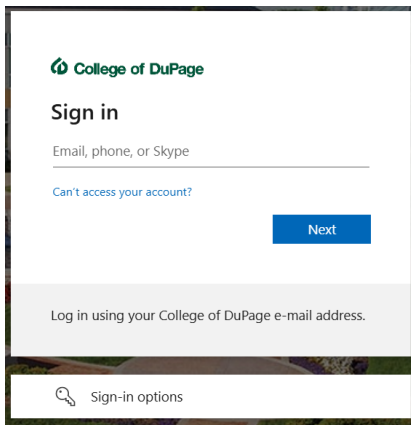


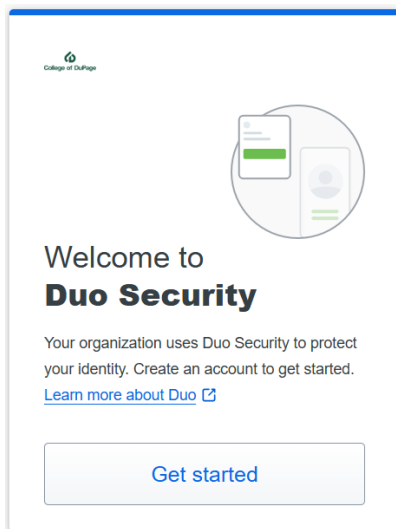
Duo Security Registration & Device Management

To enroll in Duo Security:

1. Navigate to <https://cod.edu/helpdesk>
2. Click the **Duo Registration / Device Management** link
3. You may be prompted to sign in through Microsoft SSO



4. Click **Get started** to begin enrolling



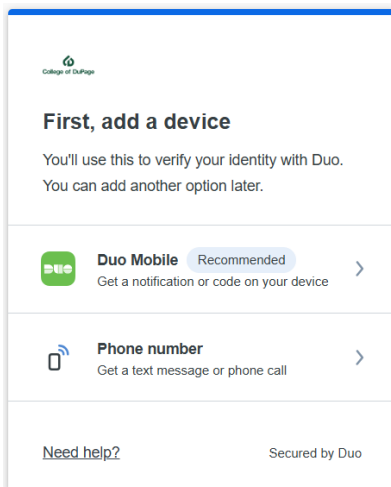
5. Choose your authentication method
 - a. **Duo Mobile** is the recommended setup

Why use Duo Mobile?

- It's fast and easy
- Works in any country
- Doesn't require cell service

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

- b. **Phone number** allows for phone calls and text messages



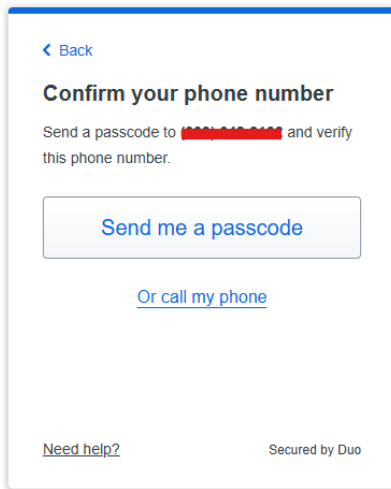
6. Enter your phone number
 - a. Select your country code from the drop-down menu and type the phone number of the device you are enrolling. Click **Continue**
 - b. If you are using a tablet, instead click **I have a tablet**

The screenshot shows a mobile app interface with a blue header bar. Below the header, there is a '< Back' link. The main heading is 'Enter your phone number'. Below this, a subtext says 'You'll have the option to log in with Duo Mobile.' There are two input fields: 'Country code' with a dropdown menu showing '+1' and a flag, and 'Phone number' with an empty text box. Below these fields, an example is provided: 'Example: "201-555-5555"'. At the bottom, there is a large 'Continue' button and a link 'I have a tablet'. At the very bottom, there is a 'Need help?' link and the text 'Secured by Duo'.

