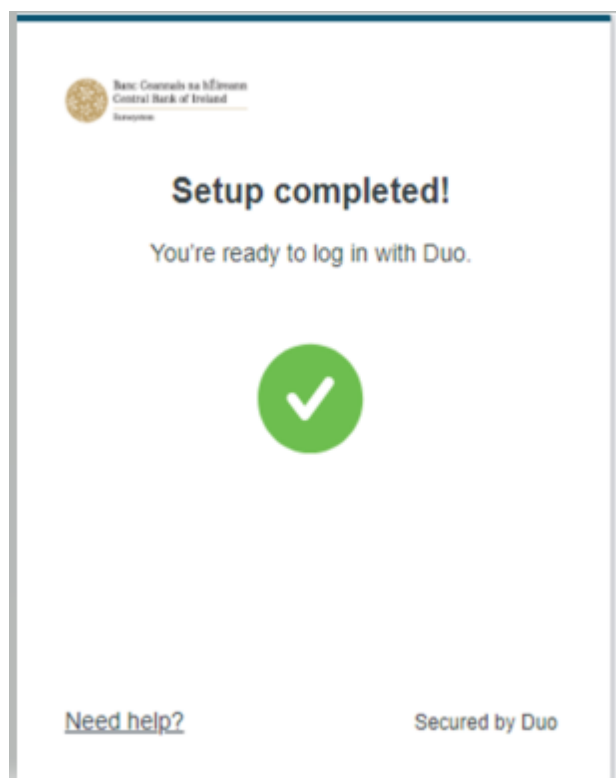
## Step 7:

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.

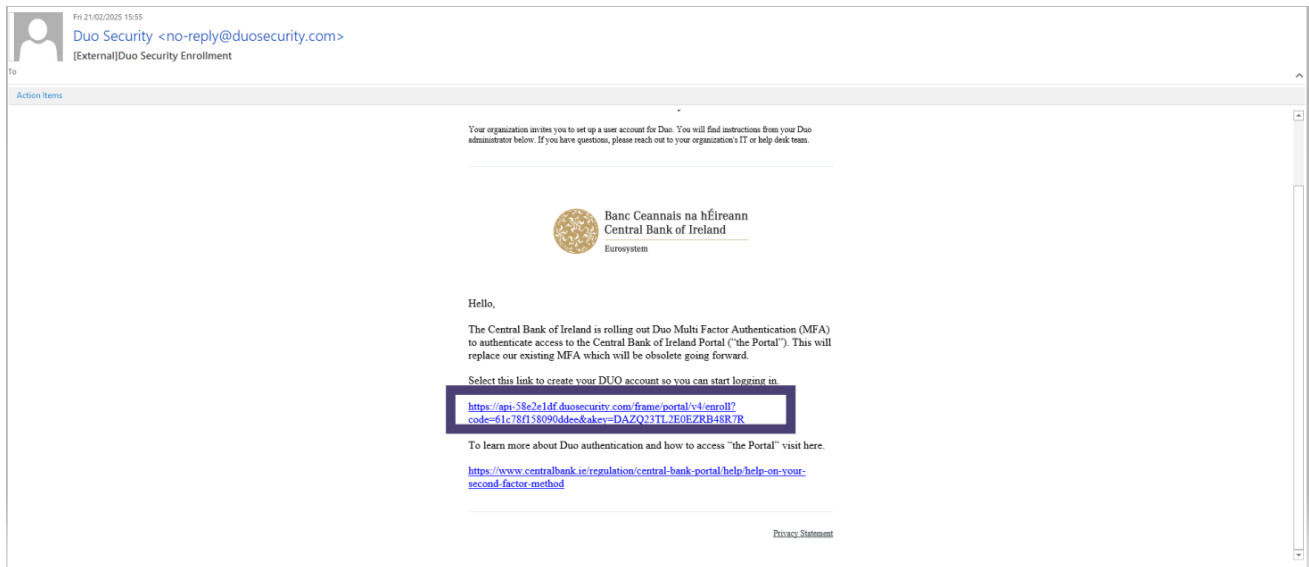


# Enrolment – Phone call

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

## Step 1:

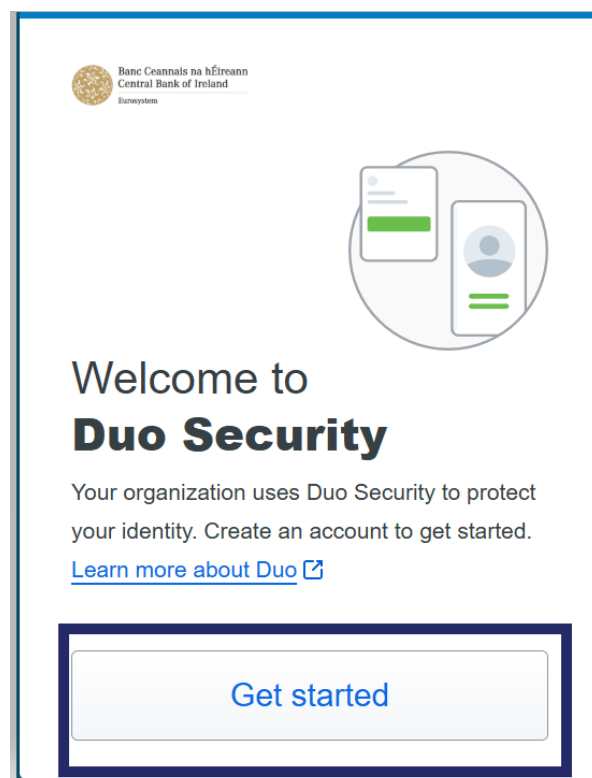
Users will receive the below email from Duo security. Please click on the link to enrol.





