



UConn Health Duo Two Factor Authentication - Mobile Phone Enrollment

Follow the steps in this document to enroll your mobile phone.
A smartphone is preferred for best experience, but a standard mobile phone can be enrolled.



Enrollment Methods & Prerequisites

Method #1 Computer and mobile phone in hand (easiest method):

1. You must have an internet connected laptop or desktop
2. You need to also have your mobile phone you wish to enroll
3. You need to install the 'Duo Mobile' app on your mobile phone
4. If you received an Enrollment Email from Duo (see description below), from your desktop or laptop click the enrollment link in the email and follow the instructions beginning on page two of this document
5. **If you're not using the Duo email link**, login to the [Duo Device Management Portal](#) and follow the instructions beginning on page two

Method #2 Mobile phone only

1. You need to install 'Duo Mobile' on your mobile phone
2. If you received an Enrollment Email from Duo (see description below), from your mobile phone click the enrollment link in the email and follow the instructions beginning on page two of this document
3. **If you're Not using the Duo email link**, login to the [Duo Device Management Portal](#) and follow the instructions beginning on page two



Note: There are multiple apps called Duo in the Apple App Store and Google Play Store. Install the app called **Duo Mobile** (with logo that is similar to the one pictured on the left).

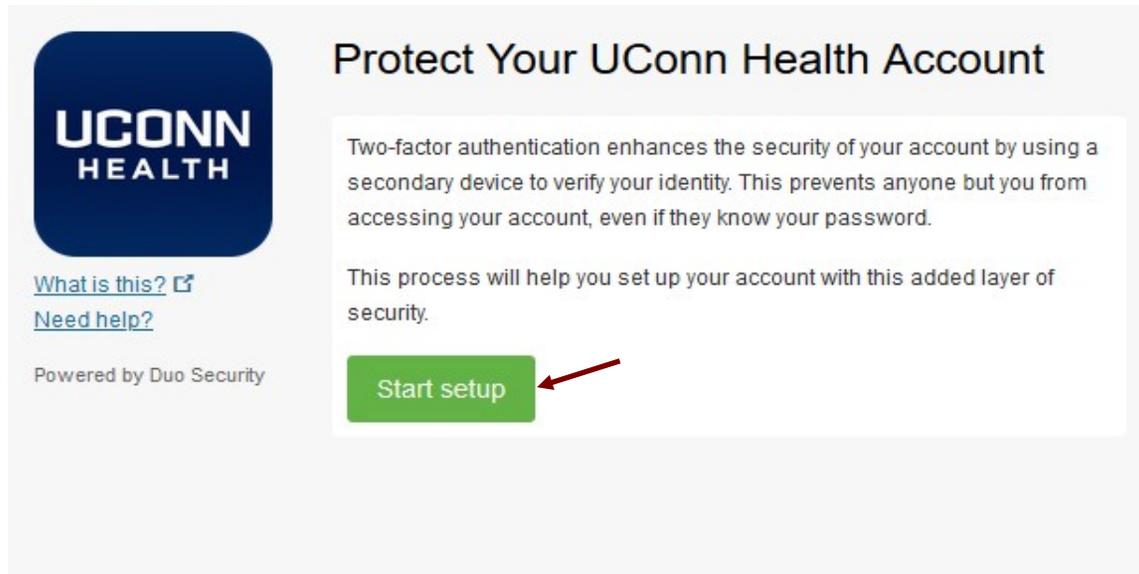
NOTE: The Apple App Store or the Google Play Store may display a message that they may need ID verification for payment. Please note this is standard messaging in case there was a charge for the app itself, which there is not. The Duo app is free to download.