7. You will be asked to verify if the phone number entered is correct. Verify and click **Yes, it's correct**

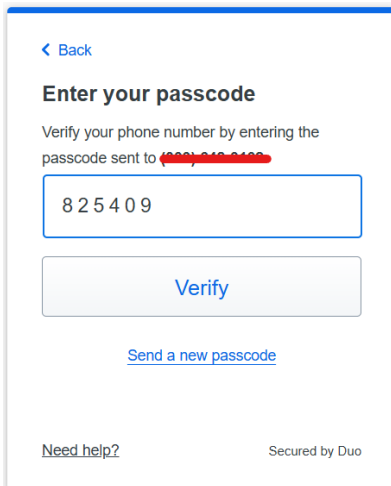
The screenshot shows a mobile app interface with a blue header bar. Below the header, there is a '< Back' link. The main heading is 'Is this correct?'. Below this, there is a redacted phone number. At the bottom, there is a 'Yes, it's correct' button and a link 'No, I need to change it'. At the very bottom, there is a 'Need help?' link and the text 'Secured by Duo'.

8. Duo will want to confirm your phone number by either sending a passcode or calling your phone



This screenshot shows the 'Confirm your phone number' screen in the Duo mobile app. At the top left is a blue back arrow and the text '< Back'. The title 'Confirm your phone number' is in bold. Below it, the text reads 'Send a passcode to [redacted] and verify this phone number.' There are two main options: a large button labeled 'Send me a passcode' and a link below it that says 'Or call my phone'. At the bottom left is a link 'Need help?' and at the bottom right is the text 'Secured by Duo'.

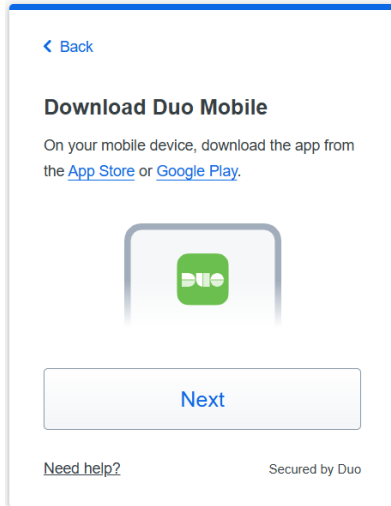
9. Enter the passcode you receive



This screenshot shows the 'Enter your passcode' screen in the Duo mobile app. At the top left is a blue back arrow and the text '< Back'. The title 'Enter your passcode' is in bold. Below it, the text reads 'Verify your phone number by entering the passcode sent to [redacted]'. There is a text input field containing the passcode '825409'. Below the input field is a large button labeled 'Verify'. Underneath the button is a link that says 'Send a new passcode'. At the bottom left is a link 'Need help?' and at the bottom right is the text 'Secured by Duo'.

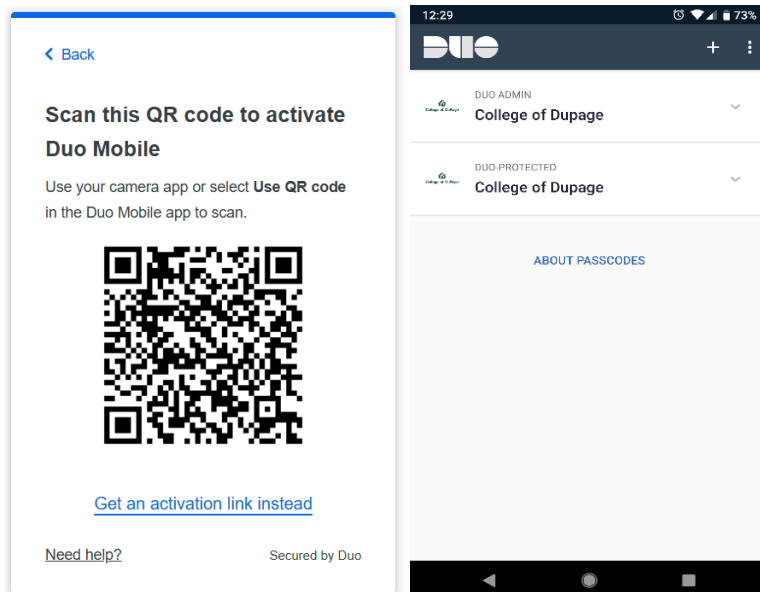
10. You will be asked to download Duo Mobile. Click **Next**

On your smartphone, install Duo Mobile from the application store (App Store for iPhones, Google Play for Android, etc.).

