First-time Setup: Duo Smartphone Enrollment Guide

These instructions are for the initial setup of a smartphone with Baylor’s Duo two-factor authentication. If you already have a device configured with Duo and need to make changes to your setup, please see the Device Management instructions in the Documentation section of the Duo web page.

To begin, using a computer or tablet, go to: https://www.baylor.edu/its/2factor. Click on the Click to Enroll button on the right. You will see the following screen:

Click the Start setup button. You will see the following screen. For a smartphone, select Mobile phone. This is the recommended setup because it allows you to receive notifications in a variety of ways. Using the Mobile phone setup allows you to receive “push” notifications, enter a code received via a text message, or receive a phone call for authentication.

For the initial enrollment of a tablet or a landline, see the First-time Enrollment instructions in the Documentation section of the Duo web page.

Once you make your selection, click the Continue button.
Enter the phone number of the device you are enrolling.

Verify that the phone number is correct and click the **Continue** button.
Select the type of phone you are enrolling and click the Continue button.

On your smartphone, install the Duo Mobile app. For iPhones, go to the App Store. For Android devices, go to Google Play app. Once you have the Duo Mobile app installed, click the I have Duo Mobile installed button.
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 Duo Mobile app to access your camera. You must do this in order to scan the code. Hold your phone up to your computer screen so that the camera can scan the code.

When the code is successfully scanned by your phone, a green check mark will appear on the code. Once you see the green check mark, click the Continue button.
This completes the setup of your smartphone. It is important to leave the “When I log in:” setting to Ask me to choose an authentication method. If this is changed to another setting you will not be able to make changes to your setup. Click on the Continue to Login button.

This is the screen that you will see when you log onto a system that uses Duo. On this screen, select the authentication method you want to use. Selecting the Send me a Push button will send a notification to your phone. Open the Duo Mobile app and tap on the Request Waiting prompt. You will then have the option to Approve or Deny the request. If you are logging into the system, select Approve. If you are not logging in when you receive a notification, select Deny, as someone may be trying to use your credentials to access your information.
For the initial setup of your smartphone, selecting Approve will display this screen. If you were logging into an application that uses Duo, the application will open.

For assistance setting up your smartphone, please contact the Help Desk at 254-710-4357.