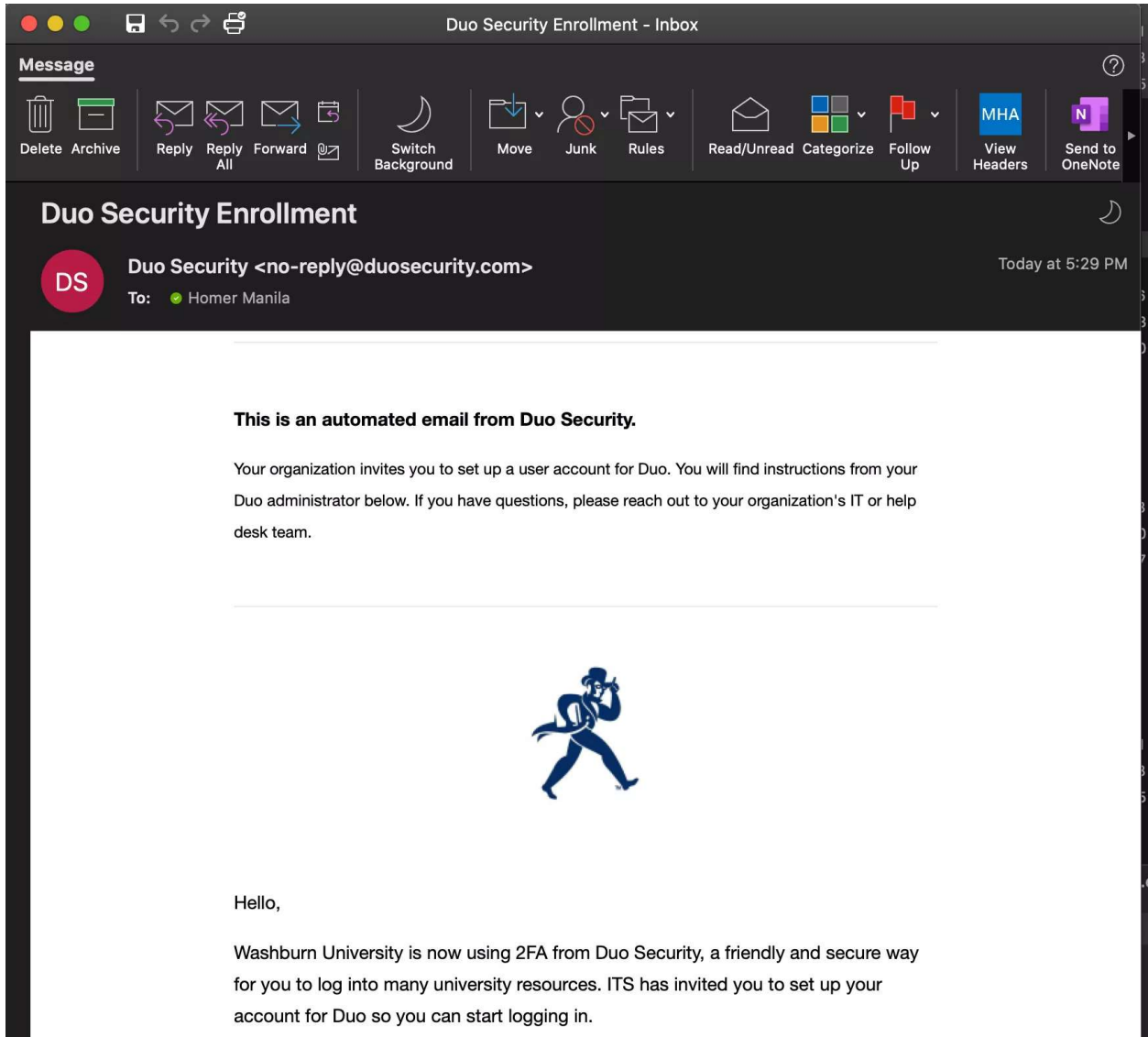**TO ENROLL IN DUO**:

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 If the link is no longer valid, check your inbox for a newer one or contact ITS User Services for one.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:**

