

Students: Enrolling in Duo 2FA

This article covers what students need to do in order to complete their enrollment in Duo two-factor authentication (2FA).

 To learn more about Duo, [visit the Student 2FA website](#).

1. When you log in to the campus portal, you will see a Duo Mobile Activation Required screen. You can choose to set up Duo Mobile now, choose to update your cell phone number, or skip the Duo Mobile setup process (this is only allowed once).

California State University, Fullerton

Duo Mobile Activation Required

To protect your campus account, a two-step verification will be required when accessing the CSUF Portal. You will be required to use the Duo Mobile app to authorize any access to the CSUF Portal.

Please follow the instructions to complete the Duo Mobile activation.

- In your cell phone's App or Play Store, search for **Duo Mobile**. Install Duo Mobile.
- Request an **activation link** to be texted to your cell phone. Standard text message rates apply.
A Your cell number on record is: xxxxxxx0878. Want to update your cell number? B

C Request the activation link here

- Follow the instructions in the text message.

D I'm not ready to activate DUO Mobile right now

For support, please contact CSUF IT Helpdesk at studentithelpdesk@fullerton.edu or (657) 278-8888.

A. Check the cell phone number on record for you.

- B. To update your cell phone number, click **Want to update your cell number?**
- C. To activate Duo Mobile, click **Request the activation link here.**
- D. If you're not ready to activate Duo Mobile, click **I'm not ready to activate Duo Mobile right now.** NOTE: You can only choose this option once.

Which option will you choose?

Remember that the cell phone should be your own because you will need it with you each time you sign in to the campus portal.

I am ready to activate Duo Mobile now

I need to update my cell phone number

→ **Great! Follow the steps below to complete your Duo Mobile setup with your current cell phone number.**

1. First, download and install the Duo Mobile app on your device. Then click Request the activation link here.

California State University, Fullerton

Duo Mobile Activation Required

To protect your campus account, a two-step verification will be required when accessing the CSUF Portal. You will be required to use the Duo Mobile app to authorize any access to the CSUF Portal.

Please follow the instructions to complete the Duo Mobile activation.

A

1. In your cell phone's App or Play Store, search for **Duo Mobile**. Install Duo Mobile.
2. Request an **activation link** to be texted to your cell phone. Standard text message rates apply. Your cell number on record is: xxxxxxx0878. [Want to update your cell number?](#)

B [Request the activation link here](#)

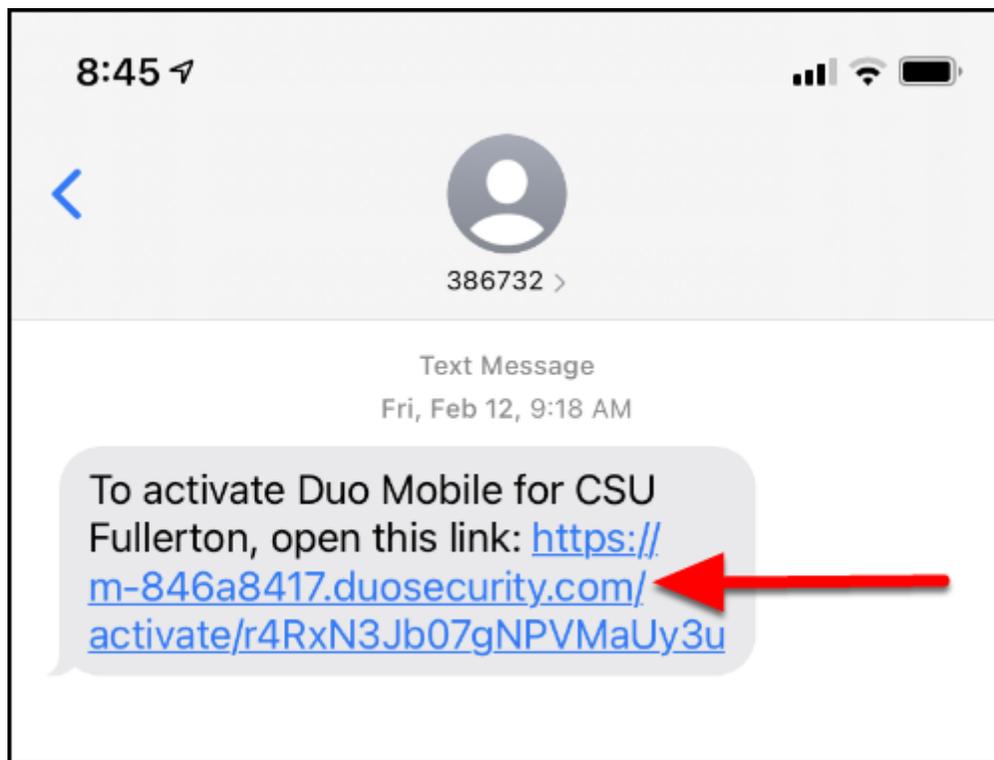
3. Follow the instructions in the text message.

