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

1. The easiest method is to have an internet connected laptop or desktop along with your mobile phone (however a computer is not required to enroll)

2. You need to 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 you will be prompted to enroll when attempting to login to a duo protected service

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 our service provider (Duo Security) will send you an enrollment email (from noreply@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.
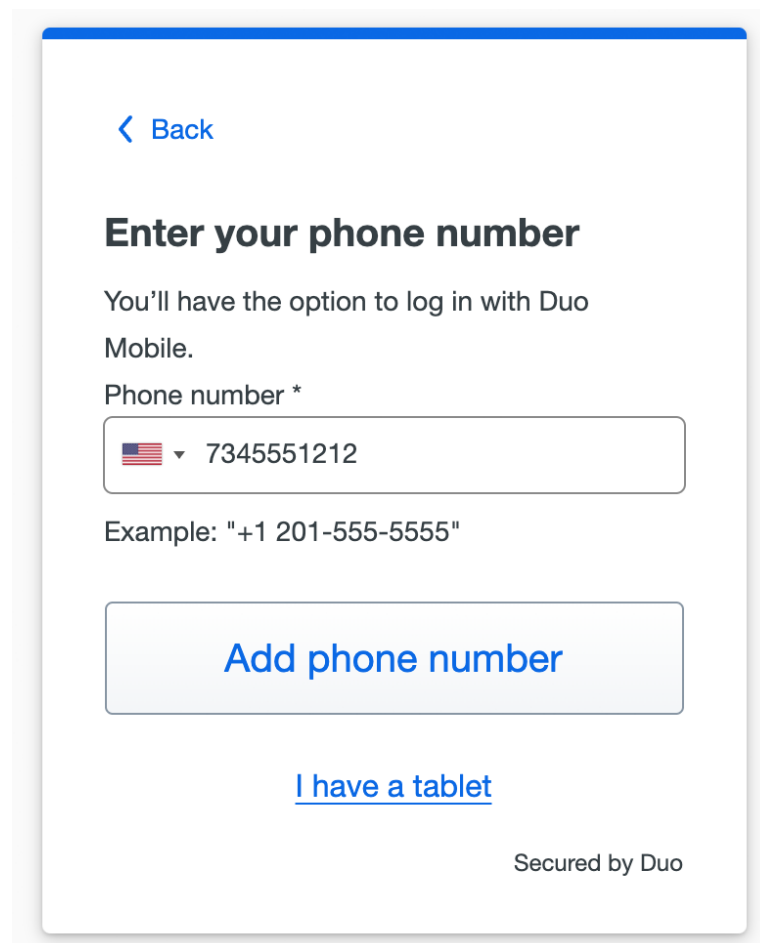
NOTE: If you have not enrolled and attempt to access a Duo protected service, you will be prompted to enroll at that time. The enrollment process remains the same.

