

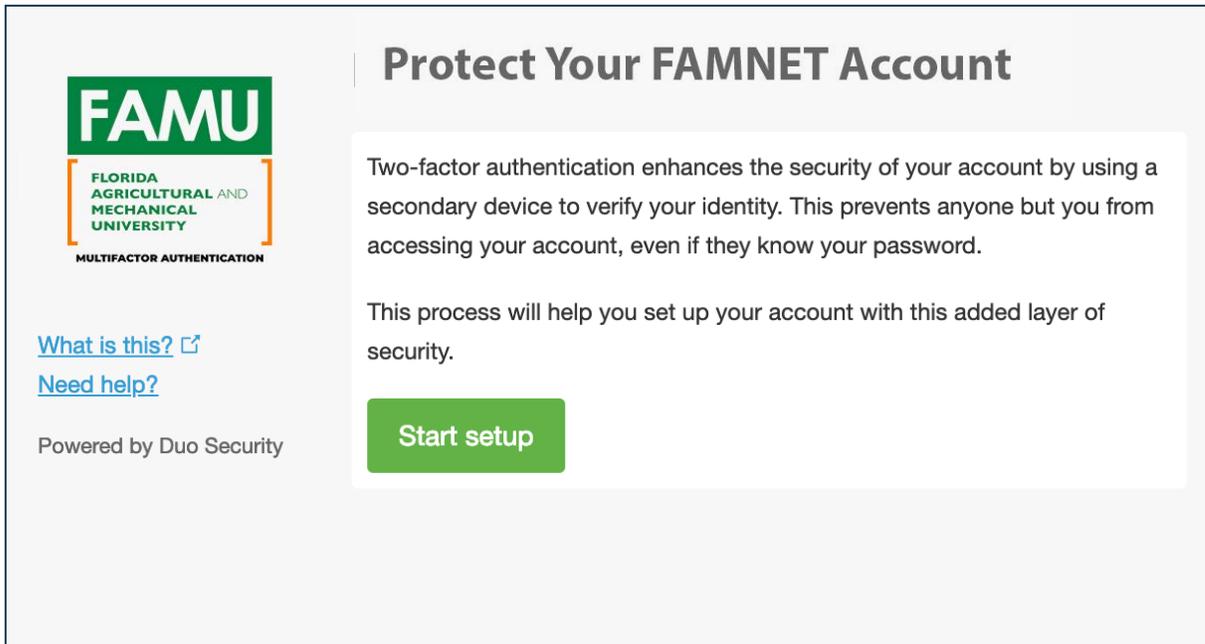
Enrolling Your Phone or Tablet in Duo

Duo prompts you to enroll the first time you log into into a protected VPN or web application when using a browser or client application that shows the [interactive Duo web-based prompt](#).

Supported Browsers: [Chrome](#), [Firefox](#), Safari, Edge, Opera, and Internet Explorer 8 or later. Some browsers do not support all of Duo's authentication devices (for example, [Security Keys](#) won't work with Internet Explorer). For the widest compatibility with Duo's authentication methods, we recommend recent versions of Chrome and Firefox.

Step One: Welcome Screen

Click Start setup to begin enrolling your device.



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MULTIFACTOR AUTHENTICATION

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Protect Your FAMNET 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

Step Two: Choose Your Authentication Device Type

Select the type of device you'd like to enroll and click Continue. We recommend using a smartphone for the best experience, but you can also enroll a landline telephone, [a security key](#), or iOS/Android tablets.



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What type of device are you adding?

- Mobile phone** RECOMMENDED
- Tablet** (iPad, Nexus 7, etc.)
- Landline**
- Security Key** (YubiKey, Feitian, etc.)
- Touch ID**

Continue

Step Three: Type Your Phone Number

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. You can enter an extension if you chose "Landline" in the previous step.

Double-check that you entered it correctly, check the box, and click Continue.



