

Step-by-Step Duo Install Procedure

It is recommended that WCC users enroll in Duo multi-factor authentication using a mobile device. Duo's self-enrollment process makes it easy to register your device and install the mobile app.

Enrolling with a Smartphone

Step 1.

On a computer, open the email you received from Duo and click on the link. The email will look like this.

Two Factor Authentication with Duo Security Enrollment External Inbox x

Duo Security <no-reply@duosecurity.com>
to me ▾

This is an automated email from Duo Security.

Your organization invites you to set up a user account for Duo. You will find instructions from your Duo administrator below. If you have questions, please reach out to your organization's IT or help desk team.



Information Technology Services at Washtenaw Community College is requesting that you enroll with Duo Security's two-factor authentication service. Just click this link to begin the enrollment process. This link expires in 24 hours. Be sure to select Duo Mobile App/Duo Push for your authentication method.

<https://api-59d47b5f.duosecurity.com/portal?code=8da87fb6f78db867&akey=DAlAHV4971BBLDIHWL0V>

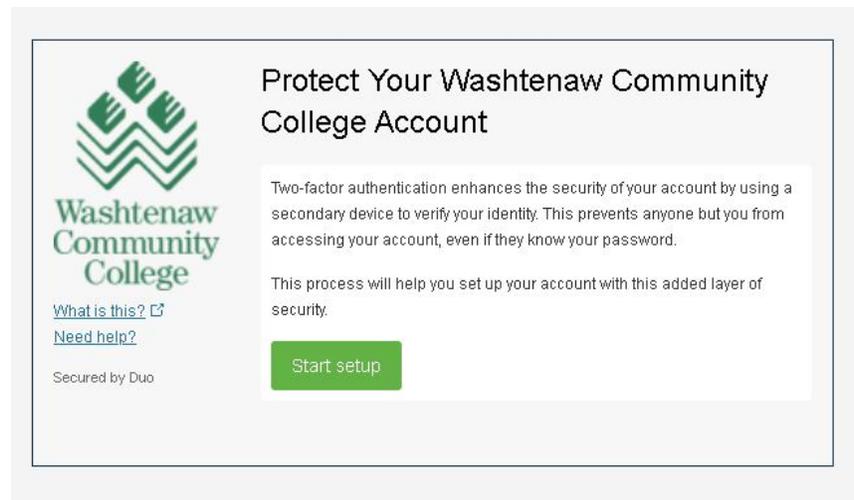
Read the Duo Security guide to learn more about two-factor authentication:

<http://guide.duosecurity.com>

If you need assistance with enrolling in or using this service or have questions or

Step 2.

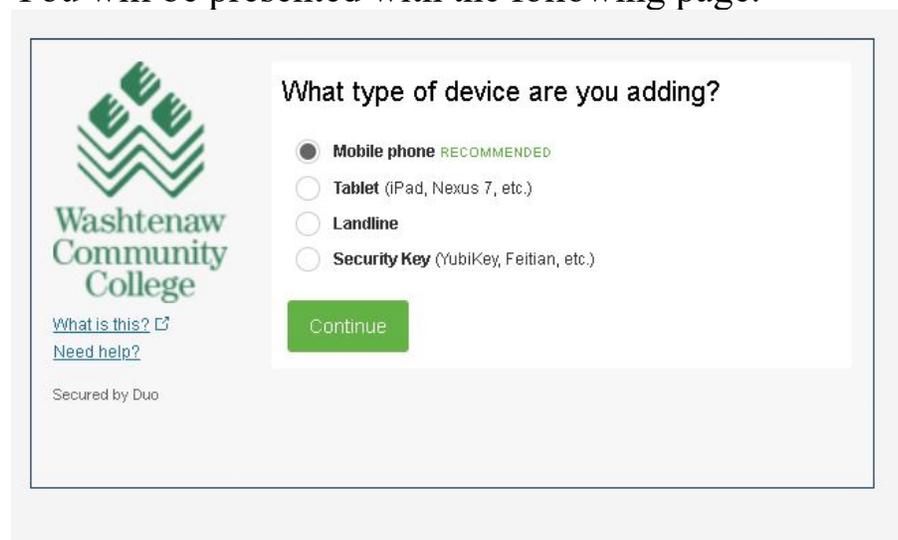
You will be presented with the following page.



Click **Start Setup**.

Step 3.