Enrollment Email from Duo

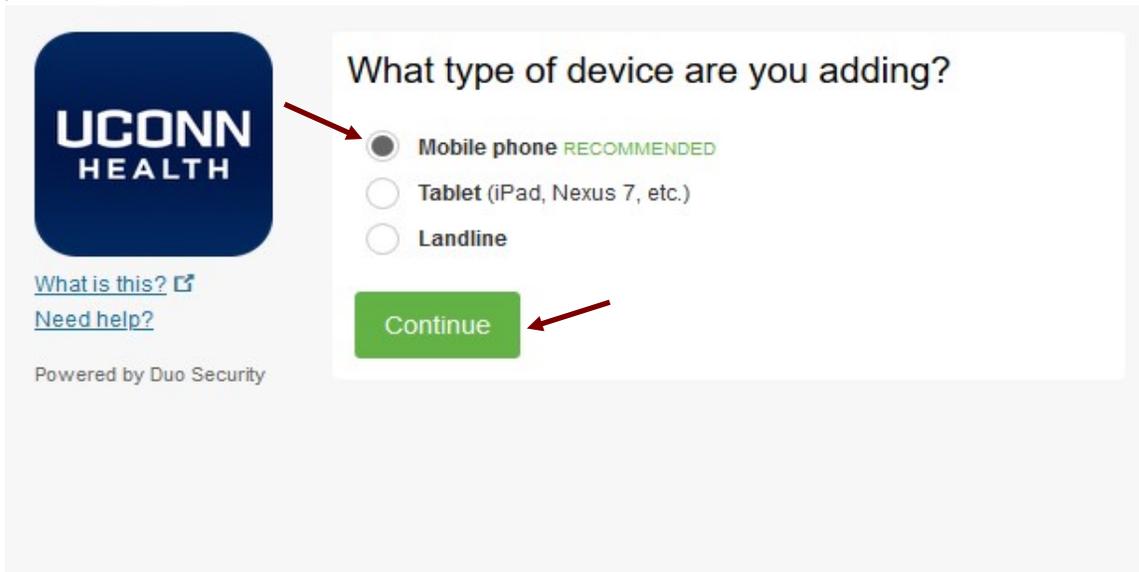
If you have not enrolled on your own before IT enables you for 2FA, our service provider (Duo Security) will send you an enrollment email (from no-reply@duosecurity.com). This email will contain a link that will allow you to complete the enrollment process and register your Mobile Phone. The link will open in a browser and is accessible both on and off the UConn Health network.

NOTE: If you have not enrolled and attempt to access a Duo protected service, you will be prompted to enroll at that time. The enrollment process remains the same.

- 1) Welcome Screen. Click **Start Setup** to begin enrolling your Mobile Phone.



- 2) Select **Mobile Phone**, then click **continue**. We recommend using a smartphone for the best experience, but you can also enroll a standard mobile phone.



3) Select your country from the drop-down list and type in your **Mobile Phone number**. Double check your number, check the box and click **Continue**.

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

Powered by Duo Security

Enter your phone number

United States

+1 0000000000 ✓

Example: (201) 234-5678

You entered (000)000-0000. Is this the correct number?

Back Continue

4) Select your mobile phone **operating system** and click **Continue**.

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

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What type of phone is 000-000-0000?

iPhone

Android

Windows Phone

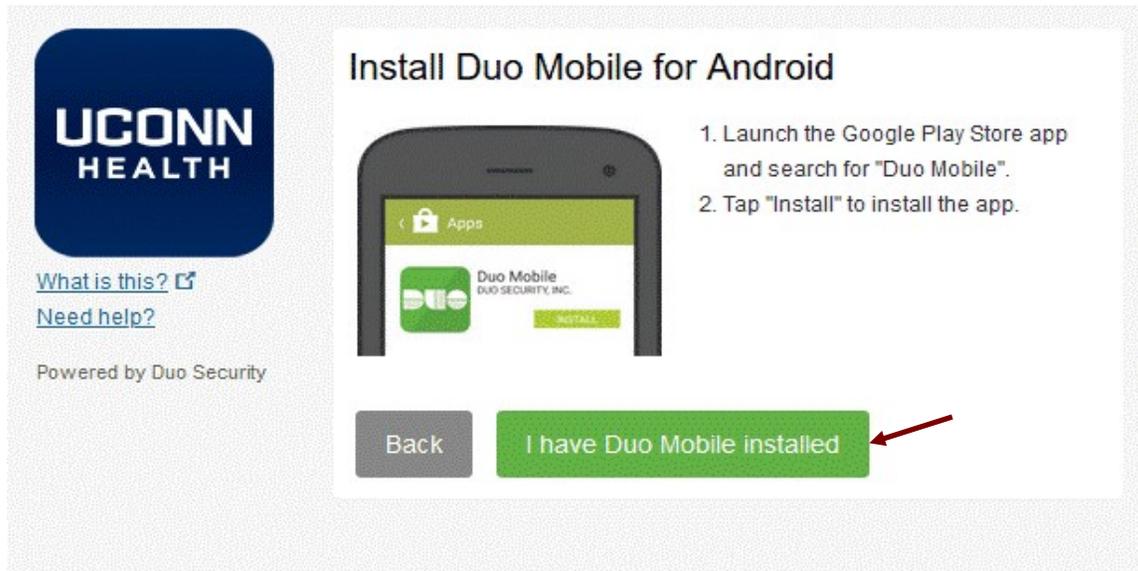
Other (and cell phones)

