



UConn Health Duo Two Factor Authentication - Tablet Enrollment

Follow the steps in this document to enroll your tablet.



Enrollment Methods & Prerequisites

Method #1 Computer and Tablet in Hand (Easiest method):

1. You must have an internet connected laptop or desktop
2. You need to also have your tablet you wish to enroll
3. You need to install the 'Duo Mobile' app on your tablet
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 Tablet only

1. You need to install 'Duo Mobile' on your tablet
2. If you received an Enrollment Email from Duo (see description below), from your tablet 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).

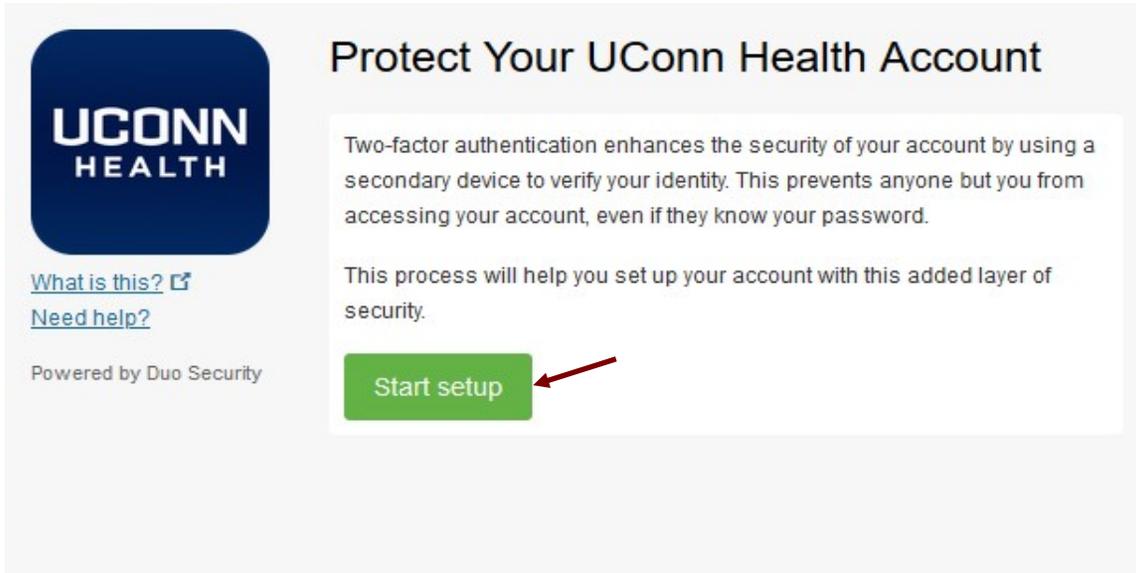
NOTE: The Apple App Store or the Google Play Store may display a message that they may need ID verification for payment. Please note this is standard messaging in case there was a charge for the app itself, which there is not. The Duo app is free to download.

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 Tablet.



The screenshot shows the 'Protect Your UConn Health Account' screen. On the left is the UConn Health logo. Below it are links for 'What is this?' and 'Need help?'. At the bottom left, it says 'Powered by Duo Security'. The main heading is 'Protect Your UConn Health Account'. Below this, there is explanatory text about two-factor authentication. A green 'Start setup' button is highlighted with a red arrow pointing to it.

