Registering an iPhone for Duo Two-Factor Authentication

Duo is a two-factor authentication solution for campus community members. Using Duo, you provide a second authentication method in addition to your NetID password to access campus technologies.

This quick guide demonstrates how to register an iPhone to your Duo account.

The Duo Mobile App

The Duo Mobile app is required to register your iPhone to your Duo account. Using the Duo Mobile app, you can generate login passcodes and receive login requests. The Duo Mobile app is available for download in the App Store.

To register your iPhone, your device must comply with the iOS version supported by Duo Mobile. At the time of publication, the current version of Duo Mobile supports iOS 10.0 and greater.

Note: Duo Mobile must be allowed to send you notifications and use your camera. These settings are initially determined during app installation, and can also be configured in the Settings menu for your device.
The Duo Mobile App interface is as follows:

1. **Edit Accounts** – Rename, reorder, and delete Duo accounts (See Figure 3).
2. **Add Accounts** – Press the + to add a new Duo account to your device (See Figure 3).
3. **Settings** - Access Duo Mobile app settings and help (See Figure 3).
4. **Duo Accounts** – View Duo accounts registered to your device, passcodes, and generate new passcodes (See Figure 3).

![Figure 3 - Duo Mobile App Interface](image)

**Registering Your iPhone to Duo**

Once the Duo Mobile app is installed on your iPhone, you are ready to register your iPhone to your Duo account.

1. Navigate your browser to [https://duo.kennesaw.edu/](https://duo.kennesaw.edu/).
2. The Duo homepage loads. On the left menu bar, click **Duo Device Registration**.

![Figure 4 - Click Discussions](image)
3. The *Central Authentication Service* page loads. Enter your **NetID** and **NetID password** (See Figure 5).
4. Click **Login** (See Figure 5).

![Figure 5 - Click External Learning Tools](image)

5. The *Duo Registration widget* loads. Click **Start setup**.

![Figure 6 - Duo Device Registration Widget](image)

6. Select **Mobile Phone** (See Figure 7).
7. Click **Continue** (See Figure 7).

![Figure 7 - Select Device](image)

8. Follow the **prompts** to register your iPhone.
9. Once your iPhone is registered, you will be taken to the *My Settings and Devices* page. You may configure the following (See Figure 8):
   a. *(Optional) Device Options* – Edit the iPhone name or delete the device (See Figure 8).
   b. *Add Another Device* – Register a second device to your Duo account (See Figure 8).
   **Note:** It is highly recommended you register a second device. This provides a backup method to access to your account if you do not have access to your primary device.

   c. *(Optional)* If multiple devices are registered, select the **Default Device** (See Figure 8).
   d. *(Optional)* **When I Log In** – Select how you will receive authentication notifications (See Figure 8).

10. Once your settings have been configured, click **Continue to Login** (See Figure 8).

11. The *Choose an authentication method* page loads. This is the page you will normally see when logging in. Select from the following **authentication methods** (See Figure 9)

   a. **Send Me a Push** – Receive a Duo Push request on your *iOS lock screen* and/or the *Duo Mobile app* (See Figure 9).
   **Note:** For more information on Duo Push requests, see *Receiving a Push Request via the Duo Mobile App*

   b. **Call Me** – Receive a phone call with instructions for access on your iPhone (See Figure 9).
   c. **Enter a Passcode** – Enter a passcode from the *Duo Mobile app* (See Figure 9).
   **Note:** For instructions accessing passcodes in the *Duo Mobile app*, see *Accessing Your Passcode*.

12. Follow the **prompts** to complete the account authentication.
13. The Duo two-factor authentication registration process is complete. You can now log in to selected campus technologies using your registered iPhone.

**Receiving a Push Request via the Duo Mobile App**

If you select *Send Me a Push* as your authentication method, you will receive a push on your associated device via the Duo Mobile app.

If notifications are enabled, the push will appear as a notification on your lock screen. Swipe across the notification to access the *Login Request* page.

![Figure 10 - Duo Push on the Lock Screen](image)

If you do not see a notification on your lock screen, open the Duo Mobile app and tap *Request Waiting*.

![Figure 11 - Request Waiting](image)

After swiping the notification or opening the Duo Mobile app, the *Login Request* page loads. Tap *Approve* to access your account.

![Figure 12 - Login Request](image)
Accessing Your Passcode via the Duo Mobile App

If you select *Enter a Passcode* as your authentication method, you will access the passcode in the Duo Mobile app. Passcodes are for one-time use, and work even without an internet connection or cell service.

1. Open the *Duo Mobile* app.
2. Locate the appropriate account. If you do not see the passcode, tap the **carat** to display it (See Figure 13).
3. The **passcode** displays (See Figure 13).
4. *(Optional)* To generate a new passcode for your device, tap the **refresh icon** (See Figure 13).

    ![Figure 13 - Access a Passcode]

5. Enter the passcode from step 3 in your *browser window* to access your account.

Add and Edit Devices after Registration

The following explains how to make changes to your devices or add additional devices after registering your Duo account.

1. Navigate to a Duo-enabled service, such as KSUmail.
2. When the *Duo pop* appears, click **Settings**.

    ![Figure 14 - Access Duo Settings]

**Note:** If you elected for Duo to automatically contact a device, click *Cancel* to access the Settings button.
3. The *Settings panel* appears. From here, you can select from the following options:
   a. **Add a new device** (See Figure 15).
   b. **My Settings & Devices** - Make changes to your registered device(s) (See Figure 15).

   ![Figure 15 - Change Settings](image)

   **Note:** To make changes to your account, you will first be prompted to authenticate through Duo.

4. Make the desired changes to your account.