Enabling Duo Mobile Push Notifications

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Enabling Duo Mobile Push Notifications, Two-Step Verification

Two-Step Verification provides an added layer of protection when accessing PennKey-protected web sites and applications. After you log in with your PennKey and password, you'll use a device in your possession to verify your identity.

With Two-Step, your data is protected, even if your PennKey password is compromised.

Part 1: New Phones using DUO

ISC already has a guide on how to start using DUO Mobile, we recommend you start with them and contact ASC support with any questions

Two-Step Verification: Getting Started

Two-Step Verification: Detailed Instructions

Part 2: Old Phones updating/adding DUO

- To update your DUO Mobile authentication to a new phone, first visit
  https://twostep.apps.upenn.edu

- Then click on "Manage Settings"
- Enter in your Pennkey credentials and pass the current two step verification

- if you don't have an alternative method to log in, follow the instructions to call the support line, they are helpful and can give you a setup code if you have your Penn ID# and the last 4 of your SSN
- Once you've passed the log in screen, scroll down to "Devices"
- Under "Duo Push" click "Unenroll from Duo Push"

Devices   Test a code ❓

Duo Push   Yes, you are enrolled in Duo Push
Unenroll from Duo Push   Test Push   Sync Duo data

- Once unrolled, **Renroll in Duo Push** in the same area and follow the instructions on your new phone for setting up the app.

Penn WebLogin: Two-Step Verification   Log out

Duo: step 1 of 3 - install Duo Mobile app

Open your phone's app store and install the free Duo Mobile app

If you need more information see the Duo documentation

Cancel   NEXT

Learn more about Two-Step Verification

Penn WebLogin: Two-Step Verification   Log out

Duo: step 2 of 3 - integrate Duo Mobile app

Open the Duo Mobile app on your phone

If you have previously enrolled and already have a University of Pennsylvania listing in Duo (DO NOT DELETE other separate listings like PennMedicine), delete that listing

Select "add" and then scan this QR code

Duo: step 3 of 3 - test Duo Mobile app

A "push" notification has been sent to your phone

Your phone should prompt you to "Approve" the push. If you are not prompted, open the Duo Mobile app. If you still don't see the notification, swipe down on the Duo app to prompt it to look for the push.

Approve the push. Note: only accept pushes that you initiate.

If you need more information see the Duo documentation

Cancel   **NEXT**

Learn more about Two-Step Verification

- Click next to finish, if you don't get a Push notification, on the home screen go back down to "Duo Push" Under Devices and "Test Push"

A "push" notification has been sent to your phone

Your phone should prompt you to "Approve" the push. If you are not prompted, open the Duo Mobile app. If you still don't see the notification, swipe down on the Duo app to prompt it to look for the push.

Approve the push. Note: only accept pushes that you initiate.

If you need more information see the Duo documentation