UCONN HEALTH

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

Powered by Duo Security

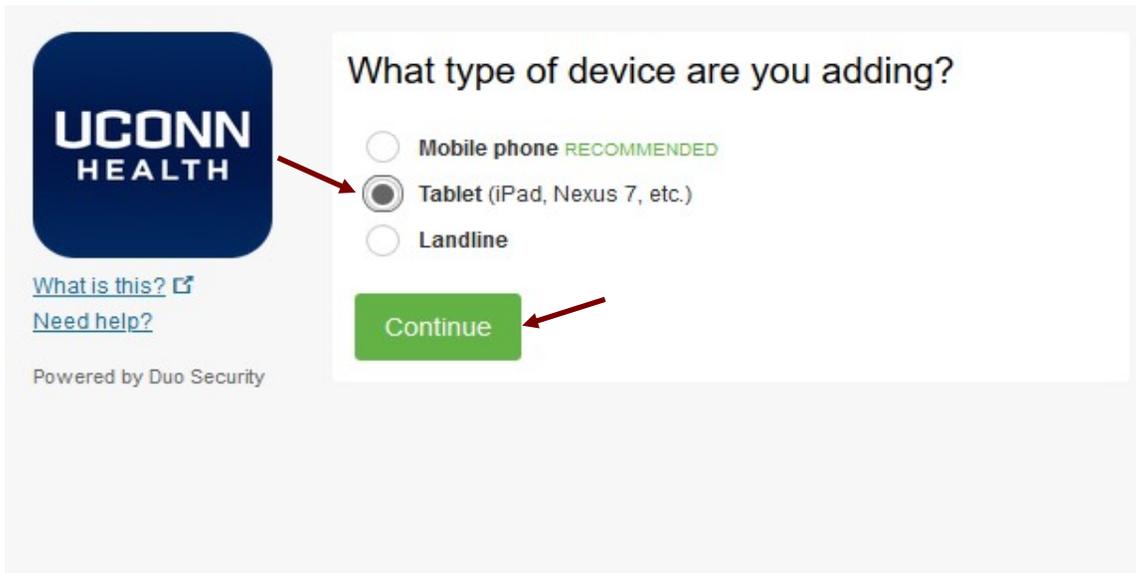
Protect Your UConn Health Account

Two-factor authentication enhances the security of your account by using a secondary device to verify your identity. This prevents anyone but you from accessing your account, even if they know your password.

This process will help you set up your account with this added layer of security.

Start setup

2) Select **Tablet** and then click **Continue**.



The screenshot shows the 'What type of device are you adding?' screen. On the left is the UConn Health logo. Below it are links for 'What is this?' and 'Need help?'. At the bottom left, it says 'Powered by Duo Security'. The main heading is 'What type of device are you adding?'. There are three radio button options: 'Mobile phone RECOMMENDED', 'Tablet (iPad, Nexus 7, etc.)', and 'Landline'. The 'Tablet' option is selected. A green 'Continue' button is highlighted with a red arrow pointing to it.

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

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What type of device are you adding?

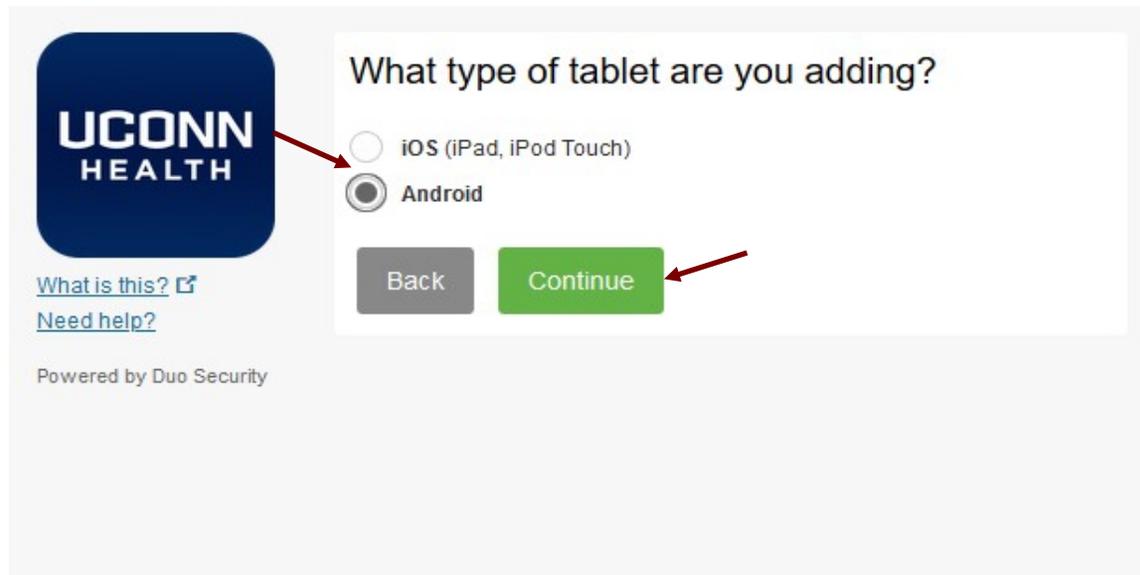
Mobile phone **RECOMMENDED**

Tablet (iPad, Nexus 7, etc.)

