

## Add or Update Devices for 2-Step Login (Duo)

Duo Mobile is the two-factor authentication application that UVA utilizes to access UVA systems, such as a UVA email account and the REDCap database.

- Once you have received your UVA computing ID and set up your password, you should install Duo on a mobile device that you have with you most of the time.
- You can download it to more than one mobile device to make sure you have access wherever you are.
- There is no limit on how many mobile devices you can download the app, but it must have a phone number and the ability to access a cellular signal or the Internet.

Detailed instructions for adding a device and downloading the Duo app can be found [here](#).

**Step 1:** Download the Duo Mobile app.



[Apple Duo Mobile App Download](#)

[Android Duo Mobile App Download](#)

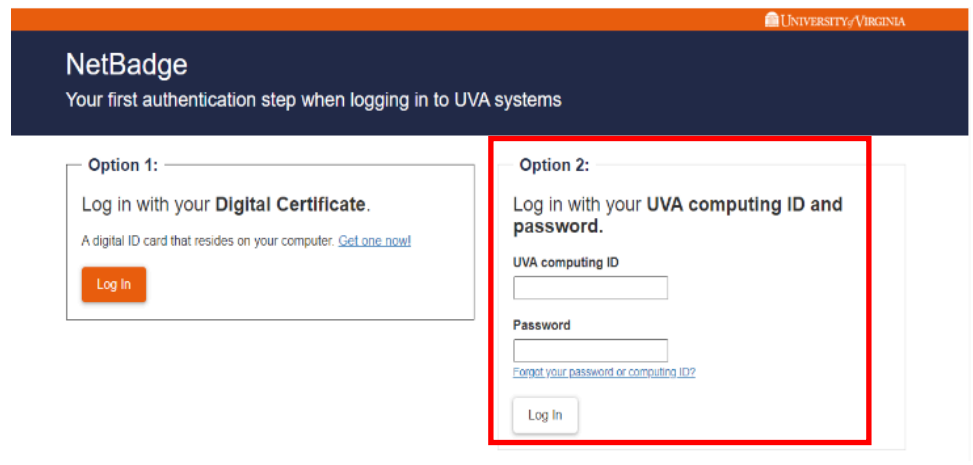
**Step 2:** Register the device(s) on the UVA Login Portal.



Scan the QR code, click the link or type the URL into your internet browser's search bar to open the portal login page:

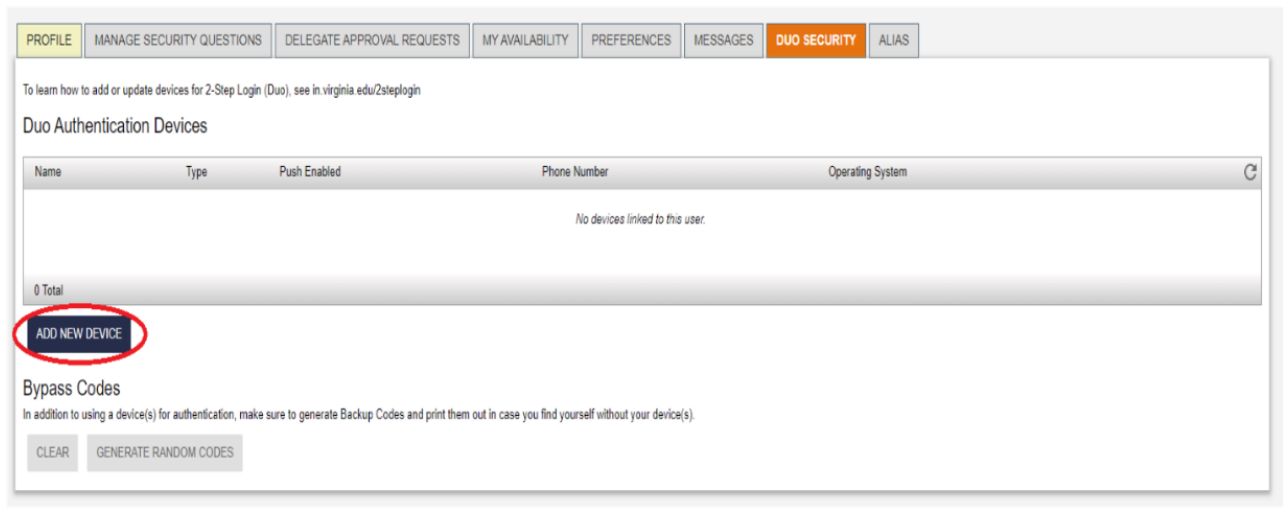
<https://identity.virginia.edu/identity/self-service/uva/autologin.jsf?tab=196>

**Step 3:** You will first be asked to enter your UVA Computing ID and password at the NetBadge login screen using 'Option 2'.



**Step 4:** After logging into the portal, you will be sent to the Duo management page where you will register the device(s) to which you've downloaded the Duo app.

Click the 'Add New Device' button (make sure that you are on the DuoSecurity tab at the top – it should be highlighted in orange).



**Step 5:** Once you have clicked 'Add New Device,' select what type of device you are adding.

**Add new Duo device**

What type of device are you adding?

Mobile phone  
 Tablet (iPad, Nexus 7, etc.)  
 Landline

**CANCEL** **NEXT**

**Step 6:** You will be asked to enter a name for the device you are adding (ex: John Doe’s Phone). After clicking ‘Next’, you will enter in your phone number, and click ‘Next’.

It will now ask you the type of phone you have (ex: iPhone, Android, etc.). After selecting an option, click ‘Next’.

**Step 7:** Next choose the ‘I have Duo Mobile’ and you will be prompted to scan a QR code.

**Add new Duo device**

Please install Duo Mobile for iOS on your device.

1. Launch the App Store app and search for "Duo Mobile".
2. Tap "Get" and then "Install" to download the app.

**CANCEL** **BACK** **I HAVE DUO MOBILE**

**Step 8:** Next, open the Duo Mobile app on your phone.


In the top right corner click the ‘Add.’

Click the ‘Use QR Code’ option and scan the screen. It will show UVA and moving forward will appear on the home screen when you open the app.

You will also have the option to activate it by requesting a link to be sent to your email.

**Add new Duo device**

Link your device with Duo Mobile



1. Open Duo Mobile.
2. Tap the "+" button.
3. Scan the barcode.

[Or, if you prefer, have an activation link e-mailed to you instead.](#)

**DONE**

## How to Use 2-Step Login (Duo) & FAQs

When logging into a UVA system such as the REDCap database or your UVA email, you will be prompted with Duo.

You can choose from three options:

**Option 1:** Duo sends you a push.

- This option only works with smartphones that have the Duo Mobile app installed.

**Option 2:** Duo calls your registered phone.

- This option can be used for any device that is capable of receiving phone calls (smartphones, mobile phones, landline phones).

**Option 3:** You can authenticate using a passcode texted to your phone.

- This option generates a six-digit code that works with or without a data plan, a texting plan, or a WiFi connection (in airplane mode), so you are never locked out of your account, even if you do not have service.

Detailed instructions and frequently asked questions for how to use 2-Step login (Duo) can be found [here](#).