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Enter your phone number

United States

+1 ✓

Example: (201) 234-5678

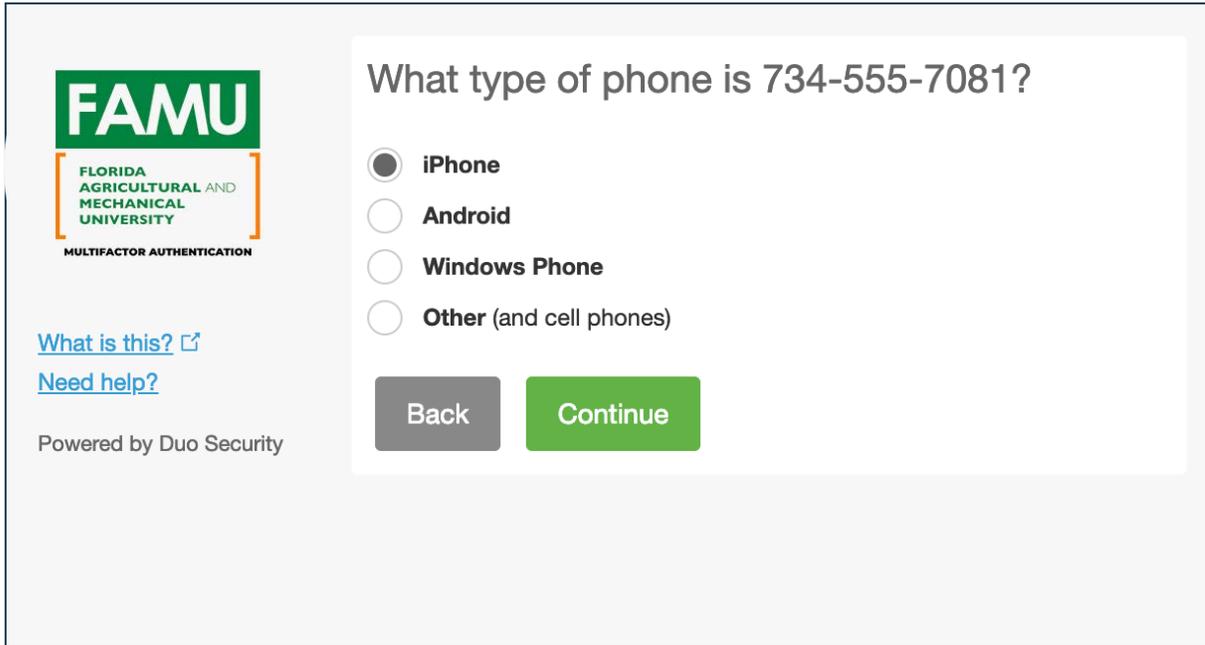
You entered **(734) 555-7081**. Is this the correct number?

Back **Continue**

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

Step Four: Choose Platform

Choose your device's operating system and click Continue.



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What type of phone is 734-555-7081?

iPhone

Android

Windows Phone

Other (and cell phones)

Back Continue

Step Five: Install Duo Mobile

Duo Mobile is an app that runs on your smartphone and helps you authenticate quickly and easily. Without it you'll still be able to log in using a phone call or text message, but for the best experience we recommend that you use Duo Mobile.

Follow the platform-specific instructions on the screen to install Duo Mobile. After installing our app return to the enrollment window and click I have Duo Mobile installed.

Why use Duo Mobile?

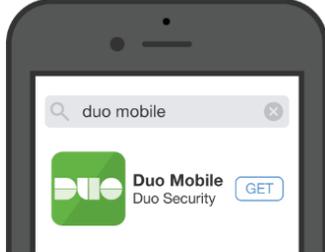
- It's fast & easy
- Works in any country
- Doesn't require cell service



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Install Duo Mobile for iOS



1. Launch the App Store app and search for "Duo Mobile".
2. Tap "Get" and then "Install" to download the app.

[Back](#) [I have Duo Mobile installed](#)

Step Six: Activate Duo Mobile

Activating the app links it to your account so you can use it for authentication.

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:



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Activate Duo Mobile for iOS



1. Open Duo Mobile.
2. Tap the "+" button.
3. Scan this barcode.

[Email me an activation link instead.](#)

[Back](#) [Continue](#)

The "Continue" button is clickable after you scan the barcode successfully.



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Activate Duo Mobile for iOS



1. Open Duo Mobile.
2. Tap the "+" button.
3. Scan this barcode.

[Email me an activation link instead.](#)

Can't scan the barcode? Click Or, have an activation link emailed to you instead. and follow the instructions.

Step Seven: Configure Device Options (optional)

You can use Device Options to give your phone a more descriptive name, or you can click Add another device to start the enrollment process again and add a second phone or another authenticator.

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" or "Automatically call this device" 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).

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My Settings & Devices

Android 734-555-7081 JUST ADDED [Device Options](#)

+ [Add another device](#)

Default Device: Android 734-555-7081

When I log in: **Ask me to choose an authentication method**

- ✓ Ask me to choose an authentication method
- Automatically send this device a Duo Push
- Automatically call this device

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[Saved](#) [Continue to Login](#)

Click Continue to login to proceed to the Duo Prompt.

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My Settings & Devices

Android 734-555-7081 JUST ADDED [Device Options](#)

+ [Add another device](#)

Default Device: Android 734-555-7081

When I log in: Ask me to choose an authentication method

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[Saved](#) [Continue to Login](#)

Congratulations!

Your device is ready to approve Duo push authentication requests. Click Send me a Push to give it a try. All you need to do is tap Approve on the Duo login request received at your phone.

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Choose an authentication method

Duo Push **RECOMMENDED** Send Me a Push

Call Me Call Me

Passcode Enter a Passcode

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Enrollment successful! This is the Duo login prompt that you'll normally see when logging in. ✕

Learn more about authenticating with Duo in the [guide to using the Duo Prompt](#).

Add or Manage Devices After Enrollment

If enabled by your administrator, you can add a new authentication device or [manage your existing devices](#) in the future via the Duo Prompt.

Otherwise, contact your organization's Duo administrator if you ever need to change your phone number, re-activate Duo Mobile, or add an additional phone.