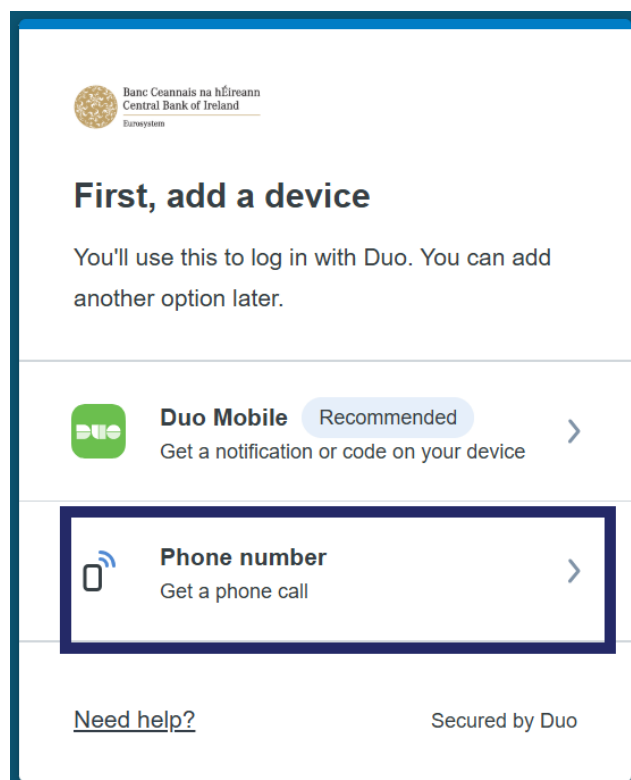
## Step 2:


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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Central Bank of Ireland  
Eurosystem

### First, add a device

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

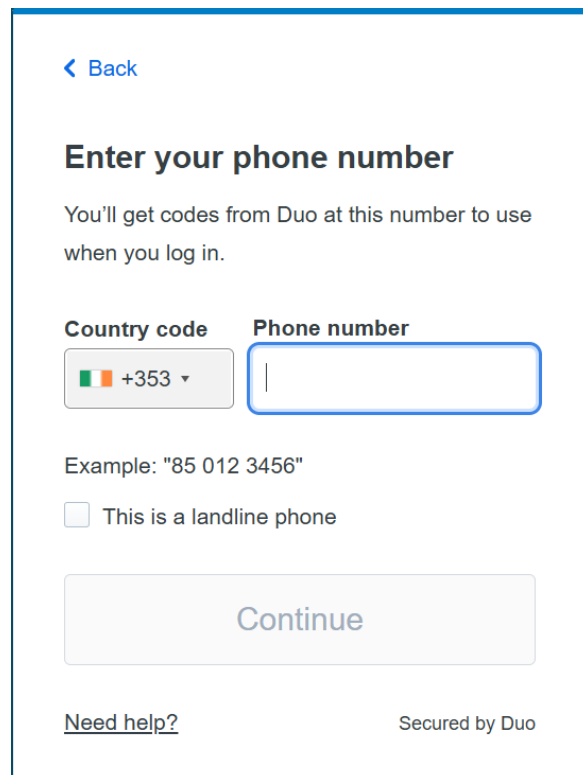
 **Duo Mobile** Recommended >  
Get a notification or code on your device

 **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** **Phone number**



Example: "85 012 3456"

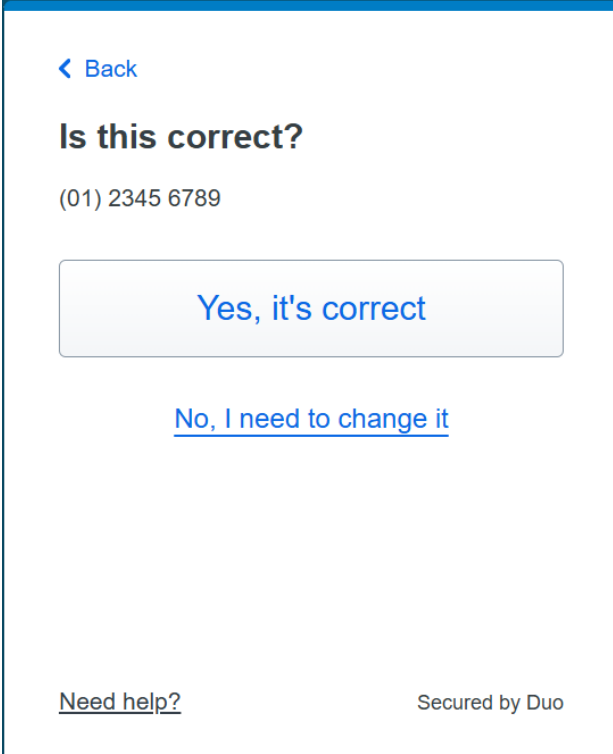
☐ This is a landline phone

[Continue](#)

