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.

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

![Duo Mobile Activation](image-url)

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

[Email me an activation link instead](email-url)
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.

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.
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.
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.