Duo Mobile App Instructional Guide

TWO-FACTOR AUTHENTICATION WITH DUO

Password + Duo = Access

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.

Log in

Please enter your credentials to access the launcher.

Username

wwrohrman

Password

••••••••••••

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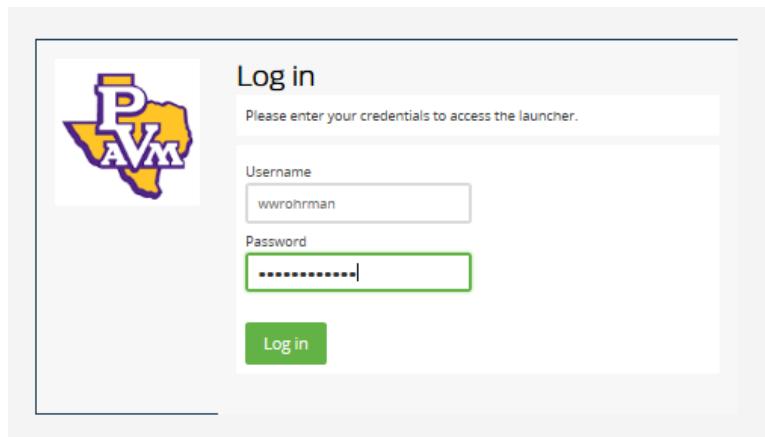
3. Click "**Add a new device**"

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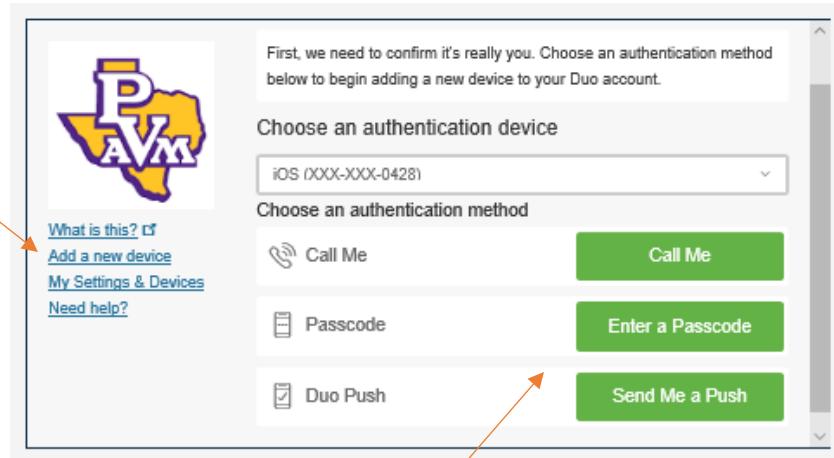
4. Choose your authentication method.

5. Once authentication method is processed, you will receive the pop-up window below.
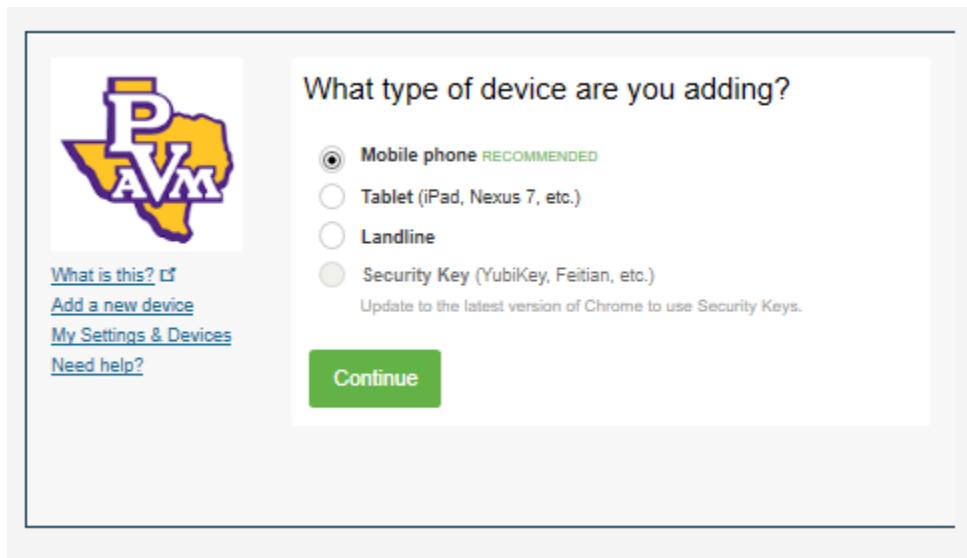
6. Select the appropriate response for the type of device being added and click "**Continue**."