[Need help?](#) Secured by Duo

## Step 5:

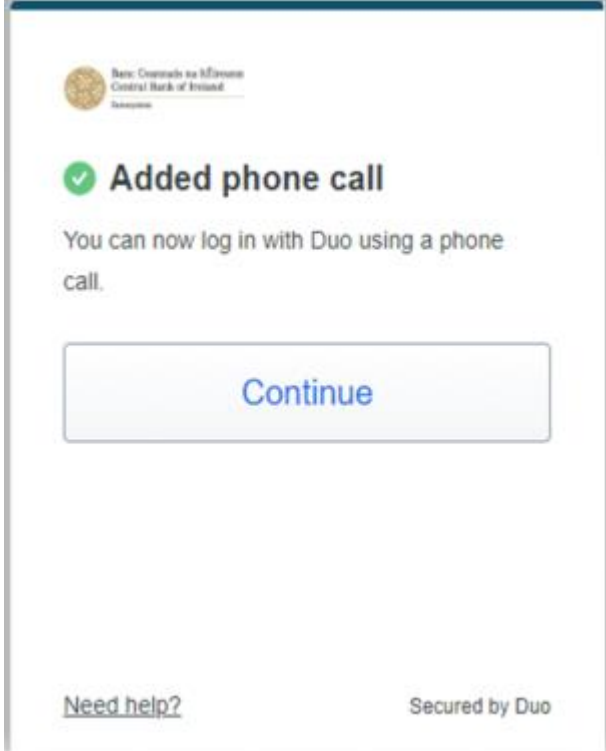
You must confirm your details are correct by clicking 'Yes, It's correct'.



This screenshot shows a confirmation screen with a blue header bar. At the top left is a blue back arrow and the text 'Back'. The main heading is 'Is this correct?' in bold. 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 underlined link that says 'No, I need to change it'. At the bottom left is a blue underlined link 'Need help?'. At the bottom right is the text 'Secured by Duo'.

## Step 6:

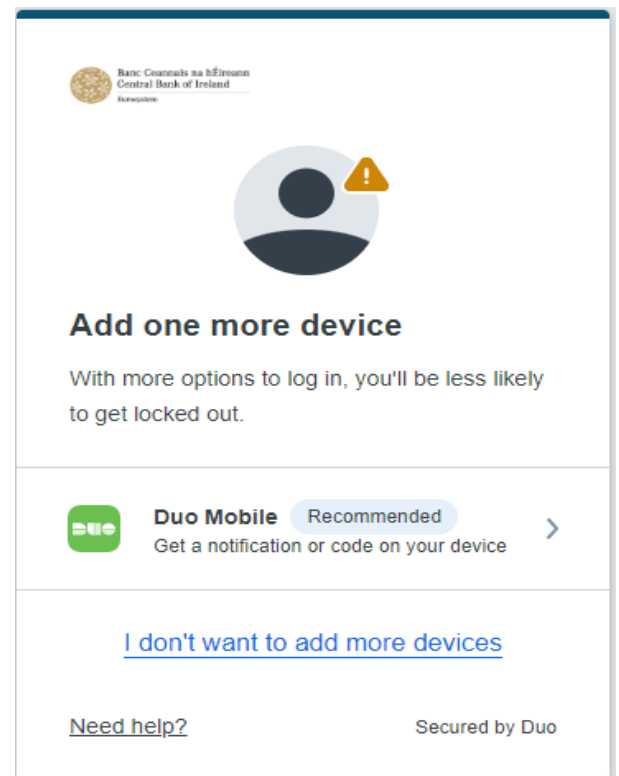
Set up is completed and you will see on the screen that the phone call has been added. Please select 'continue'.



This screenshot shows a success screen with a grey header bar. At the top left is the Central Bank of Ireland logo, followed by the text 'Bank: Comandó na hÉireann', 'Central Bank of Ireland', and 'Seirbhís' on separate lines. Below the logo is a green checkmark icon and the heading 'Added phone call' in bold. Underneath is the text '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 blue underlined link 'Need help?'. At the bottom right is the text 'Secured by Duo'.

## Step 7:

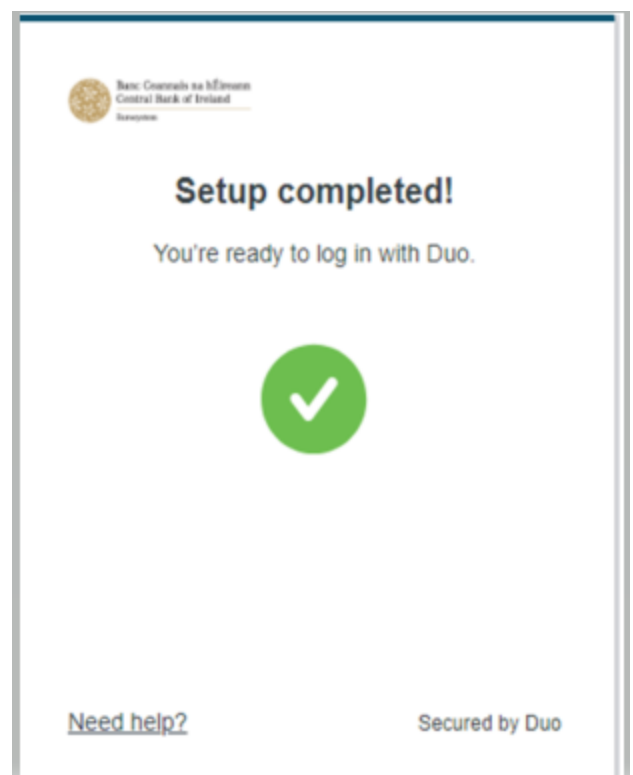
You are able to **add another device** if you wish or you can select '**I don't want to add more devices**'.



