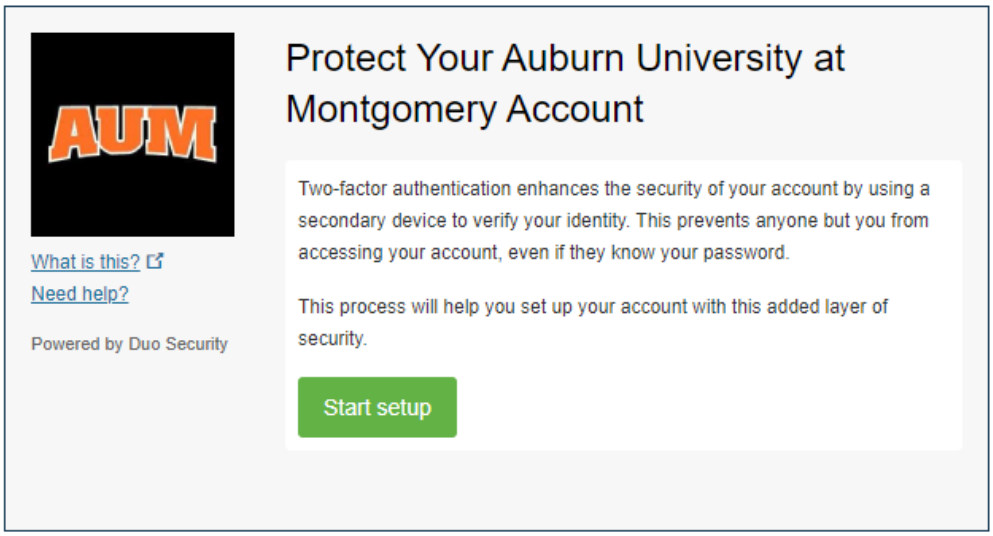
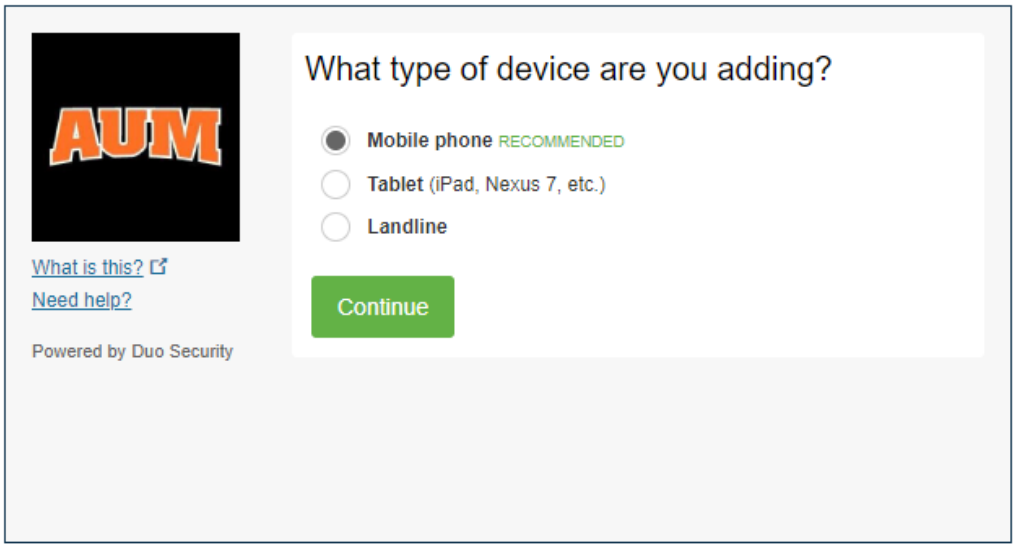
1. Welcome Screen



Click on the Start Setup tab to begin enrollment.

