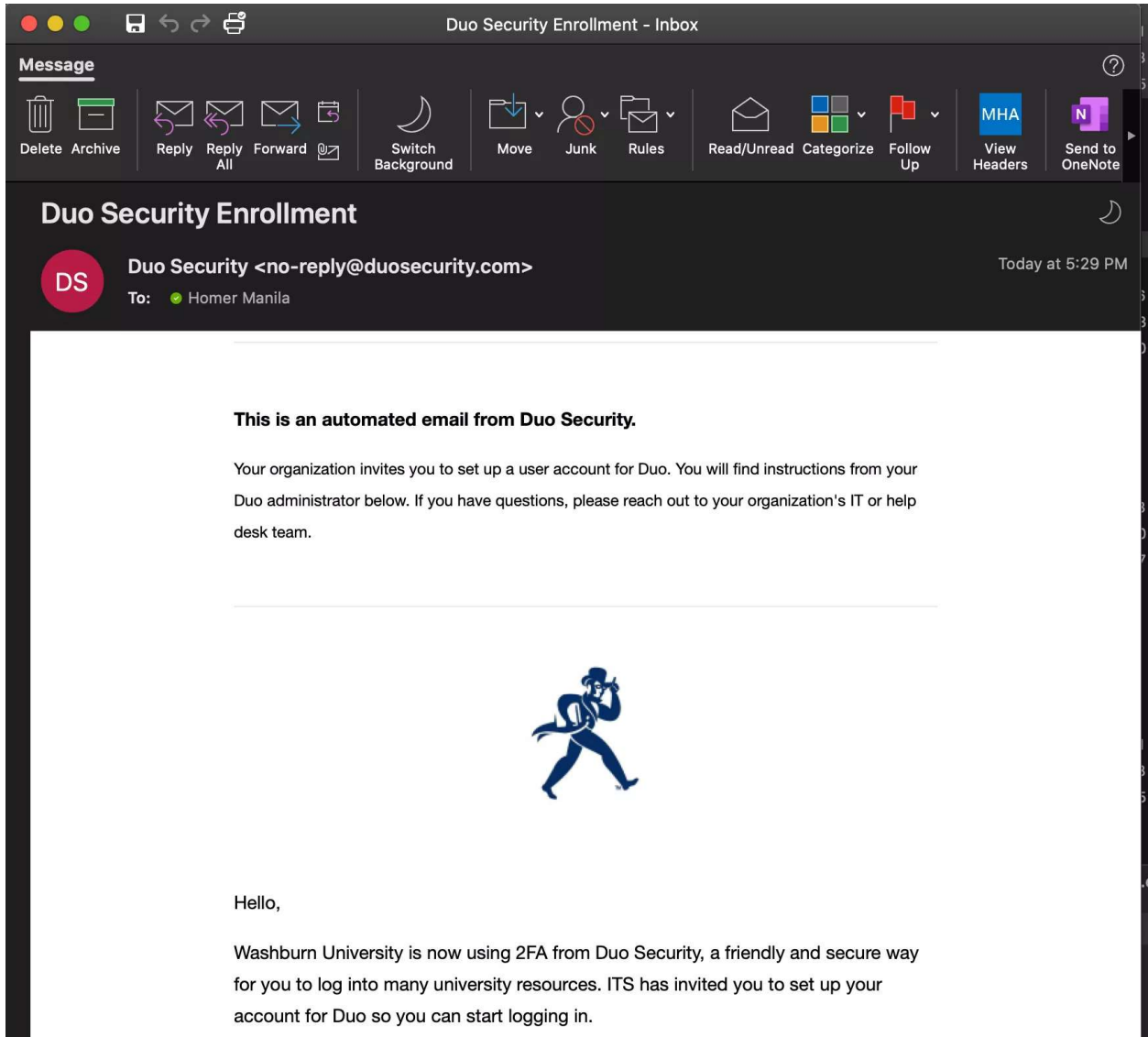



**TO ENROLL IN DUO:**

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 If the link is no longer valid, check your inbox for a newer one or contact ITS User Services for one.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



## Protect Your Washburn University 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.

[What is this?](#) [Need help?](#)