7. When the pop-up window below appears, please take the following actions:

    a. Input the phone number for your new device.
    b. Click on the provided box to verify that your number is correct.
    c. Click "Continue"
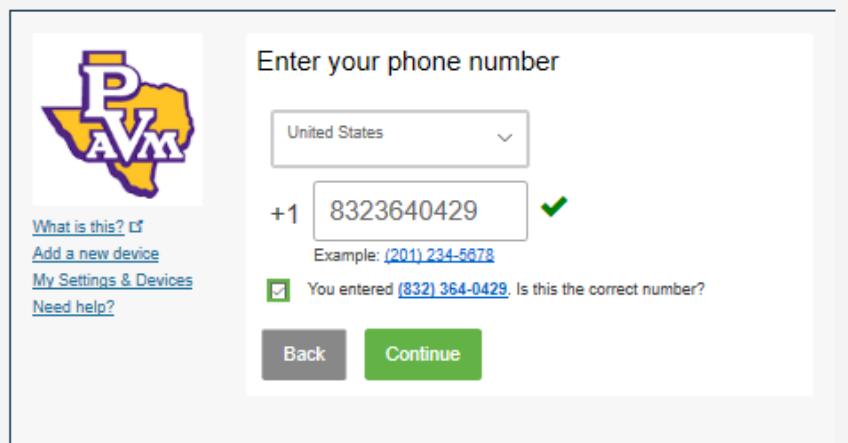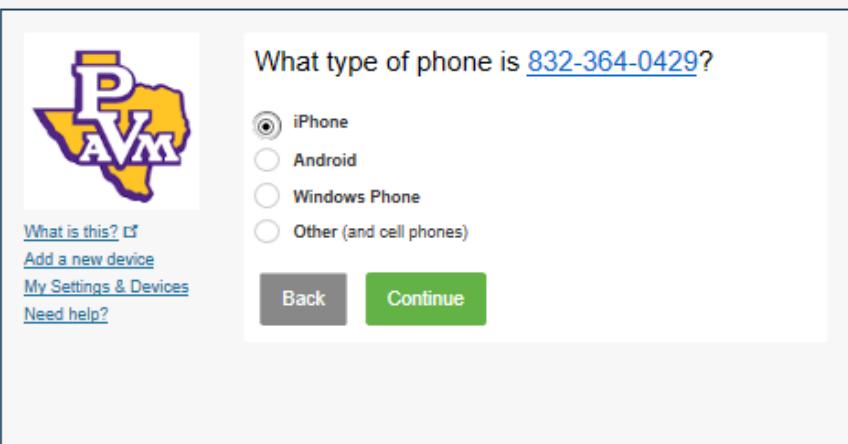
8. Select the appropriate response for the type of device being added and click "**Continue**."
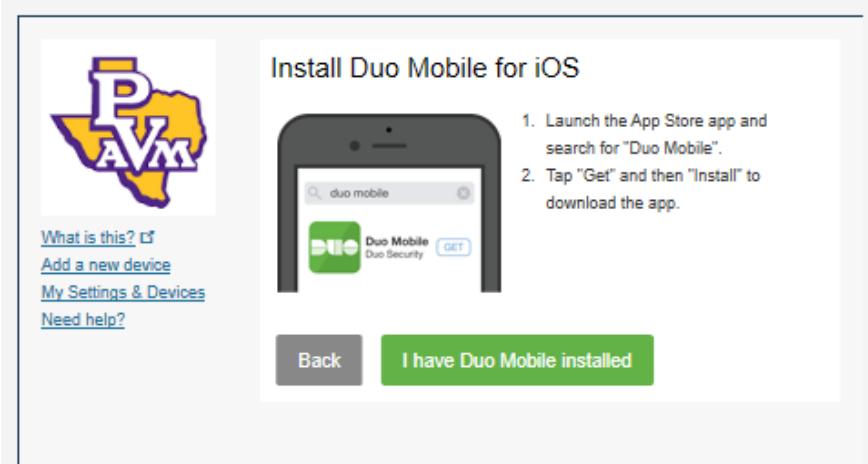
9. The following pop-up window will appear, click on "**I have Duo Mobile Installed**."

