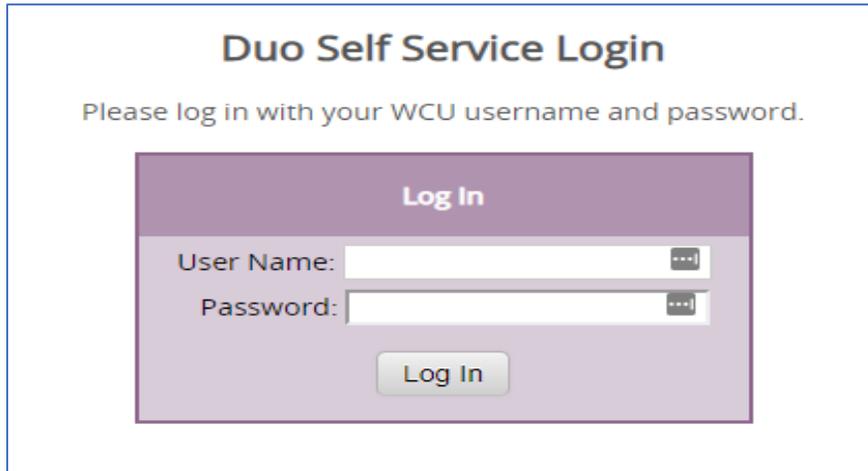


# Duo Enrollment Guide

These instructions will assist with the initial setup of a smartphone/tablet with West Chester University's two-factor authentication. Two-factor authentication is required for VPN access and other WCU applications.

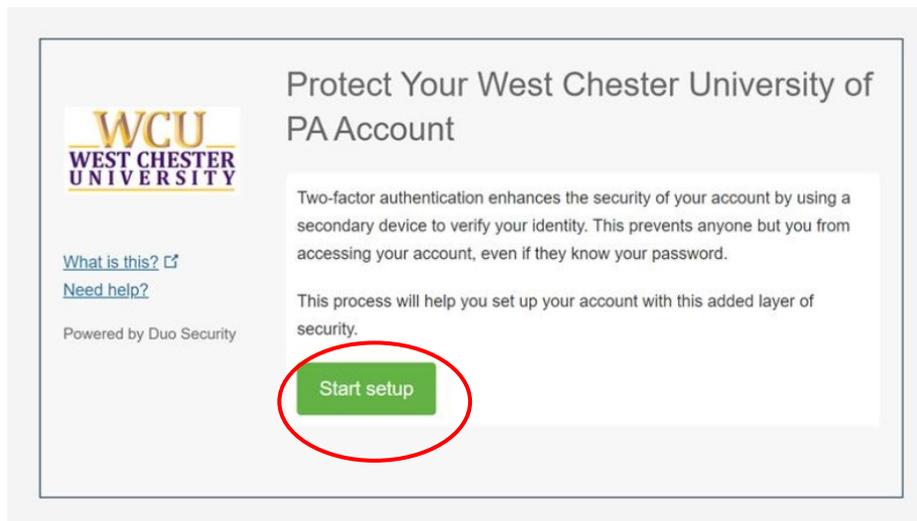
To begin, check your email for an enrollment invitation from Duo ([noreply@duosecurity.com](mailto:noreply@duosecurity.com)) and click on the enrollment link in the email. **Please do this from your computer (not your smartphone).** You also need your smartphone/tablet to complete the setup.



The screenshot shows a web page titled "Duo Self Service Login". Below the title is the instruction: "Please log in with your WCU username and password." The main content is a purple login form with the following elements:

- A header bar with the text "Log In".
- A "User Name:" label followed by a text input field with a clear button (X).
- A "Password:" label followed by a text input field with a clear button (X).
- A "Log In" button at the bottom center.

Click the **Start Setup** button.