Powered by Duo Security

**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](mailto:support@washburn.edu) or call 785-670-3000.



## What type of device are you adding?

**Mobile phone** RECOMMENDED

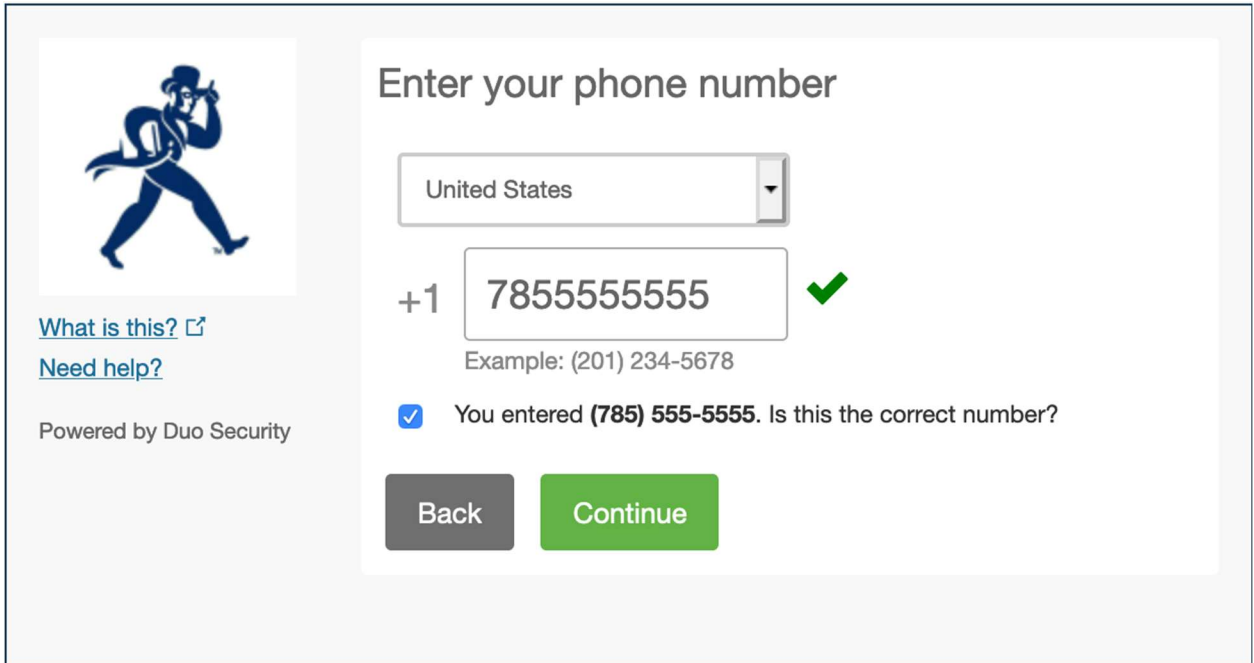
**Tablet** (iPad, Nexus 7, etc.)

