

# 2FA QUICK START GUIDE

## WHAT IS 2FA?

Two-factor authentication (2FA) is an extra layer of security designed to prevent unauthorized access to your personal information.

## DOWNLOAD DUO MOBILE

To get started with 2FA you will need your cellphone, tablet, mobile device or a token. You will also need to download the Duo Mobile app, available in The App Store and Google Play.



[App Store](#)

[Google Play](#)

## ADD >1 DEVICE

After installing the Duo Mobile app, you can easily add devices to your 2FA account. We recommend adding at least two devices, such as a cellphone and tablet or smartwatch. This way, if you ever misplace one device, you can still use 2FA.

## QUESTIONS?

We're here to help. If you experience issues, contact the ITS Service Desk at 850-644-4357 or [help.fsu.edu](http://help.fsu.edu).

## ADD A DEVICE

1. Sign in to [my.fsu.edu](http://my.fsu.edu)
2. Under **myFSU Links**, click **myFSU Identity Management** and select **Update Duo**
3. Verify your identity using an existing device and method
4. Click **Other options** then click **Manage Devices**
5. Follow the instructions below
6. Verify your identity and then select **other options**

## ADD A CELLPHONE

1. Select **I have a new phone** from the **Other options, add a device** steps
2. Select your country, enter your phone number and click **Continue**
3. Select the type of device you have and click **Continue**
4. Click **I have Duo Mobile Installed**
5. A barcode and set of instructions will appear
6. Open the Duo Mobile app and follow the instructions to activate Duo Mobile
7. Click **Continue** to finish adding your device

## ADD A TABLET

1. Select **Add a device** from the **Other options** steps
2. Select the type of tablet you have and click **Continue**
3. Click **I have Duo Mobile Installed**
4. A barcode and set of instructions will appear
5. Open the Duo Mobile app and follow the instructions to activate Duo Mobile
6. Click **Continue** to finish adding your device

## VERIFY YOUR IDENTITY

### VERIFY USING DUO PUSH

1. A **Duo Push prompt** will pop up on your screen
2. Your device will receive a push notification with a login request from Duo
3. Tap **Approve**
4. If you do not receive a notification, open the Duo Mobile app and tap **Approve**

### VERIFY USING PASSCODE

1. Select **Other options** from the **Check for a Duo push** screen
2. Pick your notification method
  - Mobile app – open the Duo Mobile app on your phone or tablet and tap your Florida State University account to reveal a temporary passcode
  - Duo Token – press the button on your hardware token to generate a new temporary passcode
3. Enter the passcode in the box on your screen
4. Click **Log In**