Back Continue

5) Install the Duo Mobile App.

Duo Mobile is an app that runs on your smartphone. It helps you authenticate quickly and easily and is recommended for the best experience. Without it you'll still be able to login using a phone call or text message.

Follow the platform-specific instructions on the screen to install Duo Mobile. After installing our app return to the enrollment window and click **I have Duo Mobile installed**.



The screenshot shows a mobile interface for installing the Duo Mobile app. On the left is the UCONN HEALTH logo and links for 'What is this?' and 'Need help?'. The main content area is titled 'Install Duo Mobile for Android' and includes a list of two steps: '1. Launch the Google Play Store app and search for "Duo Mobile".' and '2. Tap "Install" to install the app.'. Below the steps is a graphic of a smartphone displaying the Duo Mobile app card in the Google Play Store, with an 'INSTALL' button highlighted. At the bottom of the screen are two buttons: a grey 'Back' button and a green 'I have Duo Mobile installed' button, with a red arrow pointing to the green button.

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Install Duo Mobile for Android

1. Launch the Google Play Store app and search for "Duo Mobile".
2. Tap "Install" to install the app.

Back I have Duo Mobile installed

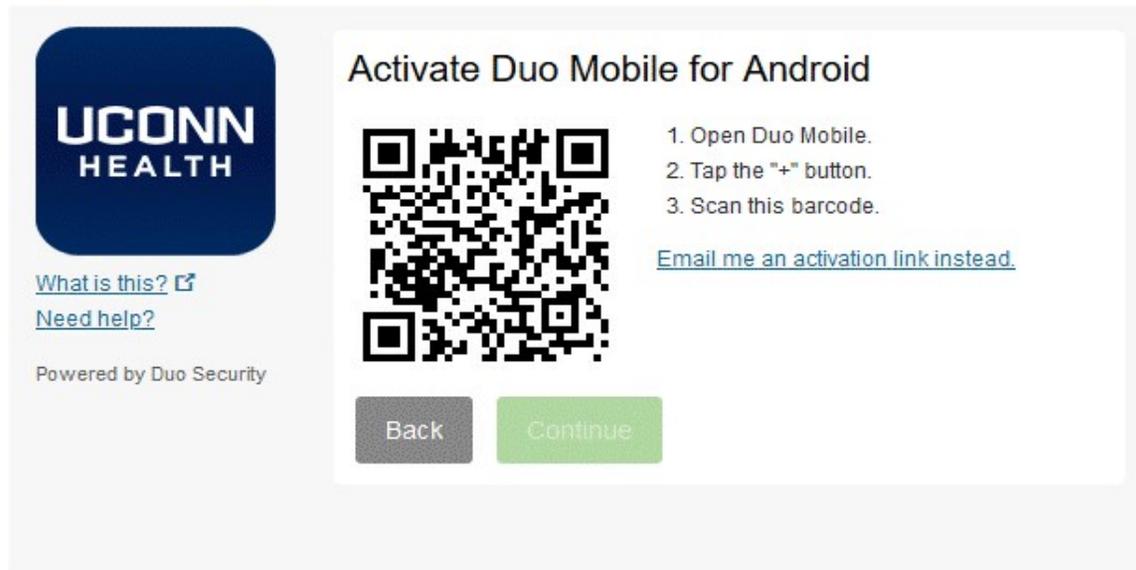
6) **Activate** Duo Mobile

Activating the app links it to your account so you can use it for authentication.