**Landline**

**Security Key** (YubiKey, Feitian, etc.)  
Requires Chrome to use Security Keys.

**Continue**

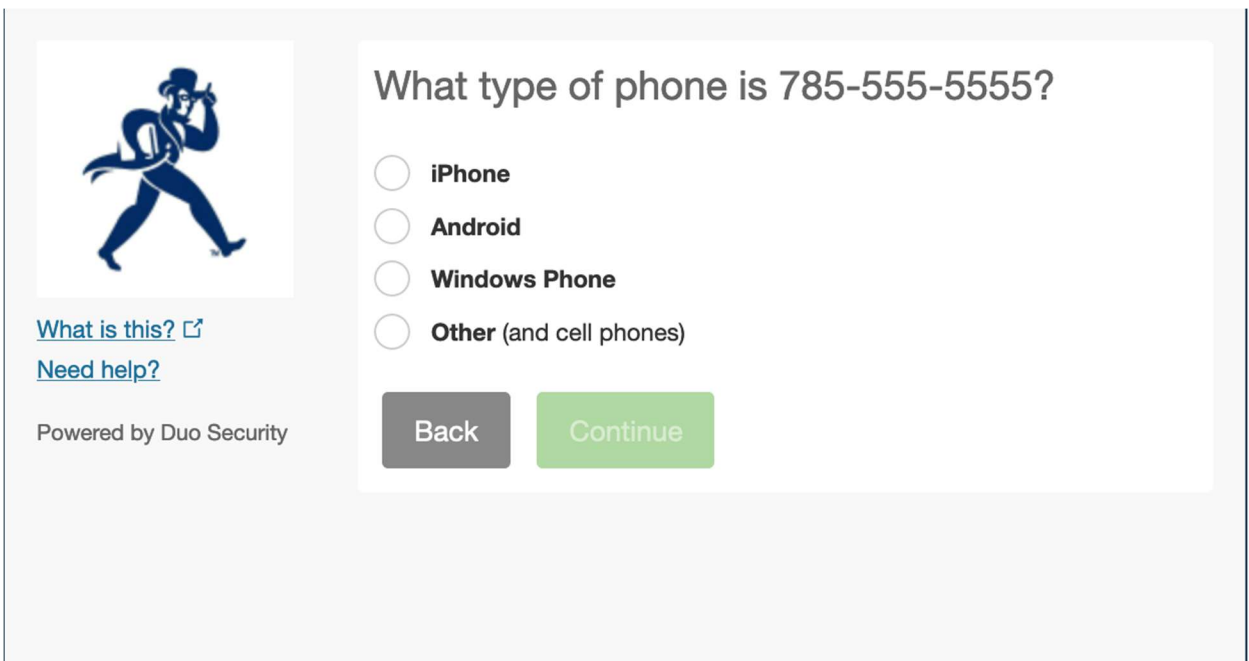
5. Select your country from the drop-down list and type your phone number. Use the number of your smartphone, landline, or cell phone that you'll have with you when you're logging in to a **Duo**-protected service (such as the **Palo Alto GlobalProtect VPN** or **VDI**). Double-check that you entered it correctly, check the box, and click **Continue**.



The screenshot shows a Duo Security interface for entering a phone number. On the left, there is a blue illustration of a person running with a shield and a sword. Below it are links for "What is this?" and "Need help?", and the text "Powered by Duo Security". The main content area is titled "Enter your phone number". It features a dropdown menu for the country, currently set to "United States". Below that is a text input field containing "+1 7855555555" with a green checkmark to its right. An example "(201) 234-5678" is shown below the input field. A checkbox is checked, with the text "You entered (785) 555-5555. Is this the correct number?". At the bottom are two buttons: "Back" (grey) and "Continue" (green).

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**.



The screenshot shows a Duo Security interface for selecting a phone type. On the left, there is a blue illustration of a person running with a shield and a sword. Below it are links for "What is this?" and "Need help?", and the text "Powered by Duo Security". The main content area is titled "What type of phone is 785-555-5555?". It features four radio button options: "iPhone", "Android", "Windows Phone", and "Other (and cell phones)". At the bottom are two buttons: "Back" (grey) and "Continue" (green).

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**.

[What is this?](#) [Need help?](#)

Powered by Duo Security

## 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](#)

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:

[What is this?](#) [Need help?](#)