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:
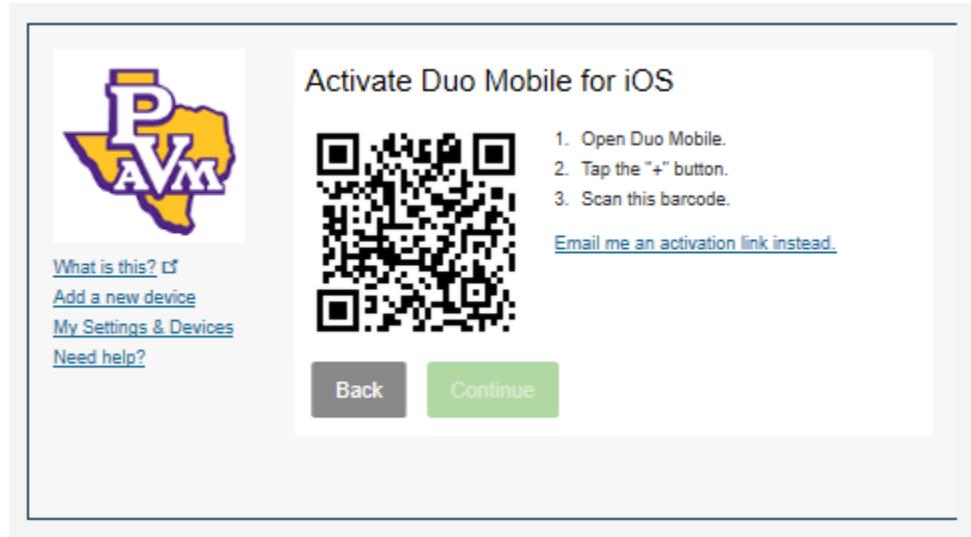
11. Once the image is captured, a pop-up window displaying a green check mark will appear to validate that the image was captured. Click "**Continue**."
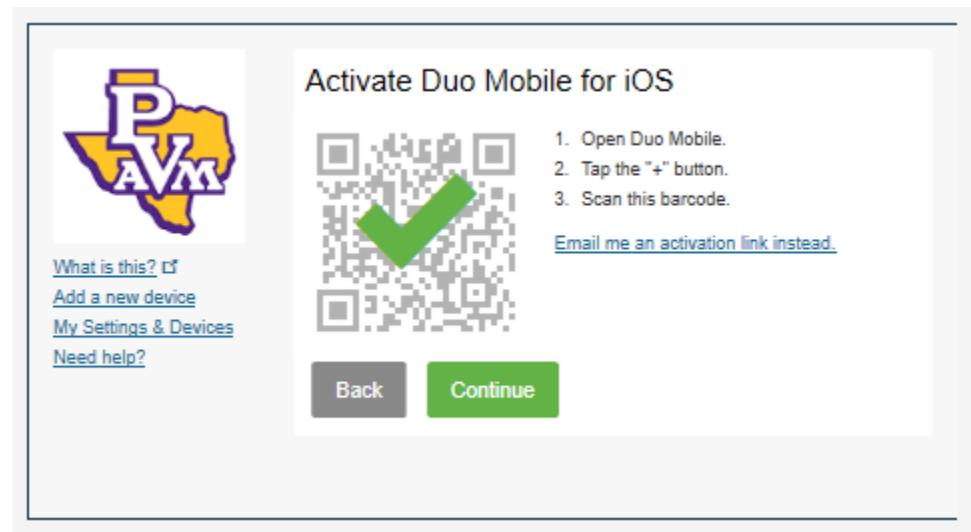
12. You will then be provided with the below notification to confirm that your device has been added and saved to your profile.
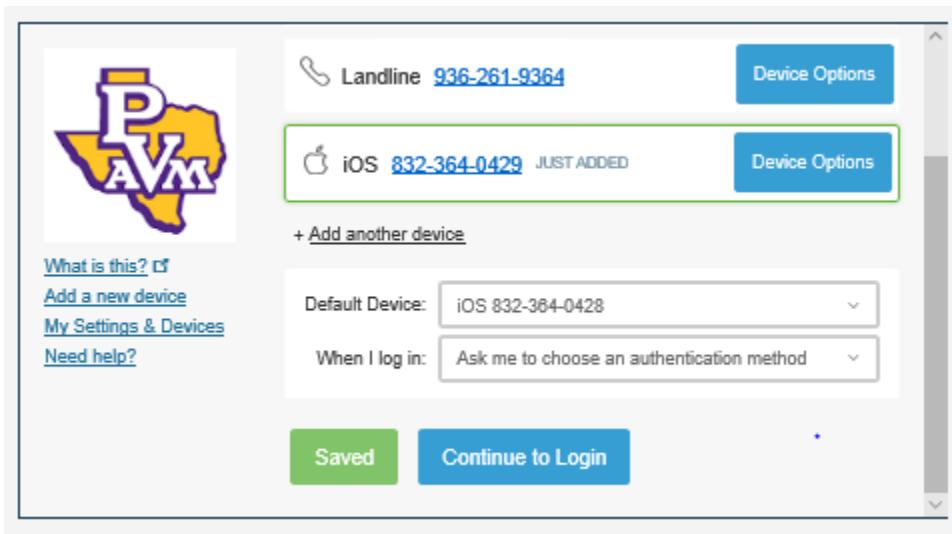
13. Click "**Continue to Login**" to continue onto your desired system/application.

