Two-Factor: Get started with Duo

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Duo is used alongside your College email and password to provide Two-Factor Authentication security to all College accounts. This ensures your account is secure, even in the event of a password compromise.

**Before You Start**, you may need access to the following:

- a Bryn Mawr College account
- a laptop or desktop computer with internet access

Once enrolled, you can manage your Duo devices and settings via duo.brynmawr.edu.

Enroll in Duo

1. Navigate to any Duo-protected resource (e.g., Webmail or Moodle)
2. Enter your College email and password
3. Follow the instructions on the Duo welcome screen to enroll

Several authentication methods are available, see our Two-Factor: Methods of Authentication page to find out which authentication method is best for you!

Add a device

LITS strongly recommends setting up multiple authentication methods to ensure you always have access to your account(s).

1. Navigate to the Duo Device Management Portal
2. Login with your College email and password
3. Authenticate with Duo
4. Select Add another device
5. Follow the instructions provided

For more information, see Duo’s Adding a New Device Guide.
Activate/reactivate Duo Mobile

The following instructions apply to you if:

- You got a new smartphone but kept the same phone number
- You performed a factory reset on your Duo-enrolled device
- You added your smartphone to Duo, but didn't setup Duo Mobile

1. Navigate to the Duo Device Management Portal
2. Login with your College email and password
3. Authenticate with Duo
4. Identify the device you'd like to activate/reactivate Duo Mobile for
5. Select Device Options
6. Click Reactivate Duo Mobile
7. Follow the instructions provided

For more information, see Duo Mobile on iOS & Duo Mobile on Android.

Generate Duo passcodes

These 6-digit codes can be generated without a wireless or cellular connection, ensuring you'll always be able to authenticate with Duo.

1. Open the Duo Mobile app
2. Tap the entry for Bryn Mawr College
   
   To generate a new passcode, tap Refresh passcode.

Questions?

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

Phone: 610-526-7440
Email: help@brynmawr.edu
Location: Canaday Library 1st Floor