Setting Up a Windows Phone for DUO

**SET UP A WINDOWS PHONE**

After you log into a WVU application that requires additional verification (such as login.wvu.edu), you will see the DUO Authentication screen. Depending on whether you are already enrolled in Duo at WVU, you will either see the regular authentication screen or the first-time setup screen:

### Already Enrolled in Duo

1. If you already have a device associated with your Duo account, click on the **Add a new device** link on the left-hand side of the DUO Authentication box.
   
   a. Choose an authentication method to prove it’s you adding this device.
   
   b. Accept the authentication request by Push or passcode.

### First Time Duo Setup

1. If you are adding a device in Duo for the first time, click the **Start Setup** button to proceed to set up your phone.

   2. Duo will ask what type of device you will be adding. Click the **Mobile phone** radio button.
   
   3. Click **Continue**. The system will ask for your phone number.
   
   4. Enter the country where your mobile phone is active (leave the default United States) and enter your **phone number** with area code.
5. 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 **Windows Phone** option.

7. Click **Continue** again. You will be asked to install the **Duo Mobile client** for Windows Phone.

8. You will need to go to the Windows **Store** and search for the Duo app.
   a. Tap to open the Store application.
   b. Search for ‘Duo Mobile’.
   c. Tap the **Duo Mobile** app title to view the overview page in the store.
   d. Tap **Install** to download and install the application on your phone.

9. Once you have installed the **Duo Mobile** application on your phone, click the ‘**I have Duo Mobile installed**’ button on your computer. You will now be asked to activate Duo Mobile via a QR code.
10. Activate your device:
   a. On your phone, tap on the **Duo Mobile app** to open it.
   b. Tap the **PLUS sign** at the top of the screen to ADD ACCOUNT.
   c. Hold your phone’s camera up to the computer screen with the QR code.
   d. The Duo app on your phone should communicate with the Duo Authentication that is embedded in the CAS authentication system, and a **green checkmark** should appear on the QR code.

11. Click the **Continue** button on your computer. Duo Authentication should now tell you that your Windows phone was successfully added!

   ![Activate Duo Mobile for Windows Phone](image)

You may set your default device and your preference for the type of authentication you prefer to receive, or click **Continue to login** to set those options later.

12. Click **Continue to login**. You will be taken to the Duo Authentication screen, where you can now authenticate your login.

   ![My Settings & Devices](image)

13. Choose an authentication method.
   a. Click **Send me a Push** to receive a notification on the Duo Mobile app on your mobile phone. You will see a request that you must tap, 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 on your computer. You may also obtain passcodes from the Service Desk.

14. You have now successfully logged into WVU’s authenticated systems.