

## Enrolling Devices in Duo

To use ArchPass, UGA's two-step login powered by Duo you will need to enroll a device with the Duo application.

You can enroll any smartphone, mobile phone, landline phone or tablet. Duo lets you link multiple devices to your account, so you can use your mobile phone and a landline, two different mobile devices or any combination that is useful to you.

An enrollment video is available on the [main ArchPass webpage](#), or you may use the following steps.

### Pre-enrollment checklist for smartphones and tablets

Before using ArchPass with the Duo application on your smartphone or tablet, you should:

1. Make sure your App Store (iTunes, Google Play or the Windows Store) is properly configured on your device.
2. Download the Duo Mobile application to your device.

For iPhone, iPad, and Apple Watch devices:

- Launch the iTunes Store on your phone or tablet and search for the ["Duo Mobile" app by Duo Security, Inc.](#)
- Select "Free" and then tap "Install" to download the app
- Tap "OK" again when asked if Duo Mobile should be able to send push notifications

For Android Devices:

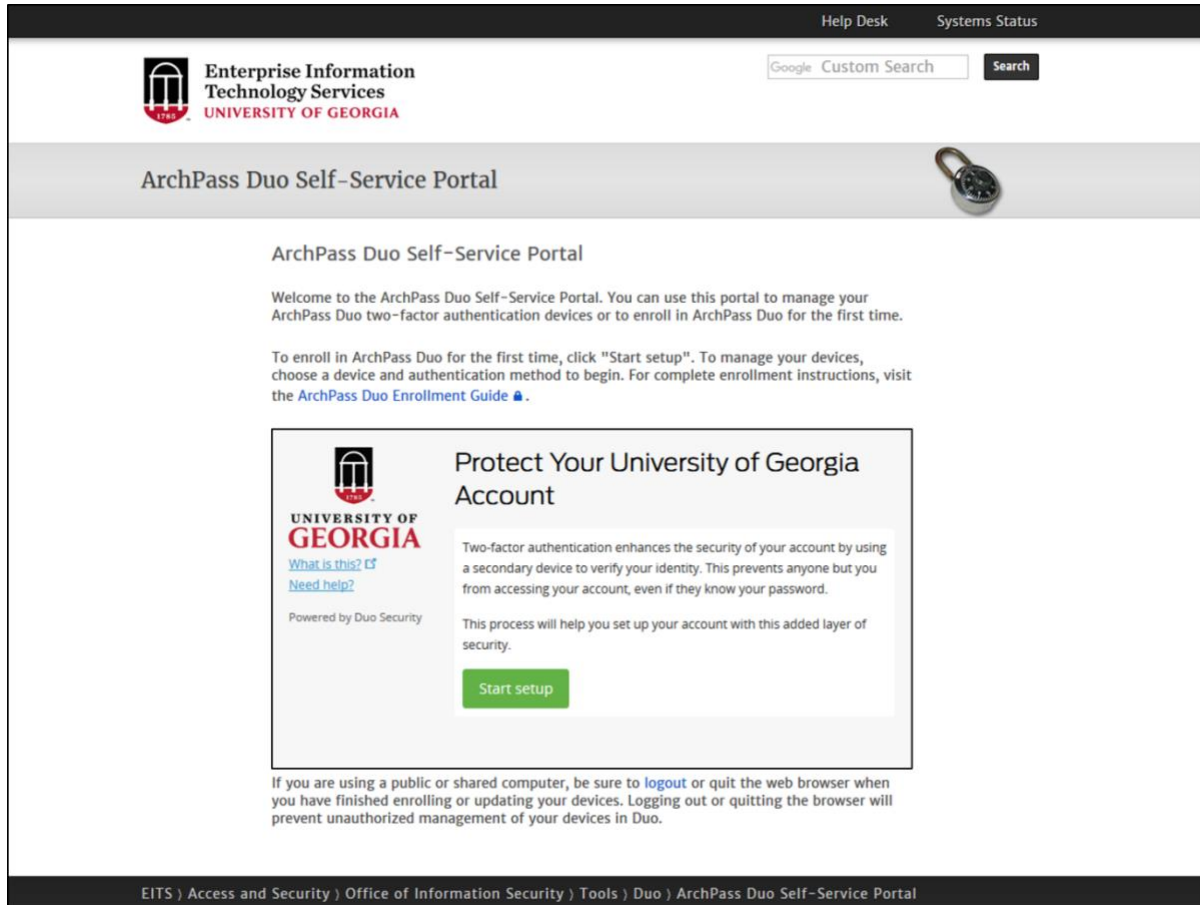
- Open the Google Play Store app on your phone and search for the ["Duo Mobile" app by Duo Security, Inc.](#)
- Install the Duo Mobile app
- You will have to tap "OK" when asked if Duo Mobile should be able to send push notifications

