



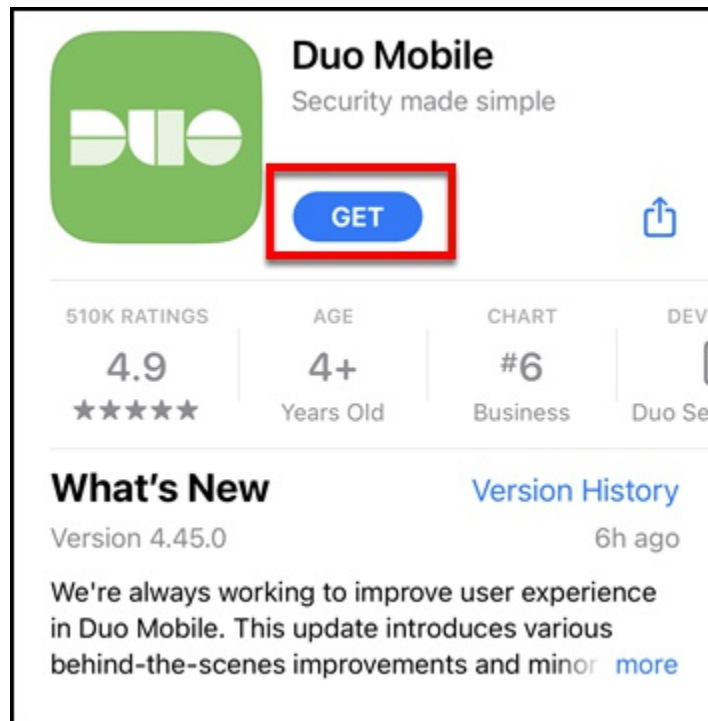
Enroll in Duo Security: Adding a Mobile Device to Your Duo Account

This article covers what faculty, staff, and emeriti need to do in order to add a mobile device to their Duo two-factor authentication (2FA) account. This will allow you to use the mobile device to authenticate with Duo rather than having to use your campus office number.

 To learn more about Duo, [visit the Faculty, Staff, Emeriti, & Administrative Account Two-Factor Authentication website.](#)

 Note that faculty and staff are eligible for a maximum of five (5) devices connected to their Duo account: their office/campus phone extension plus four additional devices.