The screenshot shows a web page titled "Protect Your West Chester University of PA Account". On the left side, there is the WCU logo and two links: "What is this?" and "Need help?". Below the links, it says "Powered by Duo Security". The main content area contains the following text:

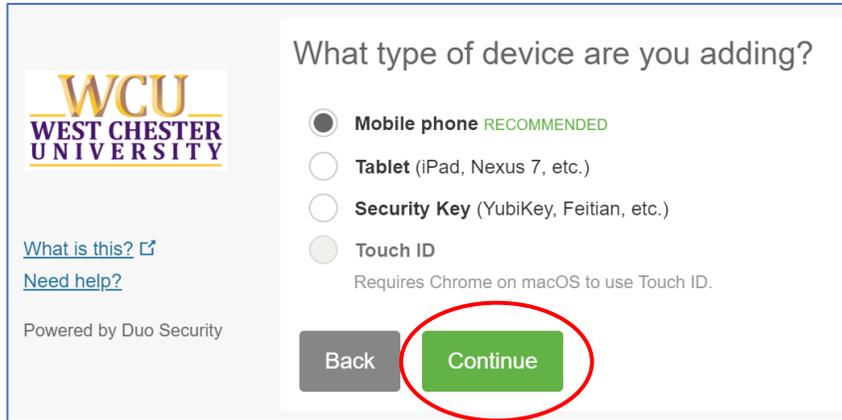
Two-factor authentication enhances the security of your account by using a secondary device to verify your identity. This prevents anyone but you from accessing your account, even if they know your password.

This process will help you set up your account with this added layer of security.

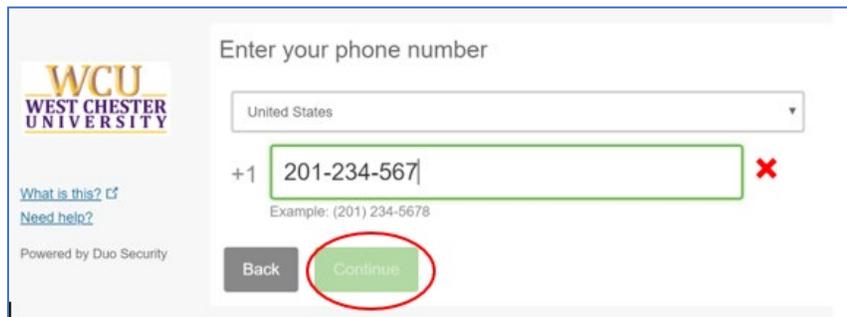
A green "Start setup" button is located at the bottom of the main content area and is circled in red.

### Duo Enrollment Guide

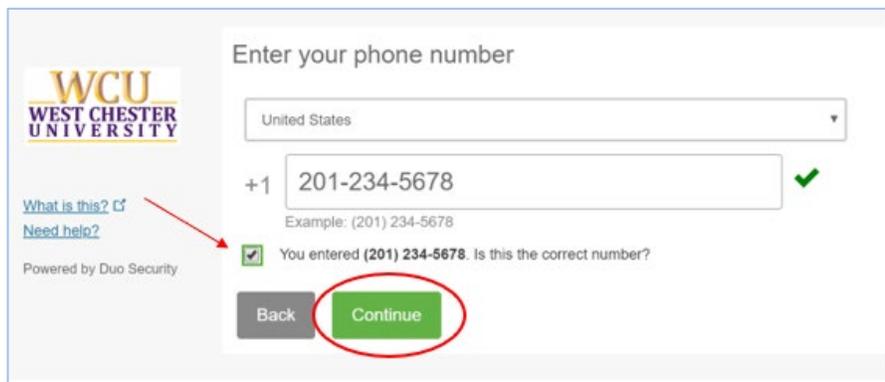
You will see the following screen. For a smartphone, select Mobile phone. This is the recommended setup. Once you make your selection, click the **Continue** button.



Enter the phone number of the device you are enrolling.