For Windows Phones:

- Open the Windows Store on your phone and search for the ["Duo Mobile" app by Duo Security, Inc.](#)
- Install the Duo Mobile app
- You will have to tap "OK" when asked if Duo Mobile should be able to send push notifications

## Enrollment Guide

You can set up access by going to the [Duo Self-Service Portal](#). (An image of the Self-Service Portal has been provided for your reference.)



The screenshot displays the ArchPass Duo Self-Service Portal. At the top, there is a navigation bar with "Help Desk" and "Systems Status" links. Below this is the Enterprise Information Technology Services logo for the University of Georgia, accompanied by a search bar labeled "Google Custom Search" and a "Search" button. The main header area features the title "ArchPass Duo Self-Service Portal" and a padlock icon. The central content area includes a welcome message, instructions on how to enroll or manage devices, and a link to the "ArchPass Duo Enrollment Guide". A prominent callout box titled "Protect Your University of Georgia Account" explains the benefits of two-factor authentication and includes a green "Start setup" button. A footer note advises users to log out or quit the browser if using a public or shared computer. The bottom navigation bar shows the breadcrumb path: "EITS > Access and Security > Office of Information Security > Tools > Duo > ArchPass Duo Self-Service Portal".

Help Desk Systems Status

Enterprise Information Technology Services UNIVERSITY OF GEORGIA

Google Custom Search Search

ArchPass Duo Self-Service Portal

ArchPass Duo Self-Service Portal

Welcome to the ArchPass Duo Self-Service Portal. You can use this portal to manage your ArchPass Duo two-factor authentication devices or to enroll in ArchPass Duo for the first time.

To enroll in ArchPass Duo for the first time, click "Start setup". To manage your devices, choose a device and authentication method to begin. For complete enrollment instructions, visit the [ArchPass Duo Enrollment Guide](#).

**Protect Your University of Georgia Account**

Two-factor authentication enhances the security of your account by using a secondary device to verify your identity. This prevents anyone but you from accessing your account, even if they know your password.

This process will help you set up your account with this added layer of security.

[Start setup](#)

If you are using a public or shared computer, be sure to [logout](#) or quit the web browser when you have finished enrolling or updating your devices. Logging out or quitting the browser will prevent unauthorized management of your devices in Duo.

EITS > Access and Security > Office of Information Security > Tools > Duo > ArchPass Duo Self-Service Portal



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[What is this?](#) 

[Need help?](#)

Powered by Duo Security

## Protect Your University of Georgia Account

Two-factor authentication enhances the security of your account by using a secondary device to verify your identity. This prevents anyone but you from accessing your account, even if they know your password.