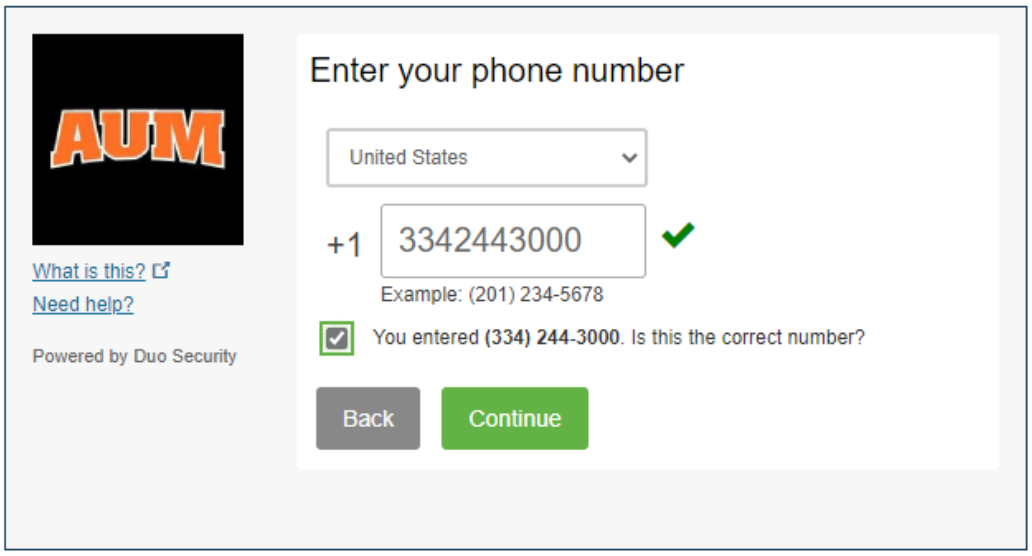
2. Choose your Authentication device

Choose what kind of device you would like to enroll and click Continue. Smartphones are recommended for the best experience.



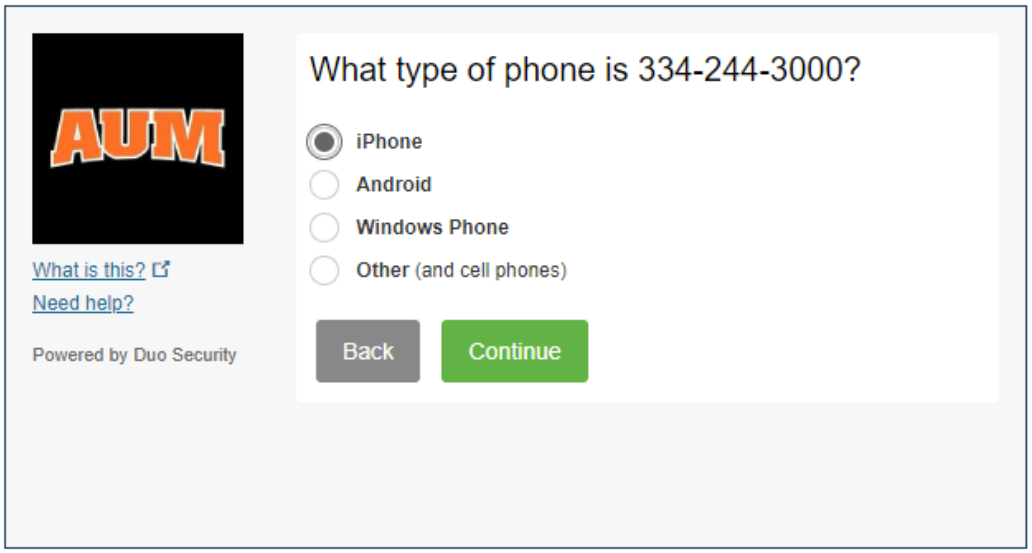
3. Enter your Phone Number

Choose your country from the drop-down list, type your 10 digit phone number, check the box to verify the telephone number and click **Continue**. Use the phone number to the device you are going to have with you when logging in to a DUO-protected service. If you chose "Landline" in Step 2, complete this step with your Landline number and skip to Step 7.



