

# Duo Mobile Setup & VPN Access

Duo Security provides a two-factor authentication service to make logins more secure. Before using the VPN client, Cisco AnyConnect, you must enroll with Duo and set up your mobile device.

## Requesting Duo Access

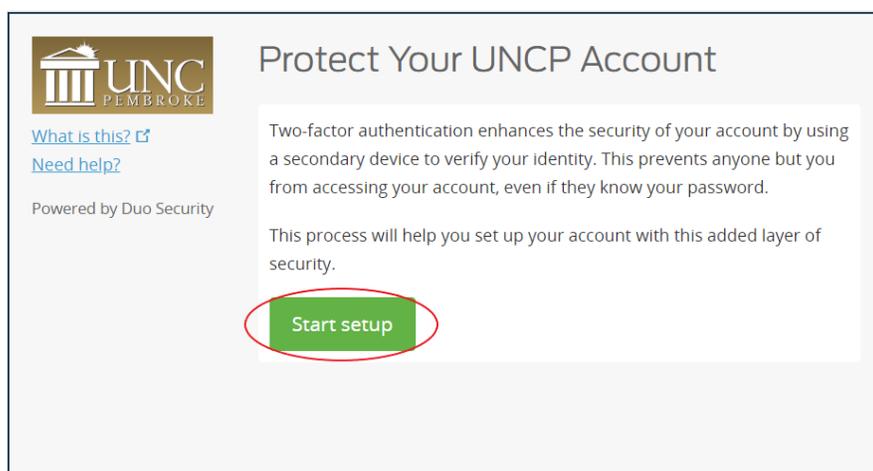
If you have not previously used Duo, or you have received a new phone and have not set up Duo for that device:

1. Contact the Help Desk by [submitting an incident](#), emailing [doit.helpdesk@uncp.edu](mailto:doit.helpdesk@uncp.edu) or calling 910-521-6260. Indicate that you need to be enrolled in Duo. Provide a good contact number (including a way to reach you if you are off campus), and your username.
2. The DoIT IT Security Team will then push the Duo Enrollment Email to you from within Duo. The email will come from “Duo Security <no-reply@duosecurity.com>”
3. Contained in the email will be a link used to configure Duo for you and your phone, tablet or other mobile device. Open the email and the link on your computer, as you will be prompted to scan a QR code with your mobile device as part of the setup.

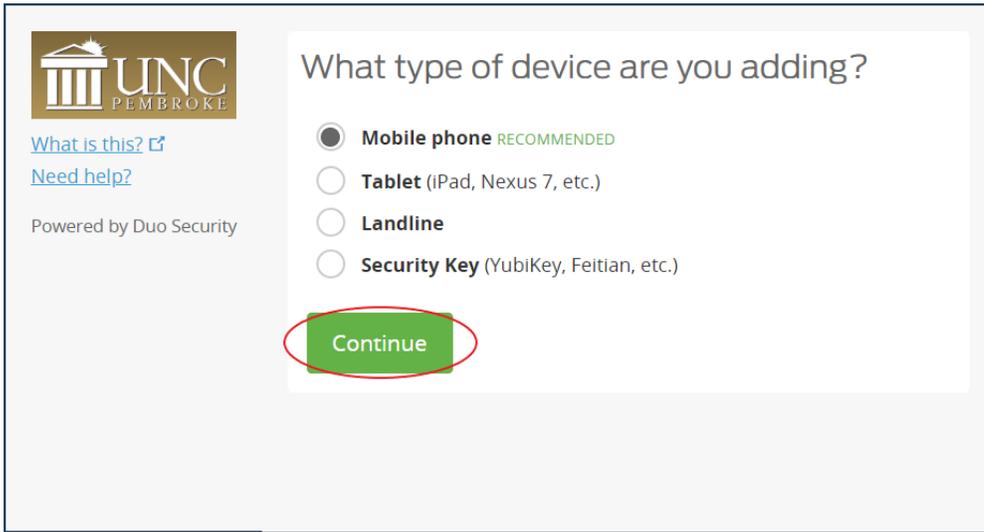
## Setting Up Duo

Duo Security must be accessed online to set up your mobile device.