1. Install the Duo Mobile app on your mobile phone from either the Apple Store or Google Play Store.




2. Open your web browser to the CSUF Duo Devices Management website.

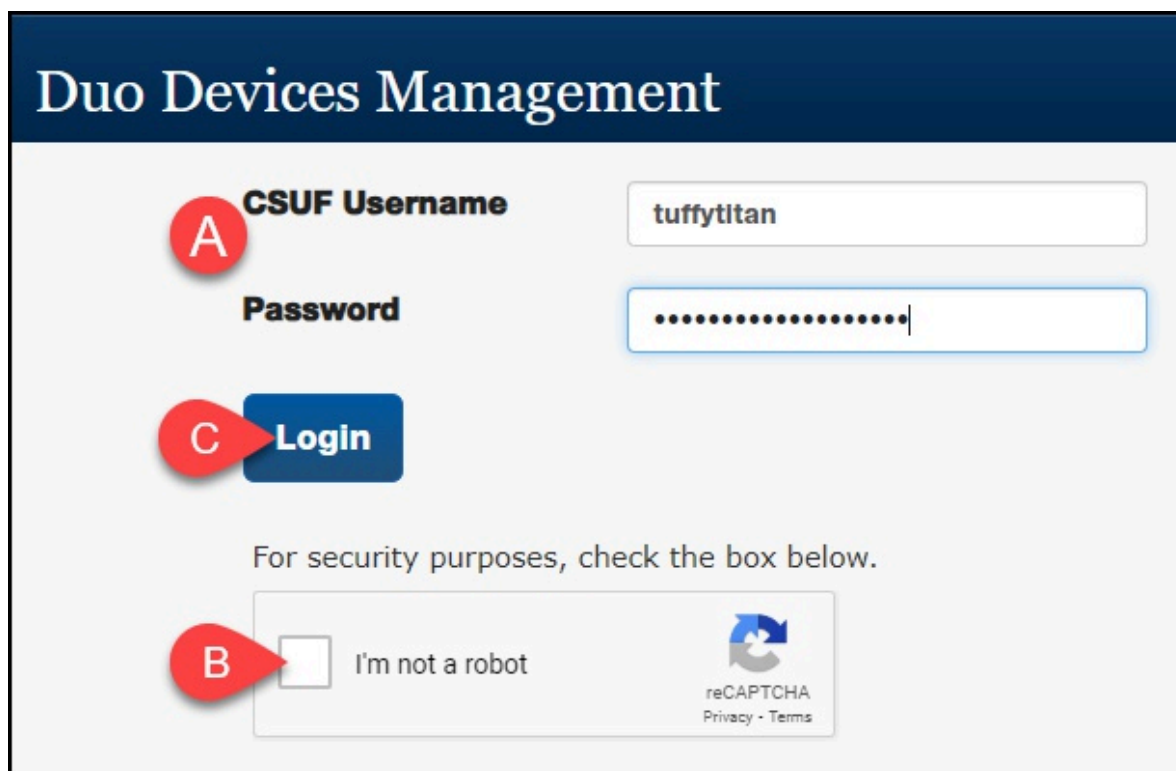


You will need to take a picture of a QR code with your mobile device as part of this process, so you can't use your mobile device to access the CSUF Duo Setup app.

Go to the [CSUF Duo Devices Management website](#).

3. Enter your campus username and password. Place a checkmark next to I'm not a robot. Then click Login.

 You may also be prompted to complete a captcha verification after clicking on I'm not a robot.



- A. Enter your campus username and password. This is the same login/password that you use for the campus portal.
- B. Place a checkmark next to **I'm not a robot**.
- C. Then click **Login**.

4. Click Modify Duo Devices.


Duo Devices Management

Use this page to change your settings in Duo including adding or removing phone numbers/devices. Additionally, if you don't have access to your device you can request a Duo authentication code.

Modify Duo Devices


- Click "**Modify Duo Devices**" button above
- Then click "**Need Help?**"

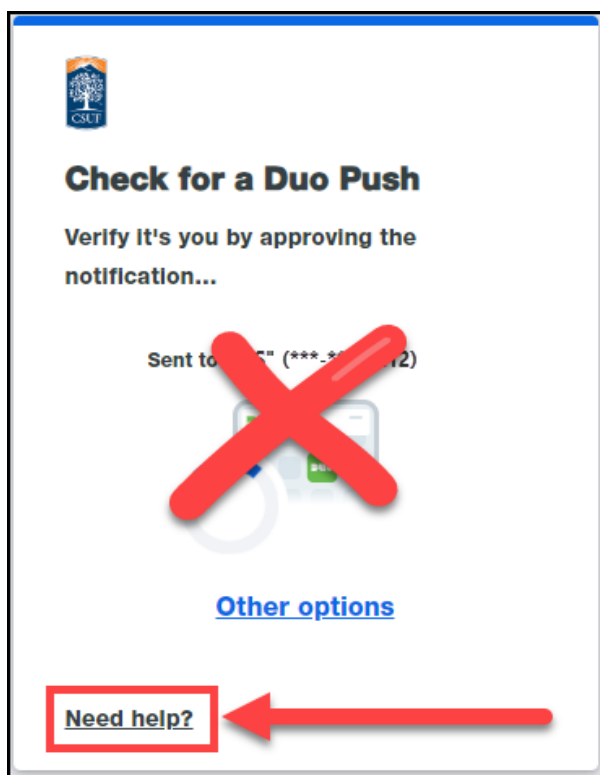
[Need help?](#)
- Choose "**Manage devices**"



I need to manage devices
Add or delete phones, Touch ID, and other ways of logging in to Duo
[Manage devices](#)
- Choose how you want to authenticate with Duo and then you will be able to add/remove/modify your Duo devices
[View step-by-step instructions on modifying Duo devices.](#)

5. Click Need help? at the bottom of the authentication notification.

 Do NOT approve the push notification or authenticate with Duo in another way at this time.




