Duo Two-Factor Authentication for Incoming Students

Two-factor authentication with Duo is required for all incomingAppState students. New students will be prompted to enroll in two-factor authentication on the next password change following the registration of a class. ITS recommends registering a mobile phone number with Duo and one additional method as a backup. Emergency bypass codes are also required for all students to prevent being locked out of services. Instruction on how to complete DUO enrollment can be found below.

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 register for your first class.

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

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 528-202-6268 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.

3. Enter the cellular phone number including the area code of the device and confirm by checking the box.
4. Choose the type of phone.
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"
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.
9. **Create Emergency Bypass Codes!** Now that your mobile device is enrolled in DUO, it is recommended that you generate 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.
Related Articles

- DUO - 2 Factor Authentication Articles
- 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
We value your feedback! Click HERE to suggest updates to an existing article, request a new article, or submit an idea.