


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. **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.

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

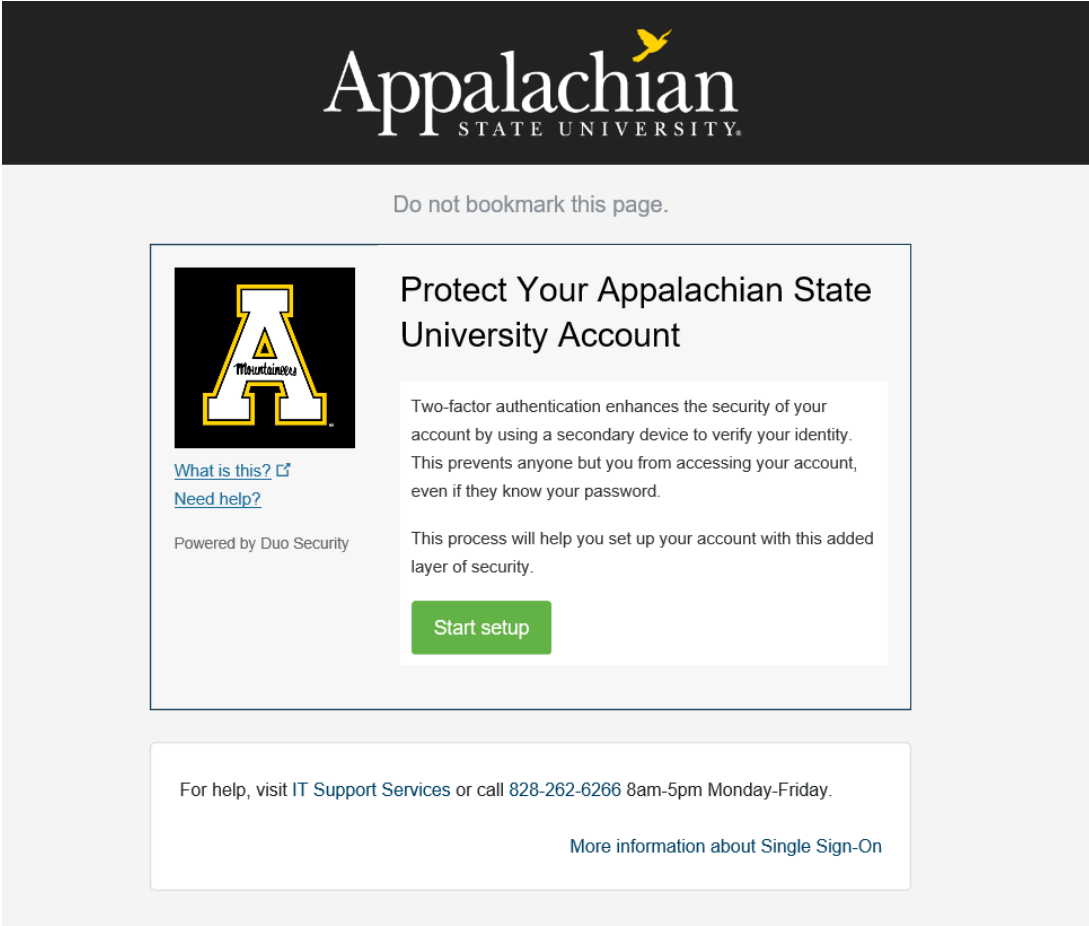
Congratulations on becoming a Mountaineer! Enrolling in Duo is the single, most effective step that you can take to keep your App State accounts secure.

Enrollment is easy! In fact, we automatically set your DUO eligibility 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




The screenshot shows the top of the enrollment page with the Appalachian State University logo. Below the logo is a warning: "Do not bookmark this page." The main content area is titled "Protect Your Appalachian State University Account" and features the Mountaineer logo. It explains that two-factor authentication enhances security by using a secondary device. A green "Start setup" button is prominently displayed. At the bottom, there is contact information for IT Support Services and a link for "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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For help, visit [IT Support Services](#) or call 828-262-6266 8am-5pm Monday-Friday.

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

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)

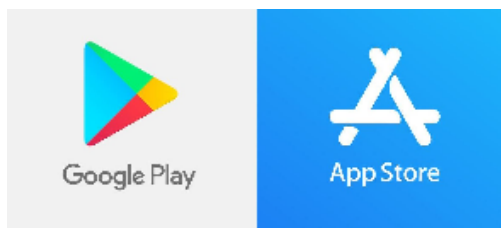
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[More information about Single Sign-On](#)

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"

Do not bookmark this page.

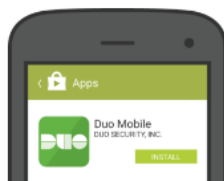


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Install Duo Mobile for Android



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 App State 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 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.

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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 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 \(2FA\)](#)

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