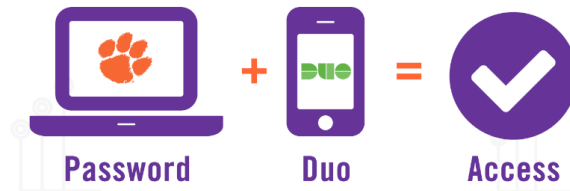


Duo Mobile App Instructional Guide

TWO-FACTOR AUTHENTICATION WITH DUO



To add the Duo Mobile App to your device, take the following steps:

1. Visit the App Store on your device.
2. Click on the “Search” icon
3. Type in “Duo Mobile” in the search box
4. Click on “Duo Mobile” when it populates on your screen
5. When the “Duo Mobile” app displays on your screen, click on “Get.”
6. Select “Install”
7. The app will then commence downloading onto your device. You will see a little round status icon with a blue box in it. Once the outer circle is completely blue in color denotes that the app has completed its download.
8. Select “open” to place the Duo Mobile app icon on your device screen for future use.

To add an additional device to your Duo Mobile profile, please take the following steps:

1. Log onto **duo.pvamu.edu**
2. When the below pop up window appears, utilize your PVAMU credentials to log in.

The screenshot shows a web-based login interface. On the left is the PVAMU logo, which consists of a stylized 'P' and 'V' with 'AMU' below it, set against a map of Texas. To the right of the logo is a 'Log in' section. At the top of this section is the text 'Please enter your credentials to access the launcher.' Below this are two input fields: 'Username' with the text 'wwrohrman' and 'Password' with masked characters '.....'. A green 'Log in' button is positioned at the bottom of the form.

3. Click **"Add a new device"**

Note: Ensure you have downloaded the Duo Mobile App onto your new device prior to going through the following steps.

What is this? ⓘ
[Add a new device](#)
[My Settings & Devices](#)
[Need help?](#)

First, we need to confirm it's really you. Choose an authentication method below to begin adding a new device to your Duo account.

Choose an authentication device

iOS (XXX-XXX-0428)

Choose an authentication method

Call Me [Call Me](#)

Passcode [Enter a Passcode](#)

Duo Push [Send Me a Push](#)

4. Choose your authentication method.
5. Once authentication method is processed, you will receive the pop-up window below.

What is this? ⓘ
[Add a new device](#)
[My Settings & Devices](#)
[Need help?](#)

What type of device are you adding?

☒ Mobile phone **RECOMMENDED**

☐ Tablet (iPad, Nexus 7, etc.)

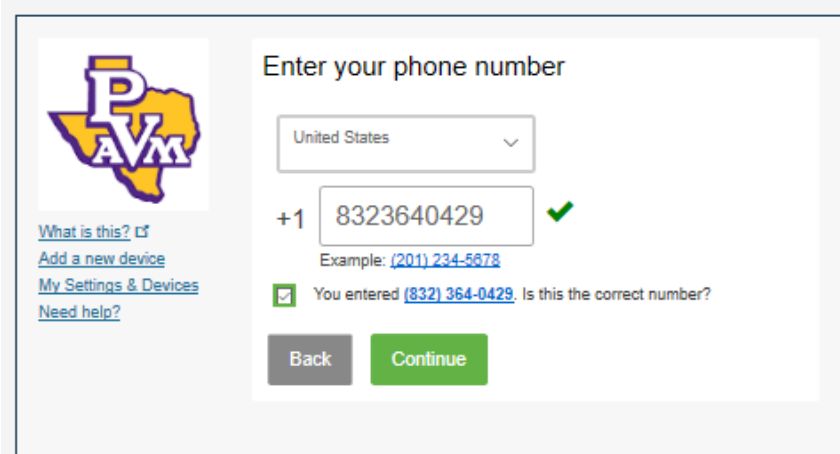
☐ Landline

☐ Security Key (YubiKey, Feitian, etc.)
Update to the latest version of Chrome to use Security Keys.

