# Duo Mobile First Time Enrollment for Students

All students are required to use Duo Mobile when accessing on-campus computer resources along with web-based applications such as Student Outlook Email or myBHC. Enrollment for students in the Duo Mobile system has been updated to make the process easier and more streamlined. This new process no longer requires an invitation or a call to the ITS Help Desk. However, if you do have any problems when trying to set up your Duo Mobile account, you can contact the Help Desk for assistance. The ITS Help Desk can be reached at (309) 796-5555.

Section One: Duo Mobile App Installation

Students are advised to install the Duo Mobile app onto their smart phone prior to enrollment in the system. When searching in your smartphones' app store, the Duo Mobile app should show up with a green logo with the word, "DUO," in white letters as seen below:
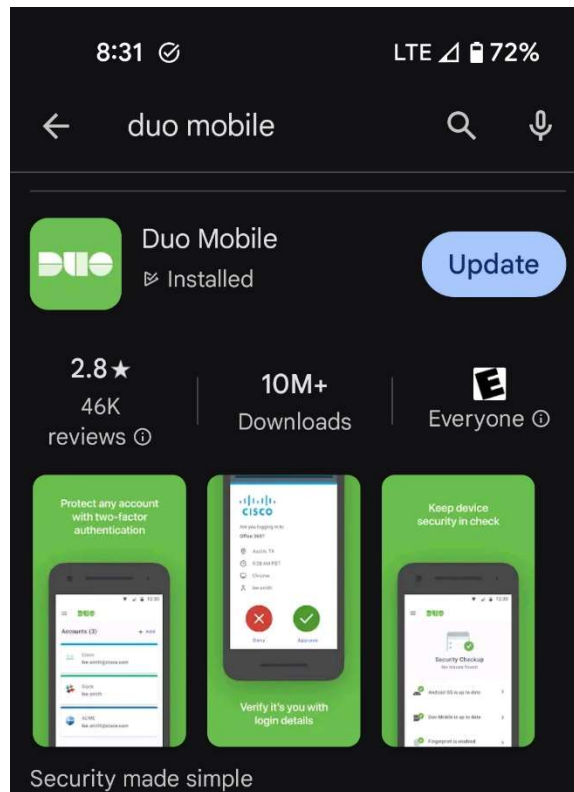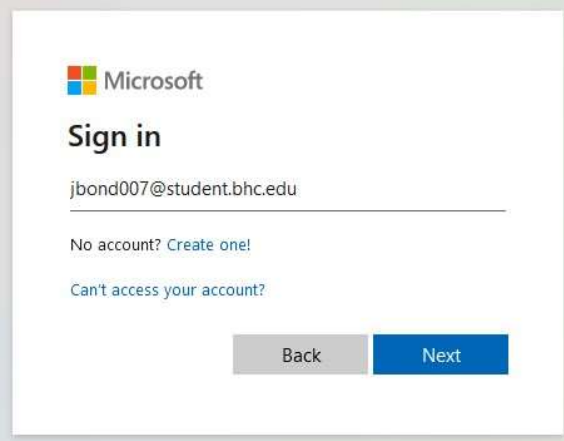

Install the app and proceed through the setup process until the app requests an activation code or a QR code. Set your phone aside and begin the following steps to enroll in Duo Mobile.

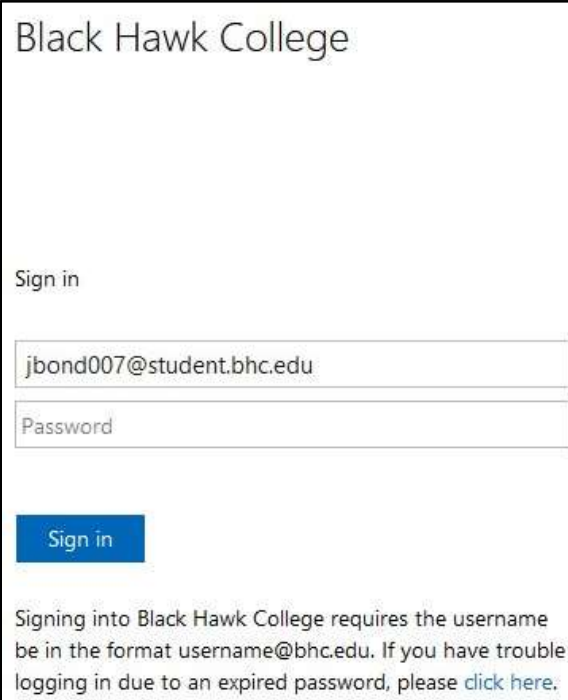## Section Two: Enrolling in Duo Mobile with the Duo Mobile app

It is highly recommended that you perform the following steps at either a laptop computer or a desktop computer. While it is possible to perform these steps on a mobile device, the process will be more difficult and may cause problems when trying to configure the account.

