

DUO Two-Factor Authentication

Last update 12-04-19

DUO Enrollment Guide

Summary

Duo's self-enrollment process makes it easy to register your phone or tablet and activate the Duo Mobile application so you can receive Duo requests via push notification and tap to approve and login.

**Keep in mind Duo is specific to each individual device. If a user gets a new phone or tablet, they will need to contact the Meritus IS Service Desk to obtain a new registration email.

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Enrolling Your Phone or Tablet in Duo

Enrollment begins when you receive an email from your Meritus Duo administrator with an enrollment link. **Click this link to start the process.** This will launch the screen below and allow the user to begin enrollment.

Supported Browsers: Chrome, Firefox, Safari, Edge, Opera, and Internet Explorer 8 or later. For the widest compatibility with Duo's authentication methods, we recommend recent versions of Chrome and Firefox.

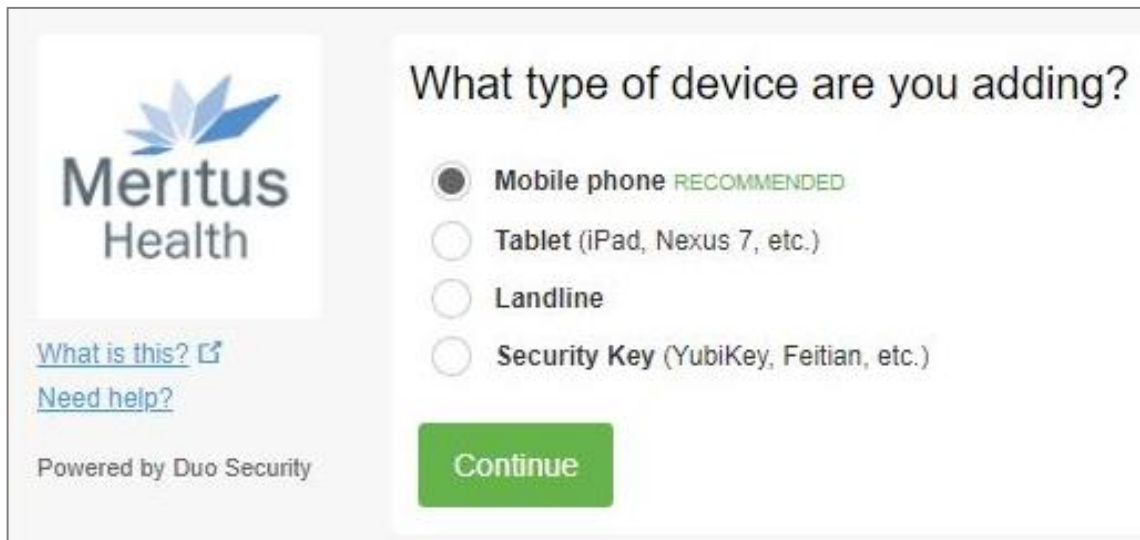
Step One: Welcome Screen

Click **Start setup** to begin enrolling your device.



Step Two: Choose Your Authentication Device Type

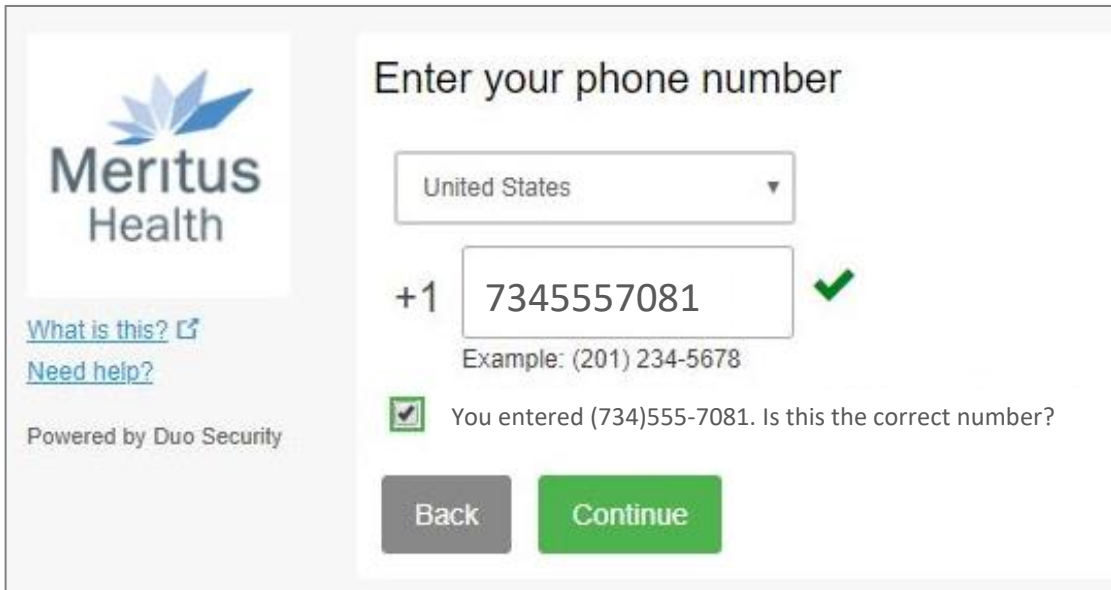
Select the type of device you'd like to enroll and click **Continue**. We recommend using a smartphone for the best experience, but you can also enroll a landline, [a security key](#), or iOS/Android tablets.