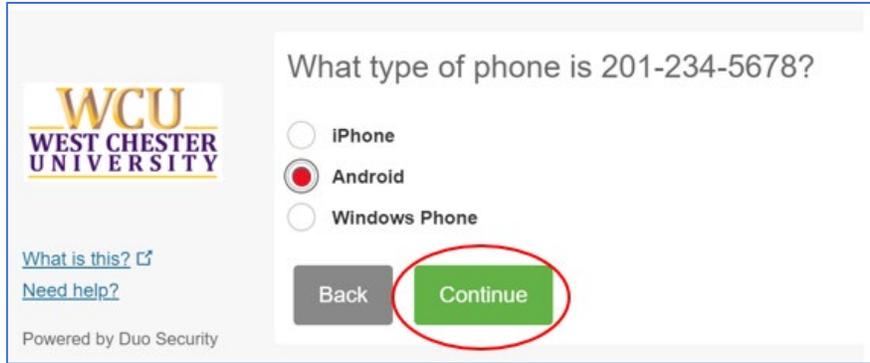


Verify that the phone number is correct and click the **Continue** button.



### Duo Enrollment Guide

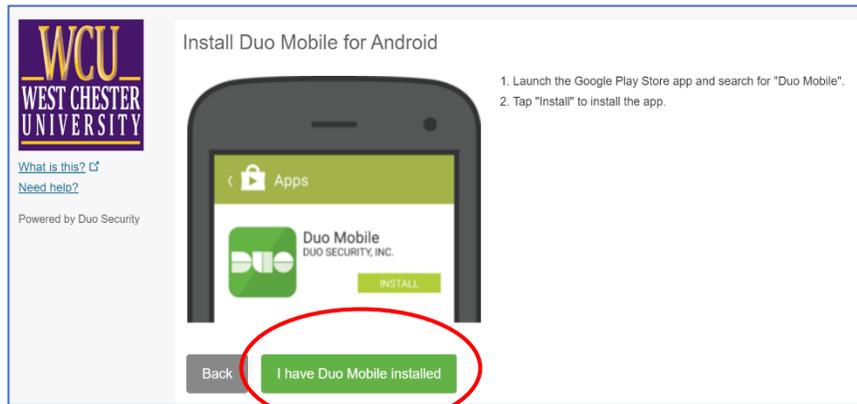
Select the type of phone you are enrolling and click **Continue**.



Next, **on your smartphone**, install the Duo Mobile app. For iPhones, go to the App Store. For Android devices, go to the Google Play app.

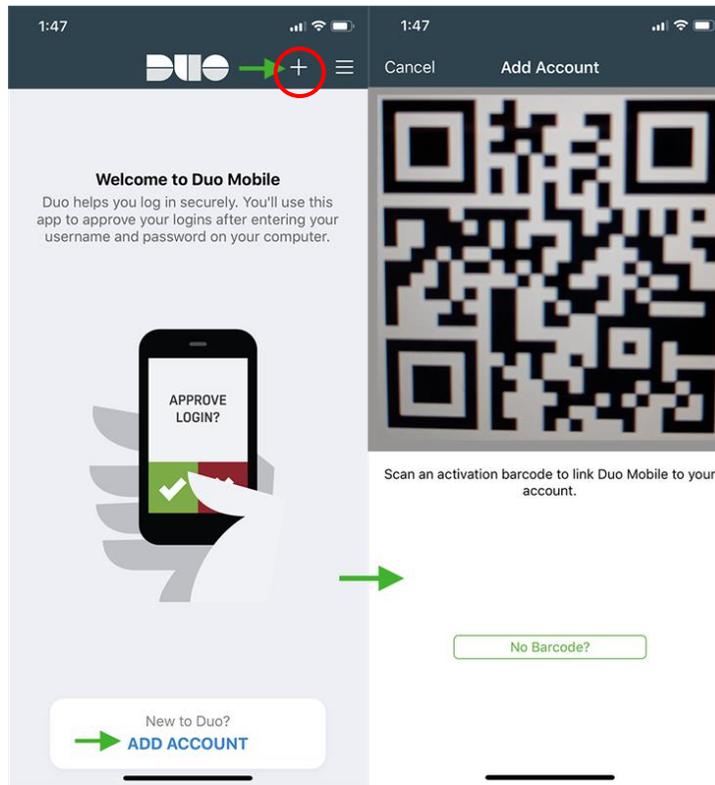


Once you have the Duo Mobile app installed on your smartphone, **return to your computer** and click the **I have Duo Mobile installed** button.



