Warning: It is highly recommended that when you start the following process, you complete it in full, or you may be locked out of your account and have to contact User Services at 785-670-3000, support@washburn.edu, or stop by the Technology Support Center located in Bennett Hall 104 for assistance.

First-time Enrollment in Duo

Enrollment is the process that registers you as a user in Duo with a device capable of performing two-factor authentication. Duo prompts you to enroll the first time you log into a protected VPN or web application when using a browser or client application that shows the interactive Duo web-based prompt. Follow the on-screen prompts to set up your Duo authentication device.

Introduction

Logging into a Duo-protected application enabled for self-enrollment takes you to the device management page to enroll.

Duo-protected applications at Washburn University include (but are not limited to):

- EAB Edify
- ggLEAP (E gaming)
- **M365 (outlook.washburn.edu, email, Microsoft apps)**
- Panopto
- Recruit Management
- Self-service Banner (adjusting Direct Deposit)
- UAG
- VDI (vdi.washburn.edu)
- Zoom

Click **Get Started** to begin the setup process.

Choose Your Verification Method

- **Duo Mobile**: Approve Duo Push verification requests on iOS or Android devices, or generate a one-time passcode from the Duo Mobile app.

  Duo Mobile is an app that runs on iOS and Android phones and tablets. It's fast and easy to use, and doesn't require cell services. Duo pushes login requests to Duo Mobile when you have mobile data or wifi connectivity to the internet. When you have no data service, you can generate passcodes with Duo Mobile for logging in to applications.
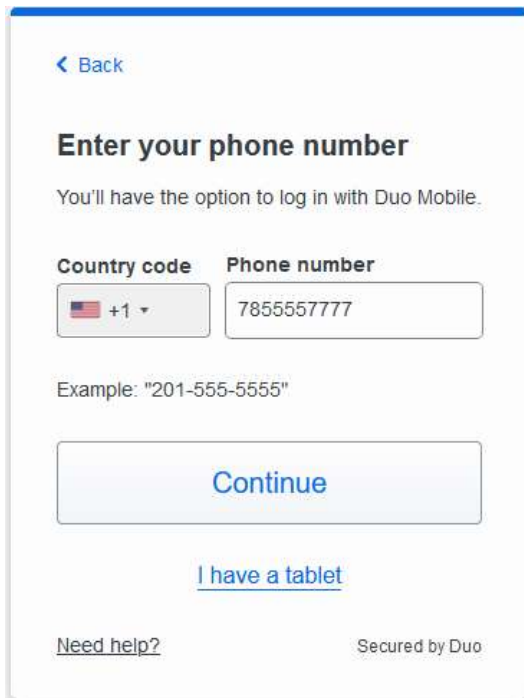
  The current version of Duo Mobile supports iOS 13.0 or greater and Android 8 or greater.

  If you don't have a smartphone, please contact User Services at 785-670-3000, support@washburn.edu, or stop by the Technology Support Center located in Bennett Hall 104.
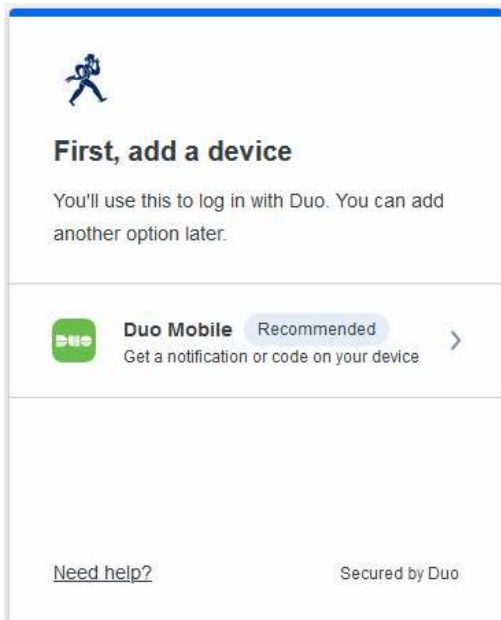
Choose **Duo Mobile** as your method to verify your identity, you will complete the following setup steps.

1. Select your country from the drop-down list and type your mobile phone number, and then click **Add phone number**.

2. If you're going to use Duo Mobile on a tablet (like an iPad) with no phone service, don't enter a phone number and click **I have a tablet** instead.

