

# Duo Two-Factor Authentication for Incoming Students

Two-factor authentication with Duo is required for all incoming AppState students. New students will be introduced to two-factor authentication during Orientation and will be automatically enrolled at the end of the Orientation session. Once enrolled, students will be required to complete enrollment by adding an authentication device before logging in to University services. We recommend registering a mobile phone number with Duo and one additional device as a backup. Instruction on how to complete DUO enrollment can be found below.



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

**Congratulations on becoming a Mountaineer!** Enrolling in Duo is the single, most effective step that you can take to keep your AppState accounts secure.

Enrollment is easy! In fact, we automatically enroll you when you attend Orientation.

All you need to do is add your devices!

**After attending your final Orientation workshop, simply login to a University authenticated service to register your devices!**

- On the first login to a University service after enrollment, you will see the “Start setup” splash screen to finalize DUO enrollment. (Log out and sign in again if you don't see the "Start setup" screen.)
- Students can also [click here to add devices](#)

## 1. Click Start Setup

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## Protect Your Appalachian State 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.

[Start setup](#)

For help, visit [IT Support Services](#) or call 828-262-6266 8am-5pm Monday-Friday.

[More information about Single Sign-On](#)

## 2. Choose an authentication device.

**We recommend adding a mobile phone 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.**

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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.)  
Requires Chrome, Firefox, Safari, or Edge to use Security Keys.
- Touch ID**  
Requires Chrome on macOS to use Touch ID.

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**3. Enter the cellular phone number including the area code of the device and confirm by checking the box.**

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## Enter your phone number

United States

+1 012345678 ✓

Example: (201) 234-5678

You entered **(201) 234-5678**. Is this the correct number?

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#### 4. Choose the type of phone.

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What type of phone is 201-234-5678?

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

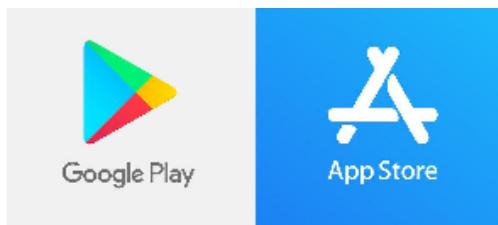
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[More information about Single Sign-On](#)

**5. Install Duo Mobile on your cellular phone from the Google Play Store or Apple App Store . \*Please allow notifications\***



**6. When App installation is finished, click "I have Duo Mobile Installed"**

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## Install Duo Mobile for Android



1. Launch the Google Play Store app and search for "Duo Mobile".
2. Tap "Install" to install the app.

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I have Duo Mobile installed

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[More information about Single Sign-On](#)

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

**8. 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.**

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## Activate Duo Mobile for Android



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

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

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**9. Create Emergency Bypass Codes! Now that your mobile device is enrolled in DUO, it is a good idea to generate some emergency bypass codes for use when you forget your phone, the battery is dead, or cellular service is not adequate. Bypass codes can be requested from [any login prompt](#). Simply click on "Enter a Passcode" and "Text me new codes" from the blue bar.**

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Device:

Choose an authentication method

Duo Push  Used automatically

Call Me

Your next SMS Passcode starts with 1

Enter a passcode from Duo Mobile or a text.

For help, visit IT Support Services or call 828-262-6266 8am-5pm Monday-Friday.

[More information about Single Sign-On](#)

## Related Articles

- [DUO - 2 Factor Authentication Articles](#)
- [DUO - 2-Factor Authentication](#)
- [Duo Enrollment](#)
- [DUO Two-Factor Authentication Enrollment for Faculty & Staff](#)
- [Duo: Remember Me for 14 Days](#)
- [Emergency Bypass Codes for DUO.](#)
- [How to Activate Duo Push Notifications to your Smartphone](#)
- [How to Reactivate Duo Mobile on a New Phone](#)
- [Logging into Pulse Secure with Duo Token](#)
- [What is Duo 2-Factor Authentication \(2FA\)](#)

For more information including resources for support please visit the [DUO - 2-Factor Authentication Service Catalog Page](#).

[Search Knowledge Base](#)

[Submit a Service Request](#)

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