

DUO SECURITY SELF-ENROLLMENT

1. SELF-ENROLL.

Click on the self-enrollment link provided in the email sent from Duo Security. Look for an email from no-reply@duosecurity.com.

Your administrator has requested that you enroll with Duo Security's two-factor authentication service. Just click this link to begin the enrollment process:

<https://api-2cf0a6c6.duosecurity.com/portal?code=41cf56e6fab0467a&key=DAR9VIMBM1LC63G4NMYT>

Read the Guide to learn more about two-factor authentication:

<https://it.gwu.edu/2factor>

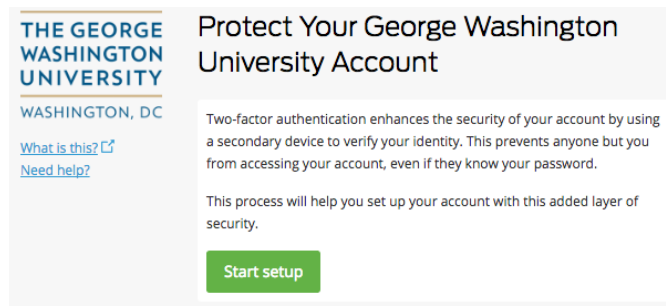
Please contact your administrator if you have any questions.

SAMPLE

- If you did not receive this email, please contact the IT Support Center at 202-994-4948 (GWIT)
- Please note that self-enrollment only needs to be done once. You may skip these steps if you have previously enrolled your GW NetID with Duo Security.

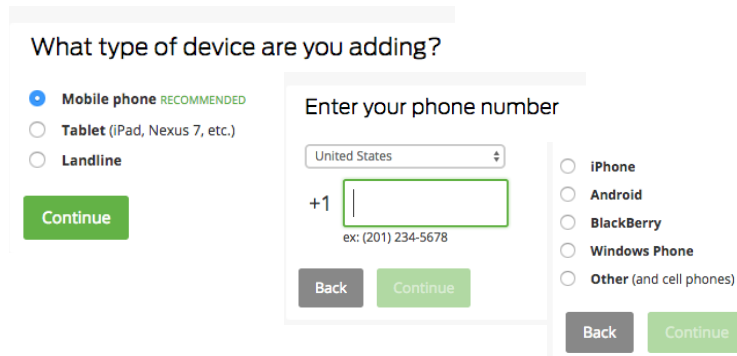
2. START SETUP.

From the self-enrollment screen, click **Start Setup**



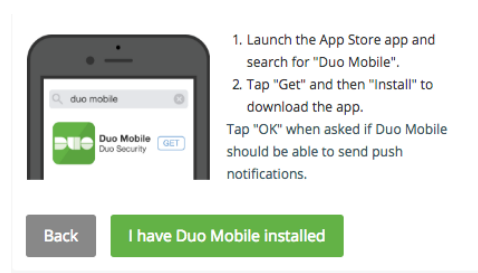
3. ENROLL YOUR DEVICE.

Follow the instructions to enroll your device



4. INSTALL THE APP.

Follow the instructions to install the Duo Mobile App on your device. You may install the app on multiple devices to use Duo Security. The app is available on iOS, Android, Windows and others.



5. ACTIVATE YOUR DEVICE.

Follow the instructions to scan your QR code to complete the self-enrollment process and activate your device. A green check will appear to indicate your device activation is complete.