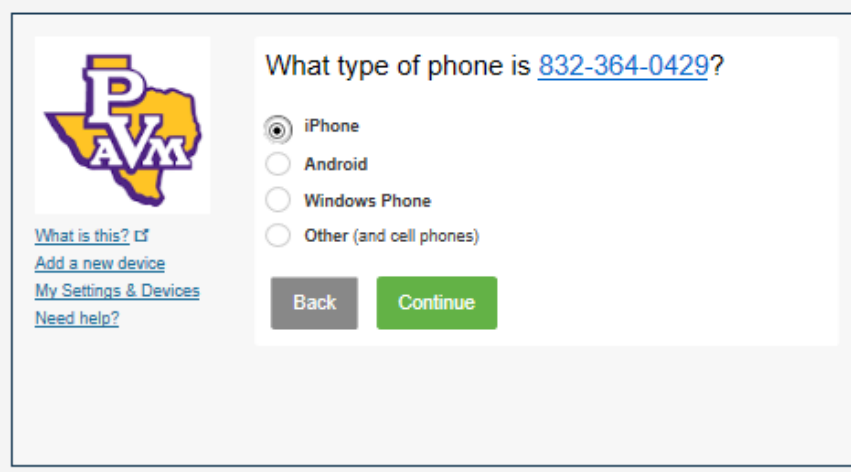
[Continue](#)

6. Select the appropriate response for the type of device being added and click **"Continue."**

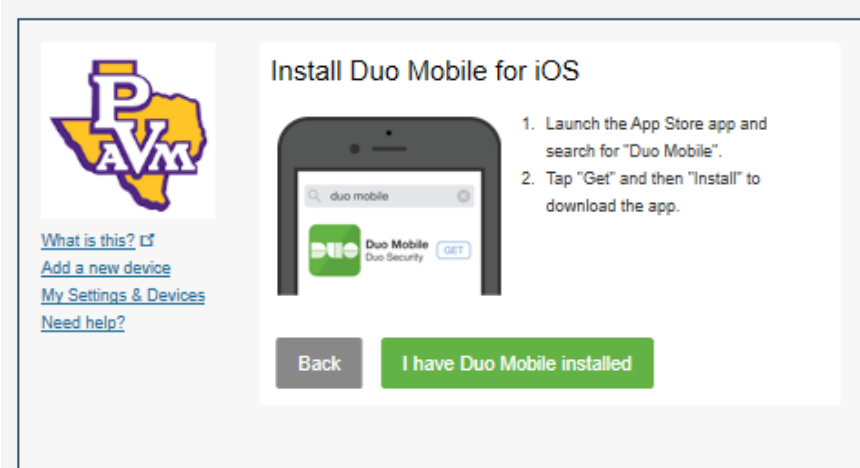
7. When the pop-up window below appears, please take the following actions:
- Input the phone number for your new device.
 - Click on the provided box to verify that your number is correct.
 - Click "Continue"



8. Select the appropriate response for the type of device being added and click "Continue."



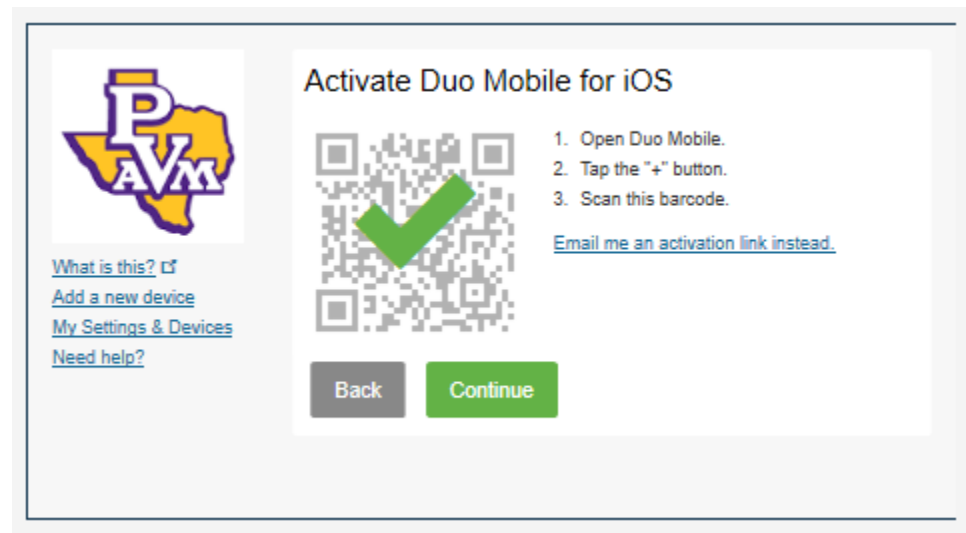
9. The following pop-up window will appear, click on "I have Duo Mobile Installed."