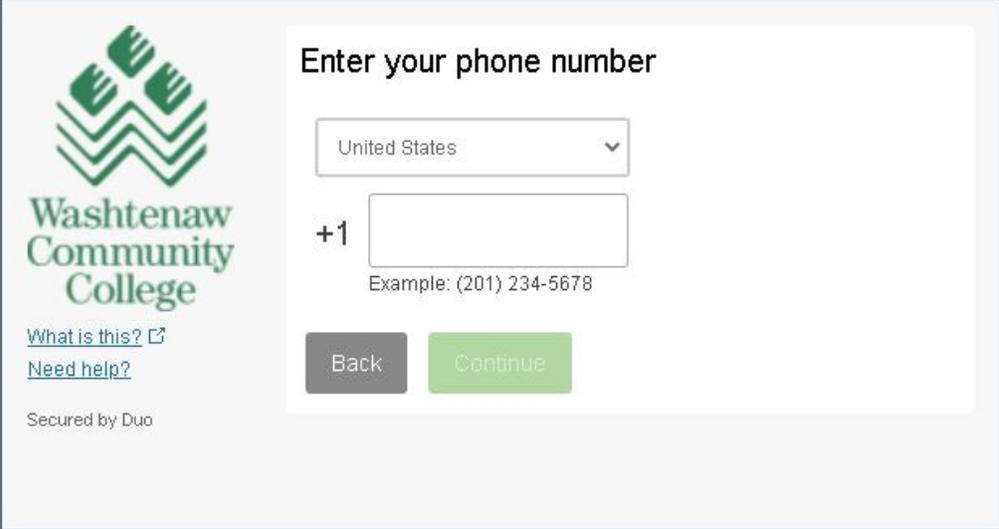
You will be presented with the following page.



For the best experience, ITS recommends using a mobile device with the *Duo Mobile* app and Duo Push notifications or Passcodes. To set up your smartphone, select **Mobile phone** and then click **Continue**.

Step 4.

You will be presented with the following page.

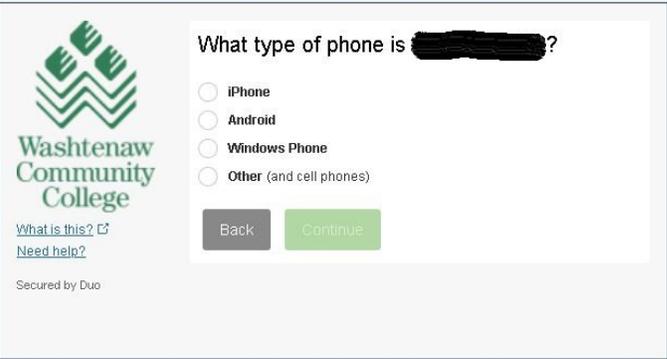


The screenshot shows a web form for entering a phone number. On the left is the Washtenaw Community College logo and text: "Washtenaw Community College", "What is this? ↗", "Need help?", and "Secured by Duo". The main form area is titled "Enter your phone number". It contains a dropdown menu set to "United States", a text input field with a "+1" prefix, and an example number "(201) 234-5678". At the bottom are "Back" and "Continue" buttons.

Enter your phone number. Double-check that you entered it correctly, check the box, and click **Continue**.

Step 5.

You will be presented with the following page.