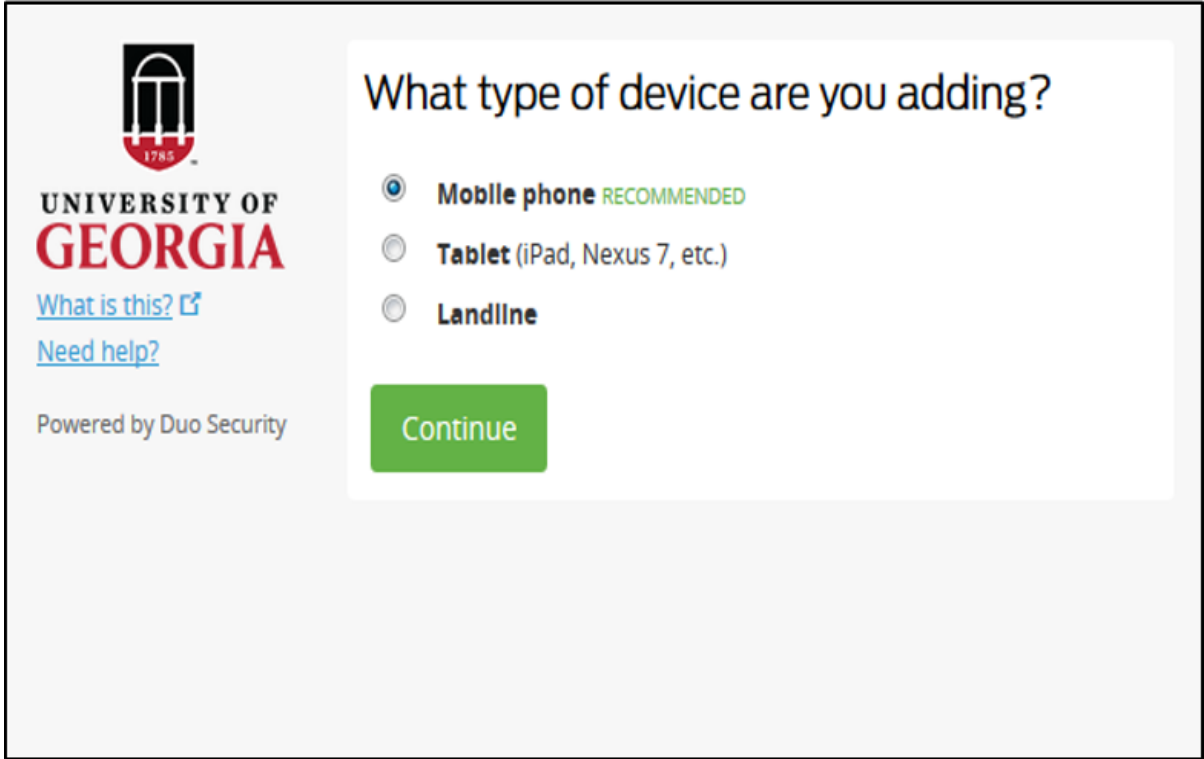
This process will help you set up your account with this added layer of security.

[Start setup](#)

1. Select the "Start setup" button to begin the Duo setup process on your device.

On the next screen you will be prompted to select the type of device you want to enroll in Duo. A smartphone is the recommended device type; however you may opt to use a tablet, basic cell phone or even a land line. Our example features smartphone set up, which is virtually identical to setup on a tablet.

Adding a backup device is recommended for those times when the device you regularly use is unavailable.



2. Once you have selected your device you may continue to the next screen, where you will be prompted to select your location and enter your telephone number.

After entering your telephone number you will be prompted to confirm that the phone number is correct.

The screenshot shows the University of Georgia Duo Security interface. On the left, there is the University of Georgia logo (a red shield with a white arch and the year 1785) and the text "UNIVERSITY OF GEORGIA". Below the logo are two blue links: "What is this?" and "Need help?". At the bottom left, it says "Powered by Duo Security". The main content area is titled "Enter your phone number". It features a dropdown menu set to "United States". Below that is a text input field containing "+1 (706) 555-5555", which is highlighted with a green border and a green checkmark to its right. Underneath the input field is an example: "ex: (201) 234-5678". Below the example is a checkbox that is checked, followed by the text "(706) 555-5555 This is the correct number." At the bottom of the form are two buttons: a grey "Back" button and a green "Continue" button.