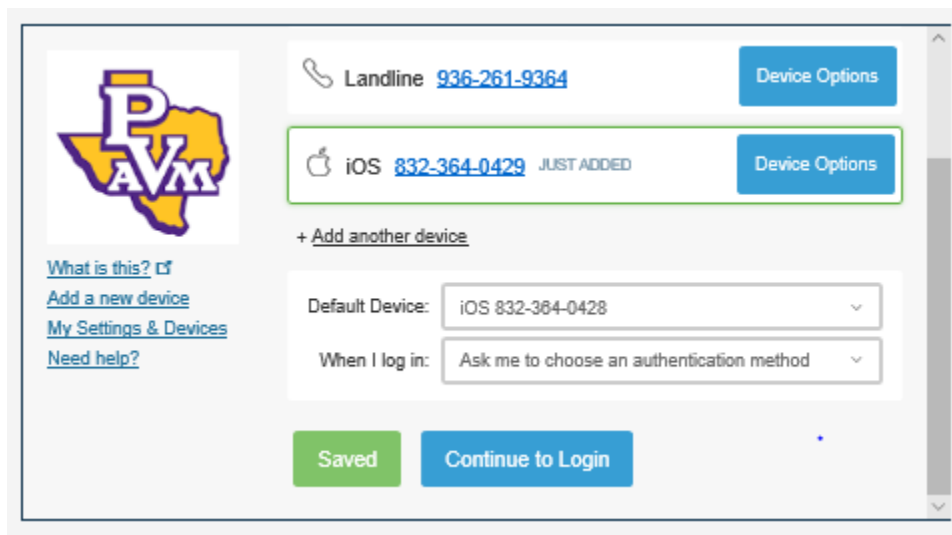
10. You will then be provided with a QR Code that is required to active Duo Mobile on your new device. Follow the instructions on the pop up below:



11. Once the image is captured, a pop-up window displaying a green check mark will appear to validate that the image was captured. Click "**Continue.**"



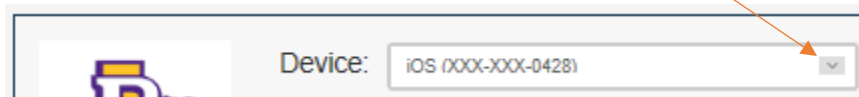
12. You will then be provided with the below notification to confirm that your device has been added and saved to your profile.



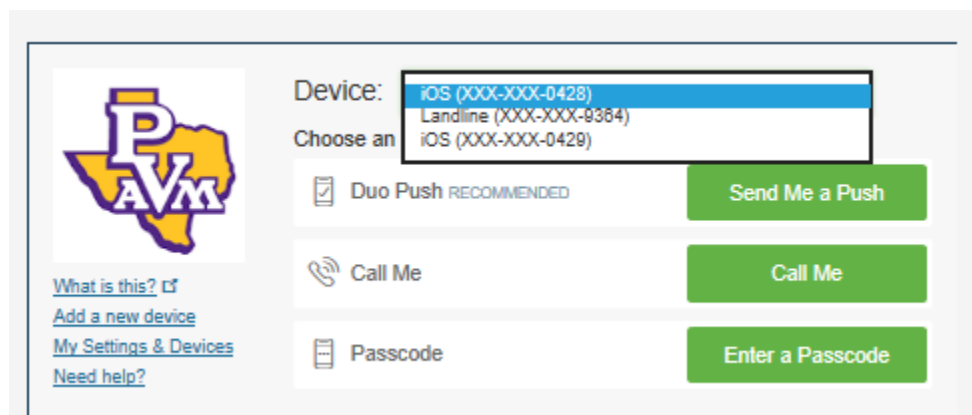
The screenshot shows a user profile page for PAVM. On the left is a sidebar with the PAVM logo and links: "What is this?", "Add a new device", "My Settings & Devices", and "Need help?". The main content area displays a "Landline" number (936-261-9364) and a newly added "iOS" device (832-364-0429). Below these is a section to "Add another device" with a "Default Device" dropdown (set to "iOS 832-364-0428") and a "When I log in:" dropdown (set to "Ask me to choose an authentication method"). At the bottom are "Saved" and "Continue to Login" buttons.