Landline

Continue

3) Select the **type** of Tablet you are adding, then click **Continue**.



The screenshot shows a web interface for UConn Health. On the left is the UConn Health logo. Below it are two links: "What is this?" and "Need help?". At the bottom left, it says "Powered by Duo Security". The main content area is a white box with the title "What type of tablet are you adding?". There are two radio button options: "iOS (iPad, iPod Touch)" and "Android". The "Android" option is selected. Below the options are two buttons: "Back" and "Continue". Red arrows point to the "Android" radio button and the "Continue" button.

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

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What type of tablet are you adding?

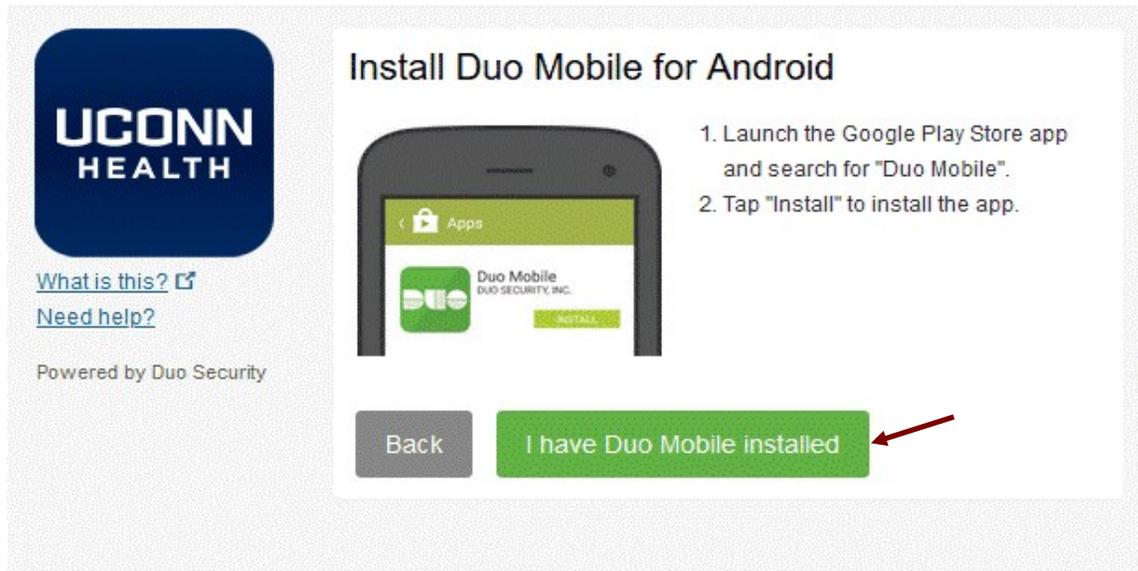
iOS (iPad, iPod Touch)

Android

4) Install the Duo Mobile App.

Duo Mobile is an app that runs on your tablet. 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 in the Google Play Store with an 'INSTALL' button. 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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[What is this?](#) [Need help?](#)

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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