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.
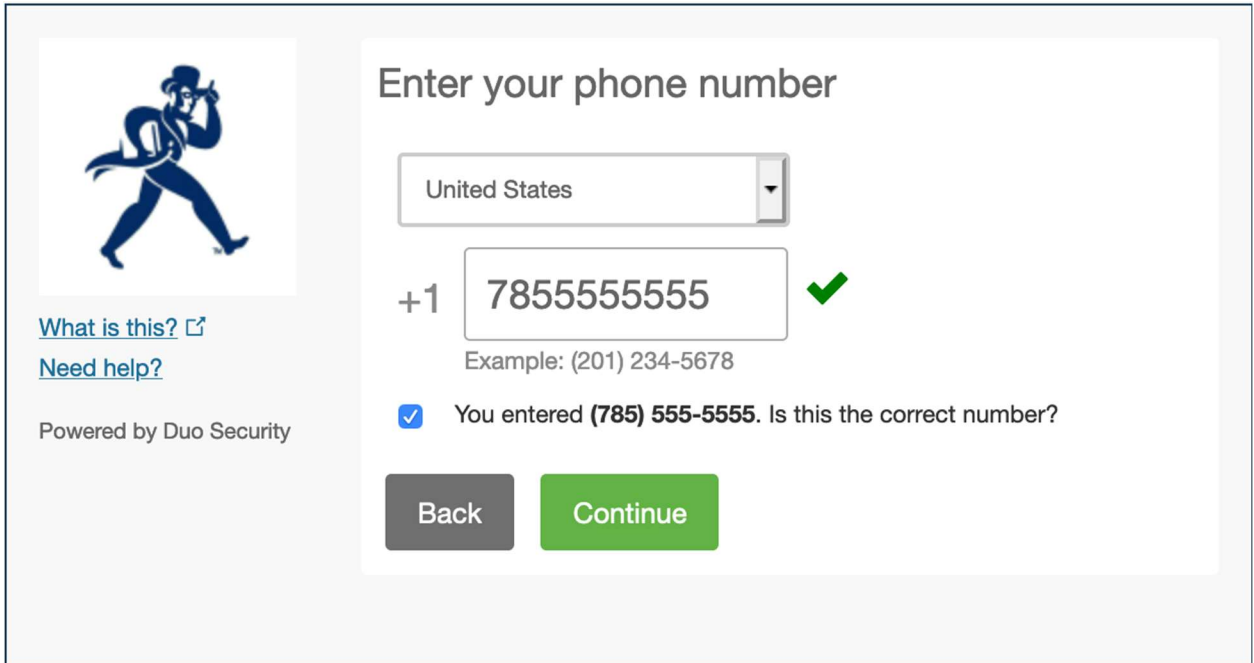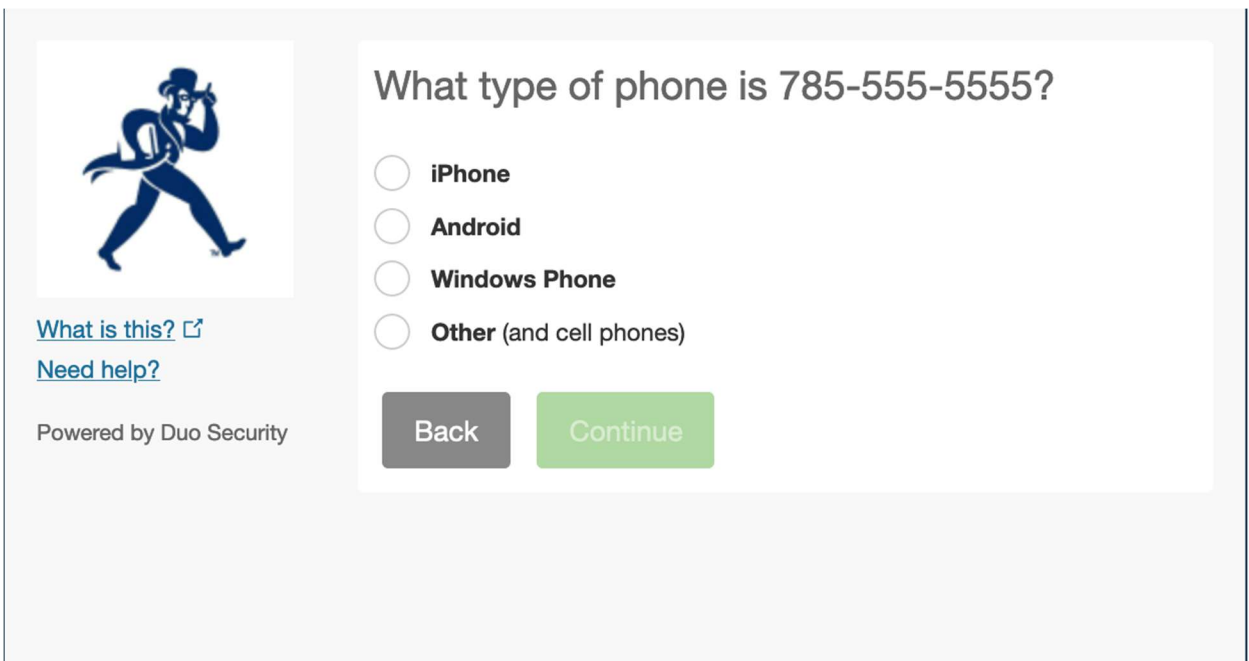
5. Select your country from the drop-down list and type your phone number. Use the number of your smartphone, landline, or cell phone that you'll have with you when you're