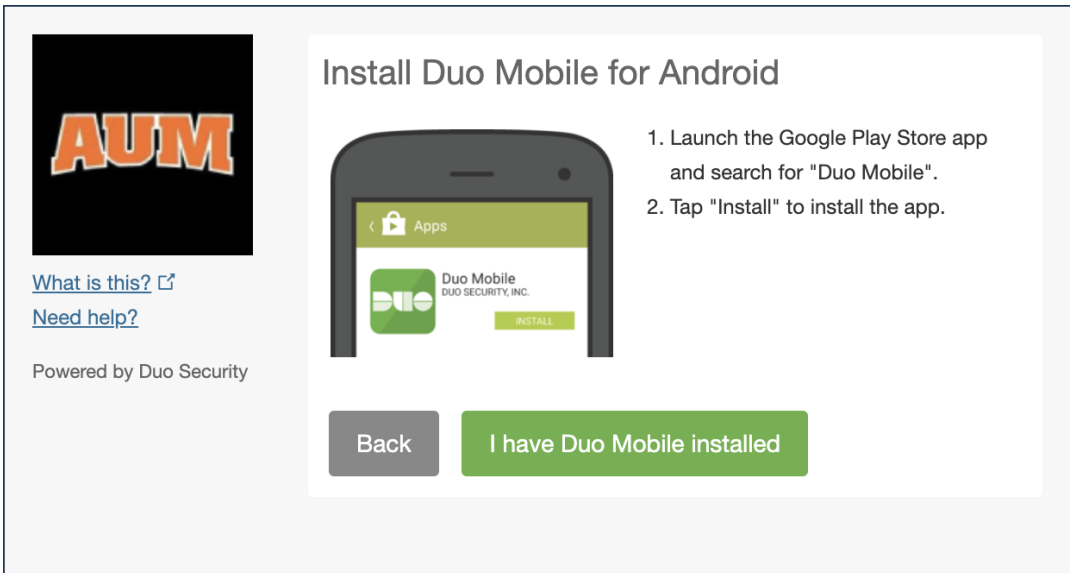
4. Select your Platform

Select which operating system your device uses and click **Continue**.



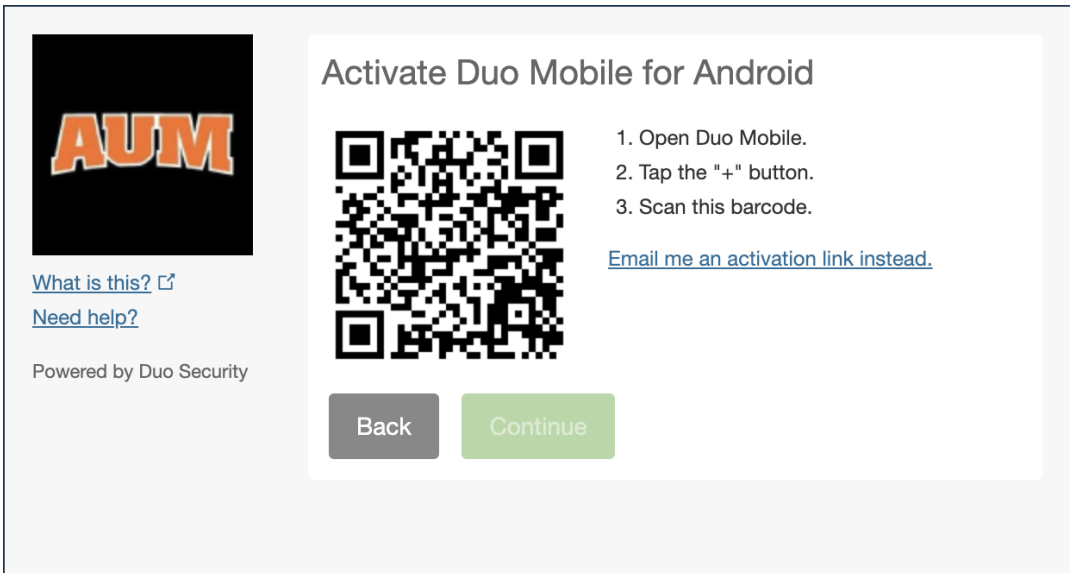
5. Install DUO Mobile

DUO Mobile is an application which runs on your smart device and it helps to authenticate quickly and easily. You may find the App by doing a search for **DUO Mobile** using the Google Play on Androids and the App Store on iPhones.