## 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.



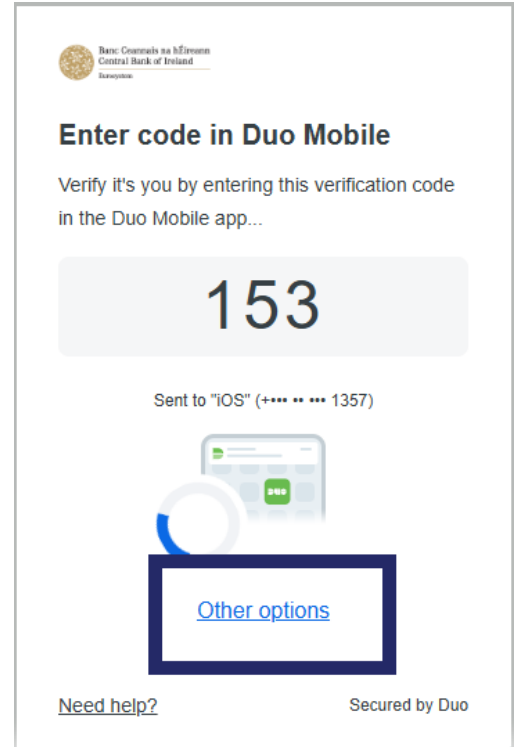
# Manage your second factor device

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.

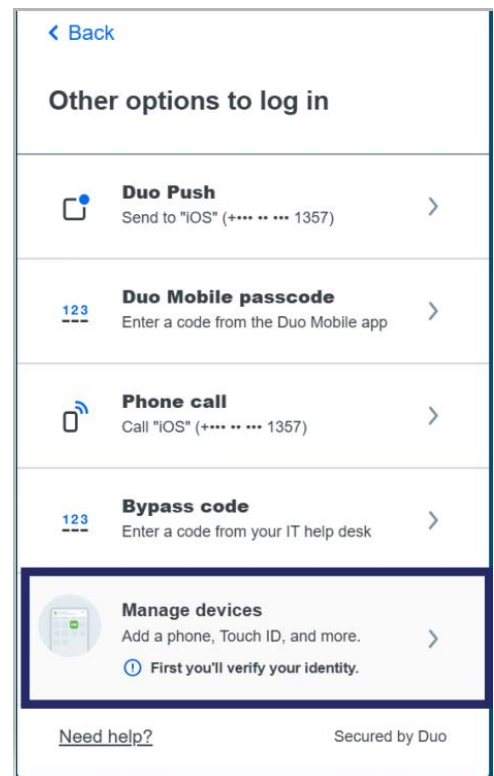
## Step 1:

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**'.



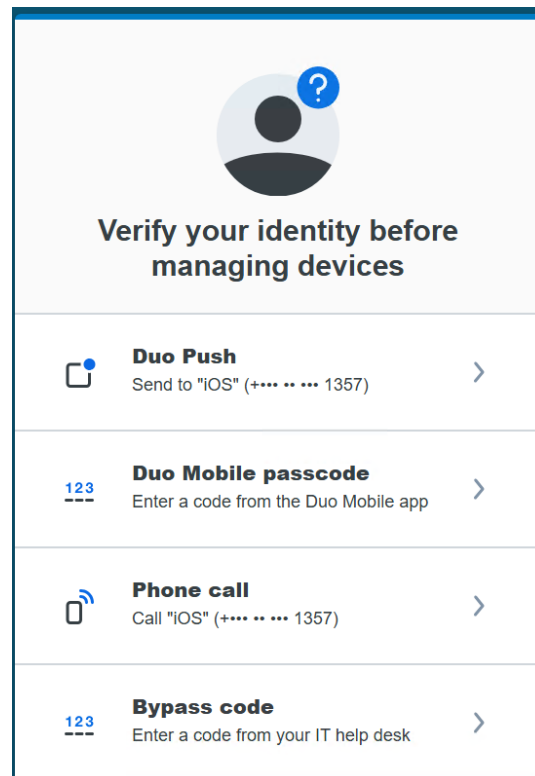
## Step 2:

Select '**Manage Devices**'.



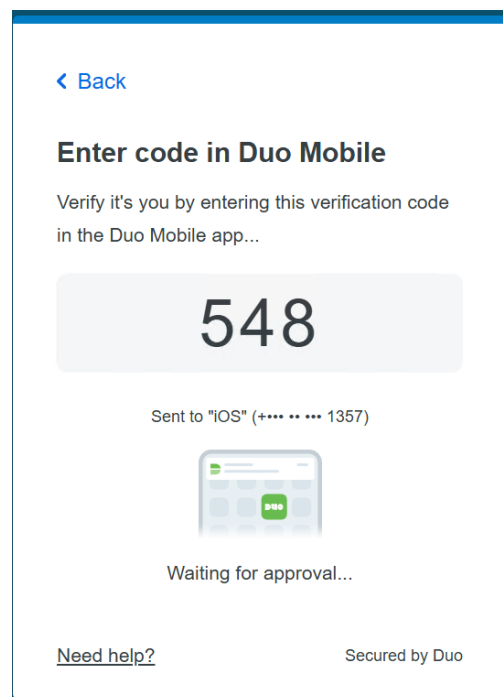
## Step 3:

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.



