

Duo two-factor authentication is required for the following:

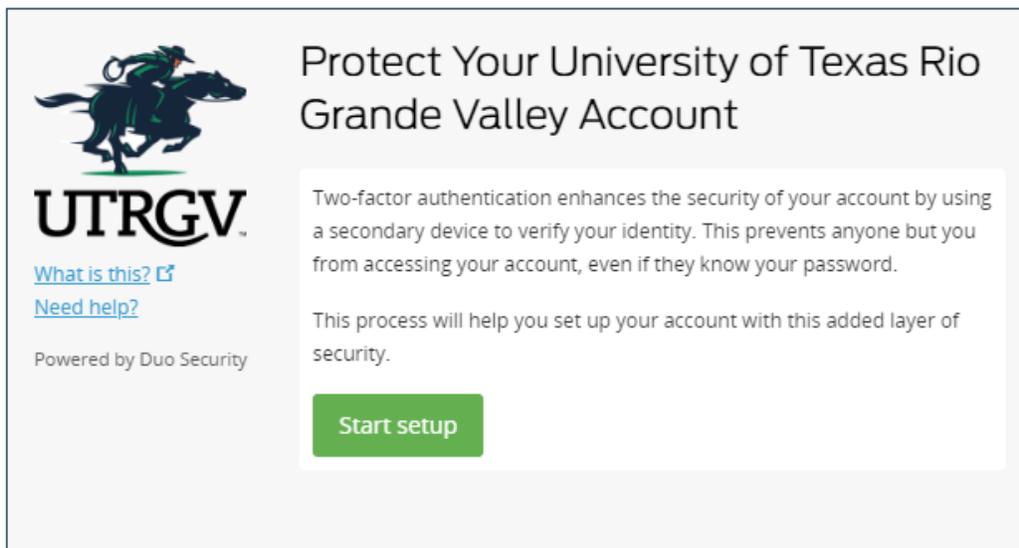
- Access to VPN.
- Access to PeopleSoft from a location outside of a UTRGV campus. **Note:** Duo will be required regardless of the type of transaction employees intend to perform in PeopleSoft from off campus
- Access to a terminal server.
- Access to Remote Desktop – to access your UTRGV computer from off campus.

1. Download the Duo Mobile app (**Recommended**):

- Download the Duo Mobile app from your mobile device's app store (recommended).
- Allow your mobile device to send PUSH notifications.

2. Enroll for Duo Mobile (**must be completed while on campus**).

1. Go to <https://utrgv.edu/Duo> and log in with your UTRGV email address and password.
2. Click on **Start setup**.



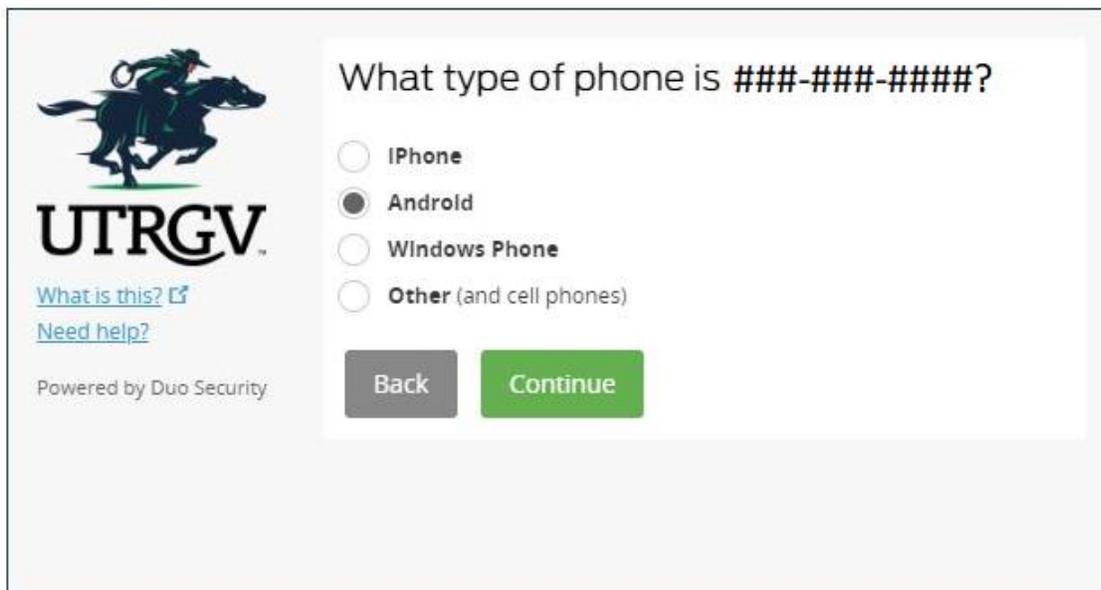
3. Select the authentication device type and click on **Continue**.

