Duo Security Enrollment Guide

Duo's self-enrollment process makes it easy to register your phone and install the Duo Mobile application on your smartphone or tablet.

Supported Browsers: Chrome, Firefox, Safari, Internet Explorer 8 or later, and Opera.

1. Welcome Screen
   Click Start setup to begin enrolling your device.

   ![Welcome Screen Screenshot]

2. Choose Your Authentication Device Type
   Select the type of device you'd like to enroll and click Continue. A smartphone is recommended but you can also enroll a landline telephone, an iOS/Android tablet or a token.

   ![Authentication Device Type Screenshot]

3. Type Your Phone Number
   Select your country from the drop-down list and type your phone number. Use the number of your smartphone, landline, or cell phone that you'll have with you when you're logging in to a Duo-protected service. You can enter an extension if you chose "Landline" in the previous step.

   **NOTE**: If you're enrolling a tablet you will not be prompted to enter a phone number.

   Double-check that you entered it correctly, check the box, and click Continue.

   ![Phone Number Entry Screenshot]

4. Choose Platform
   Choose your device's operating system and click Continue.

   ![Platform Selection Screenshot]
**5. Install Duo Mobile**
The Duo Mobile app runs on your smartphone and helps you authenticate quickly and easily. You will also be able to log in using a phone call or text message, but we recommend the app for the best experience. The app is free and can be downloaded from [Apple Store](https://apps.apple.com), [Google Play](https://play.google.com) or the [Microsoft Store](https://store.microsoft.com).

While you may be asked to provide your app store id and password, the Duo Mobile app is free. Follow the platform-specific instructions on the screen to install Duo Mobile. After installation return to the enrollment window and click **I have Duo Mobile installed**.

(Note: Duo Mobile is **NOT** the same as Google Duo)

**6. Activate Duo Mobile**
Activating the app links it to your account so you can use it for authentication.

On iPhone, Android, and Windows Phone activate Duo Mobile by scanning the barcode with the app's built-in barcode scanner. Follow the platform specific instructions for your device:

- **On iPhone**
  - Open Duo Mobile.
  - Tap the "*" button.
  - Scan this barcode.
  - The "Continue" button is clickable after you scan the barcode successfully.

- **On Android**
  - Open Duo Mobile.
  - Tap the "*" button.
  - Scan this barcode.
  - The "Continue" button is clickable after you scan the barcode successfully.

- **On Windows Phone**
  - Open Duo Mobile.
  - Tap the "*" button.
  - Scan this barcode.
  - The "Continue" button is clickable after you scan the barcode successfully.

*Note: Can't scan the barcode? Click the **Or, have an activation link emailed to you instead** option and follow the instructions.*
Duo Mobile Enrollment (cont.)

7. Configure Device Options (optional)

You can use **Device Options** to give your phone a more descriptive name, or you can click **Add another device** to start the enrollment process again and add a second phone or another authenticator.

When I log in options:

- **Automatically send this device a Duo Push**: Use this method if you want to receive a push message to your smartphone app when you authenticate.
- **Automatically call this device**: Use this option if you would like to receive a phone call to when you authenticate.

Click **Continue to login** to proceed to the Duo Prompt.

**Congratulations!**

Your device is ready to approve Duo authentication requests. Choose the appropriate authentication method and give it a try.
All you need to do is tap **Approve** on the Duo login request received via your prefer.

**Add or Manage Devices**

You can [add a new authentication device](#) or [manage your existing devices](#) in the future via the Duo Prompt.
Using Duo with Any Cell Phone or Landline

Duo works with all cell phones and landlines by supporting authentication via phone call and SMS passcodes.

Phone Call
Click the Call Me button on the Duo Prompt and Duo will call your phone. The status bar at the bottom of the Duo Prompt updates at each step of the process.

Answer the call and listen to the instructions to authenticate.

The Duo Prompt's status bar also tells you how to approve the request over the phone.

SMS Passcodes
You can authenticate using a passcode texted to your phone. To have Duo text you a batch of passcodes click the Send codes button after clicking Enter a Passcode (or type "sms" in the "second password" field).

You can have new passcodes sent to you at any time. A new batch of passcodes will invalidate all old passcodes, so it’s probably best to delete the old message when a new one comes in.
Using Duo with a Hardware Token

Hardware tokens are most basic way of authenticating.

To authenticate using a hardware token, click the **Enter a Passcode** button. Press the button on your hardware token to generate a new passcode, type it into the space provided, and click **Log In** (or type the generated passcode in the "second password" field). Using the "Device:" drop-down menu to select your token is not necessary before entering the passcode.

If you have a Yubikey token, click into the passcode entry field and tap your Yubikey to generate and submit a passcode.

Tokens can get "out of sync" if the button is pressed too many times in a row and the generated passcodes aren't used for login. Contact your administrator if your token stops working.