13. Click **“Continue to Login”** to continue onto your desired system/application.

14. For all future logins, you now can click on the drop down arrow to select the device you desire to use:



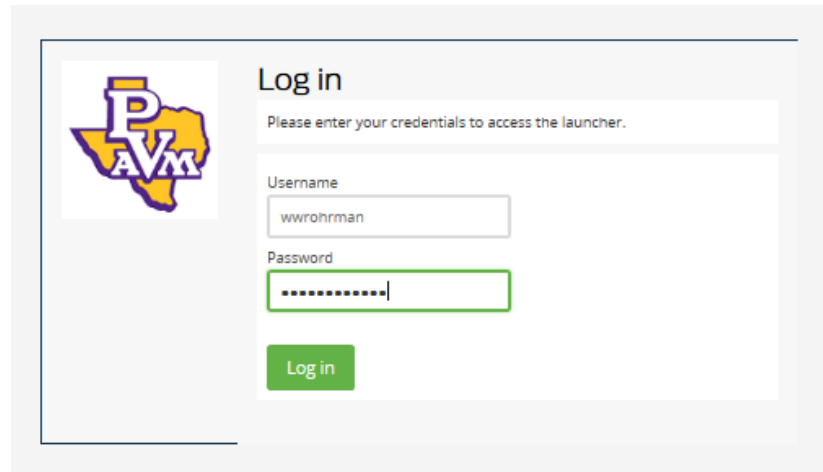
This close-up shows the "Device:" label and a dropdown menu containing the text "iOS (XXX-XXX-0428)". An orange arrow points to the small downward-pointing arrow icon on the right side of the dropdown box.



The screenshot shows the login authentication page. On the left is the same sidebar as in the previous screenshot. The main content area has a "Device:" dropdown menu with a list of options: "iOS (XXX-XXX-0428)", "Landline (XXX-XXX-9364)", and "iOS (XXX-XXX-0429)". Below the dropdown are three authentication methods: "Duo Push RECOMMENDED" with a "Send Me a Push" button, "Call Me" with a "Call Me" button, and "Passcode" with an "Enter a Passcode" button.

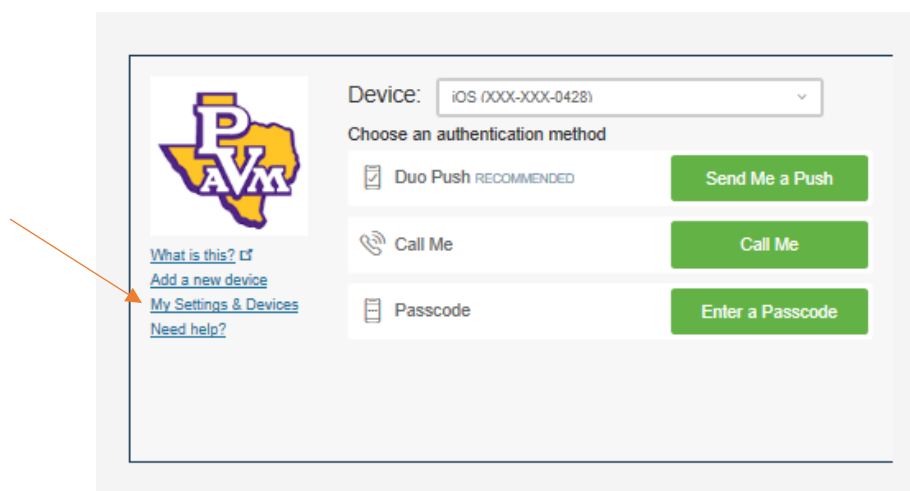
To reactivate Duo Mobile or Change Device Name, please take the following steps:

1. Log onto **duo.pvamu.edu**
2. When the below pop up window appears, utilize your PVAMU credentials to log in

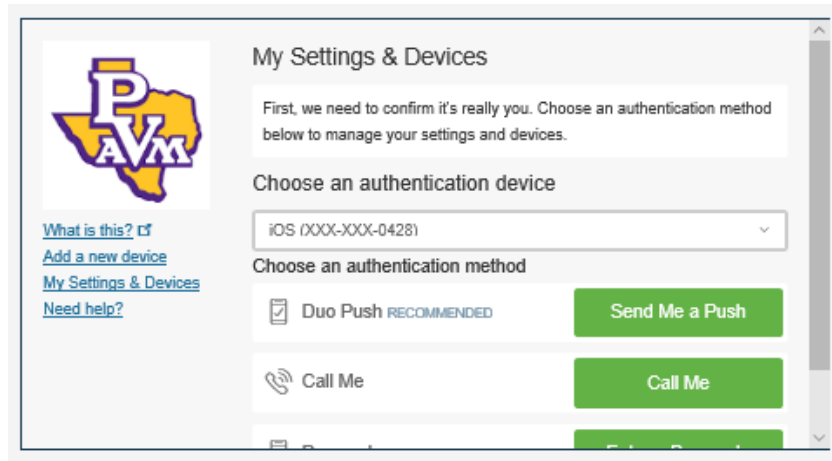


3. Click “My Settings & Devices”

Note: Ensure you have downloaded the Duo Mobile App onto your new device prior to going through the following steps.

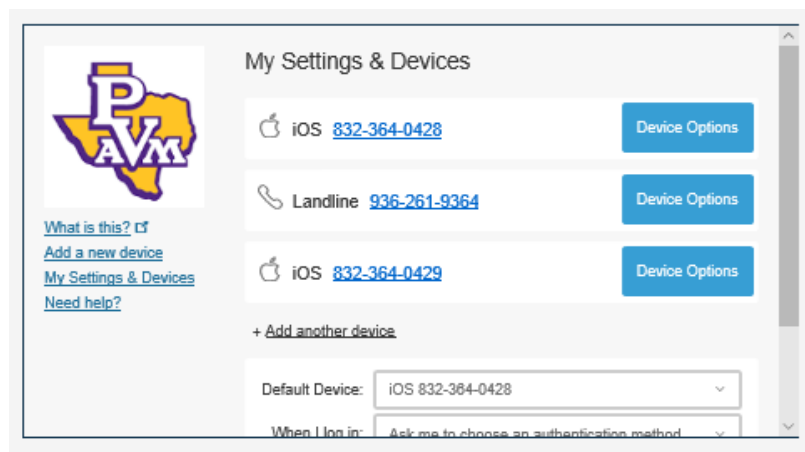


4. Choose authentication method.



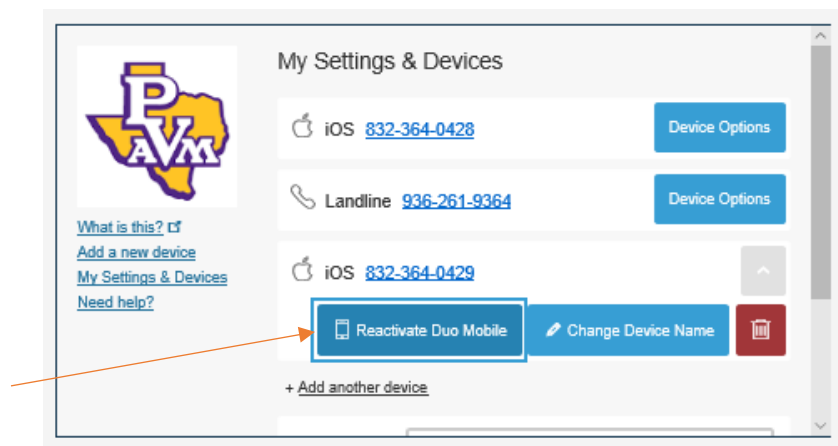
The screenshot shows the 'My Settings & Devices' page. On the left is a sidebar with the PAVM logo and links: 'What is this?', 'Add a new device', 'My Settings & Devices', and 'Need help?'. The main content area has a heading 'My Settings & Devices' followed by a message: 'First, we need to confirm it's really you. Choose an authentication method below to manage your settings and devices.' Below this is a section 'Choose an authentication device' with a dropdown menu showing 'iOS (XXX-XXX-0428)'. Underneath is 'Choose an authentication method' with three options: 'Duo Push' (marked RECOMMENDED) with a 'Send Me a Push' button, 'Call Me' with a 'Call Me' button, and a partially visible 'Email Me' option.

