

How to set up a mobile device in Duo

Solution

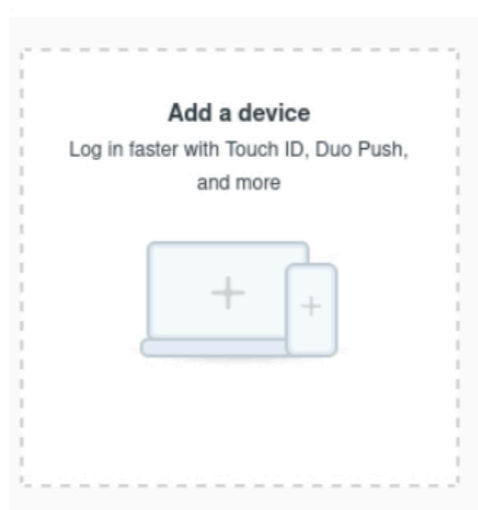
If you are setting up Duo for the first time, please follow the steps below:

- 1 Open a web browser and navigate to the webpage start.rit.edu.
- 2 In the menu bar, hover over Accounts (in the upper-right of the window).
- 3 From the drop-down, select Multi-Factor Auth.
- 4 Skip down to the Set-up Authentication section below.
- 5 This will start the set-up for Duo. Below are the following instructions to use when registering a mobile phone.

Set-up Authentication

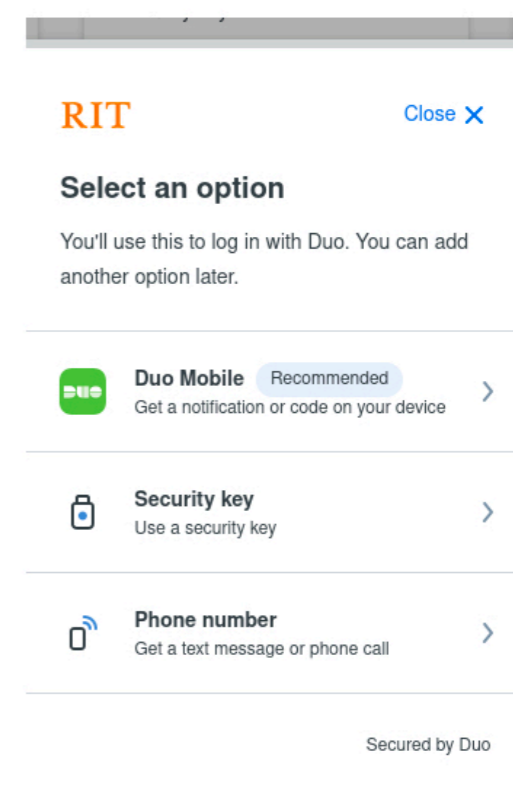
1

Select **Add a device.**



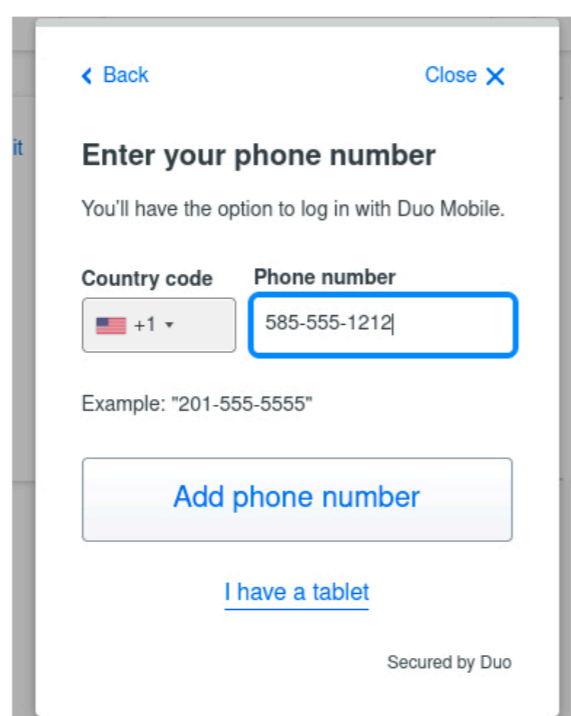
2

Select **Duo Mobile.**



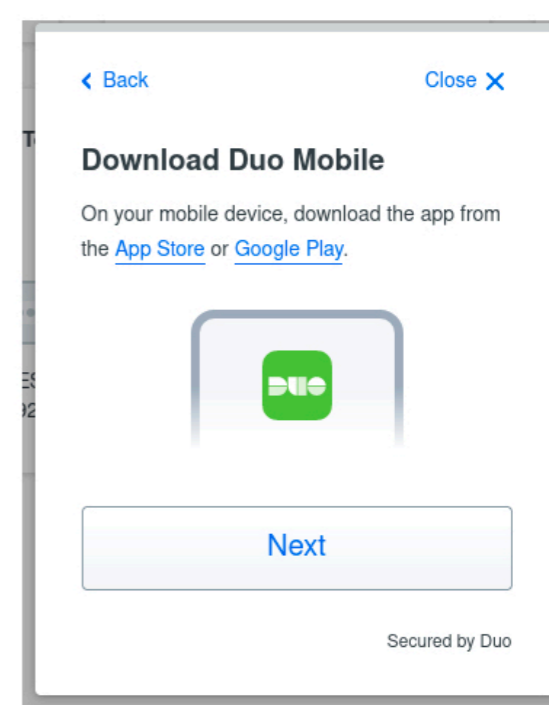
3

Enter your phone number and confirm that it's the correct number.



4

Follow the directions for your phone type to install the Duo Mobile phone application.



Then, follow the directions displayed to activate Duo Mobile for your phone. This will consist of a QR code that you will need to scan.

Or you can have an activation link emailed to you instead. Note that the activation link is only valid for 24 hours and you will need access to the email address on the phone or tablet that you're activating. If you don't have any authentication methods available, or if you run into any problems setting up your phone, please contact the RIT Service Center. Refer to the 'Related Article' section within this article if you require help with reactivating Duo on a new phone, if you have lost your phone, or if you have an old phone which became unregistered due to a factory reset.

RIT Service Center

Phone Support: (585) 475-5000

In Person: Frank E. Gannett Hall, Room 1113