3. If you entered a phone number, double-check that you entered it correctly and click **Yes, it's correct** to continue (or **No, I need to change it** to go back and enter the number again).
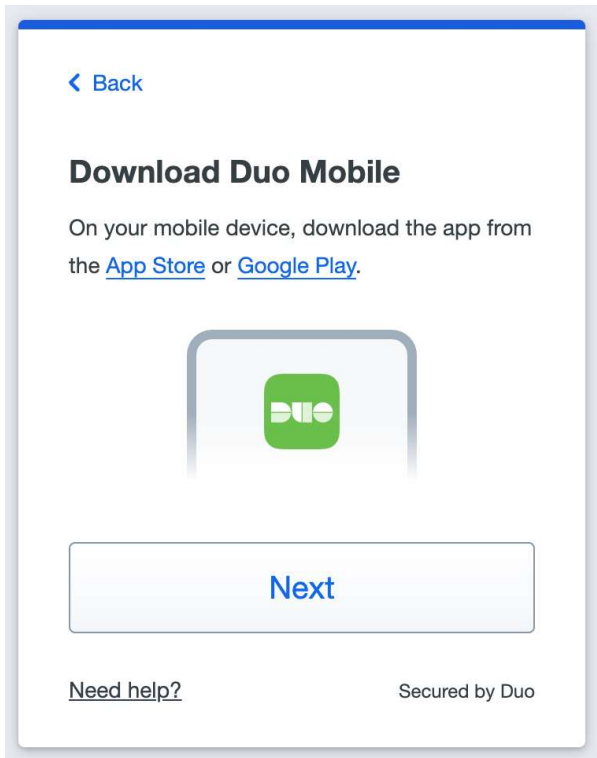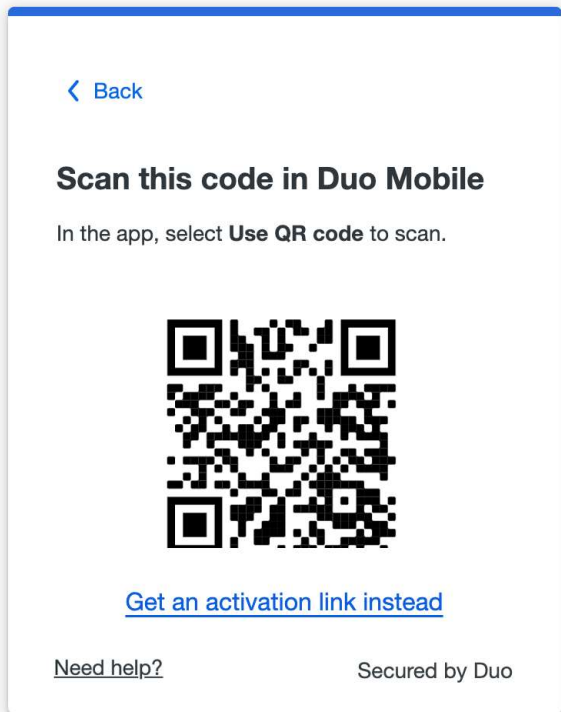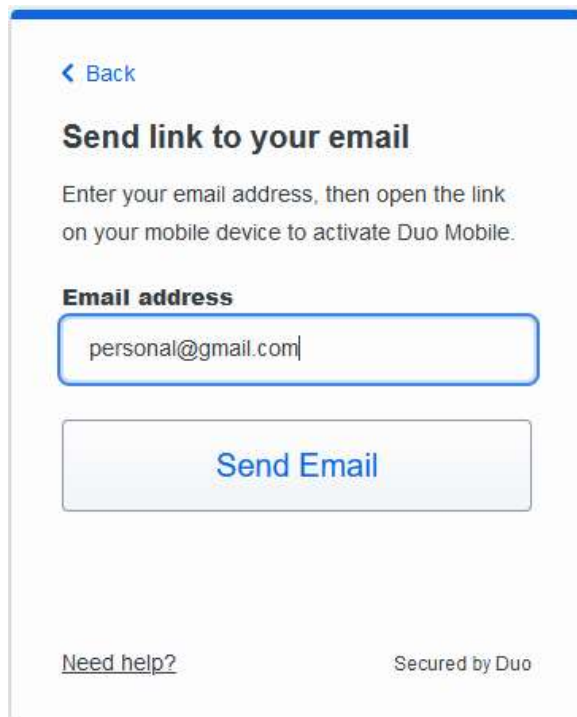
4. Download and install Duo Mobile on your phone or tablet from the Google Play Store or Apple App Store. Once you have Duo Mobile installed click **Next**.

5. Open the Duo Mobile app on your phone or tablet and add this account by scanning the QR code shown on-screen.


If you aren't able to scan the QR code, tap **Get an activation link instead** and then enter *a personal, non-Washburn email address* to send the activation link to yourself. Follow the instructions in the email to activate the new account in Duo Mobile.
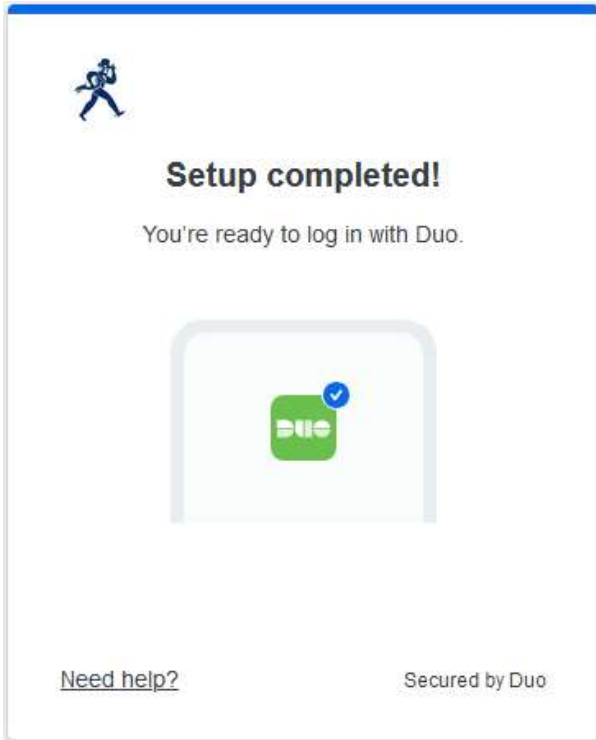
On the phone or tablet you intend to use for Duo, click the activation link in the email sent from no-reply@duosecurity.com, then tap **Open Duo Mobile** to activate the new account in Duo Mobile.

