

Two-Factor: Get started with Duo

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Duo is a security tool that supplements your **College password**. It adds *two-factor authentication* to College accounts, which is an extra layer of security to protect your account in case your password is ever compromised.

Before you start, you will need the following:

- a [Bryn Mawr College account](#)
- a computer or smartphone with internet access

First time setup

1. Navigate to a **Duo-protected resource** such as [Webmail](#) or [Moodle](#).
2. Log in with your **College credentials**.
3. Follow the **on-screen instructions** to enroll.

Several authentication methods can be used with Duo. [Find out which authentication method is best for you!](#)

Note: Multiple Duo methods

LITS **strongly recommends** setting up **multiple authentication methods** to ensure you always have access to your accounts.

This will also let you [reactivate Duo Mobile](#) even if **your phone number changes**.

Take this opportunity to **add a backup** Duo method such as your office landline, a tablet or old smartphone, a security key, or any other [method of authentication](#).

Reactivate Duo Mobile (push) on a new phone

Attention: The following instructions will only work if you kept the **same phone number**.

If you got a new phone number and don't have another device you can use with Duo, [contact the Help Desk!](#)

1. Navigate to a **Duo-protected resource**, such as [Webmail](#) or [Moodle](#).
2. Enter your **College credentials** to log in. The Duo prompt will appear.
3. Wait for the Duo Push to time out.

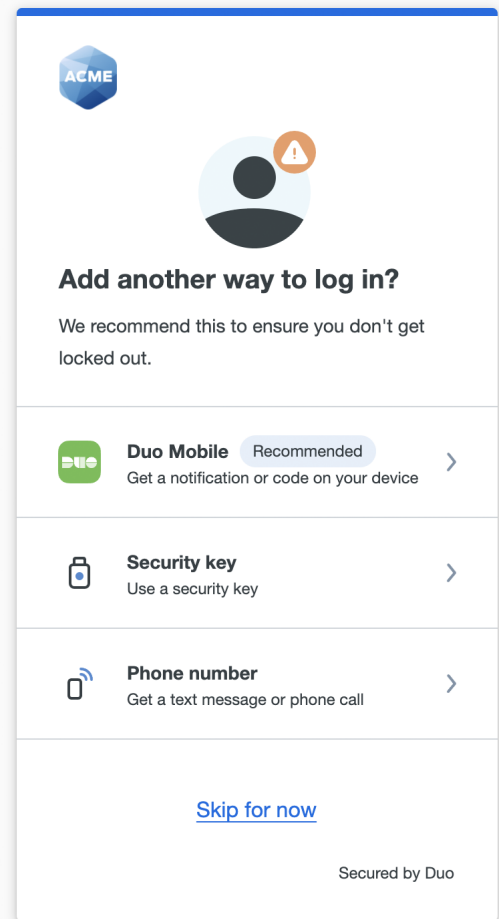
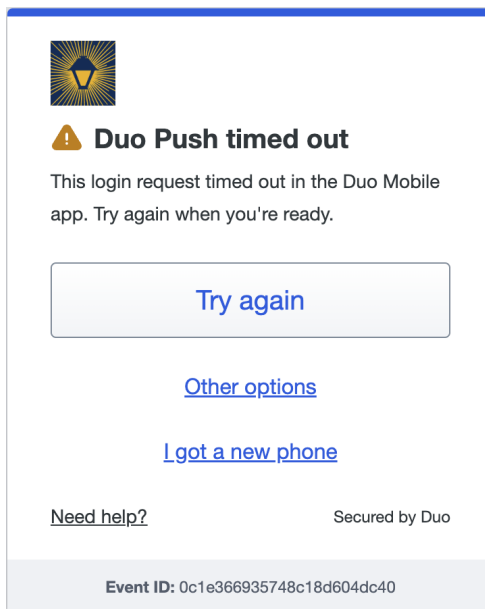
- If a Duo Push isn't sent automatically, send one manually:

1. Select **Other options**.
2. Select **Send Duo Push** for the device you want to reactivate.

4. Click **I got a new phone**.

5. Click **Text me a link**.

6. When the text message arrives, **follow the link**, then follow the instructions in the Duo Mobile app.



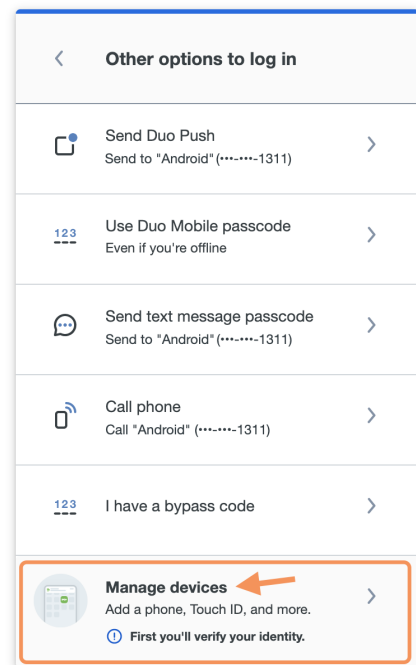
Add or manage devices

The *account settings page* is where you can **Add a device** as a backup or **Edit** existing devices to rename them or update their settings.

Navigate to this page with the following steps:

1. Navigate to a **Duo-protected resource**, such as [Webmail](#) or [Moodle](#).
2. Enter your **College credentials** to log in. The Duo prompt will appear.
3. Select **Other options**.
4. Select **Manage devices**.
5. Authenticate with Duo. The account settings page will open.

For more information, see Duo's full documentation on [adding or managing devices](#).



Questions?

If you have any additional questions or problems, don't hesitate to reach out to the **Help Desk!**

Phone: 610-526-7440 | [Library and Help Desk hours](#)

Email: help@brynmawr.edu | [Service catalog](#)

Location: Canaday Library 1st floor