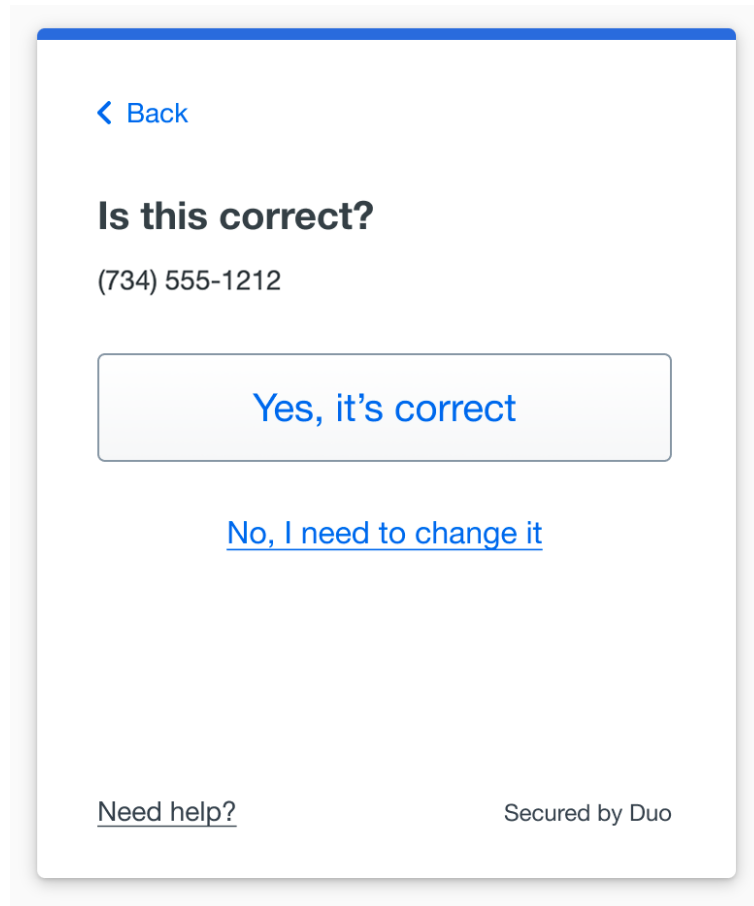1) Welcome Screen. Click **Next** to begin enrolling your Mobile Phone.
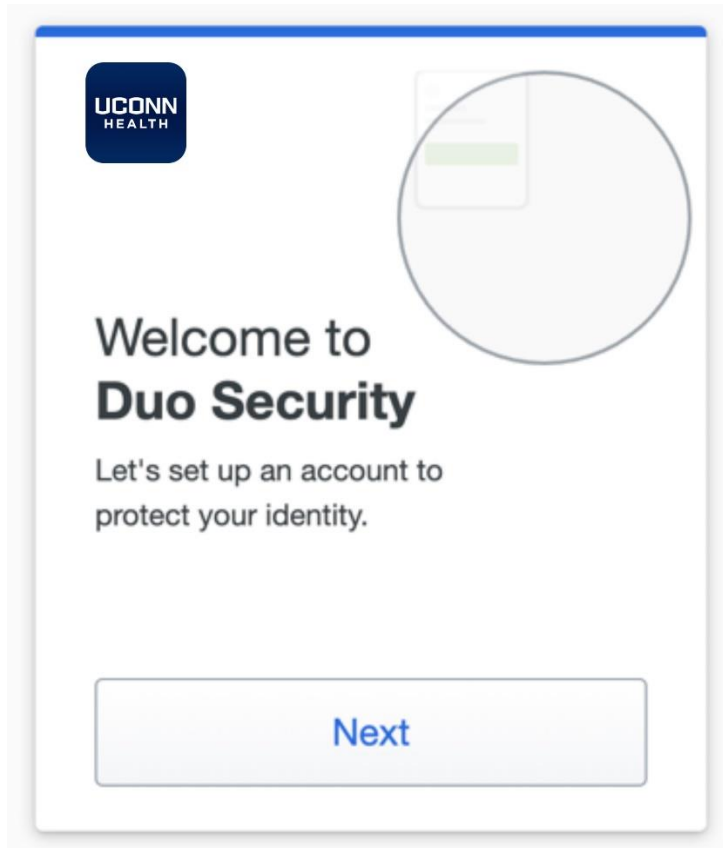
2)   Select **Duo Mobile from the Options list presented next and click continue**. We recommend using a smartphone for the best experience, but you can also enroll a standard mobile phone.

3)   Enter your **Mobile Phone number**:
         (note: example number shown below, enter your mobile phone number)

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Enter your phone number

You'll have the option to log in with Duo Mobile.

Phone number *

| 🇺🇸 ▾ | 7345551212 |

Example: "+1 201-555-5555"

Add phone number

I have a tablet

Secured by Duo

4) **Verify your Mobile Phone number:**

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Is this correct?