Powered by Duo Security

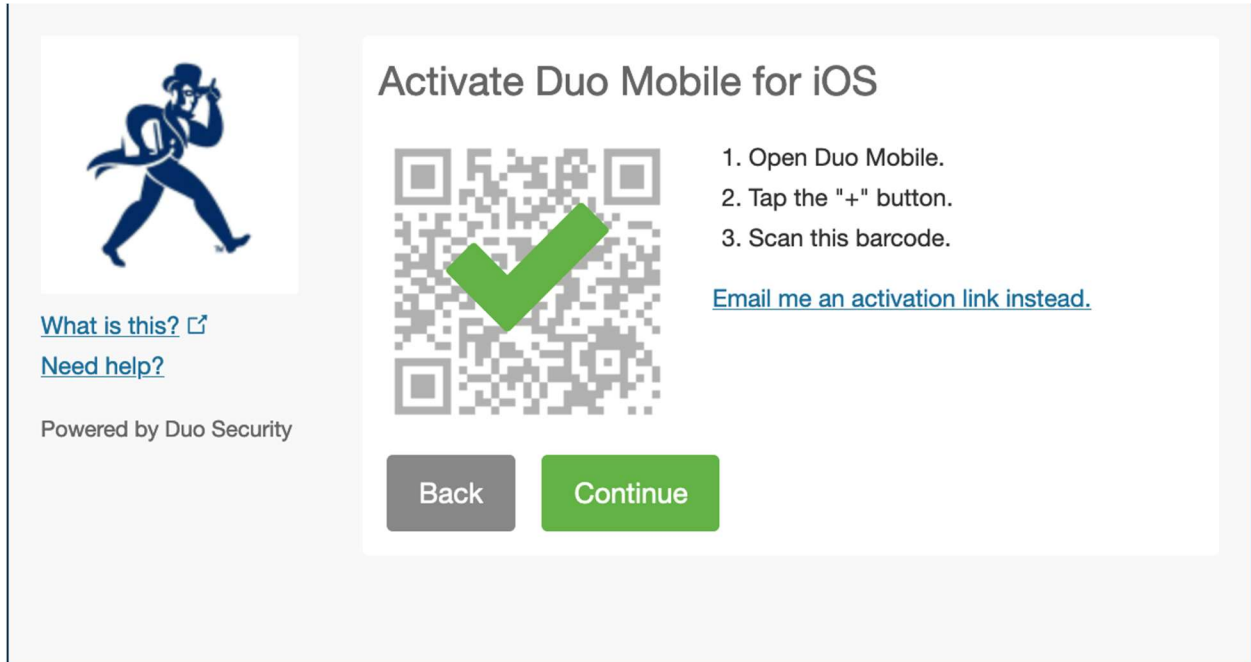
## Activate Duo Mobile for iOS

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

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

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

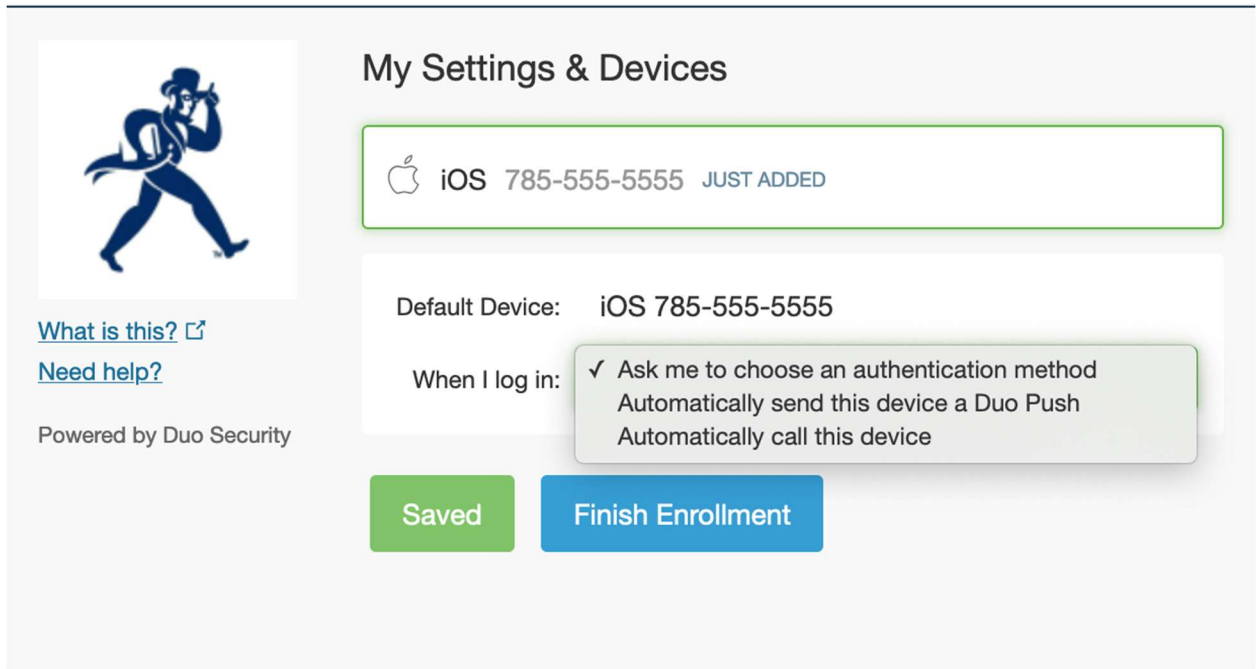
The "**Continue**" button is clickable after you scan the barcode successfully.