6. Click Manage devices in the I need to manage devices section.


- 💡 Both **Manage devices** links will take you to the same device management page.

< Back

How can we help?



I got a new phone
Verify your identity, then link your new phone to Duo on the devices page
[Manage devices](#)





I need to manage devices
Add or delete phones, Touch ID, and other ways of logging in to Duo
[Manage devices](#)

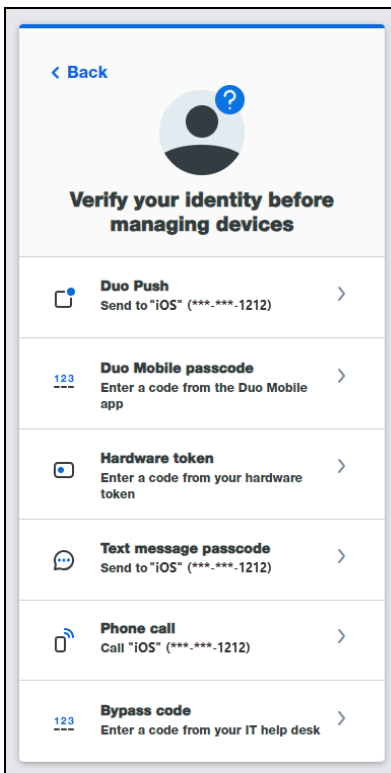
Contact for help

Faculty/staff, please contact IT helpdesk.
Email: helpdesk@fullerton.edu Call: 657-278-7777, Students, please contact Student IT helpdesk. Email: studentithelpdesk@fullerton.edu, Call: 657-278-8888

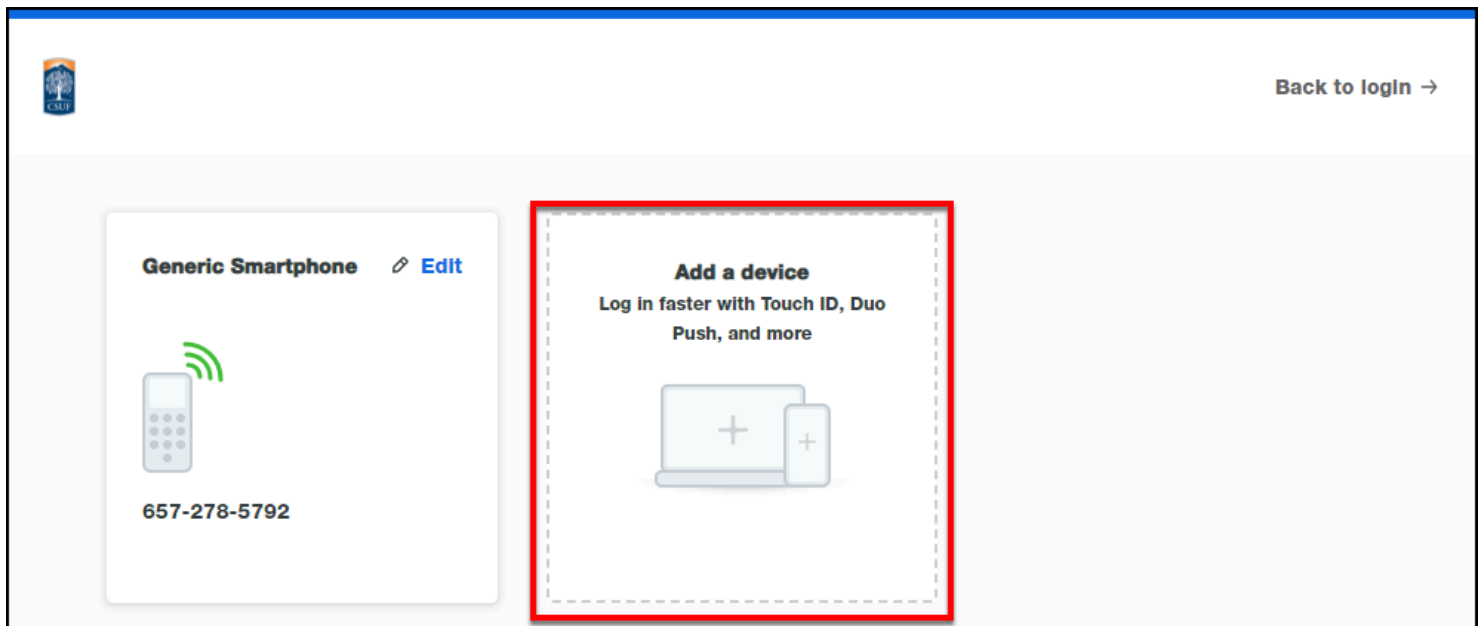
7. Choose how you want to authenticate with Duo and complete the authentication. Be sure you have the device available!