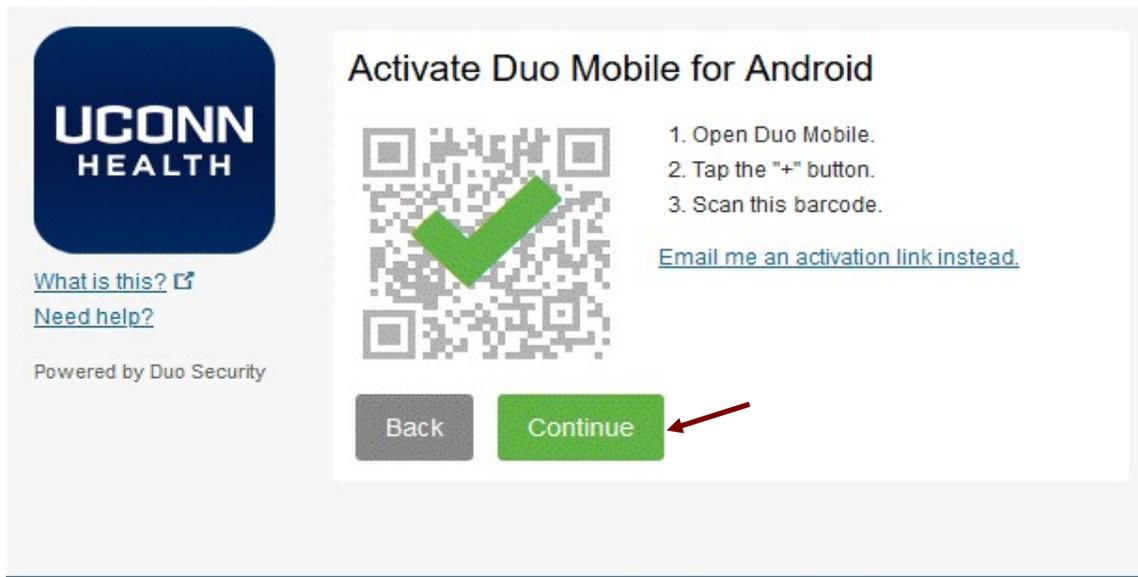
On your Mobile Phone launch the Duo Mobile app and click the "+" icon on the top right, which will prepare the camera to scan a barcode.



Scan the barcode that appears on **your computer** screen. Ensure the barcode fits within the camera window. You may also need to adjust the distance before the barcode is scanned.

A screenshot of a web page titled "Activate Duo Mobile for Android". On the left, there is a dark blue rounded square with the "UCONN HEALTH" logo. Below the logo are two links: "What is this? ↗" and "Need help?". At the bottom left, it says "Powered by Duo Security". The main content area features a large QR code. To the right of the QR code is a numbered list: "1. Open Duo Mobile.", "2. Tap the '+' button.", and "3. Scan this barcode." Below the list is a blue link: "Email me an activation link instead.". At the bottom of the main content area are two buttons: a grey "Back" button and a green "Continue" button.

Once the barcode is successfully scanned, a check will appear on the barcode and the "Continue" button is enabled. **Can't scan the barcode?** If so, click "**Email me an activation link instead.**" and follow the instructions.



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

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Activate Duo Mobile for Android