1. After clicking the link in the email, and the following page opens, click “Start setup”.

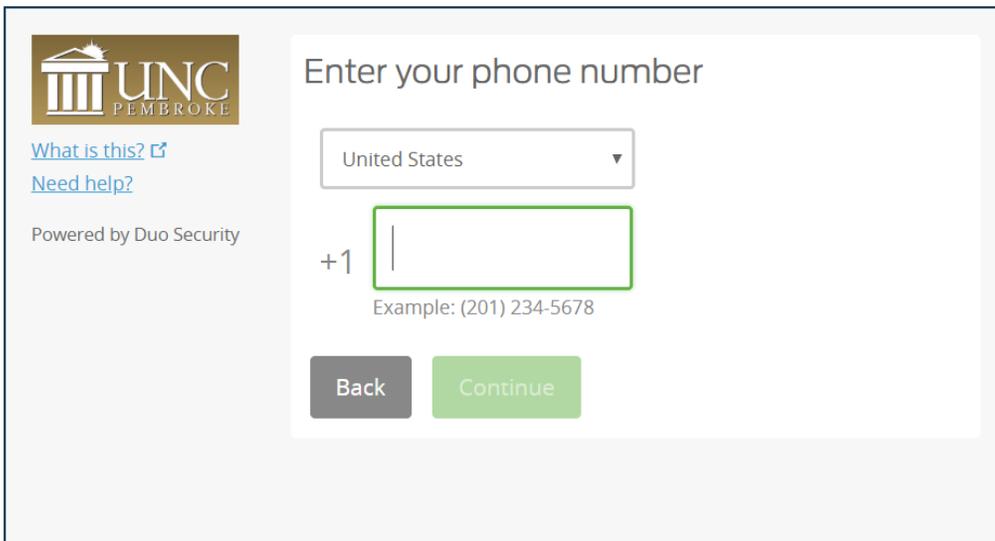


2. Select the type of device you will be using to authenticate your VPN sign in. A mobile phone is the recommended option.



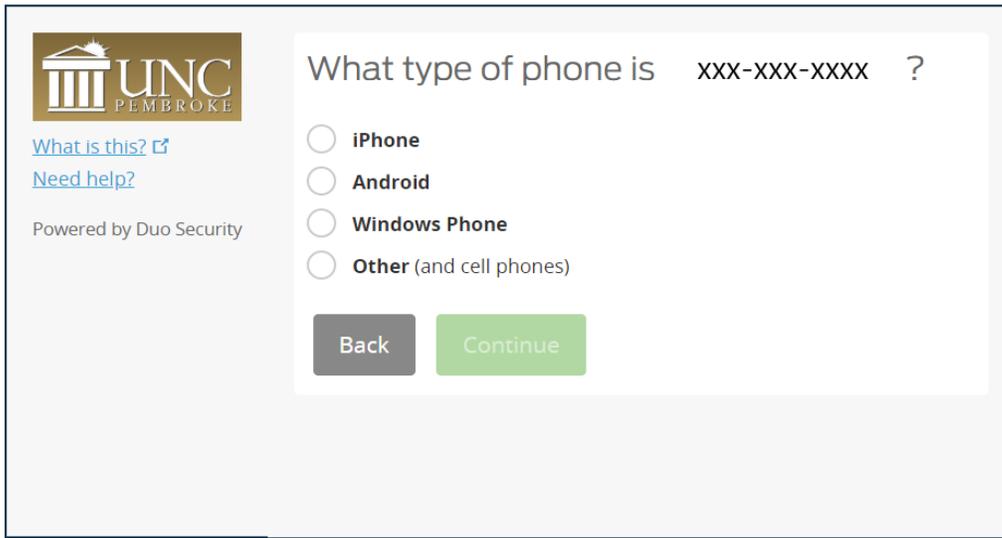
The screenshot shows the UNC Pembroke logo and navigation links on the left. The main content area is titled "What type of device are you adding?". It features four radio button options: "Mobile phone" (marked as RECOMMENDED), "Tablet (iPad, Nexus 7, etc.)", "Landline", and "Security Key (YubiKey, Feitian, etc.)". A green "Continue" button is highlighted with a red oval at the bottom of the form.

3. Depending on which option is selected, the next step might differ. When adding a mobile phone, the screen will prompt for the country and phone number. Click "Continue".