The screenshot shows the Duo Mobile activation interface for iOS. On the left, there is a blue silhouette of a person running with a shield. Below it are links for "What is this?" and "Need help?", and the text "Powered by Duo Security". The main area is titled "Activate Duo Mobile for iOS" and features a QR code with a large green checkmark overlaid on it. To the right of the QR code are three numbered instructions: "1. Open Duo Mobile.", "2. Tap the '+' button.", and "3. Scan this barcode." Below the instructions is a blue link that says "Email me an activation link instead.". At the bottom of the screen are two buttons: a grey "Back" button and a green "Continue" button.

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).



**My Settings & Devices**



[What is this?](#) [Need help?](#)

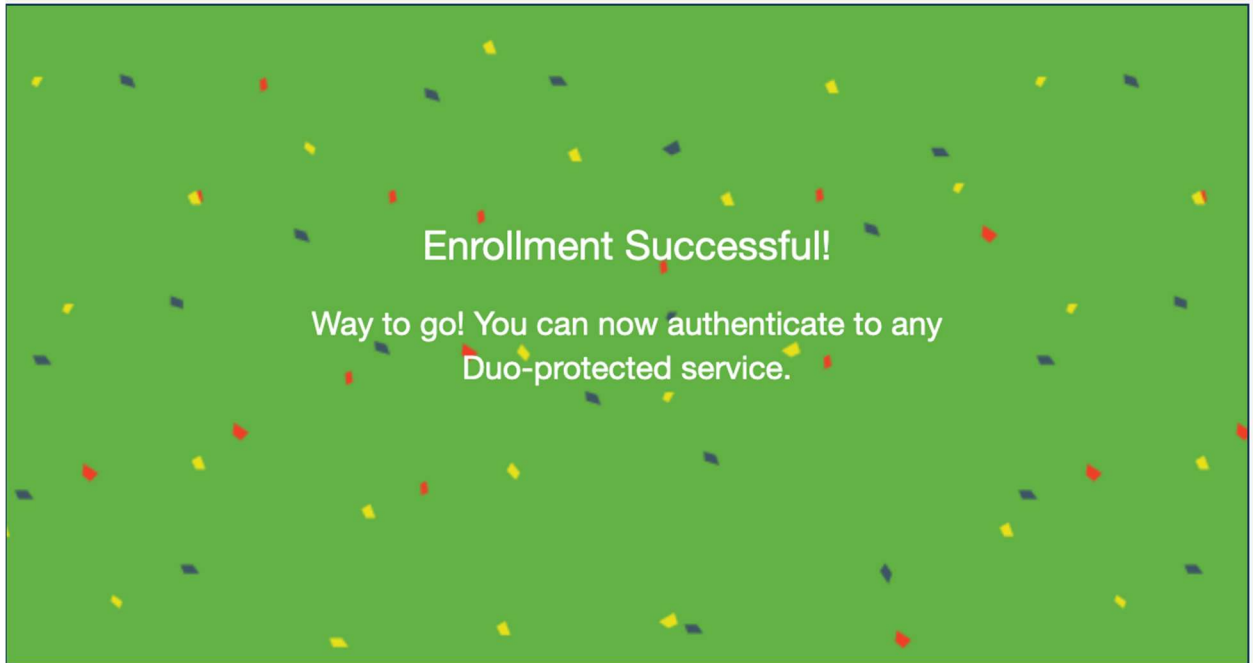
Powered by Duo Security

Default Device: iOS 785-555-5555

When I log in:  Ask me to choose an authentication method  
 Automatically send this device a Duo Push  
 Automatically call this device

**Saved** **Finish Enrollment**

Click **Finish Enrollment** to complete enrollment.