SAMPLE



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

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

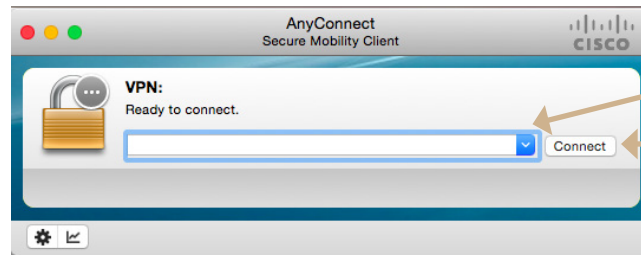
Back **Continue**



ACCESS VPN WITH DUO SECURITY

ACCESS VPN CLIENT

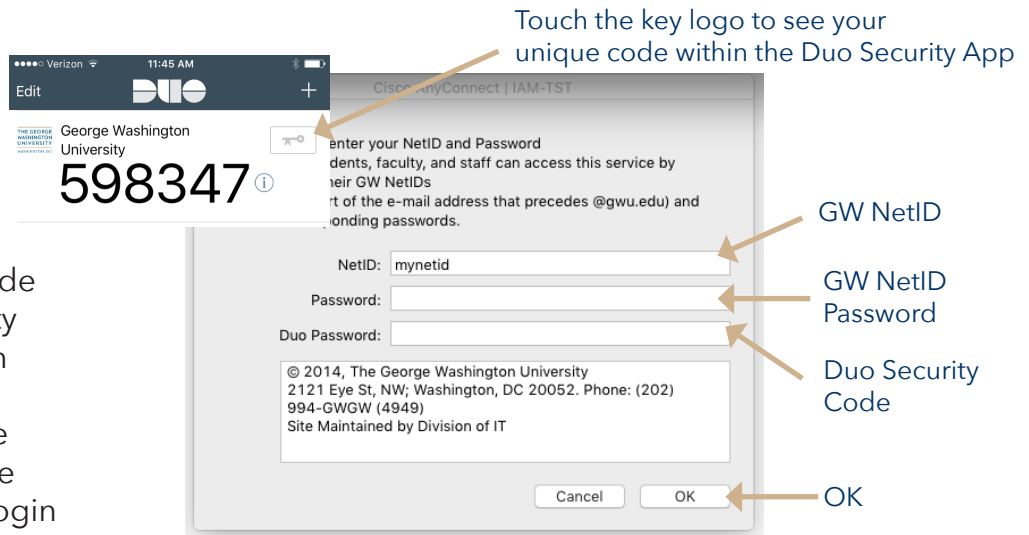
As before, access the Cisco AnyConnect VPN client on your desktop. Choose your VPN profile and click **Connect**. If you do not have the VPN client, please visit IT.GWU.EDU/vpn.



CHOOSE A LOG IN OPTION

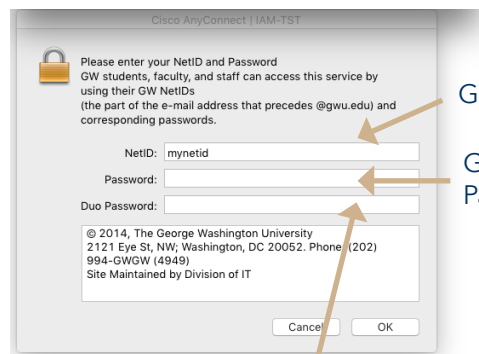
LOG IN WITH A CODE USING THE DUO SECURITY APP

Enter your GW NetID and corresponding password. In the **Duo Password** box, enter the code that appears in your Duo Security app. Log into the app, and touch the key logo next to the George Washington University. The code will appear. Enter this code in the Duo Password box on the VPN login screen.

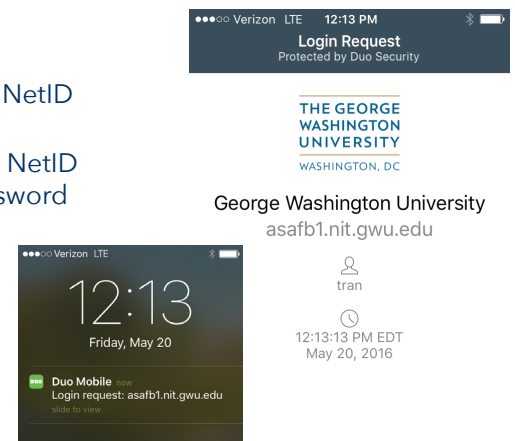


LOG IN WITH A PUSH NOTIFICATION FROM THE DUO SECURITY APP

Enter your GW NetID and corresponding password. In the **Duo Password** box, enter the word "push". A notification will be sent to your phone. Open the notification and touch **Approve** to complete the log in process. Please note the Duo Security app must be installed on your device for this option.