The screenshot shows the UTRGV Duo Security setup interface. On the left, there is the UTRGV logo with a horse and rider, and links for 'What is this?' and 'Need help?'. Below the logo, it says 'Powered by Duo Security'. The main content area is titled 'What type of device are you adding?' and contains four radio button options: 'Mobile phone RECOMMENDED' (selected), 'Tablet (iPad, Nexus 7, etc.)', 'Landline', and 'U2F'. A green 'Continue' button is at the bottom.

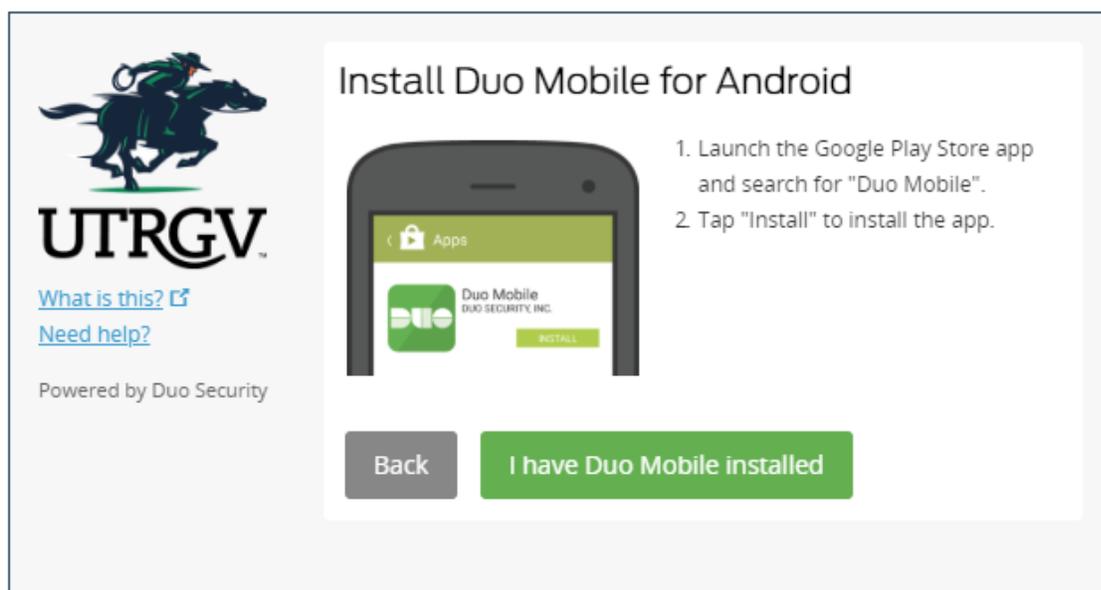
- 4. Enter your phone number (including area code). Check the checkbox to confirm the phone number and click on **Continue**.

The screenshot shows the UTRGV Duo Security setup interface for entering a phone number. On the left, there is the UTRGV logo and links for 'What is this?' and 'Need help?'. Below the logo, it says 'Powered by Duo Security'. The main content area is titled 'Enter your phone number' and contains a dropdown menu for 'United States', a text input field with '+1' on the left and a masked number '###-###-####' followed by a green checkmark. Below the input field, it says 'ex: (201) 234-5678'. There is a checkbox with a checkmark and the text 'You entered (###) ###-#### Is this the correct number?'. At the bottom, there are 'Back' and 'Continue' buttons.