(734) 555-1212

Yes, it's correct

No, I need to change it

Need help?   Secured by Duo

5) **Confirm ownership of your Mobile Phone:**

6) **Install** the **Duo Mobile** Application on your smartphone

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.
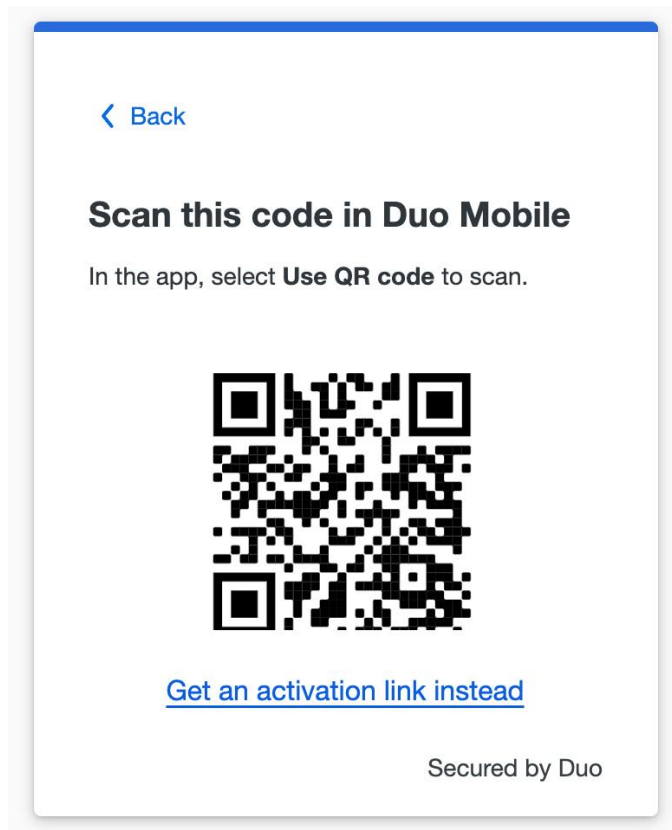For Apple IOS devices download from the App Store.
For Android devices download from the Play Store
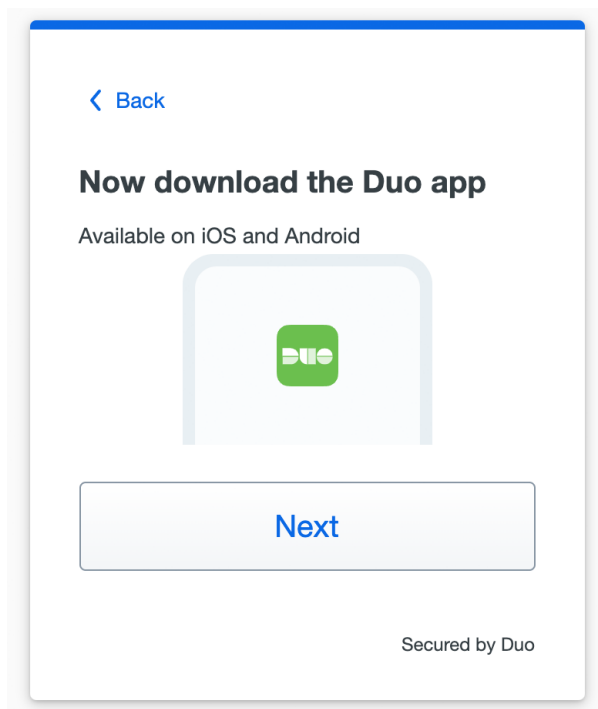
7) **Activate** Duo Mobile

**Scan the QR code, if you are not able to, select get an activation link.**

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.