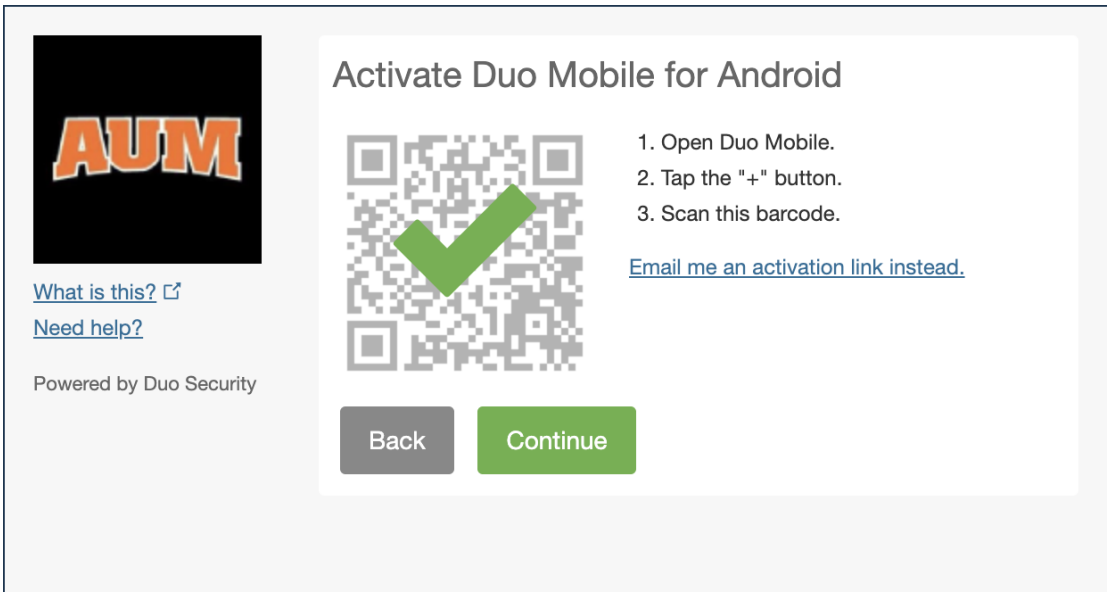


6. Activate DUO Mobile

After activating this App it will link your account so you can use it for signing in. Using an iPhone, Android, Windows Phone, and Blackberry 10, activate DUO Mobile by scanning the barcode using the app's built-in barcode scanner. Alternately, you may also click on the "Email me an activation link instead" link.