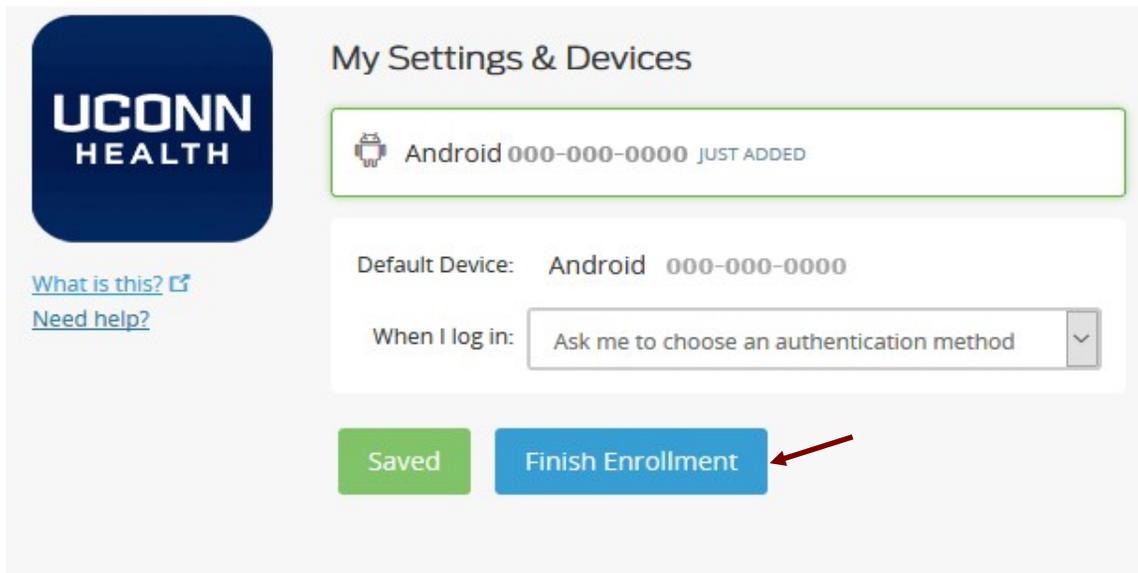


1. Open Duo Mobile.
2. Tap the "+" button.
3. Scan this barcode.

[Email me an activation link instead.](#)

Back Continue

If you followed the 2FA enrollment link in the email from Duo, you will see the following screens once enrollment is complete. Click **Finish Enrollment**.



