

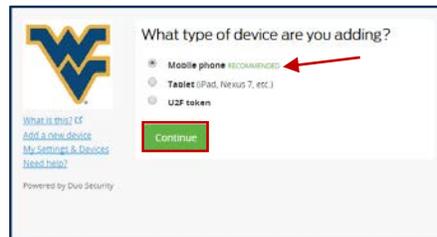
How To Set Up Two-Factor Authentication

SET UP A NEW ACCOUNT

After you enter your username and password to log into a WVU application that requires additional verification, you will see the DUO Authentication screen. You will need to set up a device to complete the login process. You will need to complete the setup steps on a computer.



1. Click on the **Start setup** button in the DUO Authentication box. The system will next ask what type of device you will be adding.

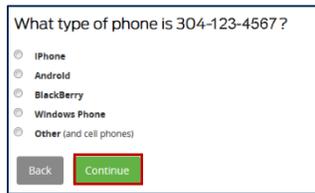


2. Click the **radio button** to indicate the type of device you want to use. It is recommended that you start with your mobile phone, but you may select another device if desired. (See instructions for setting up other devices in the [WVU Knowledge Base](#).)
3. Click the **Mobile phone** radio button and click **Continue**. The system will ask for your phone number.
4. Enter the country where your mobile phone is active (leave the default selection of United States) and enter your **phone number** with area code.

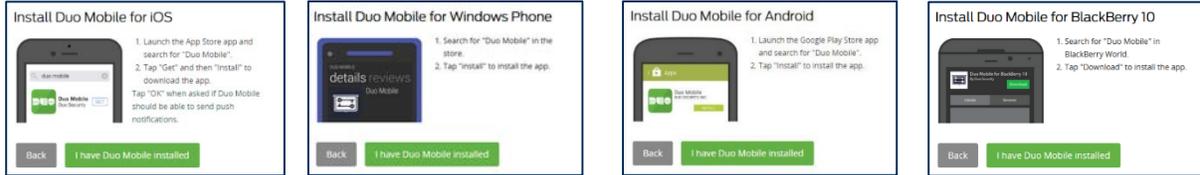


5. Click the **checkbox** to verify your number is correct, and click the **Continue** button when the system has accepted the phone number.
 - a. You will need to **check the box** below the text area to affirm that you have entered the correct number before the **Continue** button will be available.

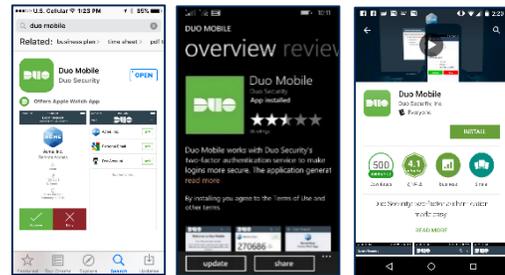
6. Choose the type of mobile device you wish to add. Click the **radio button** next to your type of phone.



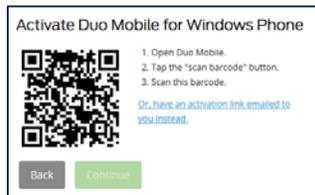
7. Click **Continue** again. You will be asked to install the **Duo Mobile client** for your phone type.



8. You will need to go to the **App Store** for your operating system (whether Android, iPhone, BlackBerry, or Windows) and search for the Duo app.
- Open your device's app store
 - Search for 'Duo Mobile'
 - Install the application on your phone.
(Free of charge)



9. Once you have installed the **Duo Mobile** application on your phone, click the **I have Duo Mobile installed** button on your computer window. You will now be asked to activate Duo Mobile via QR code.



10. Activate your device:
- On your phone, tap on the **Duo Mobile** app to open it
 - Tap the **PLUS sign** at the top of the screen to ADD ACCOUNT
 - Hold your phone's camera up to the computer screen with the QR code
 - The Duo app on your phone should communicate with the Duo Authentication that is embedded in the WVU authentication system, and a green checkmark should appear on the QR code.

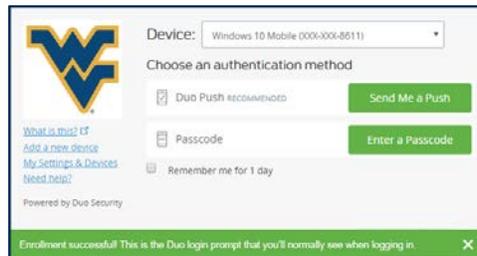


11. Click the **Continue** button. Duo Authentication should now tell you that your device was successfully added! You may set your default device and the default type of authentication you prefer to receive, or click **Continue to login** to set those options later.



Based on pilot user experience, it is not recommended to set an automatic response for Duo. If you select an automatic Push, you will have to cancel the auto-request before you can select a different device for authentication.

12. Click **Continue to login**. You will be taken to the Duo Authentication screen, where you can now authenticate your login for the first time.
13. Choose an authentication method.



- a. Click **Send me a Push** to receive a notification on your mobile phone or tablet. You will see a request that you must click, and then choose Approve. If the notification does not appear immediately, you may need to open the Duo Mobile app to see the notification.
 - b. Click **Enter a Passcode** to receive a six-digit passcode on your mobile device. You must open the Duo app, click the **key** icon to get a code, and type the code into the authentication screen in your browser.
14. You have now successfully logged into WVU's authenticated systems.

SOME THINGS TO NOTE

- Your authentication will remain active for 24 hours *in this browser session*. If you close the browser, or switch to a different browser, you must authenticate again.
- After 24 hours, your authentication will expire, and you must re-authenticate.