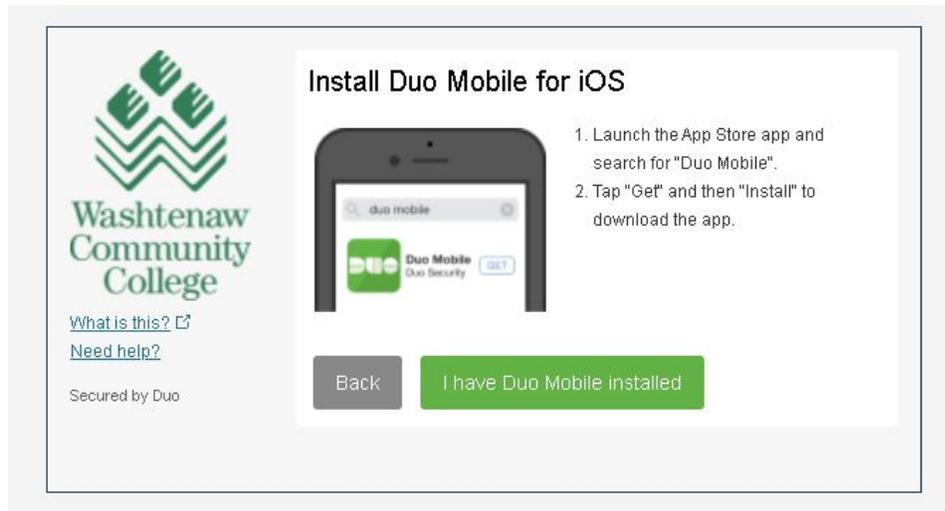


The screenshot shows a web form asking "What type of phone is [redacted]?". On the left is the Washtenaw Community College logo and text: "Washtenaw Community College", "What is this? ↗", "Need help?", and "Secured by Duo". The main form area contains four radio button options: "iPhone", "Android", "Windows Phone", and "Other (and cell phones)". At the bottom are "Back" and "Continue" buttons.

Select your device's operating system and click **Continue**.

Step 6.

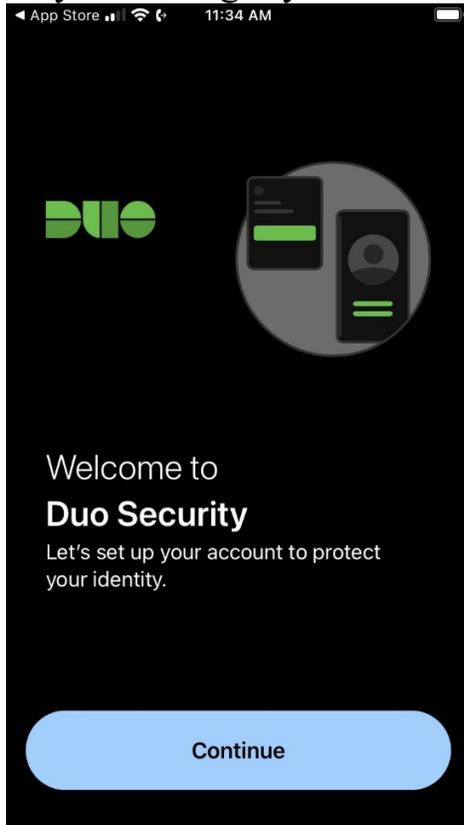
You will be presented with the following page.



Install the *Duo Mobile* app on your smartphone from the Apple App or Google Play Store. Note that the icon displays the DUO logo with a **green** background. *This is **not** the Google Duo app (by Google LLC) for making video calls.*

- **[Download from the App Store \(Apple iOS\)](#)**
- **[Download from the Google Play Store \(Android\)](#)**

Open the Duo Mobile App. The following images are from an iPhone and may differ slightly based on the type of device you are using.



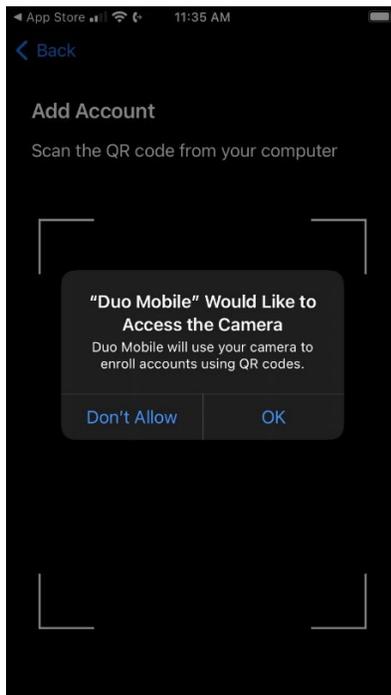
Duo Mobile is an app that runs on your smartphone and helps you authenticate quickly and easily. Follow the on-screen instructions to install the app.

The app requires the following permissions to work appropriately:

- **Click Allow notifications** for the use of Duo Push or Passcodes



- **Allow access the camera**, as you will need to scan a barcode to complete enrollment



After installing the Duo Mobile app on your device, return to the enrollment window and click I have Duo Mobile Installed.

Step 7.

You will be presented with the following page.



Activating the Duo Mobile app links it to your account so you can use it for authentication. On iPhone, Android, and Windows Phones, open the Duo Mobile app and use the app's built-in barcode scanner to scan the barcode.

(Do not scan the barcode above, this is only an example.)

Follow the platform specific instructions for your device.

You can also click the link to ***Email me an activation link***. Then follow the instructions to link your account.

Congratulations! Your device is registered to approve Duo authentication requests, and your account is now more secure!