


# Duo Two-Factor Authentication for Incoming Students

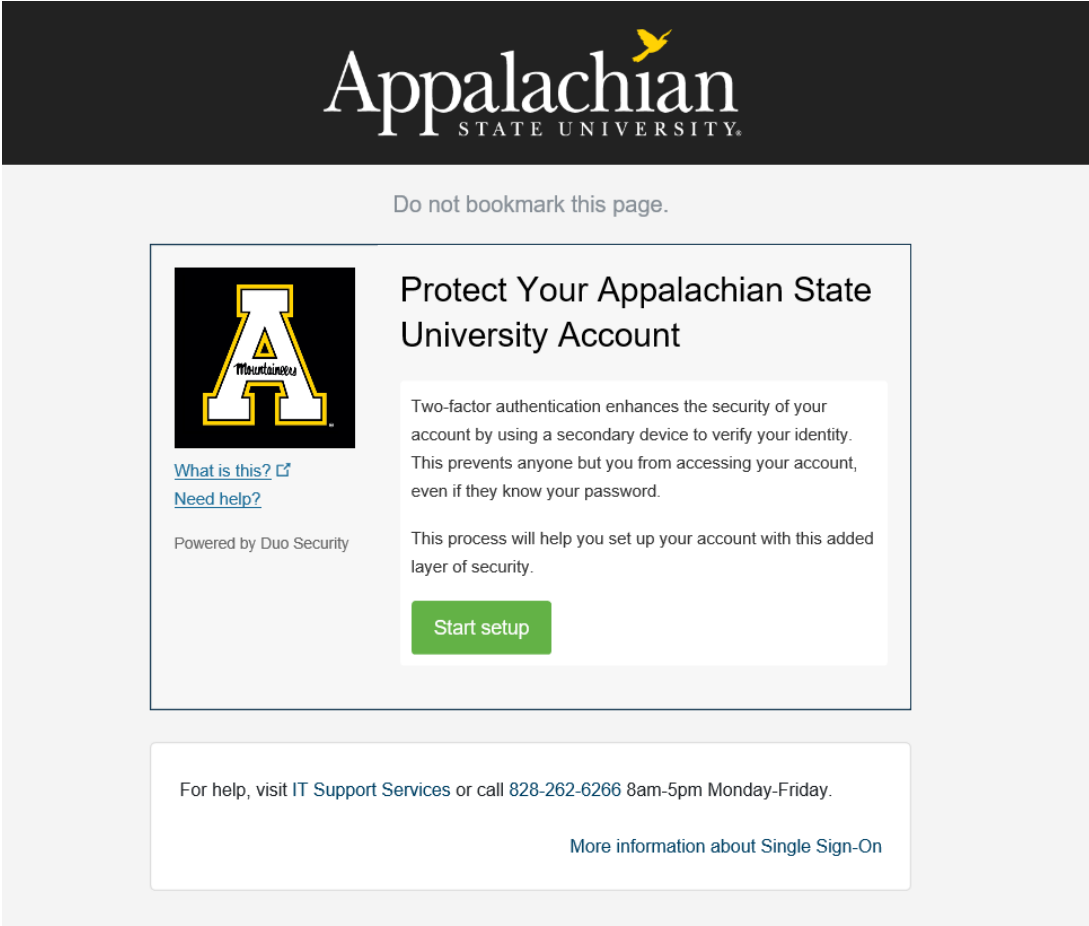
Two-factor authentication with Duo is **required** for all incoming App State students. New students will be prompted to enroll in two-factor authentication on the password change following the registration of a class. ITS recommends registering a mobile phone number with Duo and one additional method as a backup.

 What is Duo Two-Factor Authentication? [Learn more about Duo here!](#)

After registering for your first class you will receive an email prompting you to reset your password. This password change is critically important as it will enable your account to use campus resources and also complete the Duo enrollment process.

- You can expect to see the following as you reset your password.