Step Three: Type Your Phone Number

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. You can enter an extension if you chose "Landline" in the previous step.

Double-check that you entered it correctly, check the box, and click **Continue**.

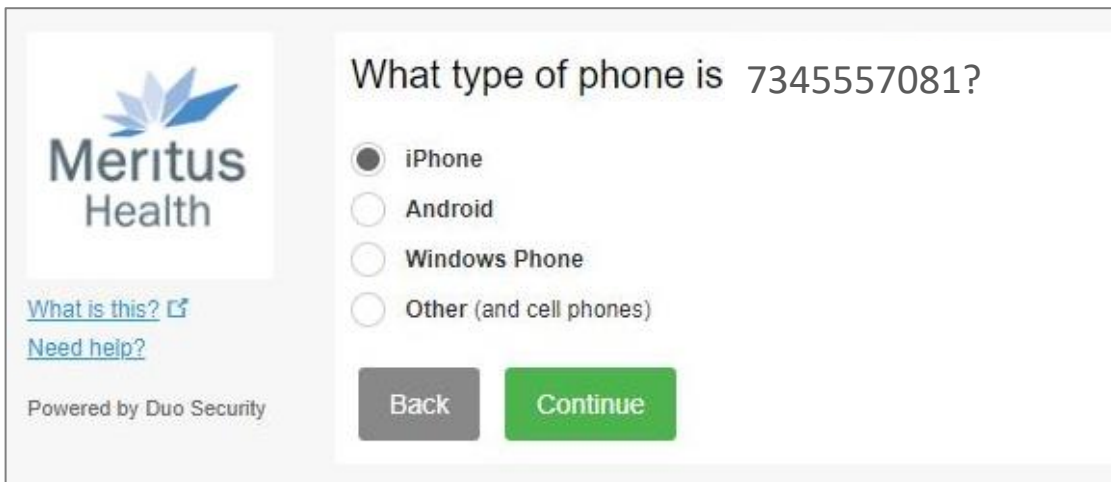


The screenshot shows the Meritus Health logo on the left. The main heading is "Enter your phone number". Below this is a dropdown menu set to "United States". A text input field contains "+1 7345557081" with a green checkmark to its right. Below the input field is the text "Example: (201) 234-5678". A checkbox is checked, with the text "You entered (734)555-7081. 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.

Step Four: Choose Platform

Choose your device's operating system and click **Continue**.



The screenshot shows the Meritus Health logo on the left. The main heading is "What type of phone is 7345557081?". Below this are four radio button options: "iPhone" (selected), "Android", "Windows Phone", and "Other (and cell phones)". At the bottom are two buttons: "Back" (grey) and "Continue" (green).

Step Five: Install Duo Mobile

Duo Mobile is an app that runs on your smartphone and helps you authenticate quickly and easily. Without it you'll still be able to log in using a phone call or text message, but for the best experience we recommend that you use Duo Mobile.

Follow the platform-specific instructions on the screen to install Duo Mobile. After installing our app return to the enrollment window and click **I have Duo Mobile installed**.



Step Six: Activate Duo Mobile

Activating the app links it to your account so you can use it for authentication.

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. Users will also need to enable notifications for the mobile app to ensure they receive any authentication prompts immediately.