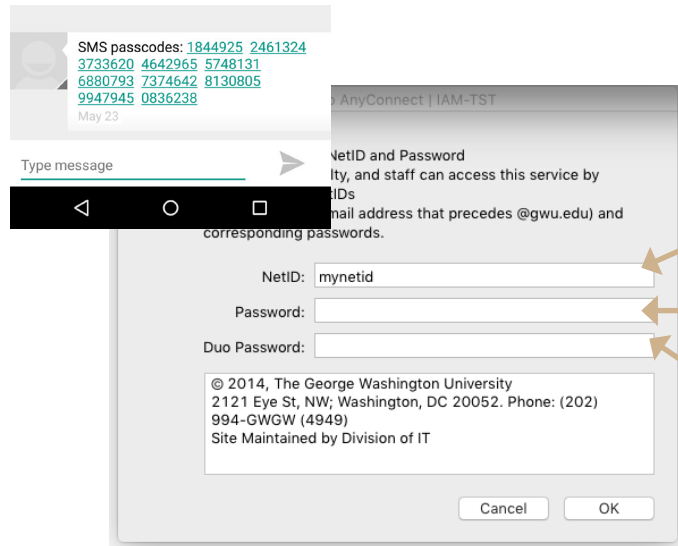


When you enter the word "push" in the Duo Password field, a notification will be sent to your phone. Touch **Approve** to complete the log in process



LOG IN WITH A CODE SENT VIA SMS TEXT

Enter your GW NetID and corresponding password. In the **Duo Password** box, enter the word "SMS". A number of codes will be sent to your registered device. You will be prompted again with the VPN log in screen on your computer. Enter your GW NetID and corresponding password, as well as one of the codes sent via text to your device. Please note the Division of IT incurs an additional fee with this option.



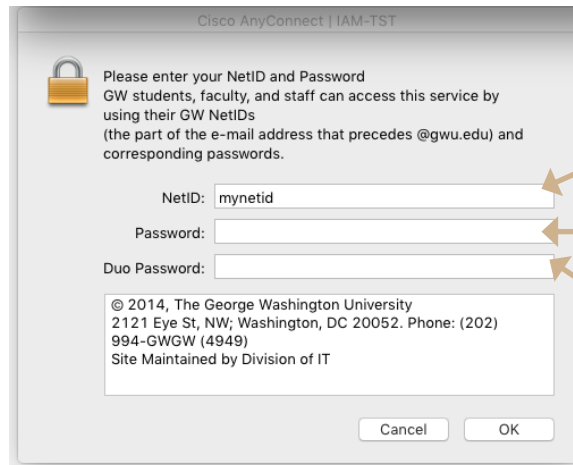
GW NetID

GW NetID Password

When you enter the word "SMS" in the Duo Password field, a notification with your unique access code will be sent to your registered device.

RECEIVE A PHONE CALL TO COMPLETE LOG IN

Enter your GW NetID and corresponding password. In the **Duo Password** box, enter the word "phone". You will receive a phone call from Duo Security to your registered device. Answer the call and press "1" to complete the log in process. Please note the Division of IT incurs an additional fee with this option.

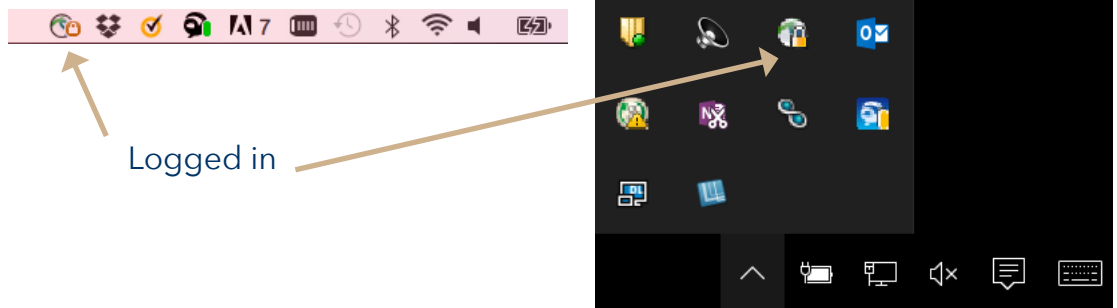


GW NetID

GW NetID Password

When you enter the word "phone" in the Duo Password field, you will receive a phone call from Duo Security. Please press "1" to complete the log in process.

VERIFY LOG IN



Logged in



TROUBLESHOOTING TIPS

If you receive one of the errors below, please follow these steps:

1. Check your Internet connection to ensure you have a valid network connection
2. Exit the Cisco AnyConnect VPN client
3. Reopen the Cisco AnyConnect VPN client
4. Retry VPN login

If you still receive an error message, please contact the IT Support Center at 202-994-4948 (GWIT) or ithelp@gwu.edu.