logging in to a **Duo**-protected service (such as the **Palo Alto GlobalProtect VPN** or **VDI**). Double-check that you entered 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:
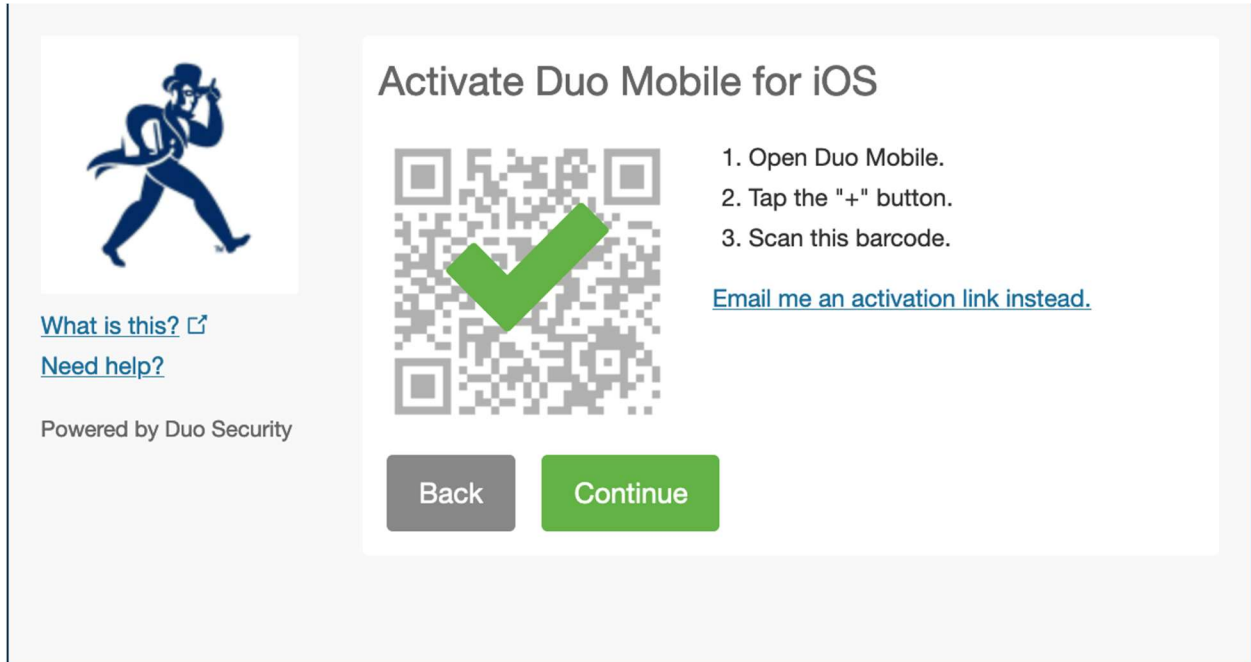
The "**Continue**" button is clickable after you scan the barcode successfully.