### Duo Enrollment Guide

**On your smartphone**, open the Duo Mobile app and tap the “+” in the top right corner. If your phone prompts you to allow Duo Mobile to access your camera, click Allow. You must use your camera to scan the code (next step).

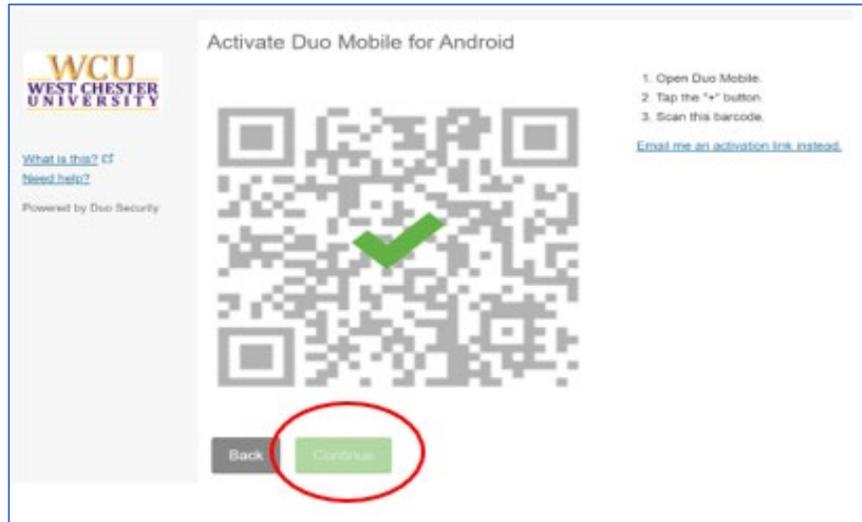


Hold your smartphone up to your computer screen so that the camera can scan the code. Your smartphone will automatically scan the code.



## Duo Enrollment Guide

When the code is successfully scanned by your phone, a **green check mark** will appear on the code. Once you see the green check mark, click the **Continue** button.



It is recommended to enroll more than one device as a backup authentication method. To do so, just repeat this process.

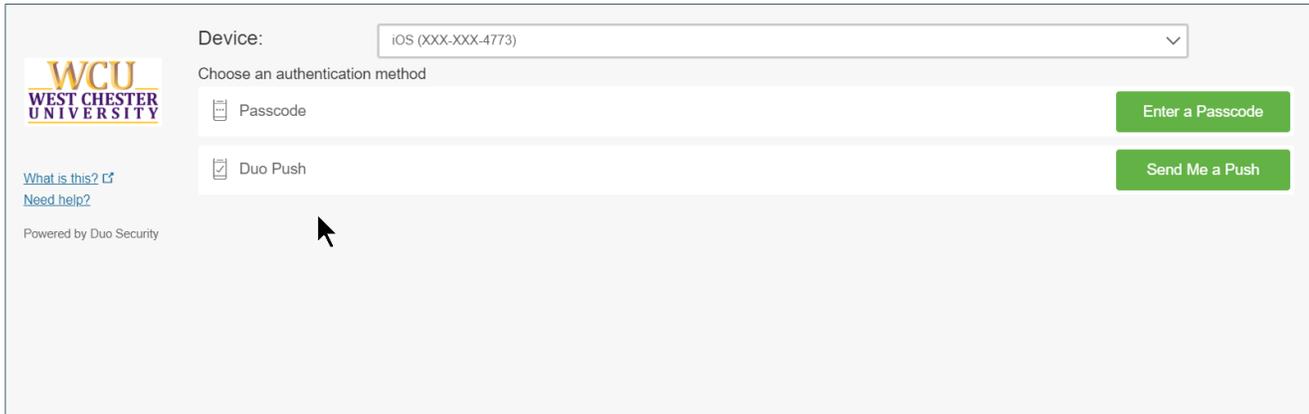
We do **not** recommend choosing the "Automatically send me a push notification" option. Please see the What to Expect section of this document for information on how to set "Remember me for 60 days".