6. When you receive confirmation that Duo Mobile was added click **Continue**.
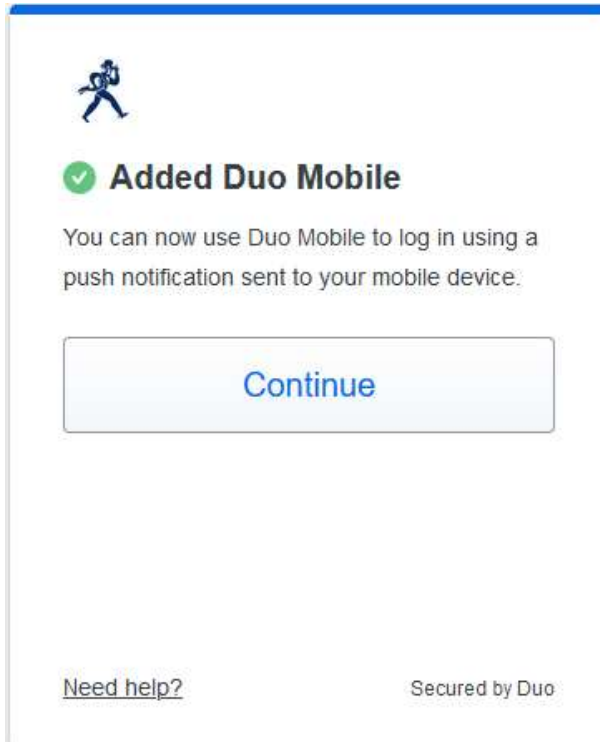
You can now log in to Duo-protected applications with Duo Push or with a Duo Mobile passcode. Telephony methods for Duo authentication, such as Phone Call and SMS, are no longer supported at Washburn.

You should be able to log into a Duo-protected application at Washburn University now using your enrolled device. Congratulations!

IF YOU CHANGED/UPGRADED YOUR MOBILE PHONE(and kept the same number), you will need your old phone to sign in at https://2factor.washburn.edu to transfer it over and activate the new phone in Duo.

Once logged in, click on **I have a new phone** and follow the directions to activate Duo Mobile on your new device.
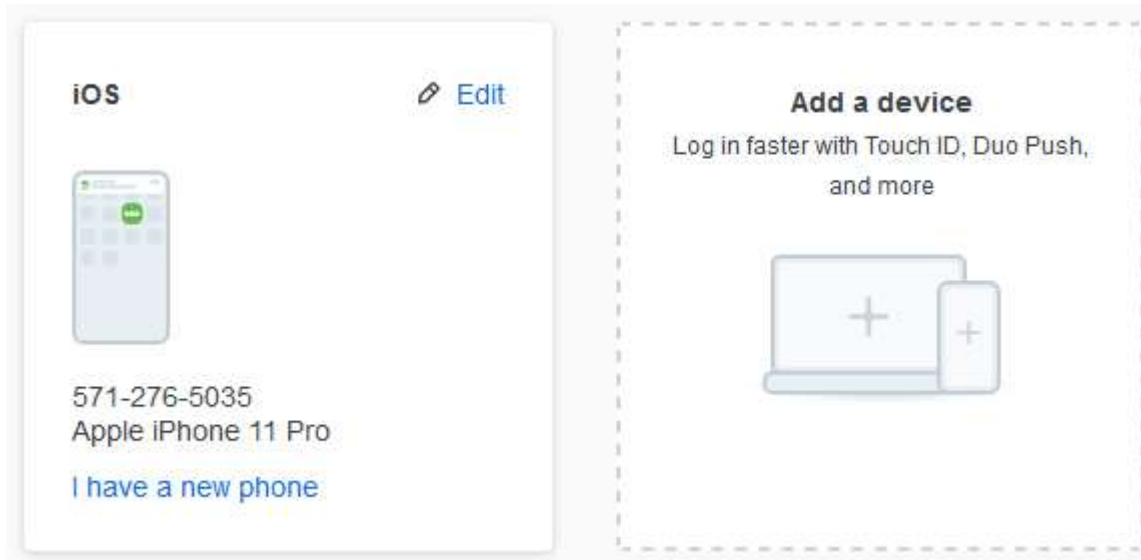
Otherwise, contact User Services to have your new phone activated in Duo.

For any questions or concerns, please contact User Services at (785) 670-3000, email support@washburn.edu, or stop by the Technology Support Center located in Bennett Hall 104.