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).

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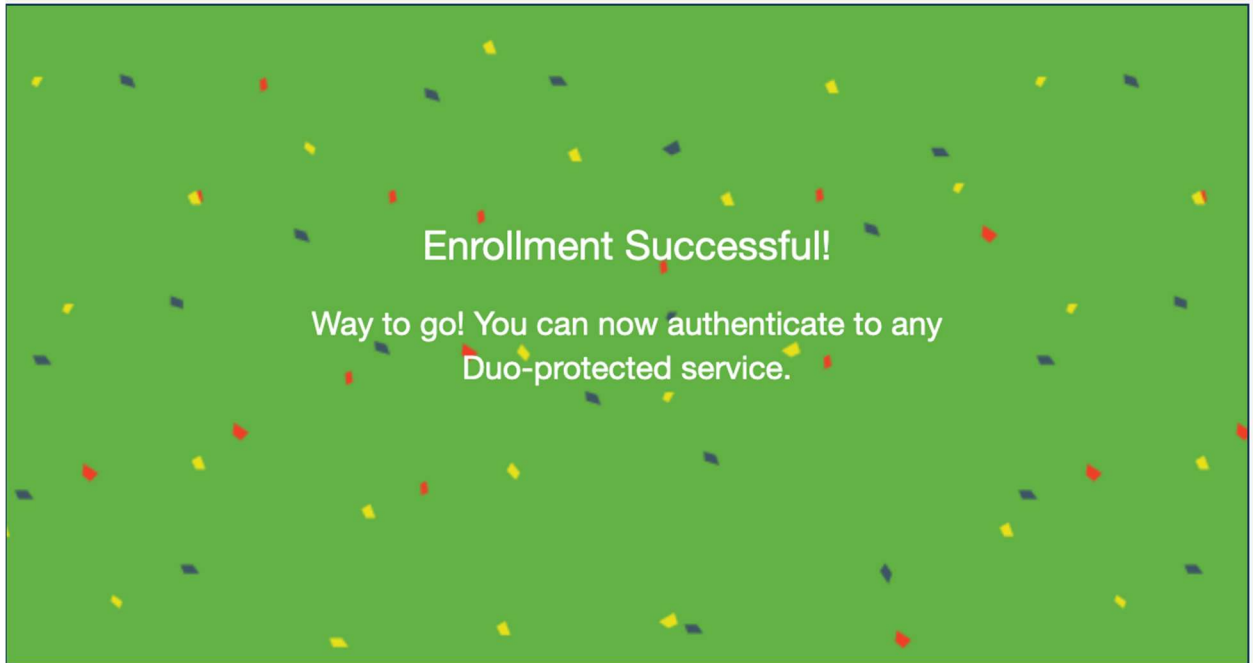
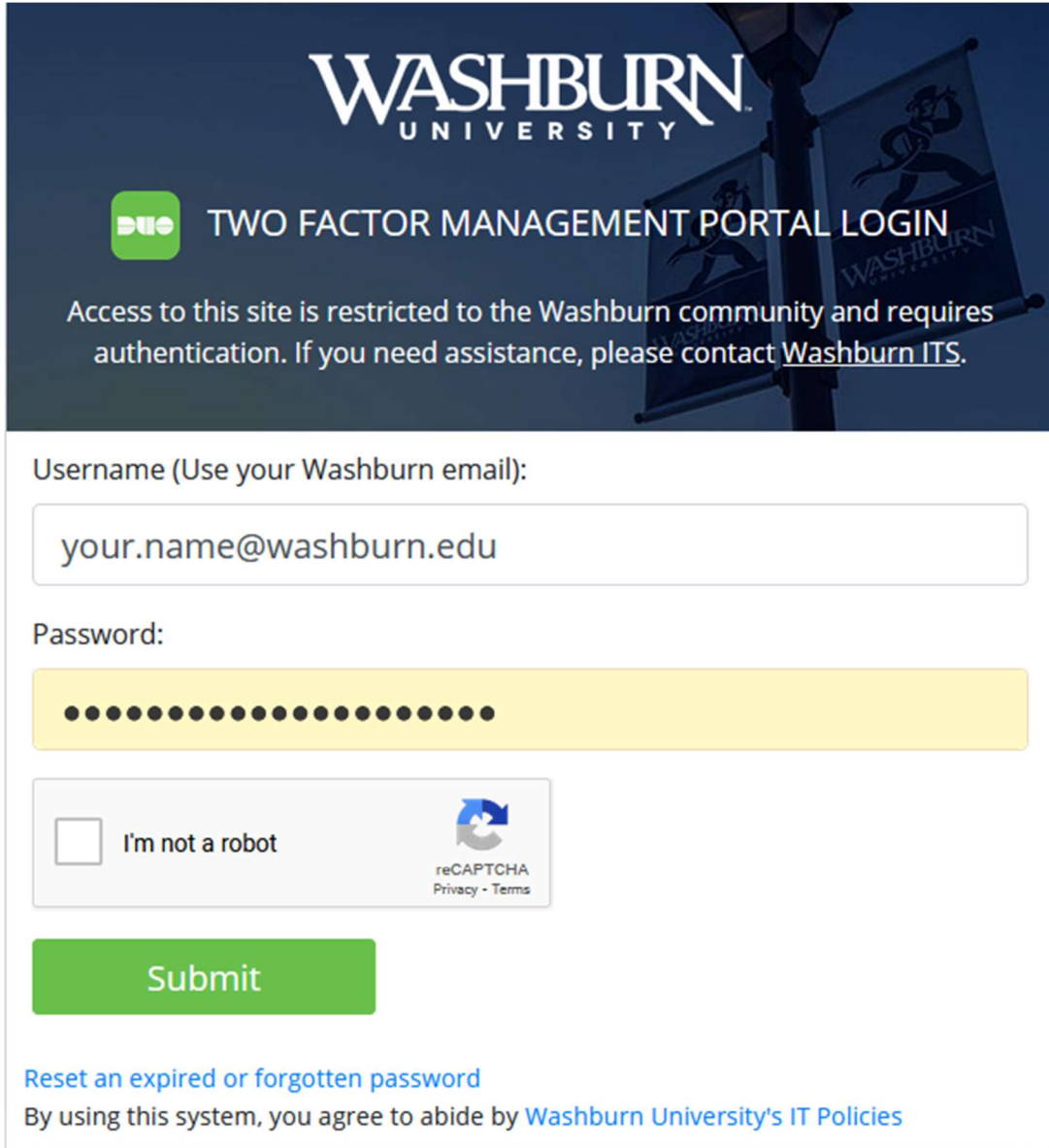10. **Congratulations!** Your device is ready to approve **Duo** push authentication requests.