 Most users will need to choose **Phone call**. You will receive a phone call from Duo with instructions on how to authenticate (normally just press a number on your phone's dial pad).

 For many users, the only authentication device is your office desk phone or Zoom Phone. For other users, you may see a mobile phone number that you provided to your Department IT Coordinator (DITC).



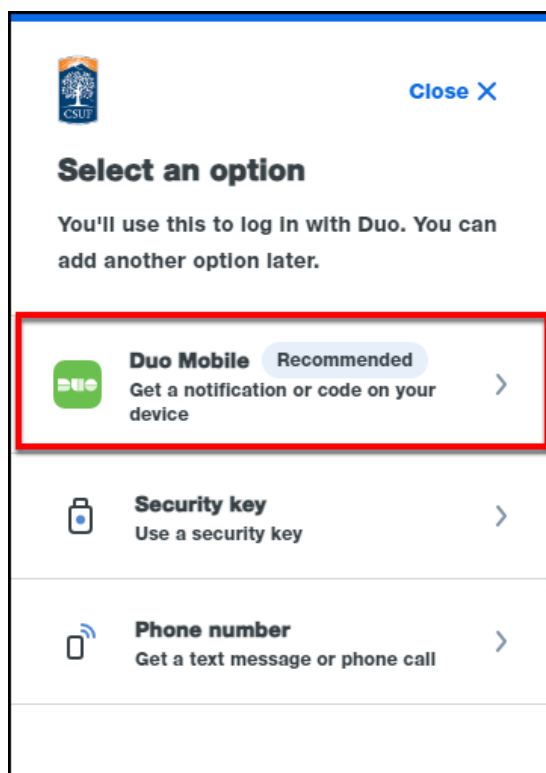
8. Click Add a device.



9. Choose Duo Mobile.



It's highly recommended to use the Duo Mobile app on a smartphone or tablet for the most secure authentication. However, you can add a landline or non-smartphone mobile phone by selecting **Phone number** and then following the prompts.