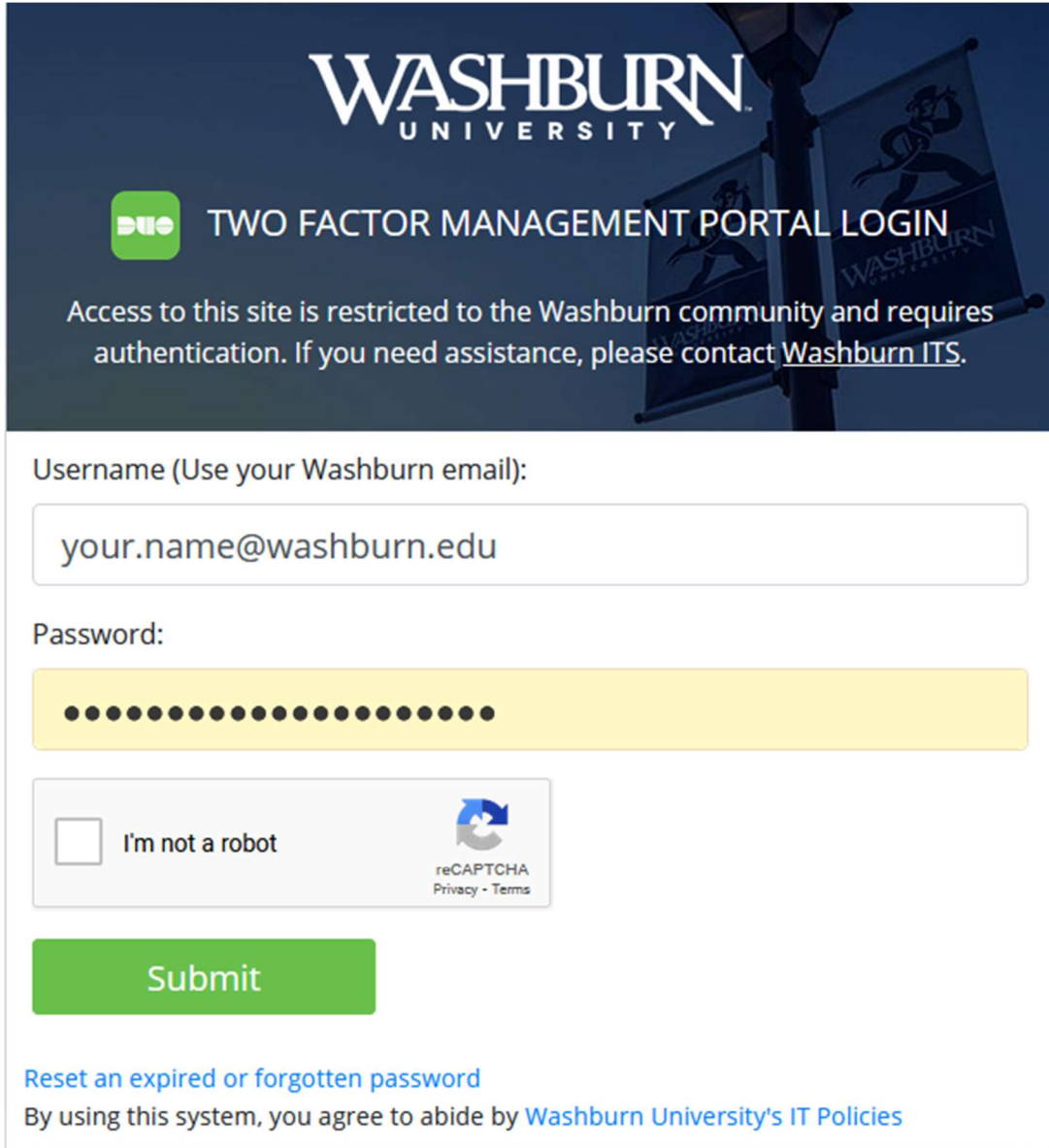


10. **Congratulations!** Your device is ready to approve **Duo** push authentication requests.

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](mailto: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>:



The screenshot shows the login page for Washburn University's Two Factor Management Portal. At the top, there is a dark blue header with the Washburn University logo and the Duo logo. Below the header, the text reads: "TWO FACTOR MANAGEMENT PORTAL LOGIN" and "Access to this site is restricted to the Washburn community and requires authentication. If you need assistance, please contact [Washburn ITS](#)." The main form area contains a "Username (Use your Washburn email):" label, a text input field with the placeholder "your.name@washburn.edu", a "Password:" label, and a password input field with 12 dots. Below the password field is a reCAPTCHA section with an "I'm not a robot" checkbox and a "Submit" button. At the bottom of the form, there is a link for "Reset an expired or forgotten password" and a statement: "By using this system, you agree to abide by [Washburn University's IT Policies](#)".

