Two-Factor: Get started with Duo

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 if your password becomes compromised.

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

- a Bryn Mawr College account
- a computer or smartphone with internet access

Note: Once enrolled, you can manage your Duo devices and settings via the Duo Account Management Portal: duo.brynmawr.edu.

Enroll in Duo

1. Navigate to any Duo-protected resource. (e.g., Webmail or Moodle)
2. Log in with your College credentials.
3. Follow the instructions on the Duo welcome screen to enroll.

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

Add a device

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

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 documentation on adding a new device.

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## Activate or reactivate Duo Mobile

**Note:** The following instructions are useful 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 phone to Duo, but didn't set it up as a smartphone

1. Navigate to the [Duo Device Management Portal](#).
2. Log in with your [College username](#) and [password](#).
3. **Authenticate** with Duo.

   If you got a new phone but still have the same phone number, use one of these options:

   - **Call me**
   - **Enter a passcode** → **Text me new codes**
   - Use a device other than your phone if you have one **set up**.

4. In the Duo Portal under My Devices, identify the device/phone number you'd like to activate/reactivate Duo Mobile for.

5. Select **Device Options** next to the device. (On mobile browsers, this is the gear button.) Some new buttons will appear.
6. Select **Reactivate Duo Mobile**.
7. Follow the prompts to complete the activation process.

For more information, see [Duo Mobile on iOS](#) & [Duo Mobile on Android](#).

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

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## 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 | Library and Help Desk hours
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