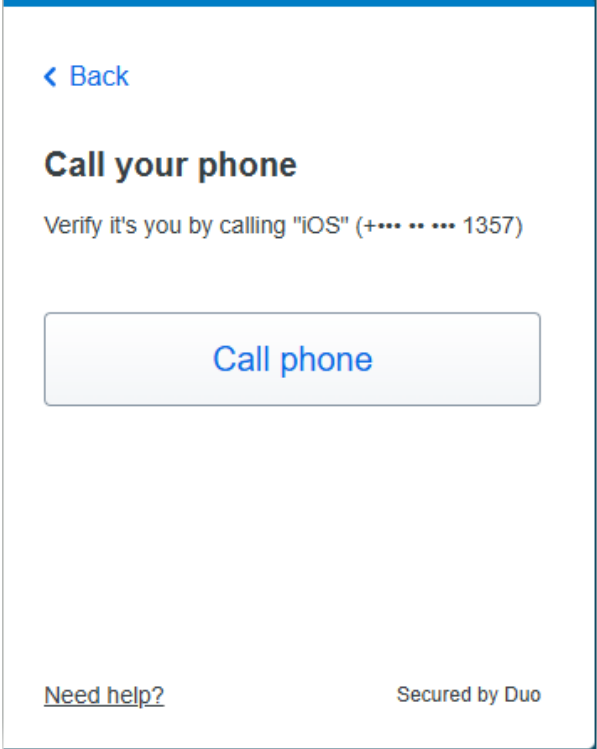
## Step 4a:

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:

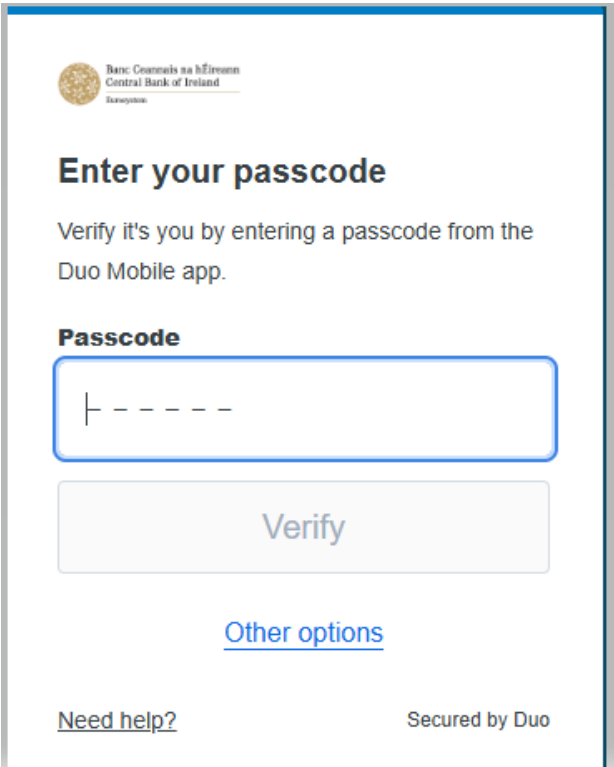
If you selected the **'Phone call'** option click 'Call phone' and your phone will ring. Please press the number **'1'** on your keypad to verify it's you.



This screenshot shows a mobile application interface for phone verification. At the top left is a blue back arrow and the text 'Back'. The main heading is 'Call your phone' in bold. Below it, the instruction reads 'Verify it's you by calling "iOS" (+... .. 1357)'. A large, light blue button with the text 'Call phone' is centered on the screen. At the bottom left is a link 'Need help?' and at the bottom right is the text '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.