8) When you receive confirmation that Duo Mobile was added, click Continue and you will be provided the option to add another 2FA method or login using Duo 2FA
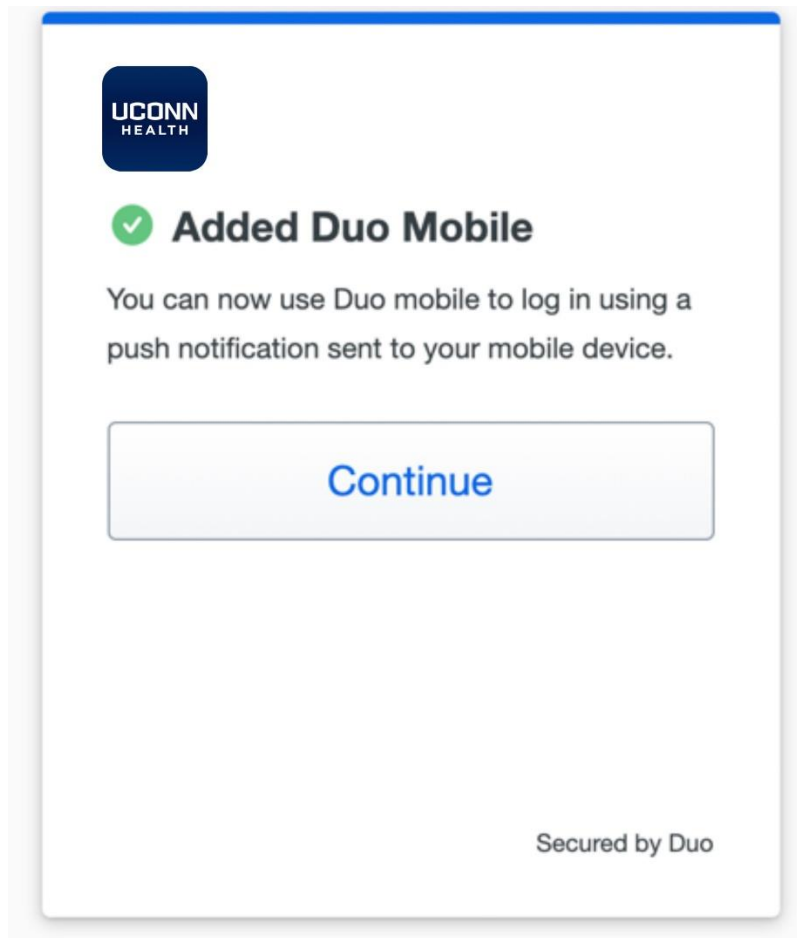
9)   Installation is now complete, you can now login by clicking **'log in with Duo'**
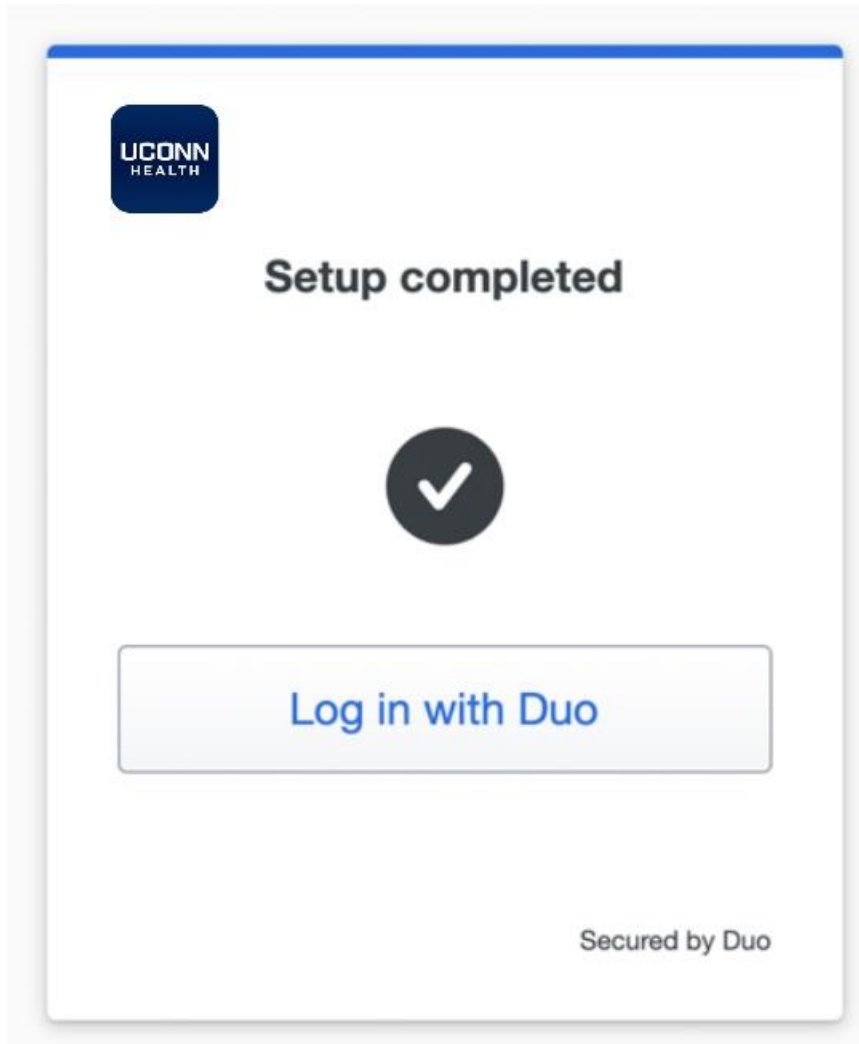
Note: A smartphone with the Duo Mobile app installed can provide a "Passcode" to authenticate, even without Internet or Cellular access anywhere in the world. **The passcode will appear in the Duo app on your smartphone, NOT in a text**!

Need Help with Duo Two-factor Authentication?

If you need help enrolling, contact the UConn Health Service Desk

Get help with Duo on this site or contact the Service Desk.