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		**Call Me**
📱 Passcode		**Enter a Passcode**
📱 Duo Push		**Send Me a Push**

What is this? ↗
Need help?

Powered by Duo Security

DUO TWO FACTOR AUTHENTICATION MANAGEMENT

My Settings & Devices
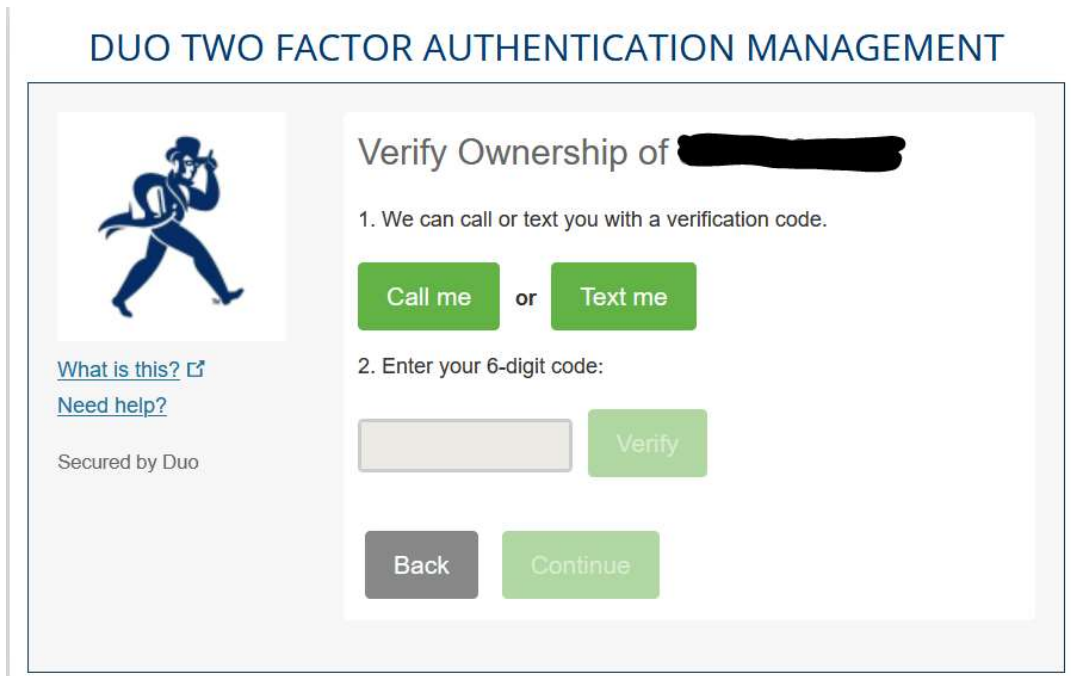
 iOS [ ]   **Device Options**