- 5. Enter your phone number (including area code). Check the checkbox to confirm the phone number and click on **Continue**.
- 6. Choose what type of phone your mobile device is



7. Confirm that you have installed the Duo Mobile app on your mobile device.



8. For iPhone, Android and Windows devices, open the Duo Mobile app and click on the + at top right. When prompted by the Duo Mobile app, scan the QR code displayed on the Duo enrollment screen. The Duo Mobile app will automatically open your camera. Aim your camera at the QR code and it will automatically add your UTRGV account to the Duo Mobile app.
9. On the Duo enrollment screen, you should see a successful message. Click on **Continue** to proceed to test Duo Mobile with your device.

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Activate Duo Mobile for Android



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

[Or, have an activation link emailed to you instead.](#)

Back **Continue**

10. Click on **Continue to Login**.

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[What is this?](#)
[Need help?](#)
Powered by Duo Security

My Settings & Devices

 Android ###-###-#### JUST ADDED **Device Options**

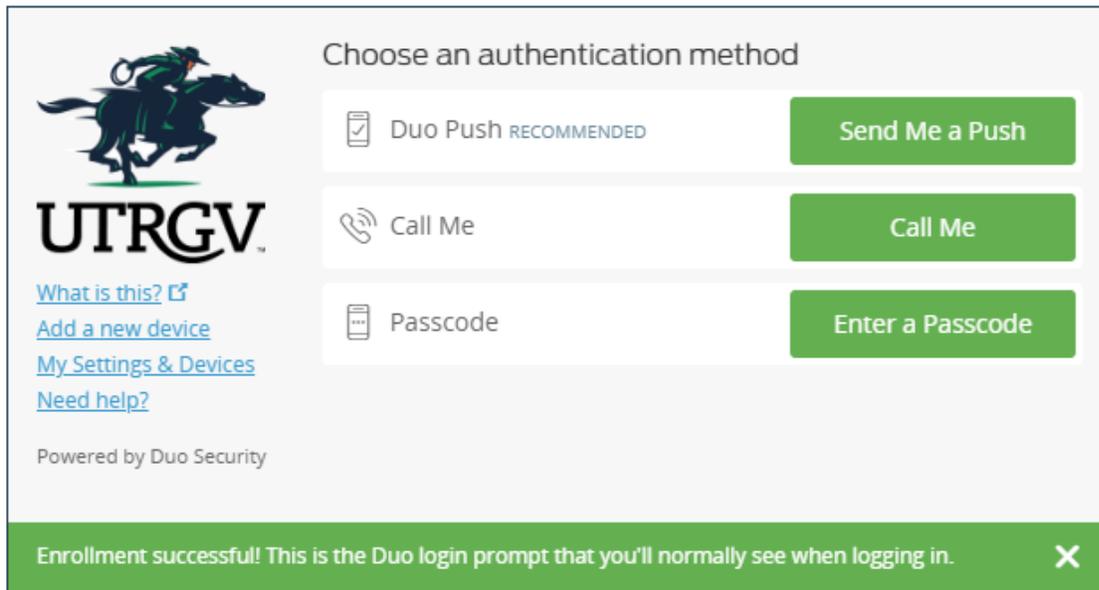
+ [Add another device](#)

Default Device: Android ###-###-####

When I log in:

Saved **Continue to Login**

11. Select the type of authentication. **Duo Push is recommended.**



12. Take action based on selected authentication method:

- Duo Push - Your mobile device will receive a Duo Mobile app notification. Tap on the notification to open it and tap on Approve (and Confirm if prompted).
- Call Me - You will receive a call to the number enrolled. Answer the call and press any key.
- Enter a Passcode - Enter the passcode provided on the Duo Mobile app.

Once the Duo authentication is completed, your login will automatically proceed.

If you experience any issues with this process, please contact the IT Service Desk at 956-665-2020 or 956-882-2020.