## Congratulations!

You have enrolled your device in Duo Security and your device is ready to approve Duo push authentication requests.

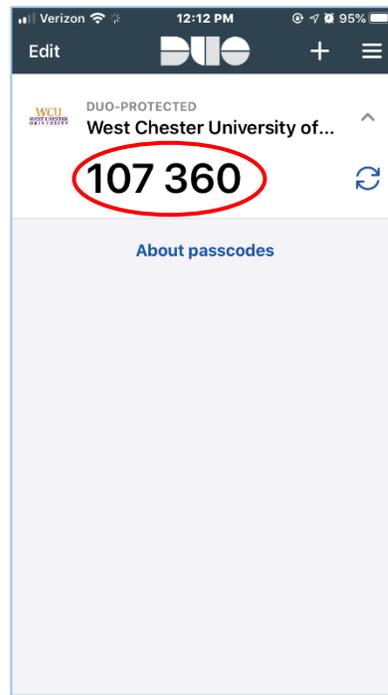
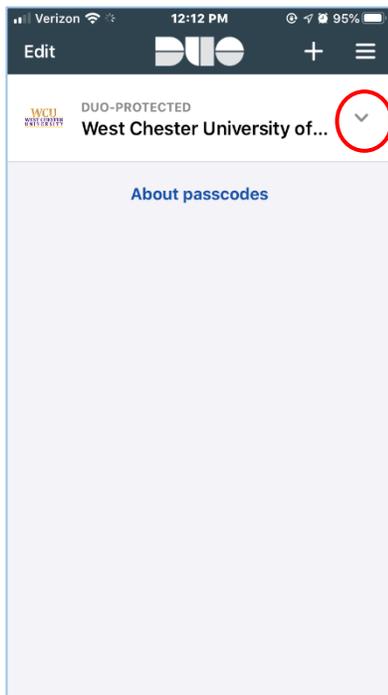
# What To Expect?

When you log into a system that uses Duo, you will see this screen. On this screen, select the authentication method you want to use.



## Method 1

**Enter A Passcode** – if you choose this option, you will need to open the app on your smartphone or tablet. Click on the drop down arrow beside West Chester University of Pennsylvania to see your passcode.



Then enter the passcode on your computer login screen and click Log In.

WCU Multi-Factor Authentication Website: [www.wcupa.edu/mfa](http://www.wcupa.edu/mfa)

Duo Enrollment Guide

Method 2

**Send me a Push** – will send a notification to your smartphone. Tap on the prompt to **Approve** or **Deny** the login request.



WCU WEST CHESTER UNIVERSITY  
Device: iOS (XXX-XXX-4773)  
Choose an authentication method  
ex. 867539 Log In  
Your next SMS Passcode starts with 2  
Duo Push Send Me a Push  
What is this? Need help?  
Powered by Duo Security