3. After confirming your phone number, you can continue to the next setup screen where you will select the type of phone you are enrolling.

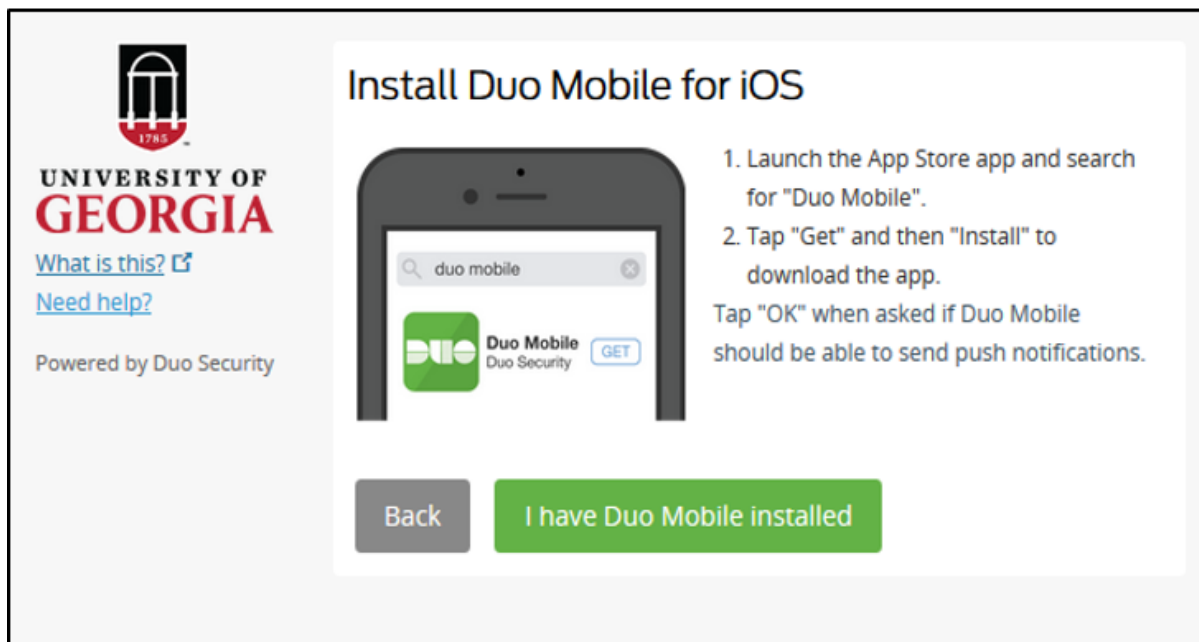
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4. Next, you will be instructed to get and install the Duo Mobile app that is appropriate to your particular device. Follow the installation directions for your device.

When you have successfully installed the Duo Mobile app on your device, you will need to confirm the installation.

5. To confirm the installation, click on the "I have Duo Mobile installed" button.

**Note:** If you have enrolled a landline phone or cellphone, you will not be prompted to install and activate the Duo Mobile app.



6. After you have confirmed installation of the Duo Mobile App, you will move on to the activation page.
7. You will be instructed to open the Duo Mobile App and tap the "+" symbol.
8. You will then be prompted to scan a QR code. You will have the option to receive an activation link via email if you prefer. Follow the instructions in the email if you choose this option.

You need to choose only one of the two activation methods: you do not need to do both.



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[What is this?](#) 

[Need help?](#)

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## Activate Duo Mobile for iOS



1. Open Duo Mobile.
2. Tap the "+" button.
3. Scan this barcode.

[Or, have an activation link emailed to you instead.](#)

Back

Continue

9. Use your device to scan the activation QR code.

Cancel

Add Account

# Activate Duo Mobile for

OF  
A



1. Open
2. Tap
3. Scan

[Or, have  
instead.](#)