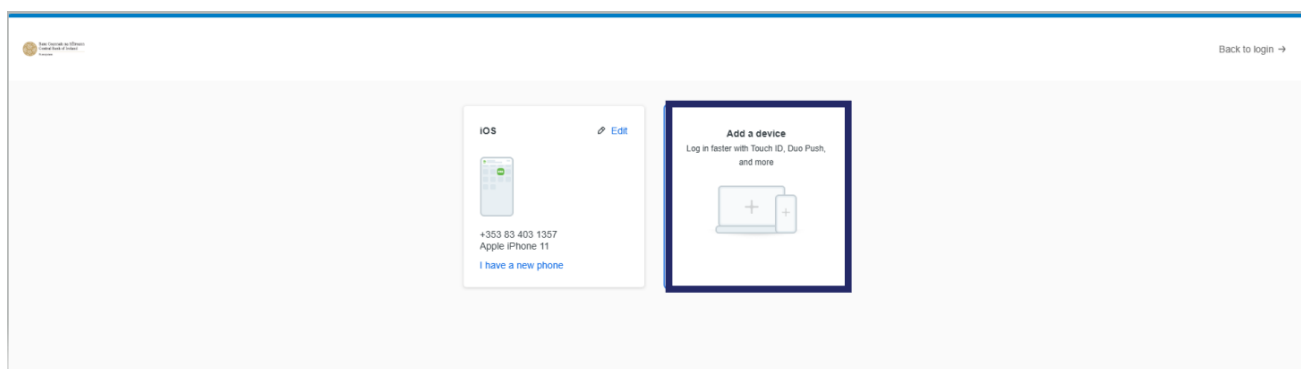


This screenshot shows a mobile application interface for passcode verification. At the top left is the Central Bank of Ireland logo and the text 'Banc Ceannais na hÉireann Central Bank of Ireland'. The main heading is 'Enter your passcode' in bold. Below it, the instruction reads 'Verify it's you by entering a passcode from the Duo Mobile app.' A text input field labeled 'Passcode' contains a cursor and five dashes. Below the input field is a large, light grey button with the text 'Verify'. At the bottom center is a link 'Other options'. At the bottom left is a link 'Need help?' and at the bottom right is the text 'Secured by Duo'.

# 1. Add a device

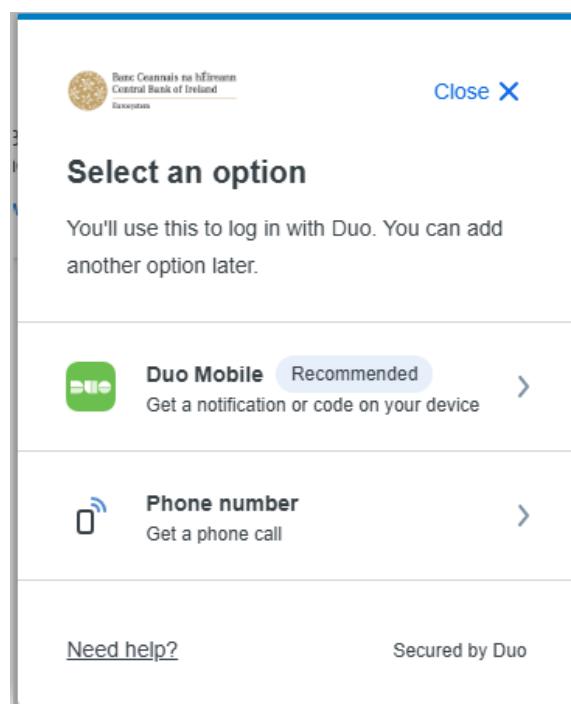
## Step 1:

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:

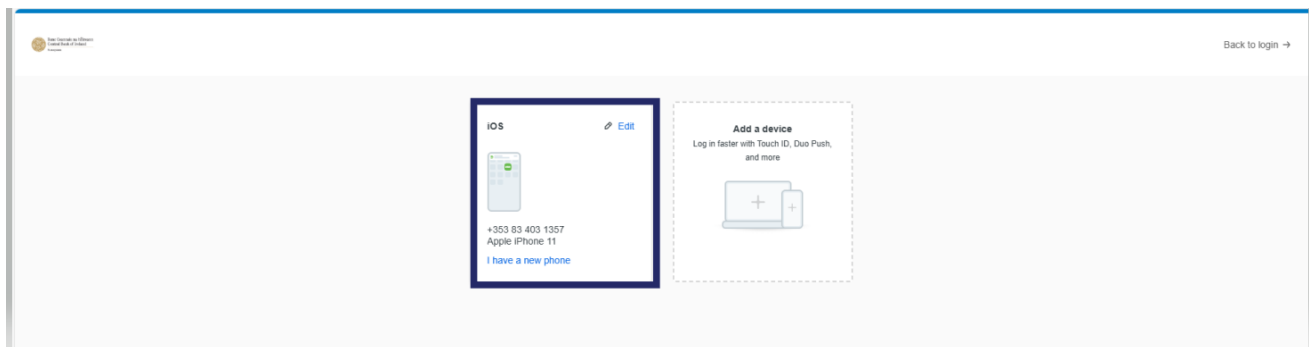
Complete the process by following steps 3 to 8 under [Enrolment – Duo Mobile App](#)



## 2. Change your device

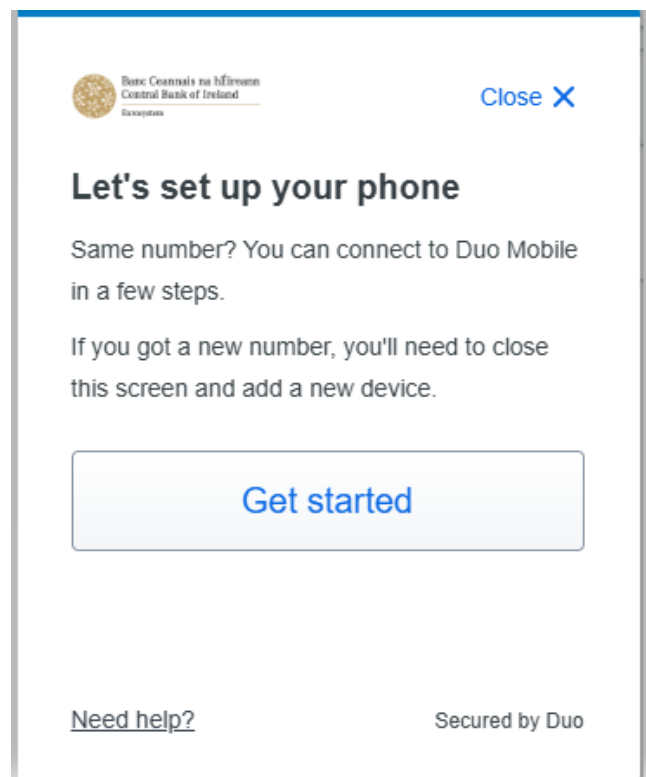
### Step 1:

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'**.