14. For all future logins, you now can click on the drop down arrow to select the device you desire to use:
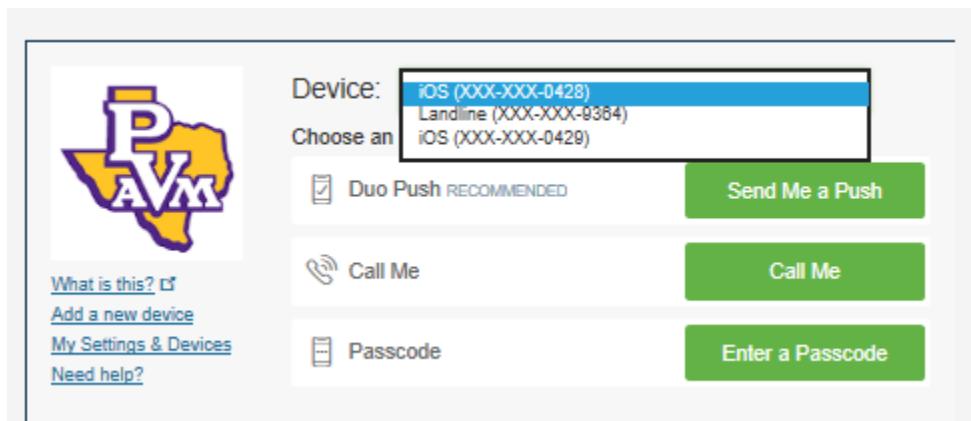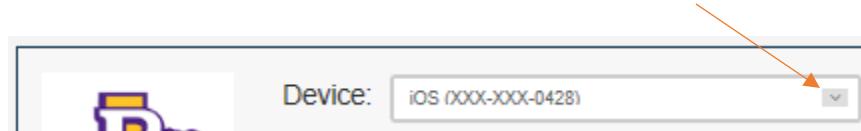
To reactivate Duo Mobile or Change Device Name, please take the following steps:

1. Log onto **duo.pvamu.edu**

2. When the below pop up window appears, utilize your PVAMU credentials to log in
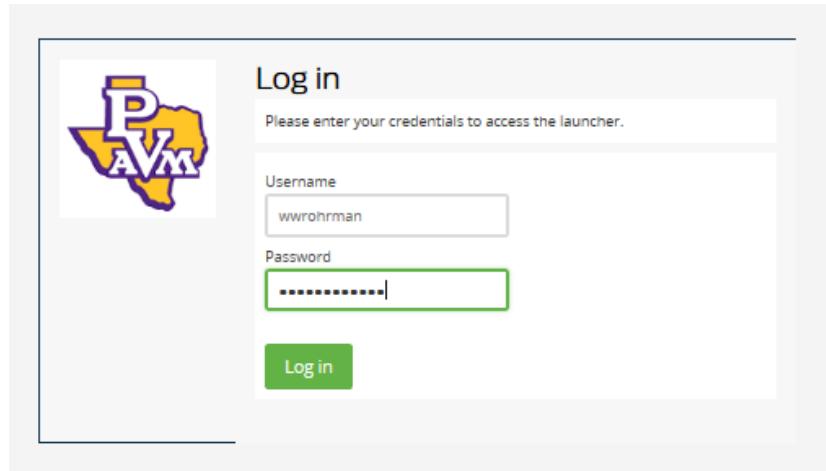
3. Click "M**y Settings & Devices**"