10. Enter your mobile phone number. Then click Add phone number.

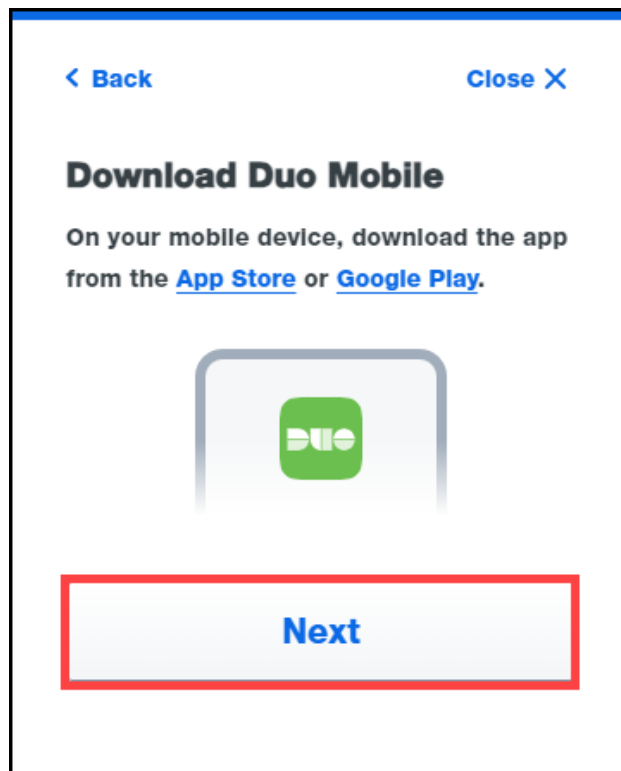


Click **I have a tablet** if you are adding a tablet. The steps will be similar to the ones for adding a mobile phone.

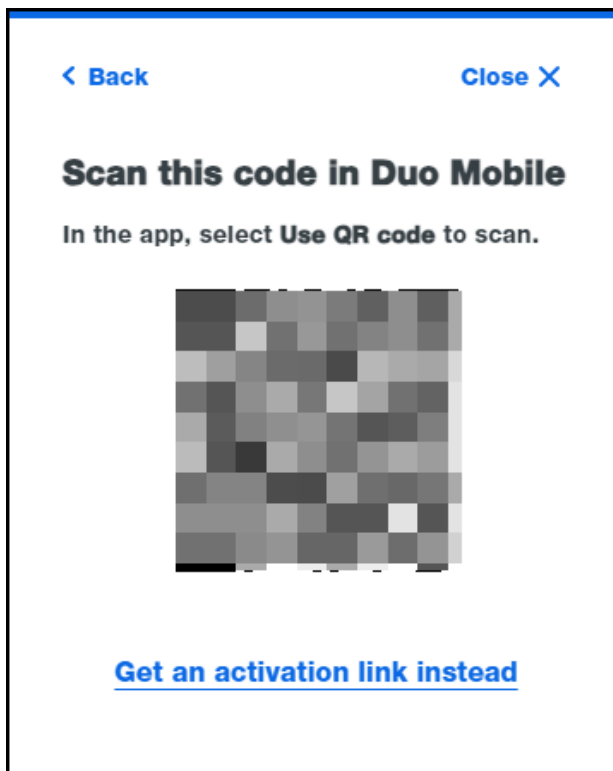
- A. Enter your mobile phone number.
- B. Then click **Add phone number**.