+ 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**.*
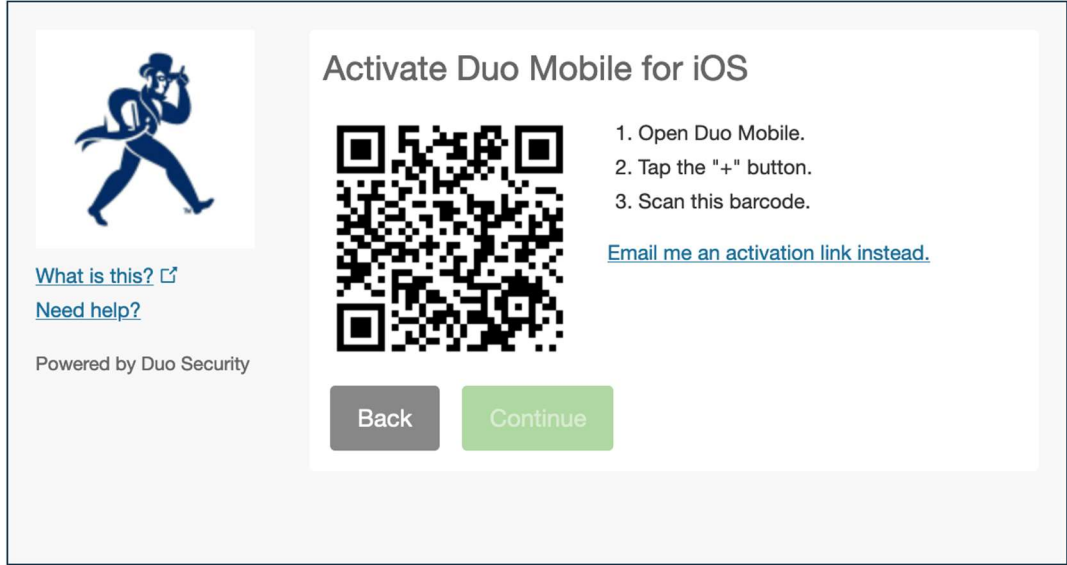
Follow the directions as listed to activate Duo Mobile.
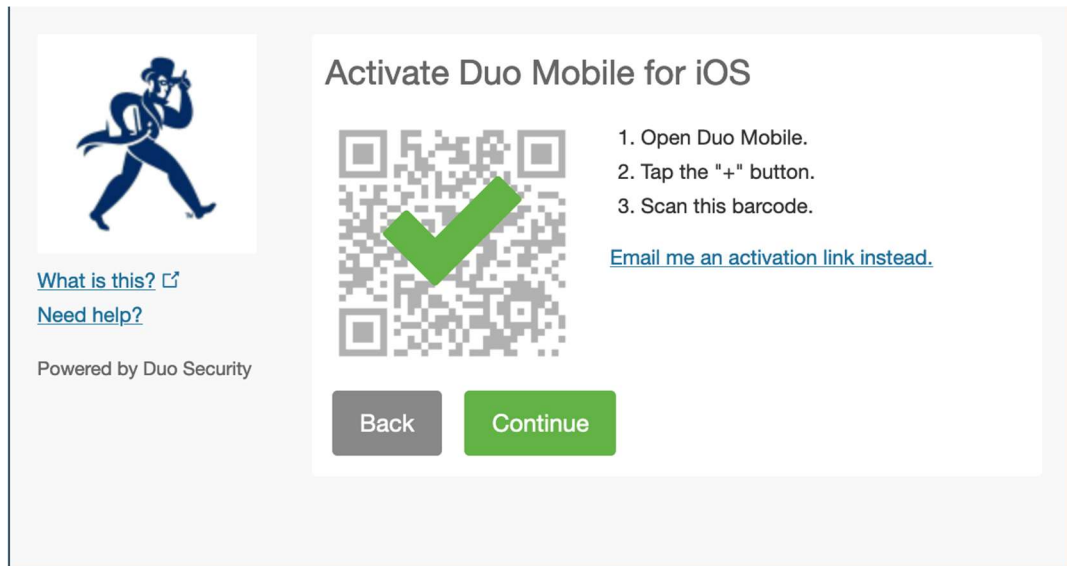
*Click **Continue** or close your browser.*

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