1. Open a browser of your choice and navigate to: https://login.microsoftonline.com
2. Enter your student email address into the field. Your student email address will be in the form of:

    (myBHC user name)@student.bhc.edu

    without the parenthesis

3. Click on the **Next** button
4. On the following screen, enter your password

5. Click the **Sign In** button

6. The following greeting will appear:

7. Press the **Next** button through the information windows until you are prompted to select an option
8. If you have a smartphone, select the "Duo Mobile" option
9. If you have a cellphone without internet access, select the "Phone number" option
   (The setup process for both Duo Mobile and a Phone Number are the same)
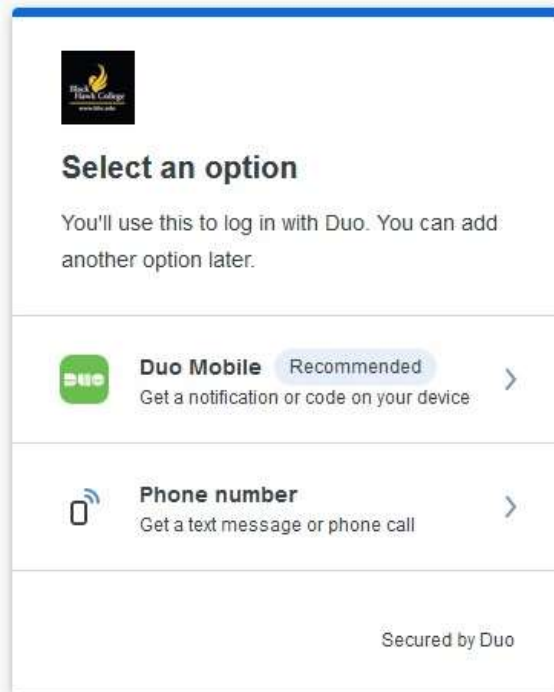
10. Enter the phone number for your device and click on the **Continue** button