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

My Settings & Devices

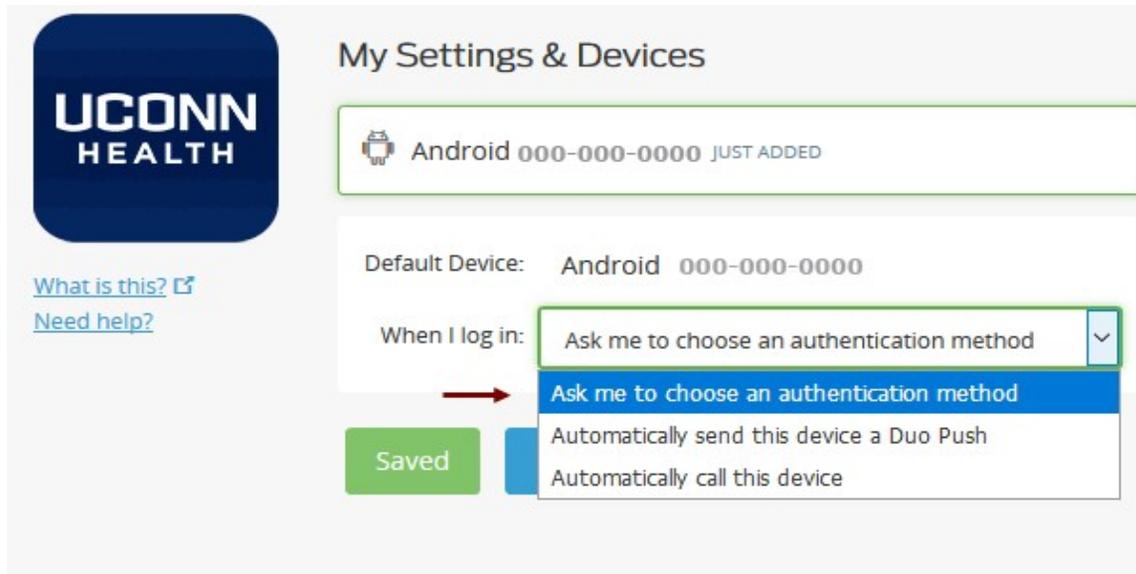
Android 000-000-0000 JUST ADDED

Default Device: Android 000-000-0000

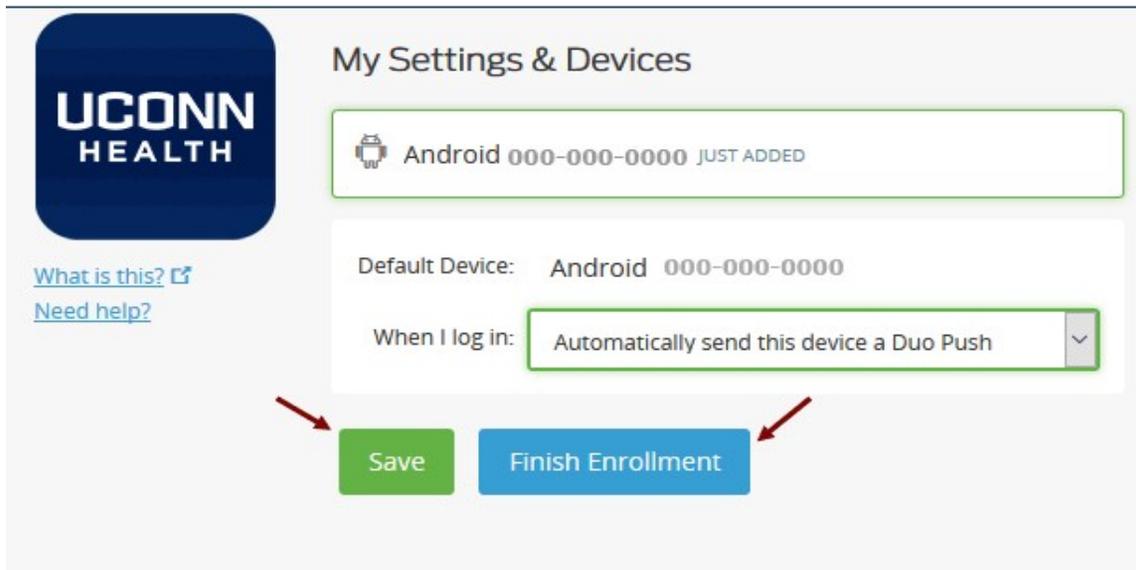
When I log in: Ask me to choose an authentication method

Saved Finish Enrollment

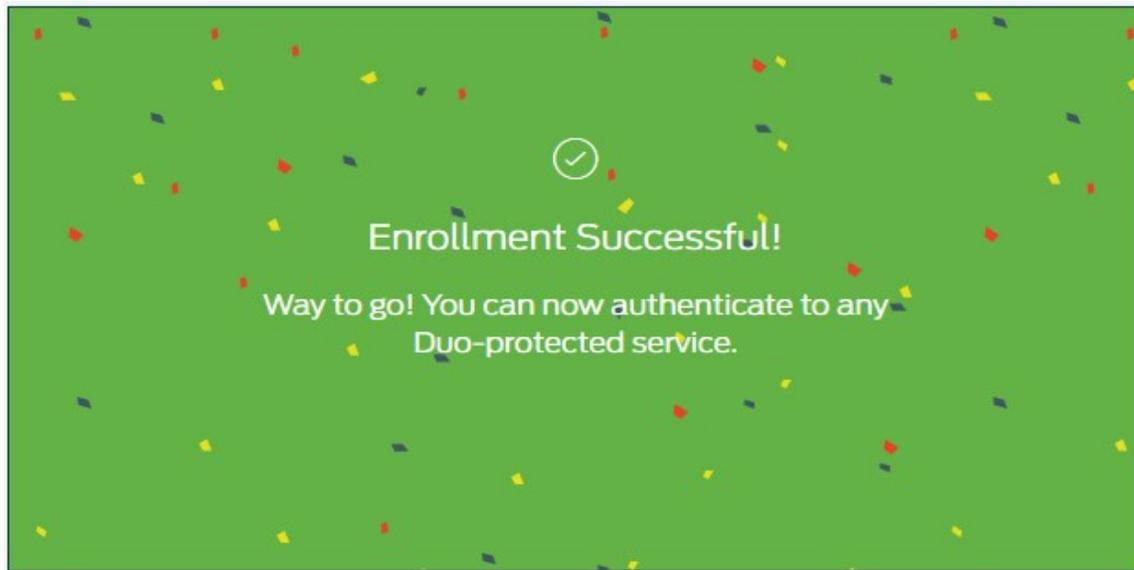
7) Choose an **authentication method**



8) Clicking on **Finish Enrollment** and **Save** will show the Enrollment Successful window (below).



