

Enabling Duo Mobile Push Notifications

Andres Spillari - 2024-09-25 - Comentarios (0) - Canvas Support

[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>

Penn WebLogin: Two-Step Verification

Two-Step Verification

Protect your PennKey by using both your password and a verification code generated on your phone or device.

ENROLL NOW

MANAGE SETTINGS

I AM HAVING TROUBLE LOGGING IN

[Learn more about Two-Step Verification](#)

- 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 unenrolled, **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"