Setting Up a Mobile Phone for 2FA

This article is for faculty, staff, and student employees who wish to setup a smartphone as a Duo/two-factor authentication (2FA) device. To log in to a service that requires 2FA, you can designate a device to serve as your second factor. This article explains how to add a smartphone to your account on Duo Security, the system that manages 2FA at UConn.

Adding a Mobile Phone for 2FA

These directions are for adding your first secondary device.

1. Go to netid.uconn.edu/tools/duo/ and log in with your NetID and NetID password.
2. Click Manage Devices on the "Two-Factor Authentication" Portal.
3. The Start Setup page will appear. Click Start setup.
4. Select the radio button beside Mobile phone. Click Continue.
5. Select your country from the drop down, and enter the phone number for your mobile phone. The service will ask you to verify your number. If correct, check the box beside your number and click Continue. Go back if you need to correct your number.
6. Select the type of mobile phone you are using, and click Continue.
   i. For iPhone, Android, and Windows phones, you will be prompted to install the app Duo Mobile. The service will provide instructions on how to get and install the appropriate app for the mobile device selected. Proceed to step 7 once you have installed the app on your phone.
   ii. If you choose Other (and cell phones), you are finished with the process after your click Continue. You do not need to continue to the next step.
7. Click I have Duo Mobile installed.
8. Next you will activate Duo Mobile for your phone. You can do this two ways: you can scan the onscreen QR code (point the camera on your phone at your screen) or have an activation link emailed to you. Click Continue once you complete either activation option.
9. The process is complete, and you have successfully added a secondary device.

Related articles

- Reactivating the Duo Mobile App with New Phone (Same Phone Number)
- Authentication Method Overview
- Generating an Alternative Passcode for Forgotten/Lost Devices
- Logging In with 2FA
- Authenticating Using a Passcode