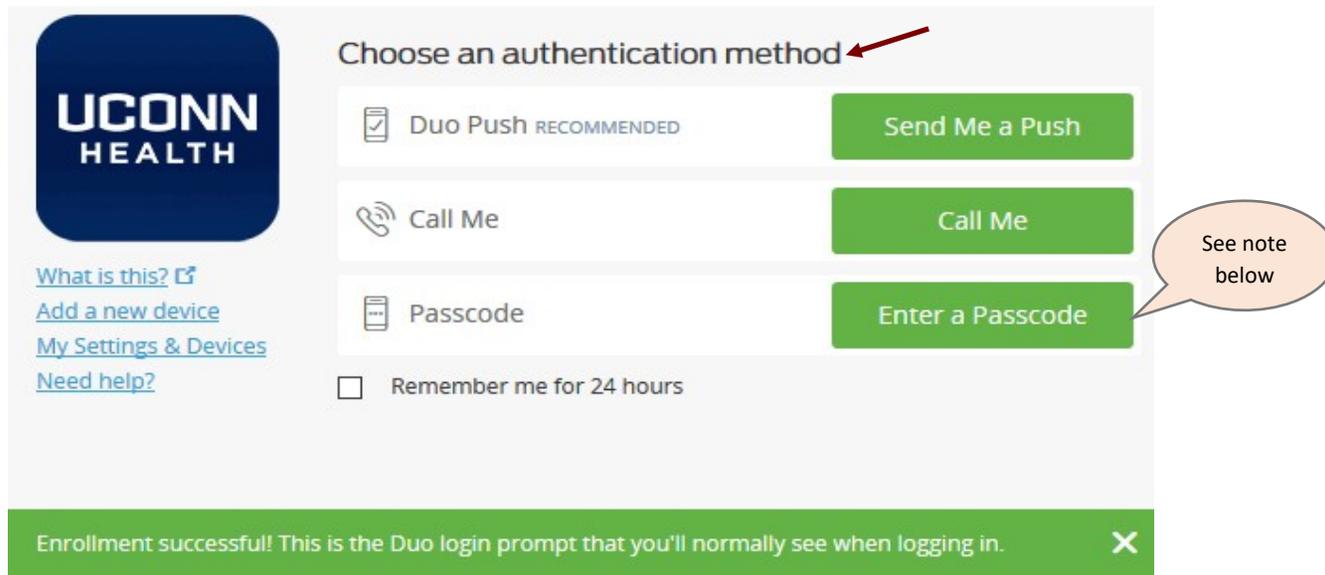
Enrollment Successful window will display, indicating you have finished successfully!



If you did not register via the Duo email link, and instead were prompted to register when accessing a Duo protected service, you will see the following screen with a "**Continue to Login**" button. Clicking this will allow you to enter the application you were originally trying to access. On this screen you can also add a backup device for authentication to ensure a backup is available when needed.

The screenshot displays the 'My Settings & Devices' interface for UConn Health. On the left is the UConn Health logo. Below it are two links: 'What is this?' and 'Need help?'. The main content area is titled 'My Settings & Devices' and contains a list of devices. One device is listed: 'Android 000-000-0000' with the status 'JUST ADDED' and a 'Device Options' button. Below the device list is a link '+ Add another device'. Underneath is a section for 'Default Device: Android 000-000-0000' and a dropdown menu for 'When I log in:' set to 'Ask me to choose an authentication method'. At the bottom are two buttons: a green 'Saved' button and a blue 'Continue to Login' button. A red arrow points to the 'Continue to Login' button.

After clicking on Continue to Login, Duo will then prompt for your first 2FA where you can select the authentication method of choice.



Note: A smartphone with the Duo Mobile app installed can provide a “Passcode” to authenticate, even without Internet or Cellular access anywhere in the world. **The passcode will appear in the Duo app on your smartphone, NOT in a text!**

Need Help with Duo Two-factor Authentication?

If you need help enrolling, contact the [UConn Health Service Desk](#).

Get help with Duo on the [UConn Health Two-Factor Authentication](#) site.