   Note: *Ensure you have downloaded the Duo Mobile App onto your new device prior to going through the following steps.*
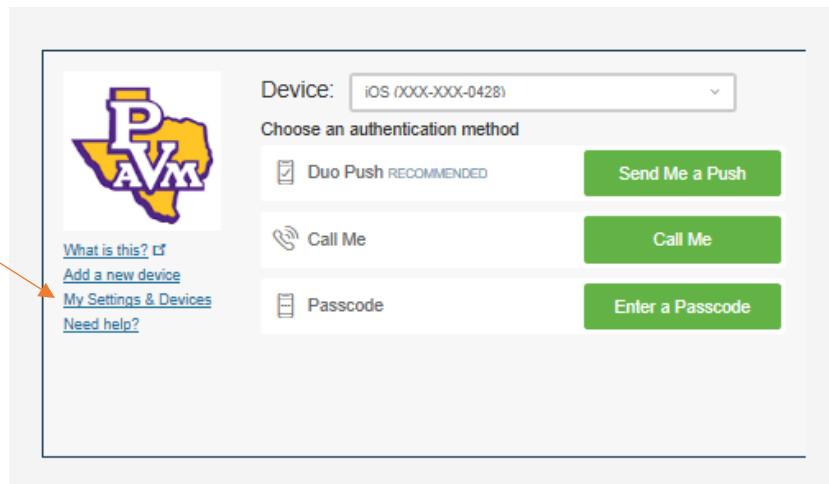
4. Choose authentication method.
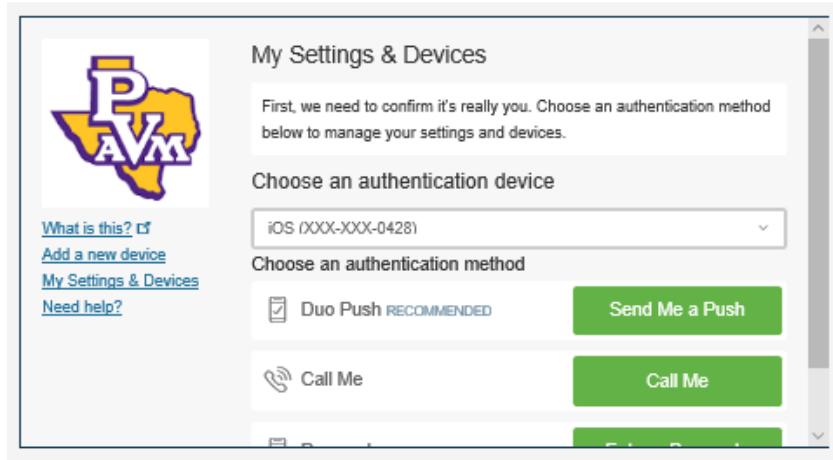
5. Once authentication method is processed, you will receive the pop-up window below. Select "**Device Options**"
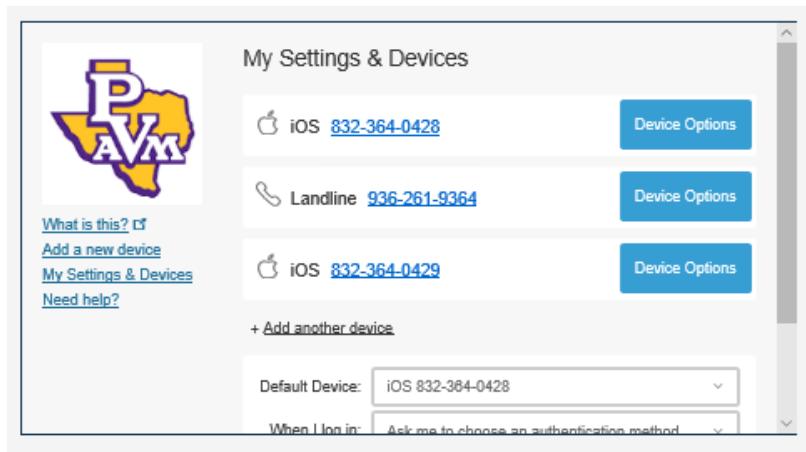
6. Click "**Reactivate Duo Mobile**"
