Duo Multi-Factor Authentication (MFA): Enrollment Guide

Duo’s self-enrollment process makes it easy to register your phone and install the Duo mobile application on your smartphone or tablet.

**Supported Browsers:** Chrome, Firefox, Safari, Internet Explorer 8 or later, and/or Opera.

1. Enroll in Duo MFA

To start, visit a University of Miami Single Sign-On (UMSSO)-enabled application or service, such as [UM’s email website](email.miami.edu). You will then log in with your CaneID and password and click “Sign in.”
2. Duo MFA Setup Screen

You will then see the Duo MFA setup screen. Click “Start setup” to begin enrolling your device.

3. Choose the Type of Device You’re Enrolling

Select the type of device you’d like to enroll and click “Continue.” We recommend using a smartphone for the best experience, but you can also enroll a token* or iOS/Android tablets. (*Note: tokens are only available for active UM faculty, staff, and students)
4. Type Your Phone Number

Select your country from the drop-down list and type your phone number. Use the number of your smartphone, tablet, or cell phone that you'll have with you when you're logging in to a Duo-protected service. Then, double-check that you entered it correctly, check the box, and click “Continue.” If you're enrolling a tablet, you will not be prompted to enter a phone number.

5. Choose Your Device Platform

Choose your device's operating system and click “Continue.”
6. Install the Duo Mobile App

Duo mobile is an app that runs on your smartphone and helps you authenticate quickly and easily. Without it you’ll still be able to log in using a SMS text message*, but for the best experience we recommend that you use Duo mobile.

(*Note: if you do not wish to install the Duo mobile app, but are enrolling a smartphone, please click “Back” and select “Other (and cell phones)” in order to bypass the Duo mobile app download screen.)

Follow the platform-specific instructions on the screen to install Duo mobile. After installing the app, return to the enrollment window and click “I have Duo Mobile.”
7. Activate the Duo Mobile App

Activating the Duo mobile app links it to your account so you can use it for authentication.

On iOS devices, Android, Windows Phone, and BlackBerry 10, activate Duo mobile by scanning the barcode with the app’s built-in barcode scanner. Follow the platform specific instructions for your device.

The “Continue” button is clickable after you successfully scan the barcode. Can’t scan the barcode? Click “Email me an activation link instead.” and follow the instructions.
8. Add Additional Devices

It is recommended that you register at least two devices, for example, both your smartphone and a tablet. If your smartphone is lost or stolen, you will still be able to access protected systems using your secondary device. You can add a new authentication device via the authentication prompt. Click “Continue to login” to proceed to the authentication prompt.

Congratulations!

You are ready to approve Duo MFA authentication requests. Provide the passcode from the Duo mobile app or click Text me new codes to receive passcodes via SMS text. Simply enter a passcode and click Log In!

Learn More About MFA

Have questions? Visit the Duo MFA service page for more information: miami.edu/multifactor.