TO ENROLL IN DUO:

1. 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.

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 **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.
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:

![Two Factor Management Portal Login](image)

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.
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.