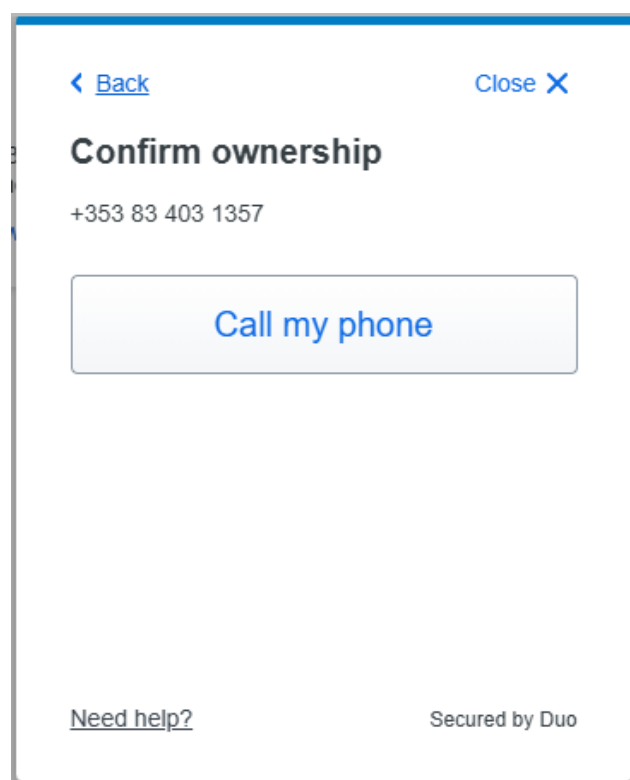
### Step 2:

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



## Step 3:

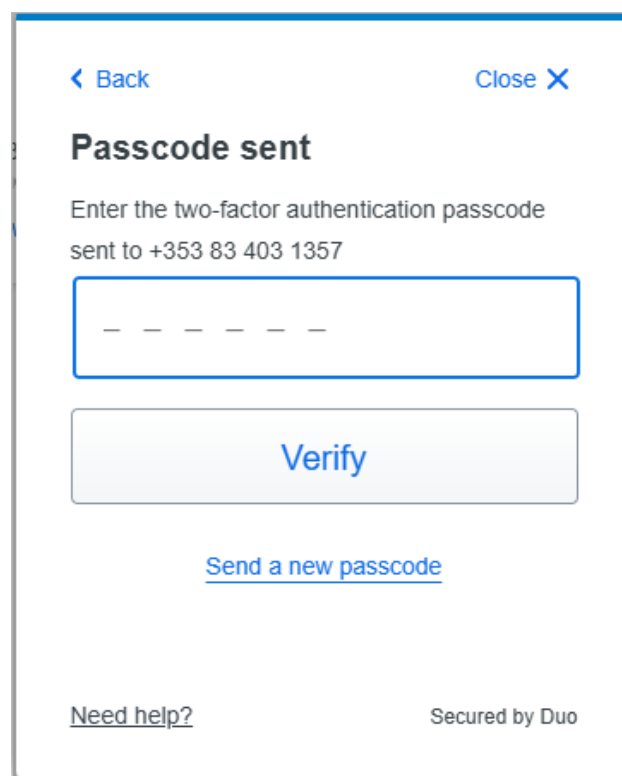
You will need to confirm ownership so click 'Call my phone'.



The screenshot shows a mobile app interface with a blue header bar. On the left is a back arrow and the text '< Back'. On the right is the text 'Close X'. The main title is 'Confirm ownership' in bold. Below it is the phone number '+353 83 403 1357'. A large button with the text '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:

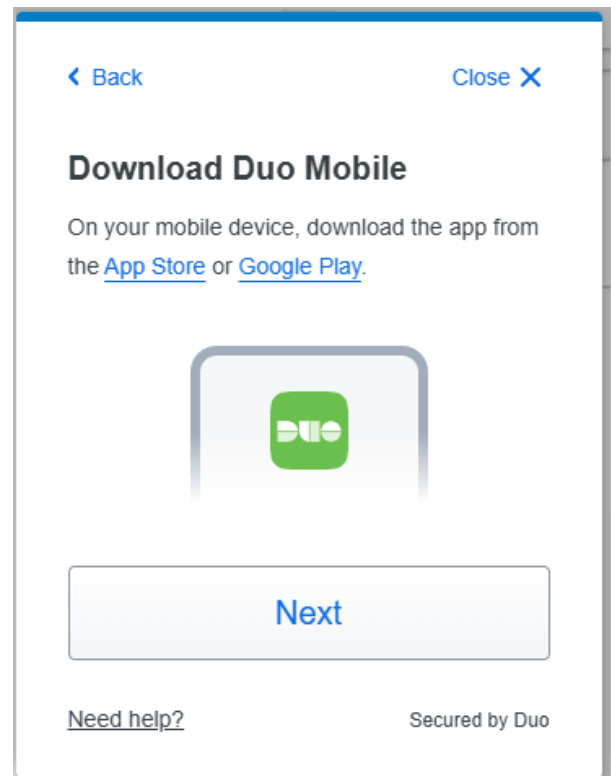
Answer the phone call and you will hear your two factor authentication passcode on the recording. Enter the passcode on the screen and click 'Verify'.