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

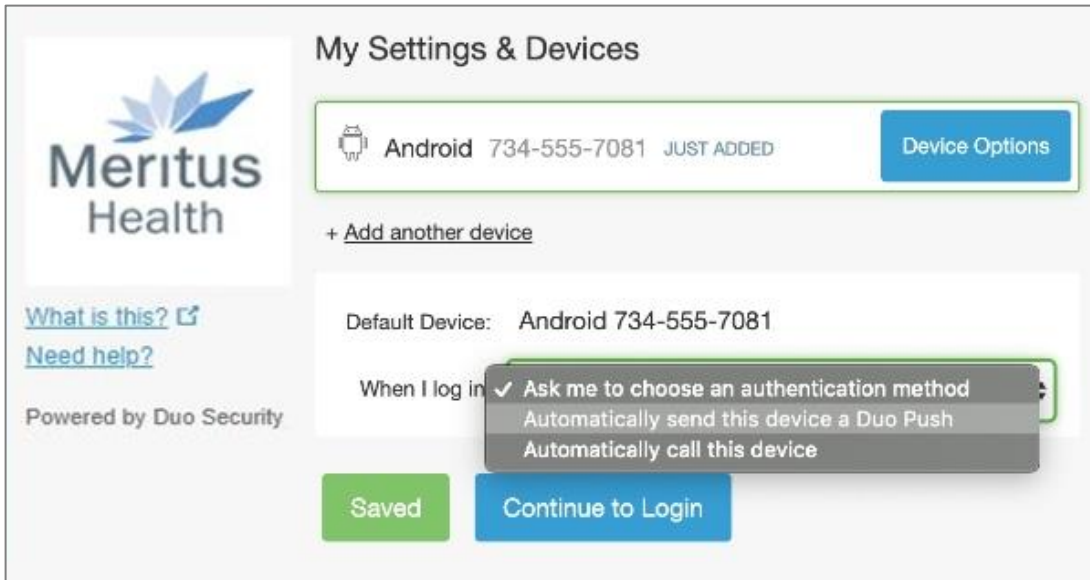


Can't scan the barcode? Click **Email me an activation link instead.**

Step Seven: Configure Device Options (optional)

You can use **Device Options** to give your phone a more descriptive name, or you can click **Add another device** to start the enrollment process again and add a second authenticator.

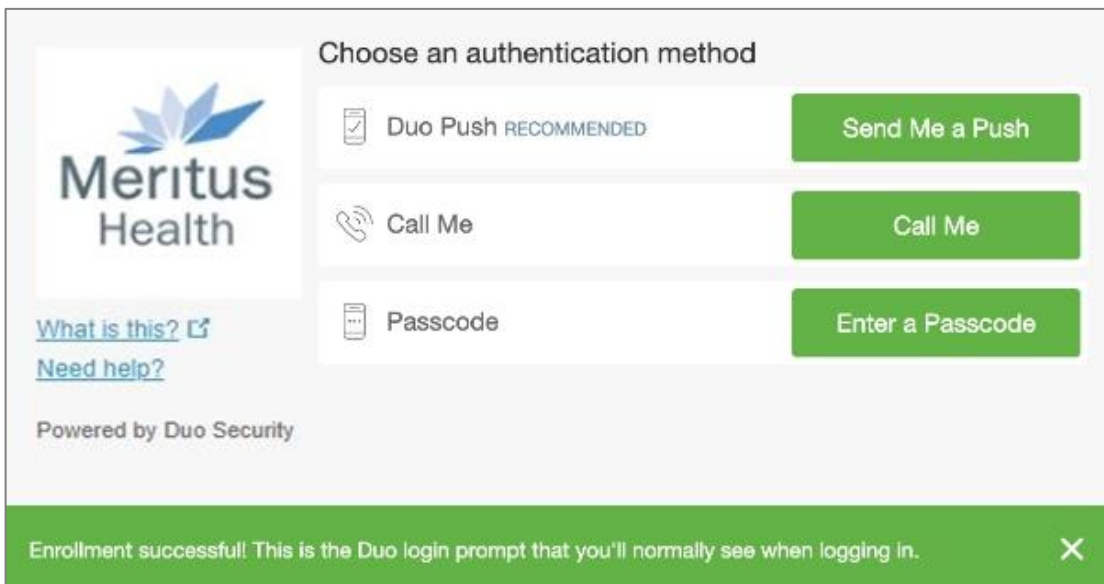
If this is the device you'll use most often with Duo then you may want to enable automatic push requests by changing the **When I log in:** option and changing the setting from "Ask me to choose an authentication method" to "Automatically send this device a Duo Push" or "Automatically call this device" and click **Save**. With one of the automatic options enabled Duo automatically sends an authentication request via push notification to the Duo Mobile app or a phone call to your device.



Click Continue to login to proceed to the Duo Prompt. Depending on the device used, this prompt may say Finish Enrollment.

Congratulations!

Your device is ready to approve Duo push authentication requests. Click **Send me a Push** to give it a try. All you need to do is tap **Approve** on the Duo login request received at your phone. Make sure your phone is immediately available to ensure there are no issues with the login process.



Meritus IS Service Desk

For support issues, contact the IS Help Desk - **301-790-8001 (Op. 1)**.