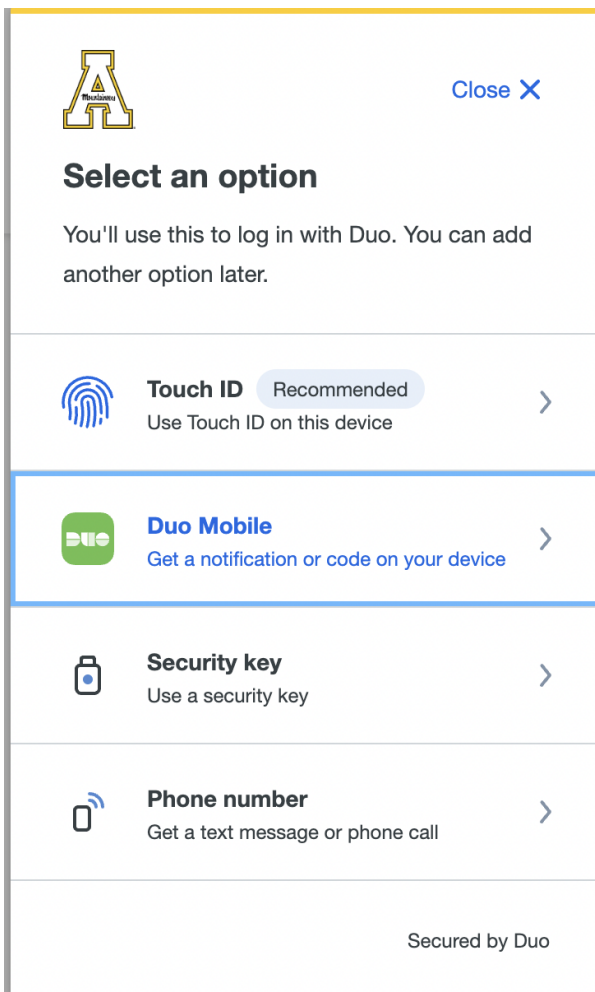
1. Click **Start Setup**



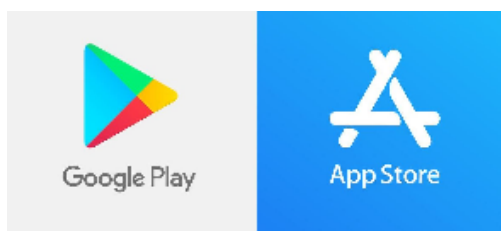
The screenshot shows the Duo Two-Factor Authentication setup page for Appalachian State University. At the top, the university's logo is displayed. Below the logo, a message reads "Do not bookmark this page." The main content area is titled "Protect Your Appalachian State University Account" and features a large "A" logo with "Mountaineer" written below it. To the right of the logo, there is text explaining that two-factor authentication enhances account security by using a secondary device to verify identity, preventing unauthorized access even if the password is known. A green "Start setup" button is prominently displayed. Below the main content, there is a section for help, including contact information for IT Support Services and a link for "More information about Single Sign-On".

2. Choose an authentication device.

We recommend adding Duo mobile for a **mobile push** as the primary device, for portability and ease of use. Please contact the Help Desk at 828-262-6266 Option 1, if this is a concern and we can discuss alternate authentication options.



3. Enter your cell phone number including the area code of the device and confirm by checking the box.
4. Install Duo Mobile on your cellular phone from the Google Play Store or Apple App Store. **\*Please allow notifications\***

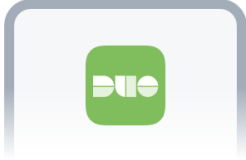


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## Download Duo Mobile

On your mobile device, download the app from the App Store or Google Play.



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5. If completing this process on a cell phone the device activation is automatic and you will see that your App State account is now visible in the Duo Mobile App. **Device enrollment is complete!**

6. If completing this process on a computer you will be given an activation bar code to scan with the Duo Mobile App on your phone. Open the Duo Mobile app, click add account, and scan the barcode by holding the phone camera 8-12 inches from the code. If your camera is not activated click on the plus + on the Duo Mobile App to activate the camera.



### ✓ Added Duo Mobile

You can now use Duo mobile to log in using a push notification sent to your mobile device.

**Since you added a phone number, you can also use text messages and phone calls.**

[Continue](#)

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