11. Verify that the phone number is correct and then click **Yes, it's correct**.


12. If you haven't already downloaded the Duo mobile app, you can use the links on this screen. Then click Next.

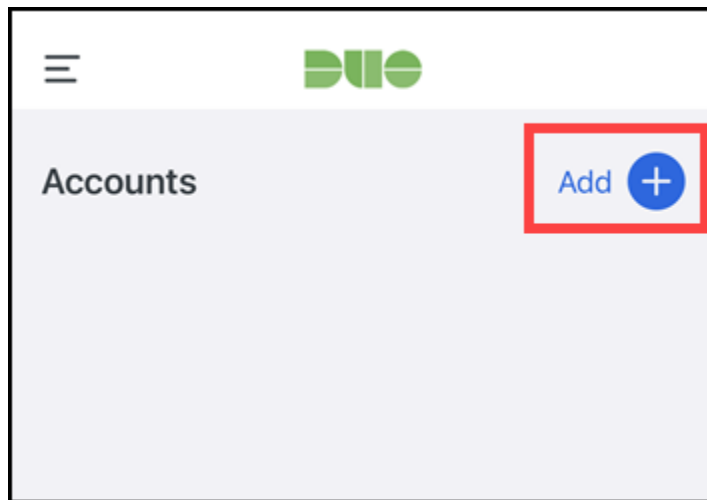


13. You will see a QR code that you will scan with your mobile phone in a moment.

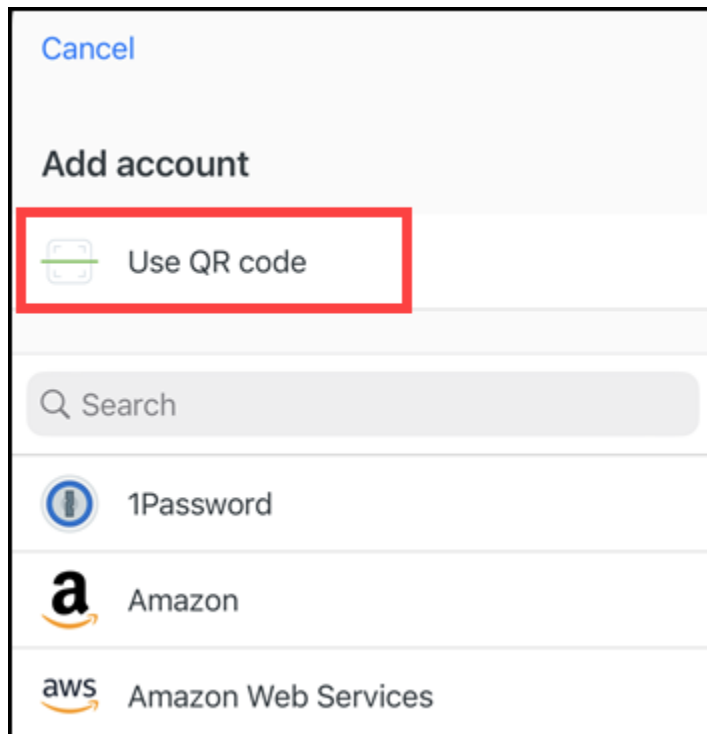


14. Open the Duo mobile app on your mobile phone. Tap Add.

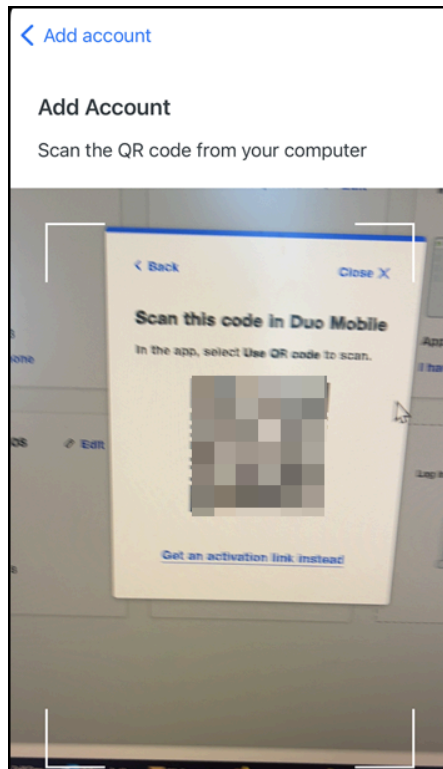
 You may see a setup wizard when you open the Duo app; if so, just follow the prompts!



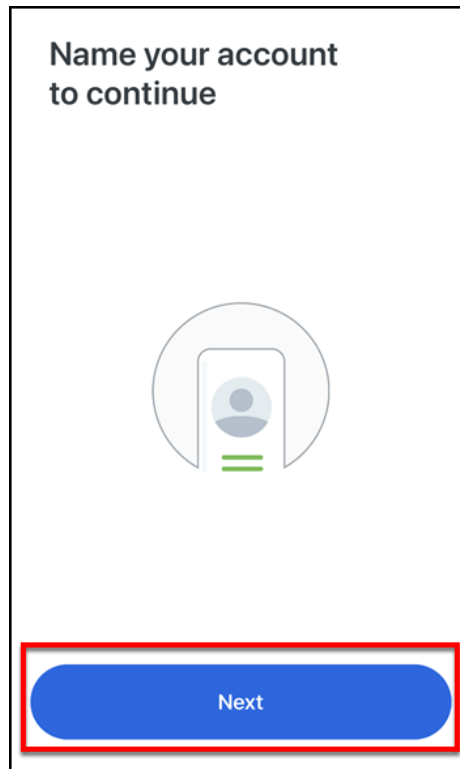
15. Tap Use QR code.