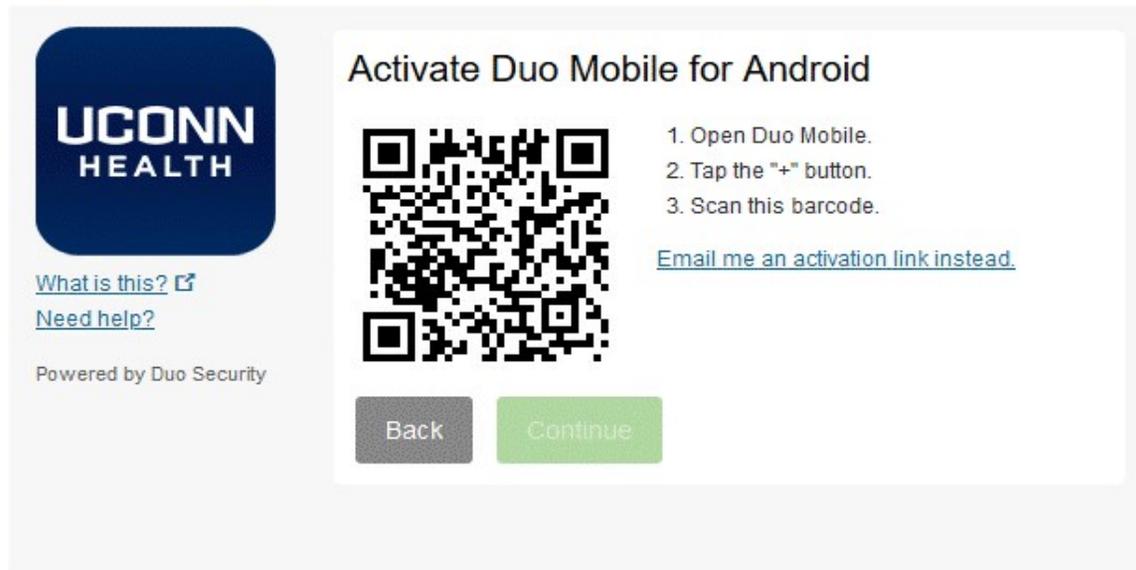
5) **Activate** Duo Mobile

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

On your Tablet 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 for activating Duo Mobile. On the left is the UConn Health logo and links for 'What is this?' and 'Need help?'. The main content area is titled 'Activate Duo Mobile for Android' and 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 link: 'Email me an activation link instead.' At the bottom are 'Back' and 'Continue' buttons.

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

Powered by Duo Security

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

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?](#)

Powered by Duo Security

Activate Duo Mobile for Android

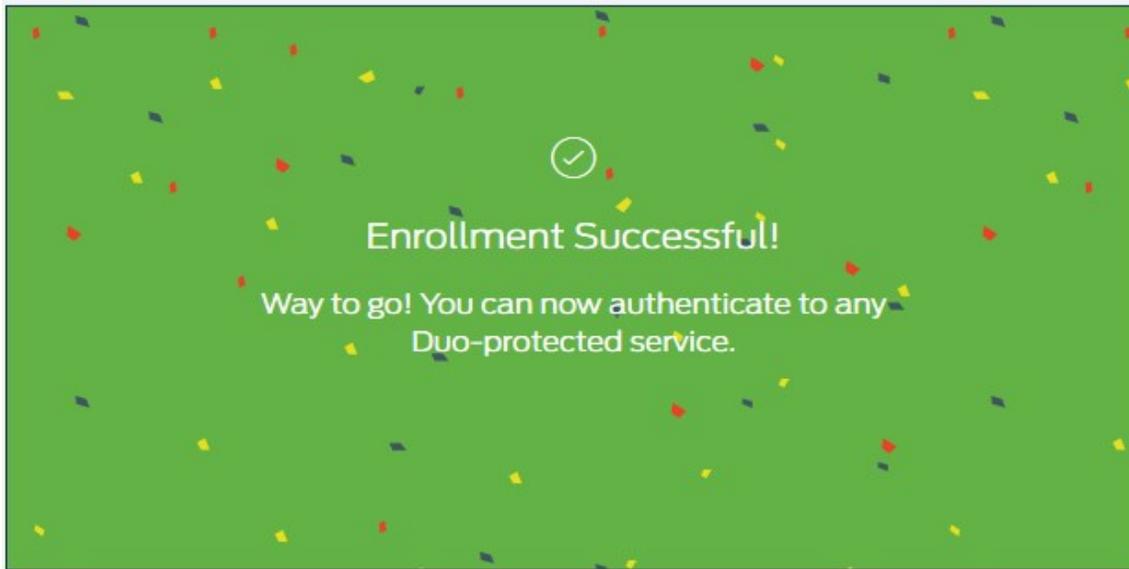


1. Open Duo Mobile.
2. Tap the "+" button.
3. Scan this barcode.

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

If you followed the 2FA enrollment link in the email from Duo, follow the steps to complete enrollment of your Tablet.

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



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.