[I'm not ready to activate DUO Mobile right now](#)

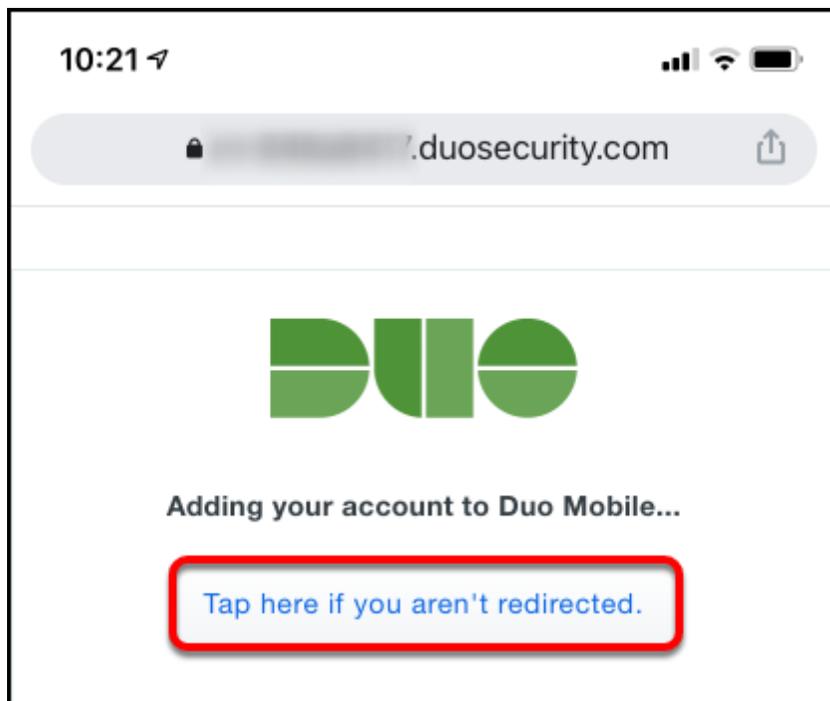
For support, please contact CSUF IT Helpdesk at studentithelpdesk@fullerton.edu or (657) 278-8888.

- A. Download the Duo Mobile app from the Apple App Store or Google Play Store (or other app store) on your mobile device and install the app.
- B. Click **Request the activation link here.**