## Remember Me for 60 Days

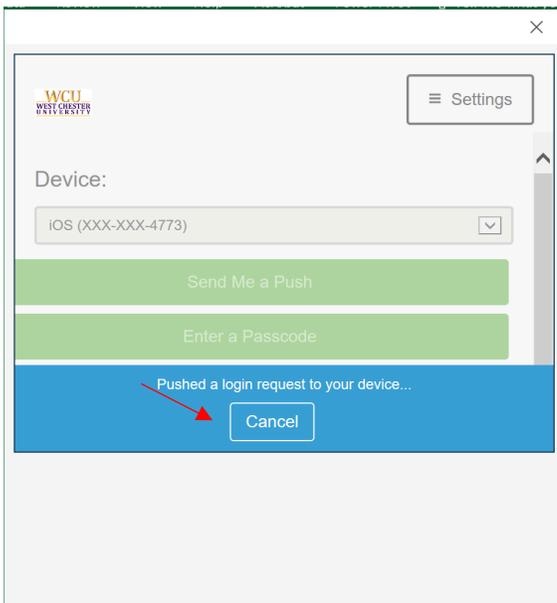
The "Remember Me for 60 Days" feature makes Two-Step Verification more convenient. If you're having a problem using it, try the following.

### If you never see the "Remember Me" option:

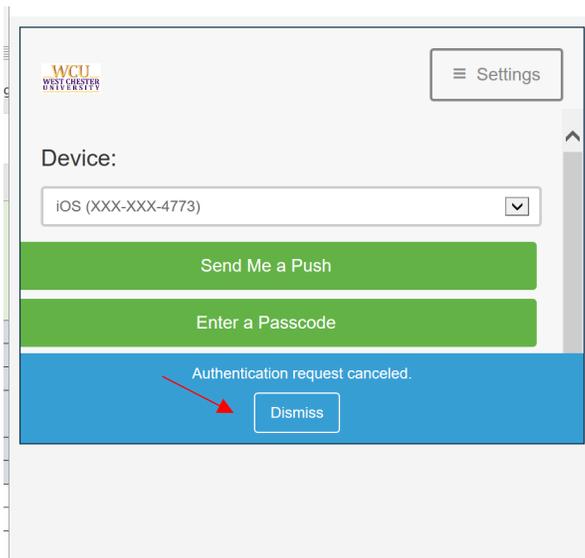
To get the ability to "Remember Me," you'll have to turn off the "Automatically send me ..." option.

Here's how:

1. When it tries to automatically push or call you, click the cancel button in the blue bar at the bottom.

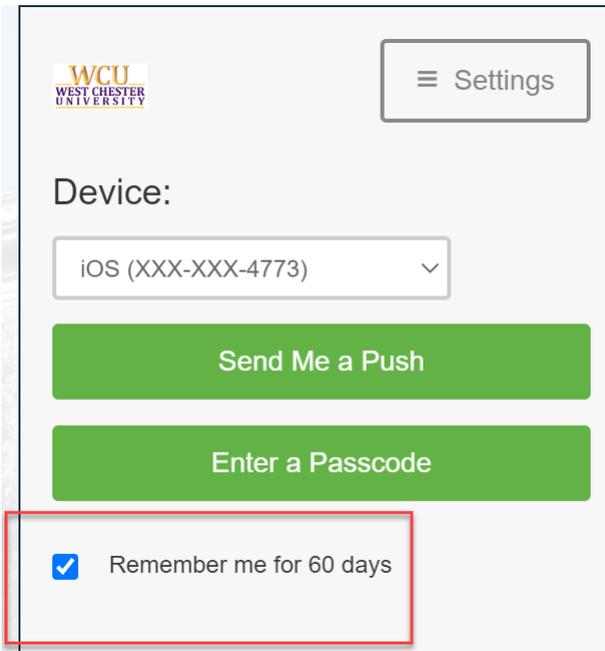


2. Click on the "Dismiss" button on the blue bar (the checkbox for the remember me option is hidden behind the blue bar).



## Duo Enrollment Guide

3. Check "Remember me for 60 days".



WCU  
WEST CHESTER  
UNIVERSITY

Settings

Device:

iOS (XXX-XXX-4773) ▾

Send Me a Push

Enter a Passcode

Remember me for 60 days

4. Now you will have to verify - choose the method you prefer (like push or passcode) and verify.

5. Approve the login on your smartphone or tablet.

6. You will not be prompted for another 60 days.

For assistance setting up your smartphone, please contact the IS&T Help Desk at 610-436-3350.