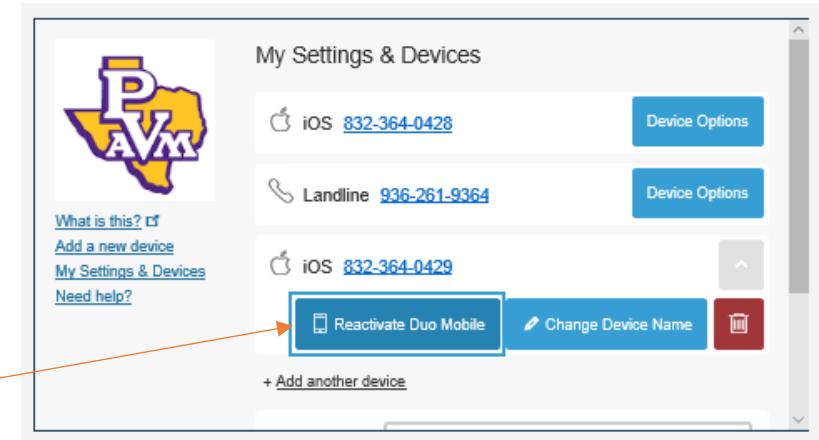
7. Verify the type of device and click "**Continue**."
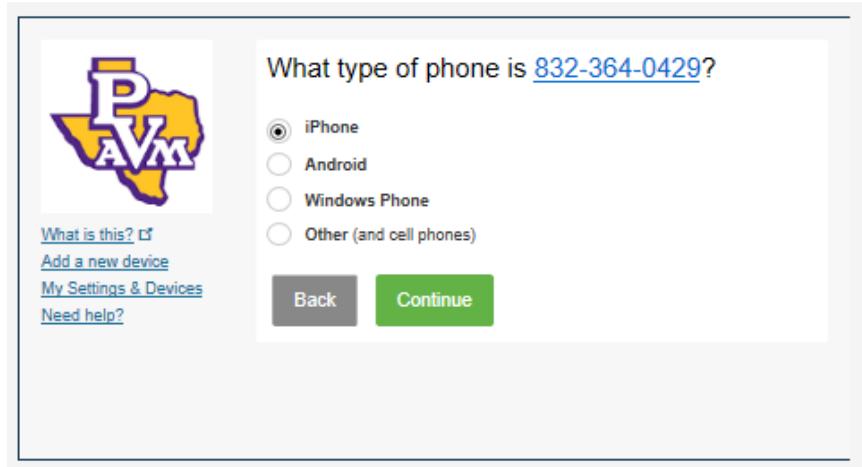
8. The following pop-up window will appear, click on "**I have Duo Mobile Installed**."
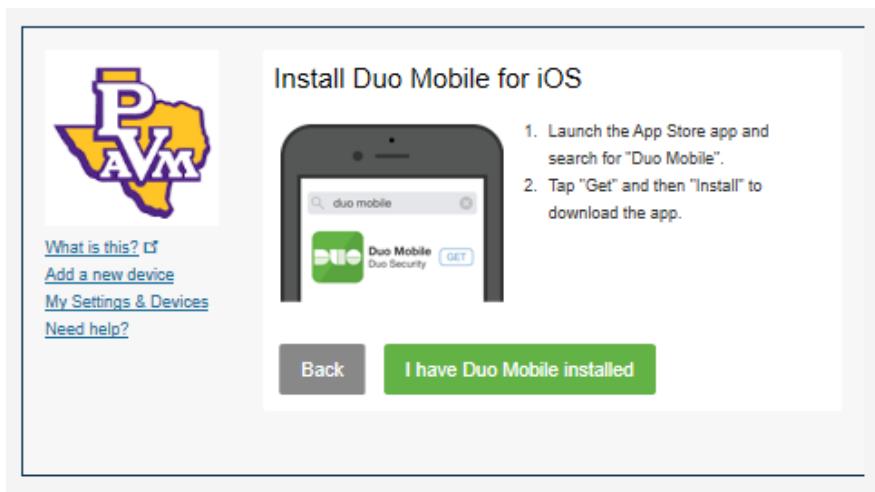
9. You will then be provided with a QR Code that is required to active Duo Mobile on your new device. Follow the instructions on the pop up below:

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**."
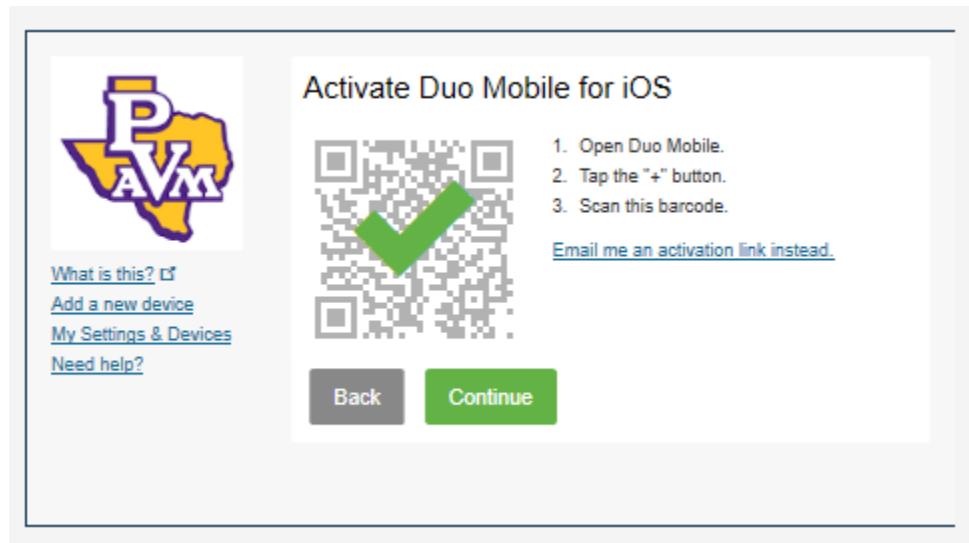
11. You will then be provided with the below notification to confirm that your device has been added and saved to your profile.
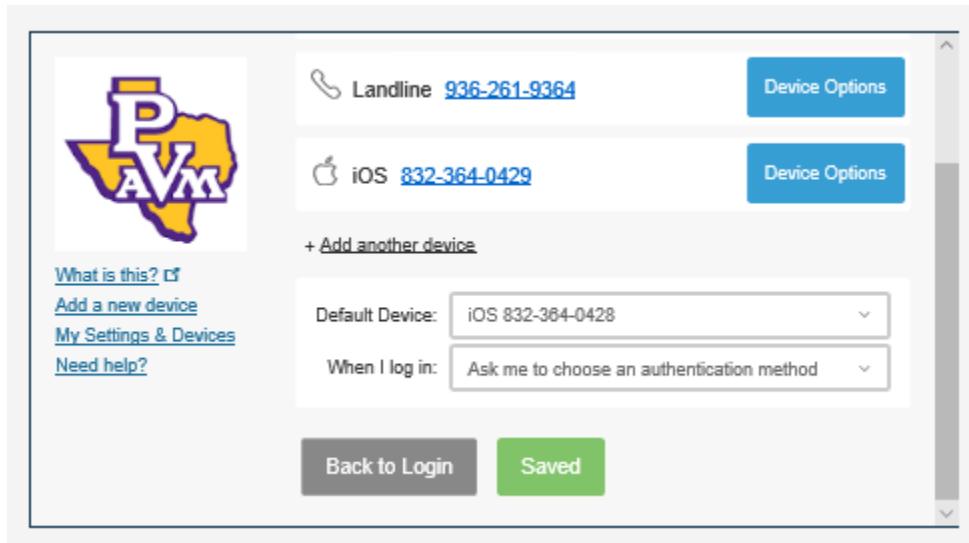
12. Click on "**Back to Login**" to access your desired application.