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




[What is this?](#) [Need help?](#)

Powered by Duo Security

Choose an authentication method

 Call Me

Call Me

 Passcode

Enter a Passcode

 Duo Push

Send Me a Push

## DUO TWO FACTOR AUTHENTICATION MANAGEMENT



[What is this?](#) [Need help?](#)

Powered by Duo Security

### My Settings & Devices

 iOS

Device Options

+ [Add another device](#)

Default Device: iOS

When I log in:

Saved

**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**.



DUO TWO FACTOR AUTHENTICATION MANAGEMENT

My Settings & Devices

What is this? [↗](#)  
Need help?

Secured by Duo

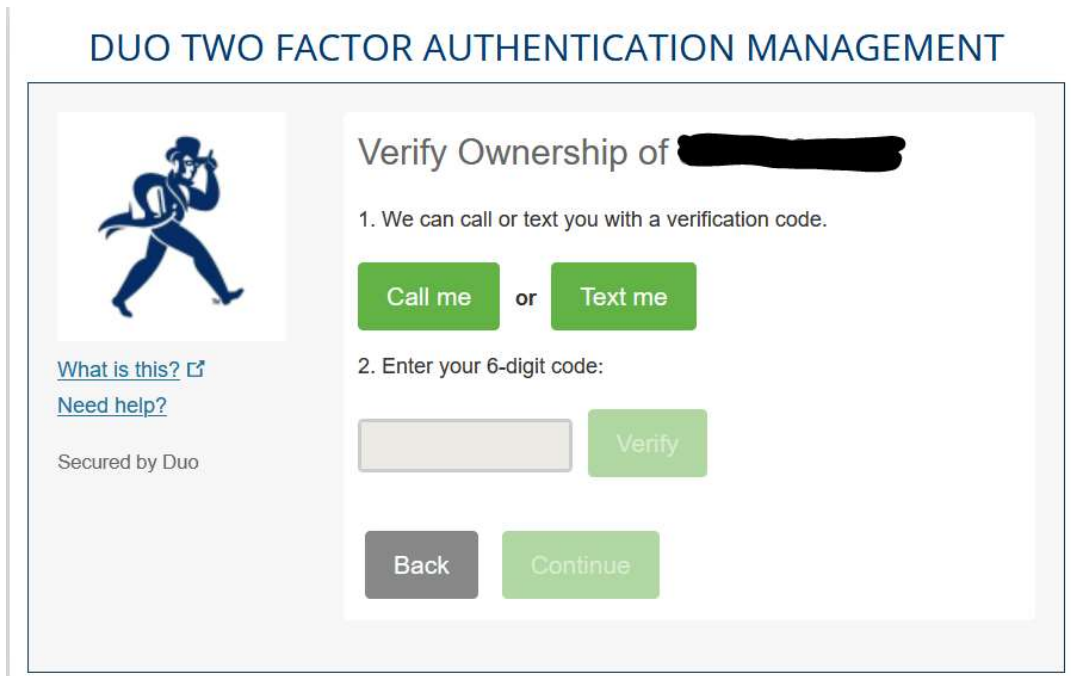
Apple iOS [redacted]

Reactivate Duo Mobile

Change Device Name

Token # [redacted] Device Options

Choose **Call Me** or **Text Me**, then enter the 6-digit code you receive in the given field and click **Continue**.



DUO TWO FACTOR AUTHENTICATION MANAGEMENT

Verify Ownership of [redacted]

1. We can call or text you with a verification code.


Call me or Text me

2. Enter your 6-digit code:

[input field] Verify

Back Continue

Choose the type of phone, then click **Continue**.



[What is this?](#) [Need help?](#)


Powered by Duo Security

### What type of phone is 785-555-5555?

- iPhone
- Android
- Windows Phone
- Other (and cell phones)

**Back** **Continue**


Install the Duo Mobile app as directed (if needed), then choose **I have Duo Mobile installed**.