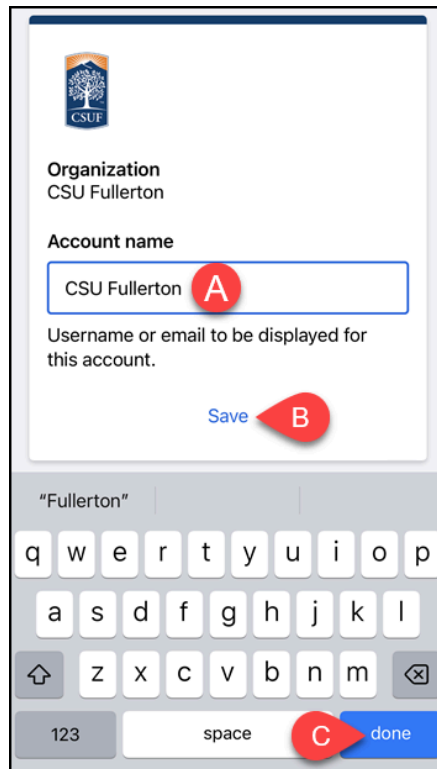
16. Use your phone's camera to scan the QR code in your web browser.



17. Tap Next.



18. Modify the Account name if you wish. Then tap Save or Done.



Organization
CSU Fullerton

Account name
CSU Fullerton

Username or email to be displayed for this account.

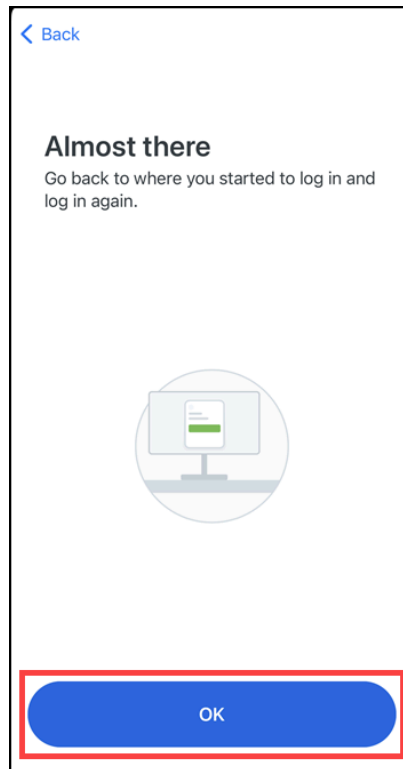
Save

Fullerton

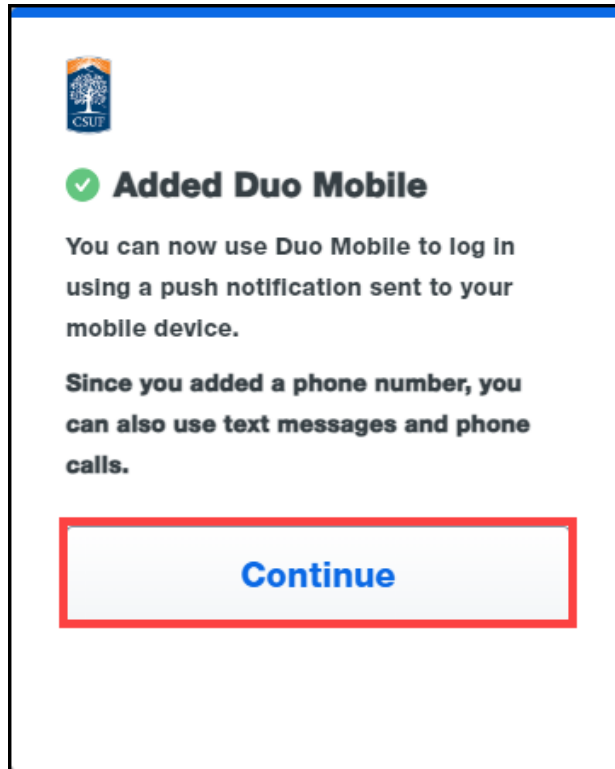
q w e r t y u i o p
a s d f g h j k l
z x c v b n m
123 space done

