TO ENROLL IN DUO:

1. Check for a Duo enrollment email in your inbox if you have not yet enrolled and registered a 2-factor device. The email will have a subject of, “Duo Security Enrollment,” and sent from no-reply@duosecurity.com, with a link to duosecurity.com embedded in the body of the message. (Contact support@washburn.edu or call 785-670-3000 and ask for a Duo enrollment email, if you haven’t received one already.)

2. Once you receive the email, click on the provided enrollment URL link following the text: “To begin, click this link to enroll a phone, tablet, or other device you wish to receive the Duo 2FA prompt on:” This link is unique to you. (Note: This link is only good for 30 days. If the link is no longer valid, check your inbox for a newer one or contact ITS User Services for one. Contact listed at end of document)
3. In your web browser, click on **Start setup:**

![Start setup button]

Protect Your Washburn University 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 button]

4. Select the type of device you’d like to enroll and click **Continue.** We recommend using a **Mobile phone** (smartphone) for the best experience, or an iOS/Android **Tablets.** We discourage the use of Landline devices, as they will soon be deprecated. If you don’t have a smartphone, please contact **support@washburn.edu** or call 785-670-3000.

![Device selection]

**What type of device are you adding?:**

- **Mobile phone** *RECOMMENDED*
- **Tablet** (iPad, Nexus 7, etc.)
- **Landline**
- **Security Key** (YubiKey, Feltian, etc.)
  Requires Chrome to use Security Keys.

![Continue button]
5. Select your country from the drop-down list and type your phone number. Use the number of your smartphone, landline, or cell phone that you’ll have with you when you’re logging in to a Duo-protected service (such as the Palo Alto GlobalProtect VPN or VDI). Double-check that you entered it correctly, check the box, and click Continue.

If you’re enrolling a tablet you aren’t prompted to enter a phone number.

6. Choose your device's operating system and click Continue.
7. Follow the platform-specific instructions on the next screen to install Duo Mobile. After installing the Duo app, return to the enrollment window and click I have Duo Mobile installed.

8. On iPhone, Android, and Windows Phone activate Duo Mobile by scanning the barcode with the app's built-in barcode scanner. Follow the platform specific instructions for your device:
The "Continue" button is clickable after you scan the barcode successfully.

Can't scan the barcode? Click **Email me an activation link instead** and follow the instructions.
9. If this is the device you'll use most often with Duo then you may want to enable automatic push requests by changing the **When I log in:** option and changing the setting from "**Ask me to choose an authentication method**" to "**Automatically send this device a Duo Push**" and click **Save**. With one of the automatic options enabled, Duo automatically sends an authentication request via push notification to the **Duo Mobile** app on your smartphone or a phone call to your device (depending on your selection).

![My Settings & Devices](image)

Click **Finish Enrollment** to complete enrollment.
10. **Congratulations!** Your device is ready to approve **Duo** push authentication requests.

If you need help enrolling/managing your 2-factor devices in **Duo**, connecting to your **PaloAlto GlobalProtect VPN** client or to **VDI**, or mapping to Washburn network drives once connected, contact support@washburn.edu or call 785-670-3000.
TO SELF-MANAGE YOUR 2-FACTOR DEVICES:

1. If you need to add a new authentication device/phone, manage your existing devices, change your phone number, or re-activate Duo Mobile, please go to https://2factor.washburn.edu:

Using your Washburn credentials, log into https://2factor.washburn.edu. Be sure to perform the Captcha check by checking the checkbox for I'm not a robot and following the directions that may pop up. Click on Submit.

2. Click on Send Me a Push. All you need to do is tap Approve on the Duo login request received at your registered phone/tablet, then you can manage your devices.
DUO TWO FACTOR AUTHENTICATION MANAGEMENT

Choose an authentication method

- Call Me
- Passcode
- Duo Push

What is this? Need help?
Powered by Duo Security

DUO TWO FACTOR AUTHENTICATION MANAGEMENT

My Settings & Devices

Apple iOS

Device Options

+ Add another device
Default Device: iOS
When I log in: Ask me to choose an authentication method

Saved

What is this? Need help?
Powered by Duo Security
IF YOU CHANGED YOUR MOBILE PHONE and wish to update that here, choose Call Me instead, answer the call from Duo, and follow the directions. Afterwards, you can click on Reactivate Duo Mobile.

Choose Call Me or Text Me, then enter the 6-digit code you receive in the given field and click Continue.
Choose the type of phone, then click Continue.

Install the Duo Mobile app as directed (if needed), then choose I have Duo Mobile installed.
Follow the directions as listed to activate Duo Mobile.

Click **Continue** or close your browser.

If you need help enrolling/managing your 2-factor devices in **Duo**, connecting to your **Palo Alto GlobalProtect VPN** client or to **VDI**, or mapping to Washburn network drives once connected, contact support@washburn.edu or call 785-670-3000.