[What is this?](#) [Need help?](#)

Powered by Duo Security

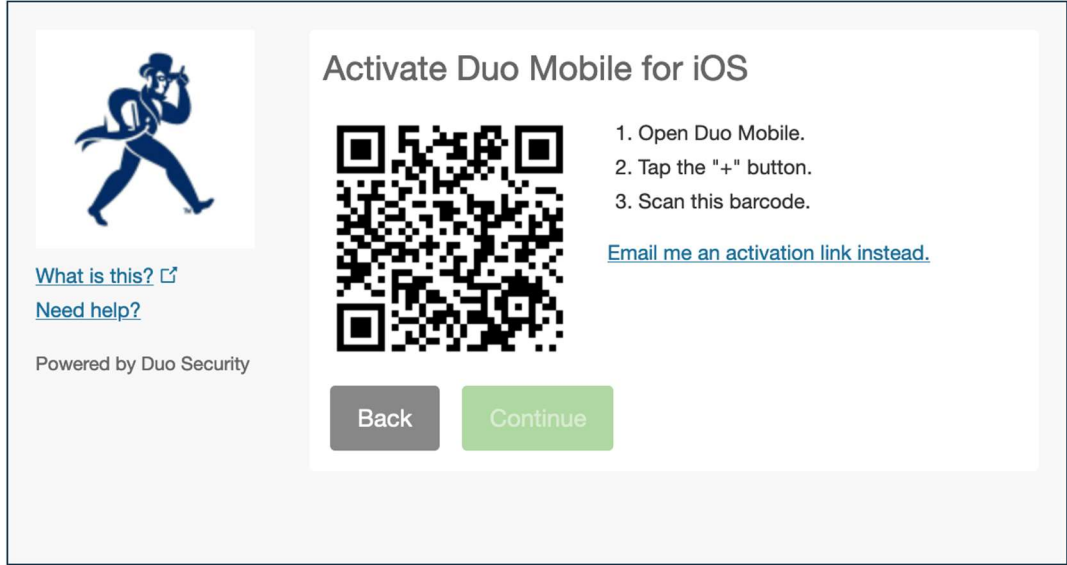
### Install Duo Mobile for iOS



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**


Follow the directions as listed to activate Duo Mobile.



What is this? ↗  
Need help?

Powered by Duo Security

### Activate Duo Mobile for iOS

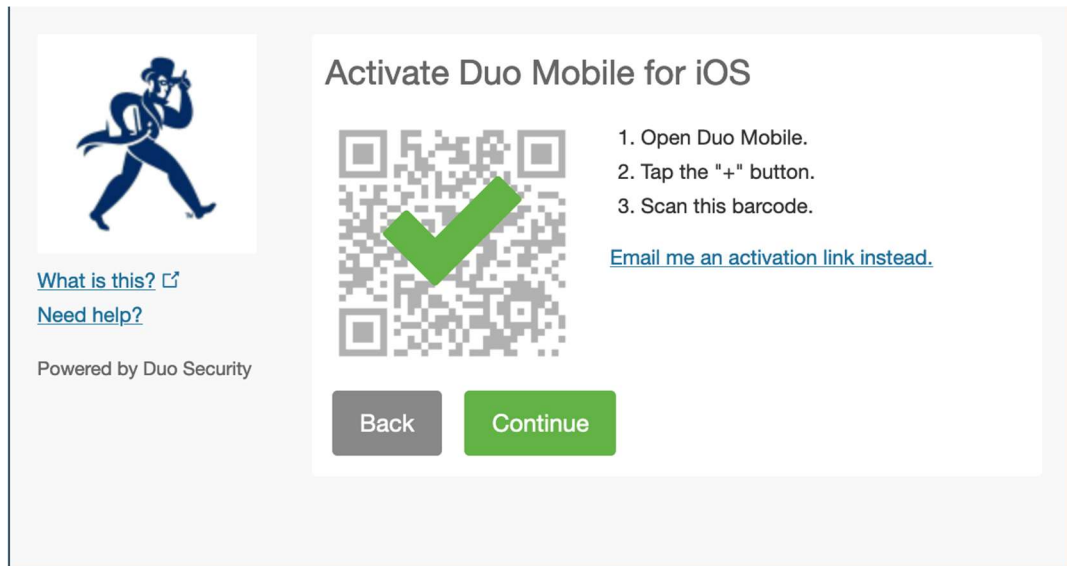


1. Open Duo Mobile.
2. Tap the "+" button.
3. Scan this barcode.

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

Back Continue


Click **Continue** or close your browser.



What is this? ↗  
Need help?

Powered by Duo Security

### 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

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](mailto:support@washburn.edu) or call 785-670-3000.