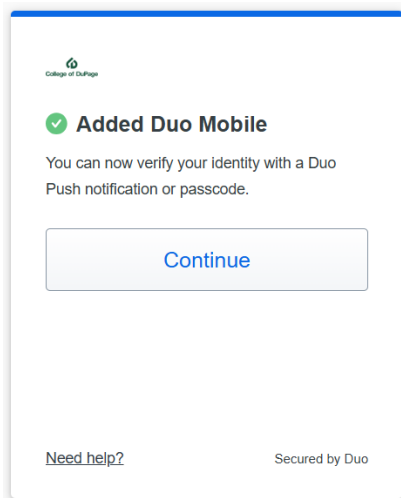


11. Duo will provide a QR code to activate Duo Mobile. On your smartphone, open the Duo Mobile app and tap the + in the top right corner. Depending on your phone's settings, you may have to allow the app to access your camera, which you must do to activate Duo. Hold your phone so that the camera can scan the barcode on screen (not the one below)

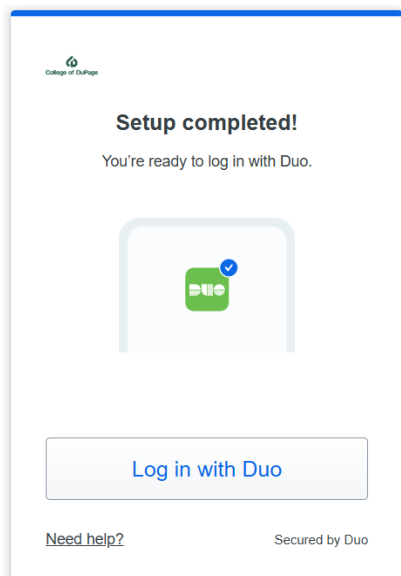
You can choose instead to receive an activation link



12. Once you've added Duo Mobile, click **Continue**



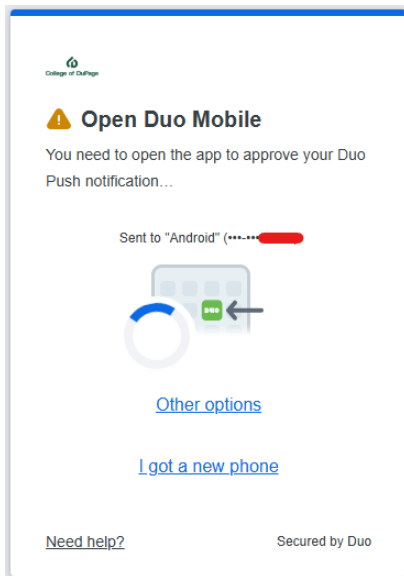
13. Setup completed! Now you can select **Log in with Duo**



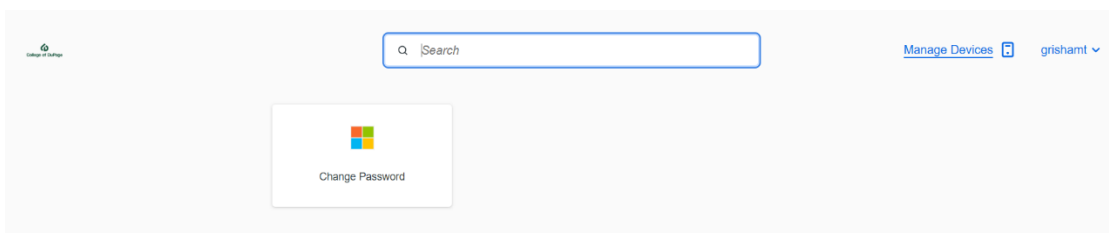
To Manage Duo Devices

To manage your Duo settings and devices, go to <https://cod.edu/helpdesk>, click **Duo Registration / Device Management**, and log in.