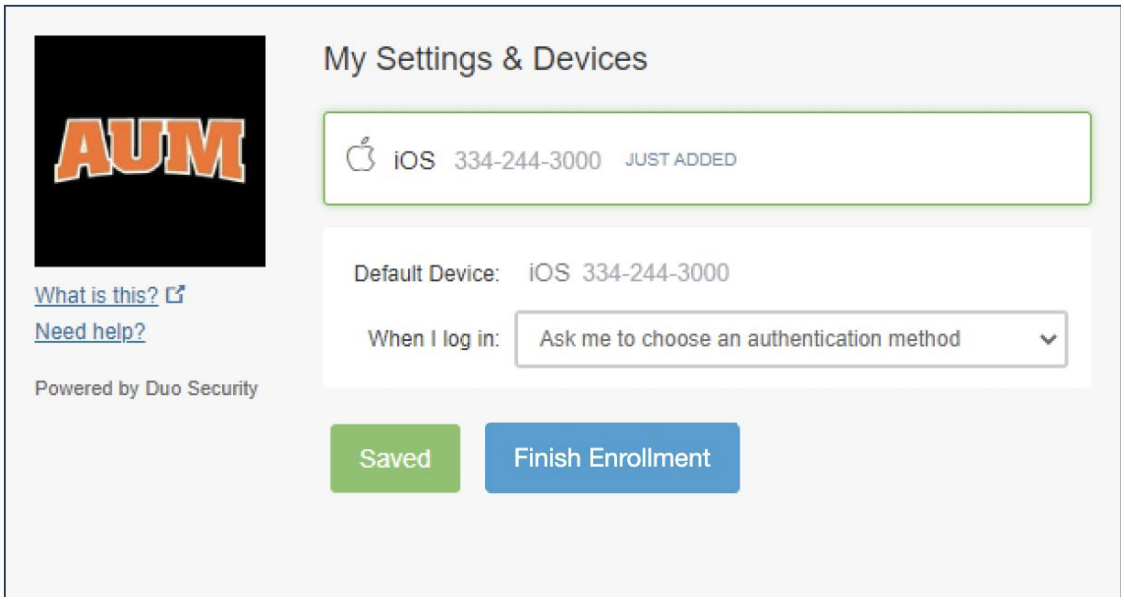


Once you have scanned the barcode successfully, you will be allowed to click Continue.



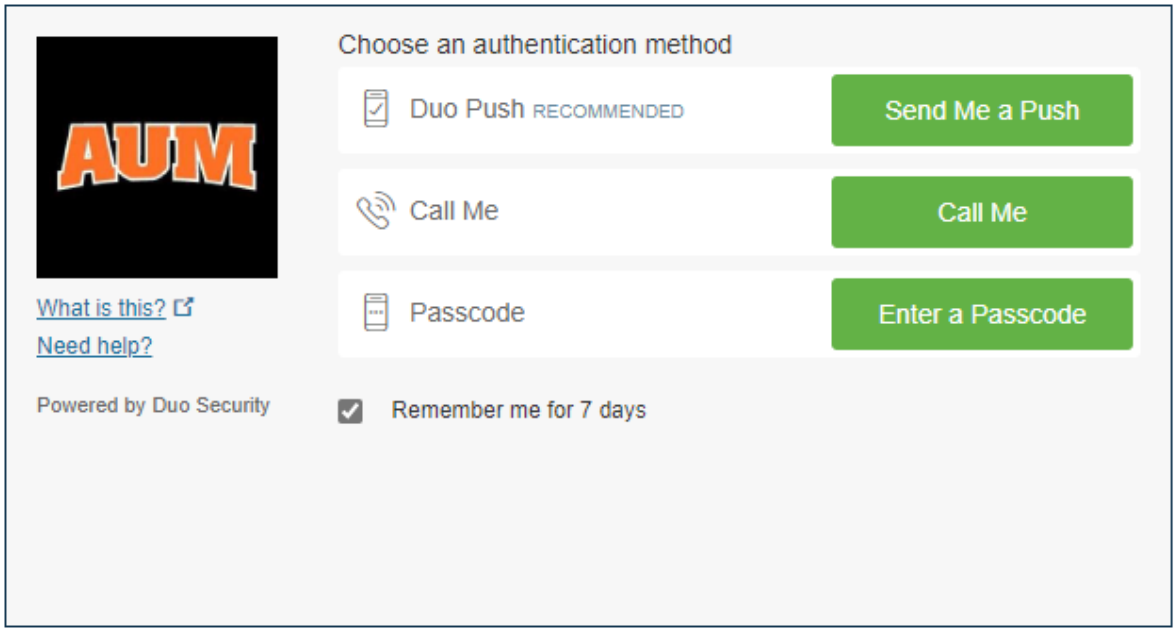
7. Choose your Settings and Devices

Click the down arrow shown next to “When I log in:” and choose which option best suits your needs and Click on **Finish Enrollment**.



Three Authentication Options

Send Me a Push – DUO will send the mobile device you registered a notification asking you to verify by selecting the green checkmark to authenticate your login.
Call Me - DUO will call the phone number you registered earlier and you will be given a number to enter in order to login.
Enter a Passcode – Open the Duo App on the device you registered and touch the AUM Logo. Below the logo will appear the 6 digit Passcode that you must enter.



For assistance, please call the AUM IT Services Helpdesk at (334) 244-3500

Helpdesk Semester Hours of Operation

Monday-Thursday	7:30am-10:30pm
Friday	7:30am-5:00pm
Saturday	11:00am-5:00pm
Sunday	1:30pm-5:30pm

Helpdesk Non-Semester Hours of Operation

Monday-Friday	7:30am-4:30pm
Saturday	Closed
Sunday	Closed