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Back

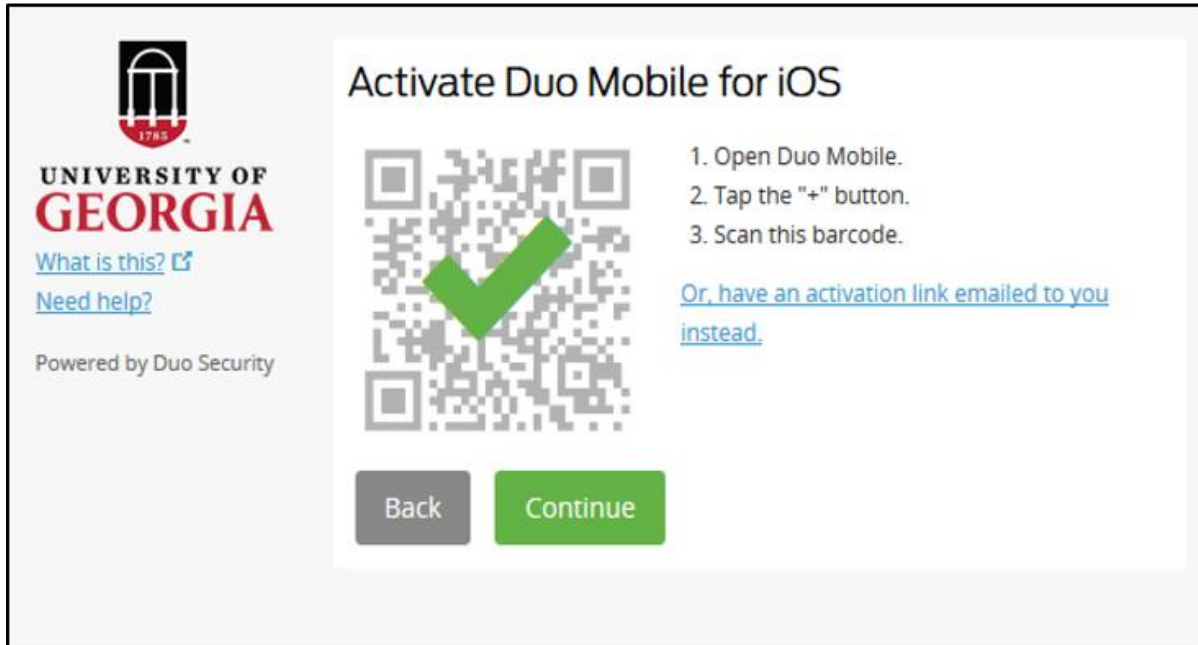
Continue

Scan an activation barcode to link Duo Mobile to your account.

No Barcode?



10. From there you will go to the QR code confirmation page, where a large green check mark will appear over a grayed-out QR code to indicate that you have successfully activated the Duo Mobile app.



11. The last step in setting up your device is deciding your preferred means of notification when receiving authentication requests. We recommend that you set Duo to ask you to choose your authentication method on a case per case basis. Different authentication methods may be easier or more secure to use at different times.

When using the Duo Self-Service Portal, the final enrollment screen displays all your enrolled devices. (Our example shows three enrolled devices - a smartphone, an iOS tablet and an office landline.)

The default device has been selected - entering a method in the second password field will send phone, push and sms authentication notices to your default device.

12. Always remember to logout of the Duo Self-Service Portal when finished. Logging out prevents unauthorized management of your devices in Duo.

### **I enrolled in Duo - what now?**

Once you are enrolled in Duo you will use it along with ArchPass for logging in to certain protected systems, such as the Remote Access VPN. You can find instructions for using ArchPass powered by Duo to log in to these systems on the [Remote Access VPN](#) page or in the [How to Use ArchPass powered by Duo](#) documentation.

You can visit the [ArchPass FAQ](#) for answers to common questions about logging in, using ArchPass Duo and known problems.

If you have questions or require assistance with ArchPass Duo contact the EITS Help Desk by emailing [helpdesk@uga.edu](mailto:helpdesk@uga.edu) or by calling 706-542-3106.