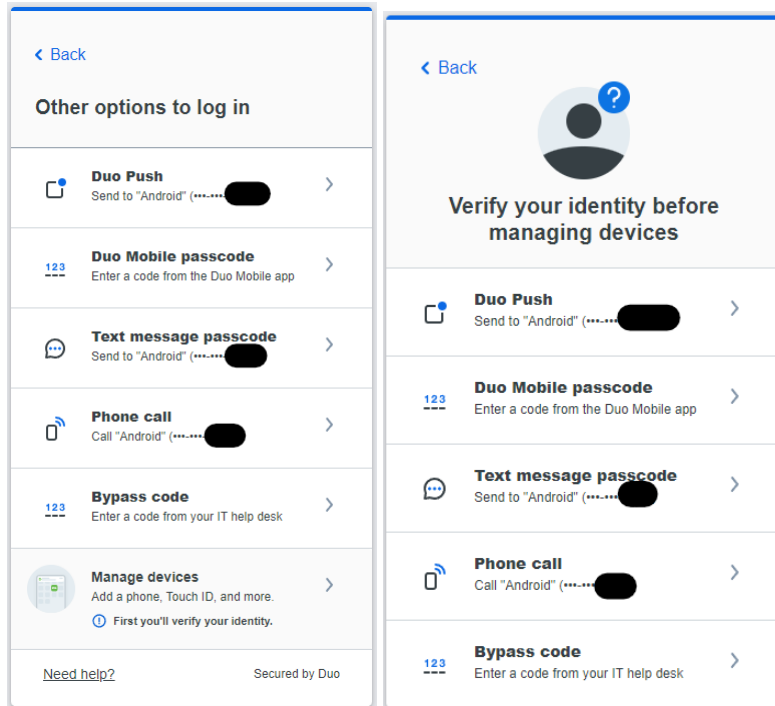
1. After logging in, you will be presented with a screen similar to what you see below, though the authentication method may differ. Click **Other options**



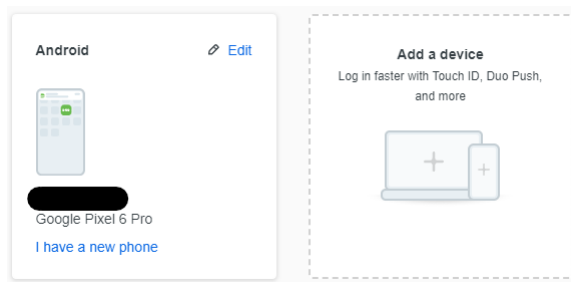
- a. If you instead approved the Duo push notification, you will be directed to the Duo Central portal, similar to the screen below. Here, you can click **Manage Devices** in the upper right—this will have you go through the entire sign-in process again



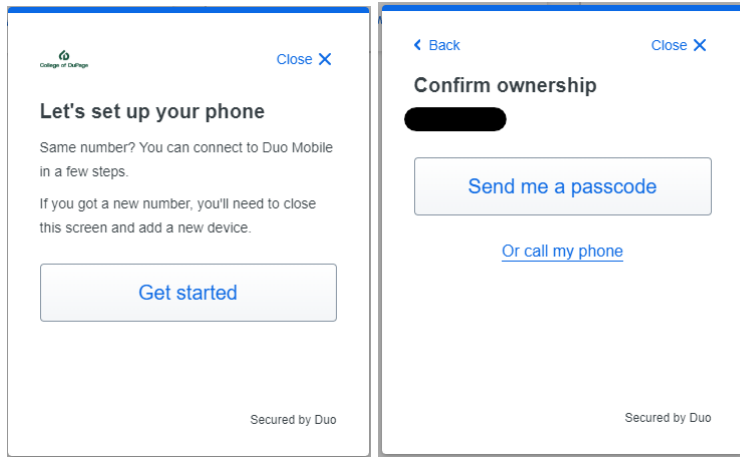
2. Select the **Manage devices** option is at the bottom of the device list. Once selected, you will need to verify your identity before making any changes



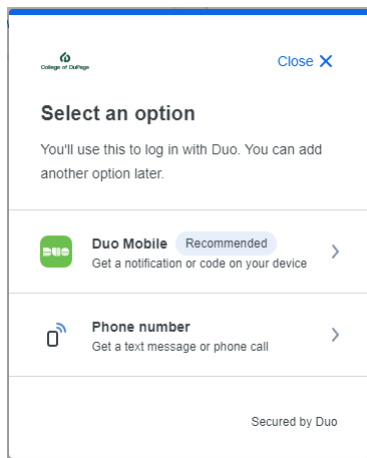
3. Once your identity has been verified, you will see a screen similar to what's below. You will have the option to rename or remove existing devices (if there are multiple) with the **Edit** option



4. If you click **I have a new phone**, you'll be asked if you're using the same number or a new one. If it's the same, click **Get started** and then **Send me a passcode** (you may also choose to have Duo call your phone)



5. However, if you have or are adding a new number, you will need to select **Add a device**, after which you will be asked to choose a verification method



Please contact the Help Desk at x4357 if you need help changing your phone number, re-activating Duo Mobile, or adding an additional phone.

For full details about Duo's Universal Prompt, visit the vendor webpage at [Duo Universal Prompt - Guide to Two-Factor Authentication · Duo Security](#).