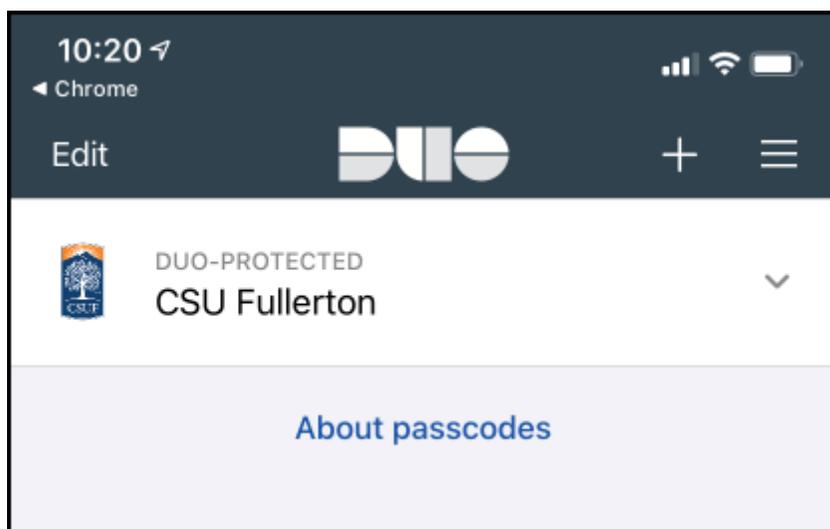
2. You will receive a text message on your cell phone. Tap on the link in the text message.



3. Your default web browser will open and it should automatically open the Duo Mobile app. If not, tap on the Tap here if you aren't redirected link.



4. You will now see a CSU Fullerton account in your Duo Mobile app. Your Duo Mobile app is now set up.



5. Return to your web browser and click I have activated Duo Mobile. Go to the Portal.

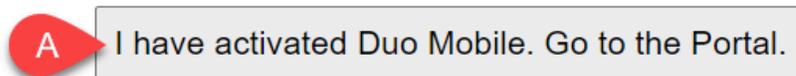
California State University, Fullerton

The activation link has been texted to your cell phone. [Request another activation link.](#)

Open the link on your cell phone to activate Duo Mobile.

If Duo Mobile app does not activate, please install the Duo Mobile app on your cell phone.

Whenever you log into the CSUF Portal, your cell phone will show a **Duo Mobile Login Request**. Tap "**Approve**" to continue to the Portal.



[I'm not ready to activate Duo Mobile. Try again next time.](#)

For support, contact CSUF IT Helpdesk at studentithelpdesk@fullerton.edu or (657) 278-8888.

Want to add more devices to Duo or change other Duo settings? [Follow these instructions to update your Duo account settings.](#)

Need More Help?

Contact the Student IT Help Desk at StudentITHelpDesk@fullerton.edu or 657-278-8888.



...> You will need to verify your identity and then you can update your cell phone number.

1. First, verify your identity by entering your Last Name, Date of Birth, Home ZIP Code, and EITHER the last four digits of SSN or your CSUF registration PIN. Then click Submit.

California State University, Fullerton

We need to make sure it's you.

Please answer the following questions.

A Last Name

B Date of Birth
 Month: Day: Year:

C Home Postal ZIP Code
 (Leave blank for international students)

D Last 4 digits of your SSN or entire CSUF registration PIN

E

- A. Enter your **Last Name**.
- B. Enter your **Date of Birth**.
- C. Enter your **Home ZIP code**. If you are an international student, leave this blank.
- D. Enter EITHER the last four digits of your Social Security Number (SSN) OR your entire CSUF registration PIN.
- E. Click **Continue**.

2. Verify or enter your current cell number. Then click Continue.

California State University, Fullerton

Enter your cell number

7145551212

Please include area code.

International Numbers: Please include country code.

Continue

- A. Verify the cell phone number listed. If the field is blank or the cell number is incorrect, enter your current cell phone number.
- B. Click **Continue**.

3. Review your changes to make sure the information is correct; you can click Make a change if you have additional changes to make. Then click Continue to the Portal.

- ! Your cell phone number should be updated within about 10 minutes. Be sure to return to the campus portal to finish setting up Duo Mobile. Note that you may have to sign out of the portal and sign back in to return to the Duo Mobile Activation screen.

California State University, Fullerton

Thank you for updating your cell number.

Please verify that your cell number is correct:

Cell Number: **7145551212**

Make a change

Continue to the Portal

Need More Help?

Contact the Student IT Help Desk at StudentITHelpDesk@fullerton.edu or 657-278-8888.

Finished



Congratulations, you are done!

Copy Progress to Clipboard