5. Once authentication method is processed, you will receive the pop-up window below. Select **“Device Options”**



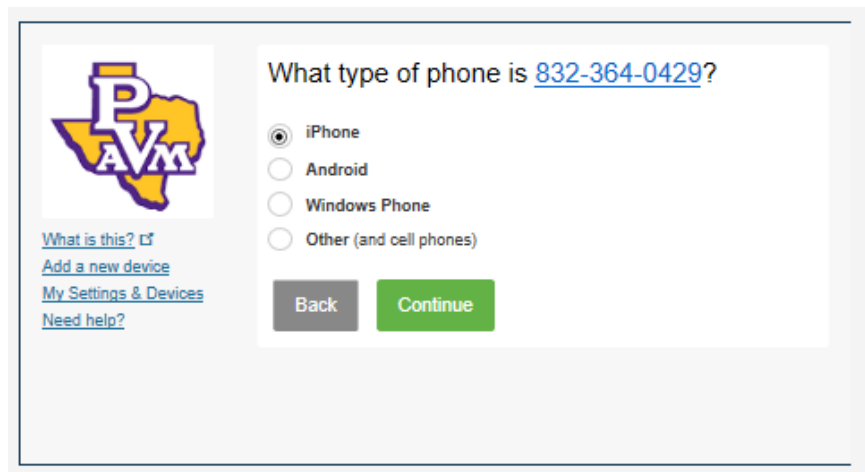
This screenshot shows the 'My Settings & Devices' page after authentication. The sidebar is the same. The main area lists three devices: an iOS device with ID 832-364-0428, a Landline with ID 936-261-9364, and another iOS device with ID 832-364-0429. Each device entry has a 'Device Options' button to its right. Below the list is a link '+ Add another device'. At the bottom, there are dropdown menus for 'Default Device:' (set to 'iOS 832-364-0428') and 'When I log in:' (set to 'Ask me to choose an authentication method').

6. Click **“Reactivate Duo Mobile”**



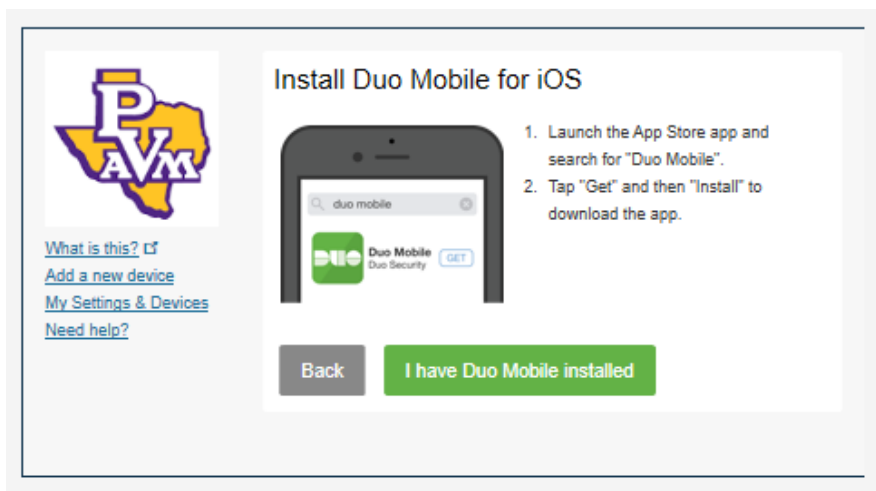
This screenshot shows the 'My Settings & Devices' page with an additional button for the second iOS device (ID 832-364-0429). The button is labeled 'Reactivate Duo Mobile' and is highlighted with a blue box. An orange arrow points from the left towards this button. Other buttons for 'Device Options', 'Change Device Name', and a trash icon are also visible for this device. The rest of the page content remains the same as in the previous screenshot.

7. Verify the type of device and click **“Continue.”**



The screenshot shows a web interface for adding a new device. On the left is a logo for 'P AVM' (Palo Alto Virtual Machine) with a Texas map outline. Below the logo are links: 'What is this?', 'Add a new device', 'My Settings & Devices', and 'Need help?'. The main content area asks 'What type of phone is 832-364-0429?'. There are four radio button options: 'iPhone' (selected), 'Android', 'Windows Phone', and 'Other (and cell phones)'. At the bottom are 'Back' and 'Continue' buttons.