The screenshot shows a mobile app interface with a blue header bar. On the left is a back arrow and the text '< Back'. On the right is the text 'Close X'. 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 blue border and a dashed line indicating where to enter the passcode. Below the input field is a large button with the text 'Verify'. Below 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'.

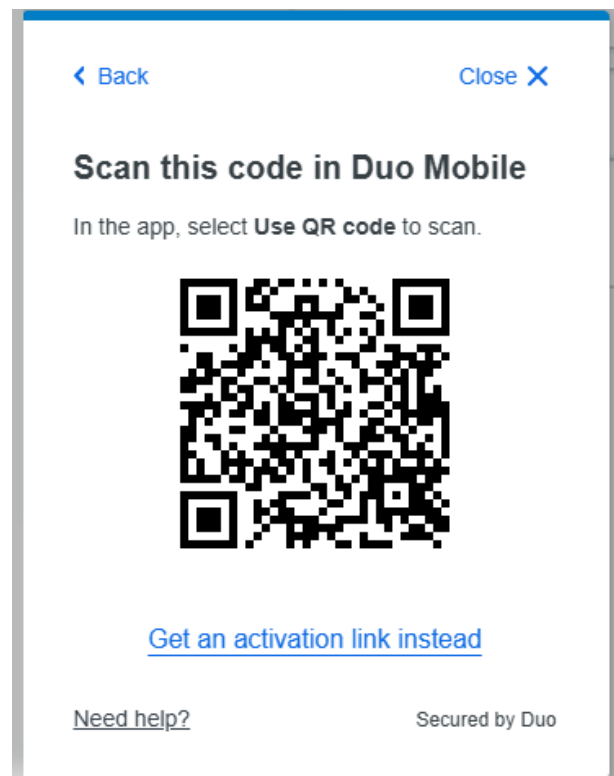
## Step 5:

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.



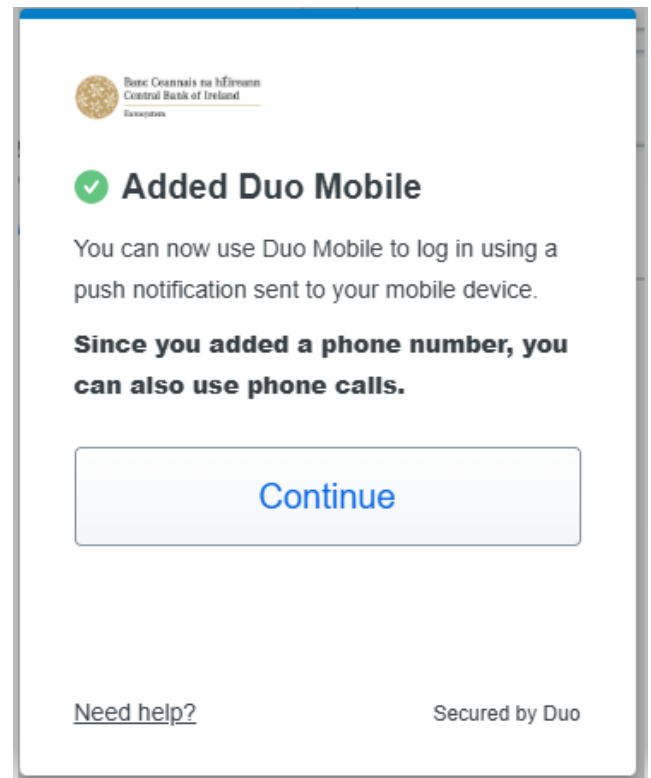
## Step 6:

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.



## Step 8:

You will receive a confirmation email from [no-reply@duosecurity.com](mailto:no-reply@duosecurity.com) confirming that you have added a device. If the device was added by you, you do not need to take further action on the confirmation email.

If you receive this email and you did not add a device please click the option on the email '[No, this wasn't me](#)'.

Below is a sample of the email confirmation. You will receive when adding a device.



Banc Ceannais na hÉireann  
Central Bank of Ireland  
Eurosystem

Hi *Your Name*

Duo noticed a device (Android) was recently added to your account.

If this was you, no further action is needed.

#### Details

Organization: Central Bank of Ireland

Device: *Your device details*

XXXX-XXXX-XXX

Location: Dublin, L, IE

Time: April 29, 2025 at 11:31 AM IST

Username: *Your Person Code*

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Did you recently add a device?

[No, this wasn't me](#)

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Why am I getting this email?

Duo will notify you when changes have been made to your devices to protect your account from unauthorized activity.

# Test Portal

- Cisco-Duo has also replaced the Microsoft Authenticator on the test portal. Users that are unable to login to the test portal will get a 'Not enrolled in Duo' message and will need to email <onlinereturns@centralbank.ie>. You will then receive an email from <[no-reply@duosecurity.com](mailto:no-reply@duosecurity.com)> that will contain a link for enrolment. This link will be valid for **30 days**.

## 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](mailto: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 in 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](mailto: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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[www.centralbank.ie](http://www.centralbank.ie)



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