- A. You can modify the Account name if you wish or leave it as is.
- B. Then tap **Save**.
- C. Or tap **Done**.

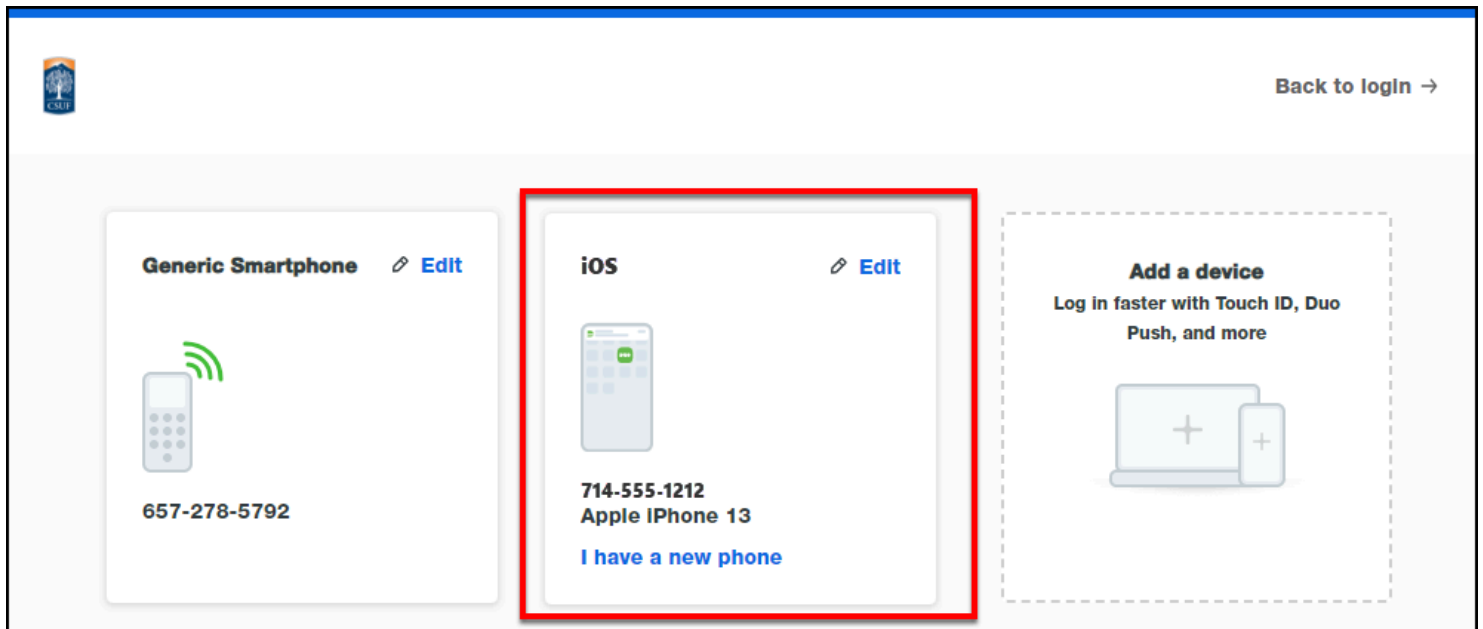
19. Tap OK.



20. Go back to the Duo Devices Management page. You should see a confirmation that your mobile phone was added. Click Continue.



21. You're done! You'll see the mobile phone you added in your device list.



Need More Help?

Contact the IT Help Desk at helpdesk@fullerton.edu or 657-278-7777