8. The following pop-up window will appear, click on **“I have Duo Mobile Installed.”**



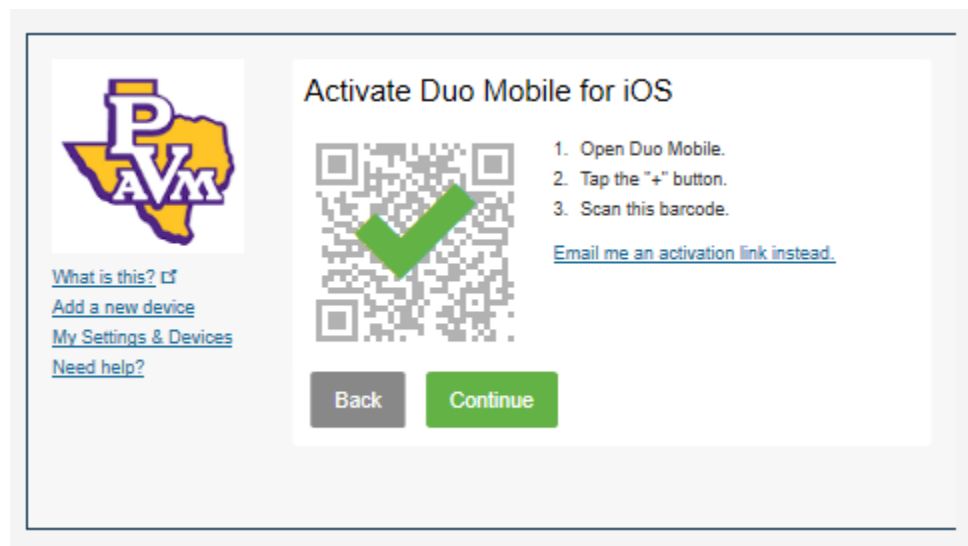
The screenshot shows a web interface for installing Duo Mobile for iOS. On the left is the same 'P AVM' logo and links as in the previous screen. The main content area is titled 'Install Duo Mobile for iOS'. It features an image of an iPhone displaying the Duo Mobile app in the App Store search results. To the right of the image are two numbered instructions: '1. Launch the App Store app and search for "Duo Mobile".' and '2. Tap "Get" and then "Install" to download the app.' At the bottom are 'Back' and 'I have Duo Mobile installed' buttons.

9. You will then be provided with a QR Code that is required to active Duo Mobile on your new device. Follow the instructions on the pop up below:

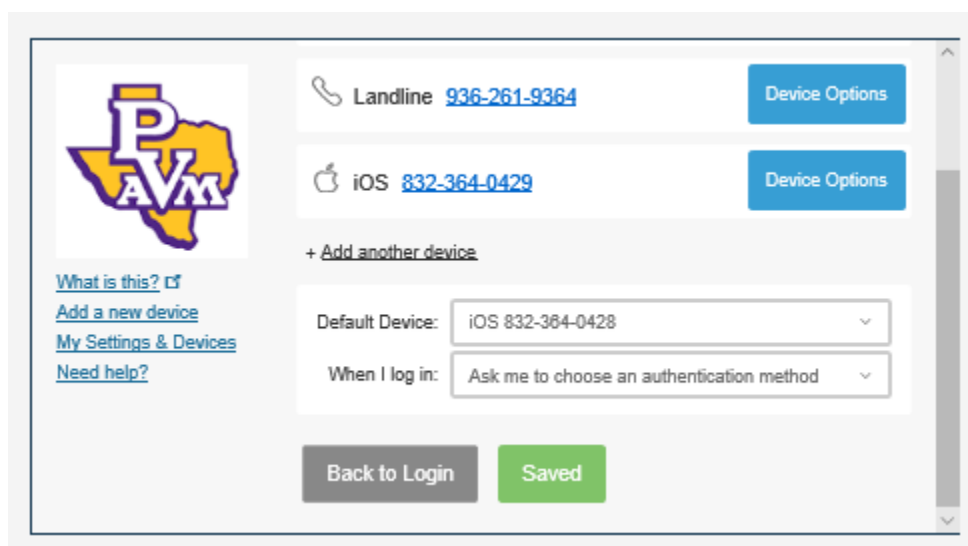


The screenshot shows a web interface for activating Duo Mobile for iOS. On the left is the same 'P AVM' logo and links. The main content area is titled 'Activate Duo Mobile for iOS'. It features a large QR code. To the right of the QR code are three numbered instructions: '1. Open Duo Mobile.', '2. Tap the "+" button.', and '3. Scan this barcode.' Below the instructions is a link: 'Email me an activation link instead.' At the bottom are 'Back' and 'Continue' buttons.

10. Once the image is captured, a pop-up window displaying a green check mark will appear to validate that the image was captured. Click “**Continue.**”



11. You will then be provided with the below notification to confirm that your device has been added and saved to your profile.



12. Click on “**Back to Login**” to access your desired application.