11. Confirm the number for your device and click on the **Yes, it's correct** button

12. Click on the **Send me a passcode** button
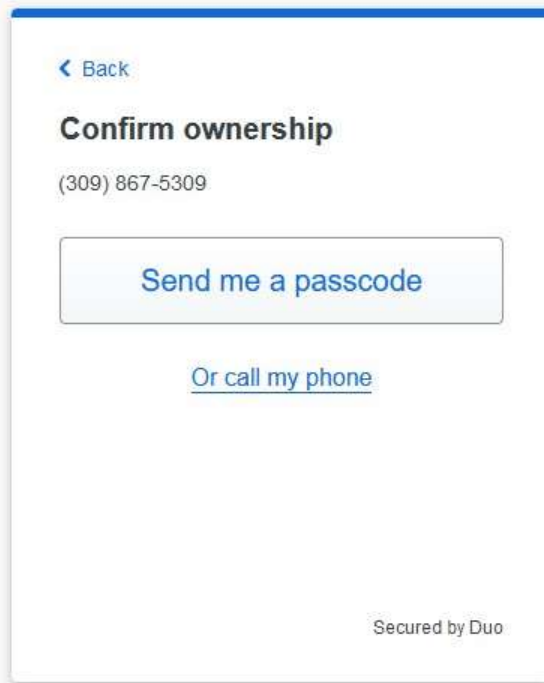
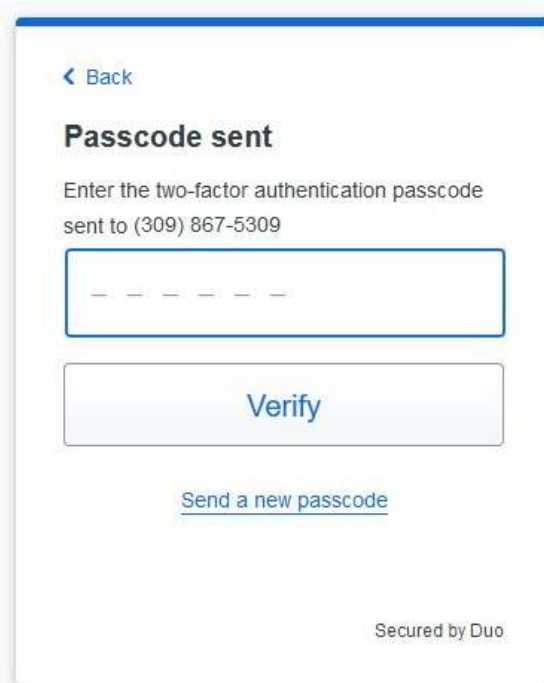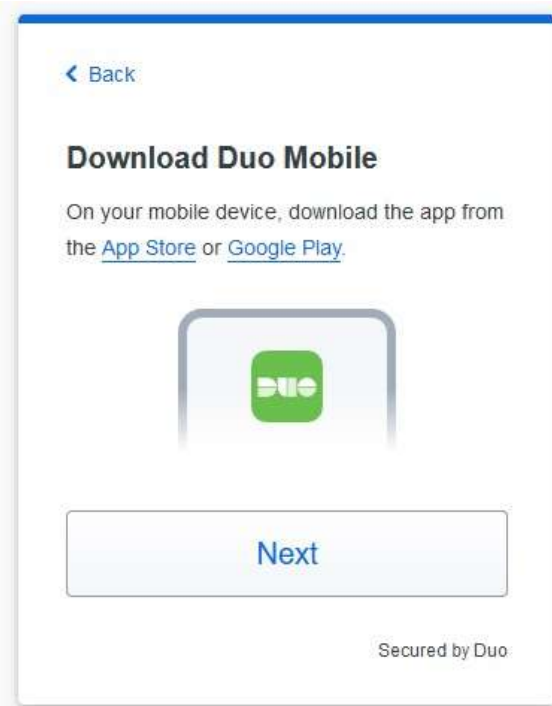13. On your device, open the text message and enter the passcode into the following window
14. Click on the **Verify** button

15. Skip to step 21 if using the "Phone number" option for a cell phone.

16. At this point, download Duo Mobile onto your phone if you haven't done so already
17. Click on the **Next** button

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Download Duo Mobile

On your mobile device, download the app from the App Store or Google Play.

Next

Secured by Duo

18. In the Duo Mobile app on your phone, select the option to scan a QR code
19. Scan the QR code to add your account to Duo Mobile

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Scan this code in Duo Mobile

In the app, select **Use QR code** to scan.

EXAMPLE

Get an activation link instead

Secured by Duo

20. On the confirmation window, click on the **Continue** button

21. If you used the "Phone number" option for a cellphone, click on the "Skip for now" link to proceed
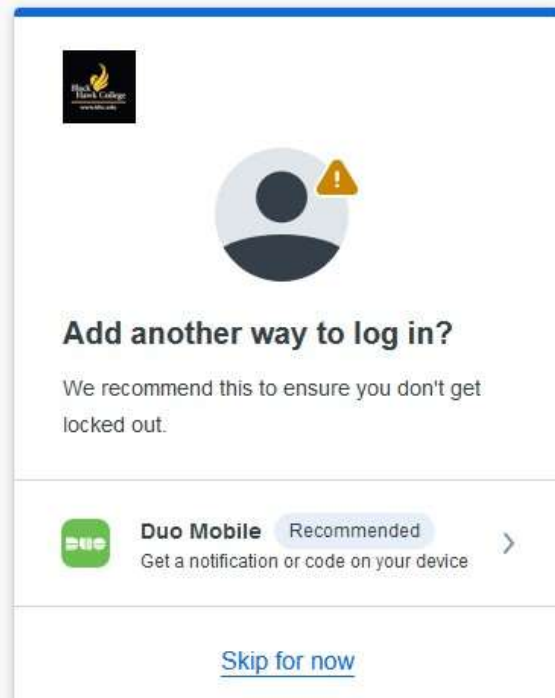
22. Once setup is completed, click on the **Log in with Duo** button