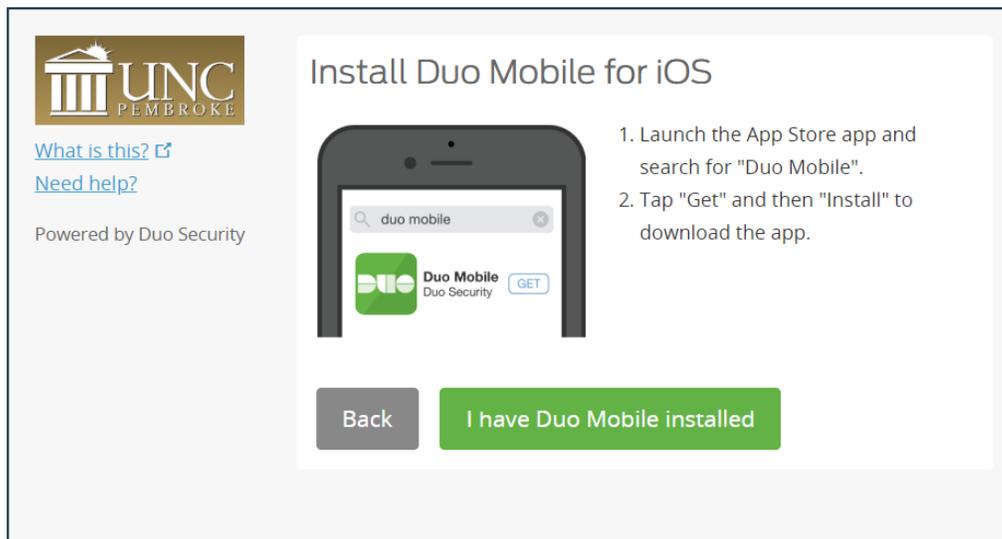
The screenshot shows the UNC Pembroke logo and navigation links on the left. The main content area is titled "Enter your phone number". It features a dropdown menu for the country, currently set to "United States". Below this is a text input field for the phone number, preceded by a "+1" country code. An example number "(201) 234-5678" is provided below the input field. At the bottom, there are two buttons: a grey "Back" button and a green "Continue" button.

4. Provide phone type and click "Continue".



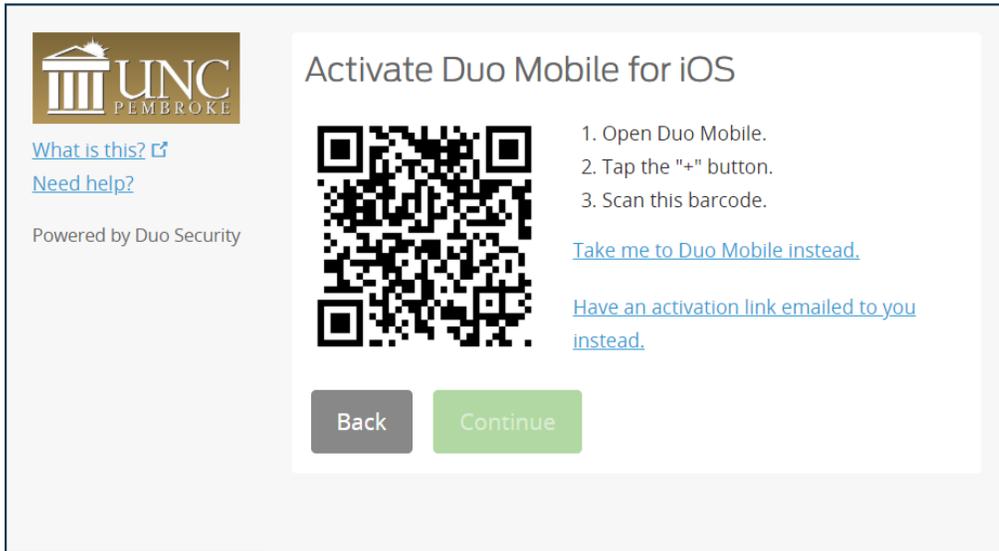
The screenshot shows the Duo Security mobile app setup interface. On the left, there is the UNC Pembroke logo, a link for "What is this?", a link for "Need help?", and the text "Powered by Duo Security". The main content area is titled "What type of phone is xxx-xxx-xxxx ?". Below the title are four radio button options: "iPhone", "Android", "Windows Phone", and "Other (and cell phones)". At the bottom of the main area are two buttons: a grey "Back" button and a green "Continue" button.

5. Install "Duo Mobile" from the App Store. Once the application is installed click "I have Duo Mobile Installed". **Note: It's imperative not to delete the Duo application from your phone or tablet once you have it set up for your device.**

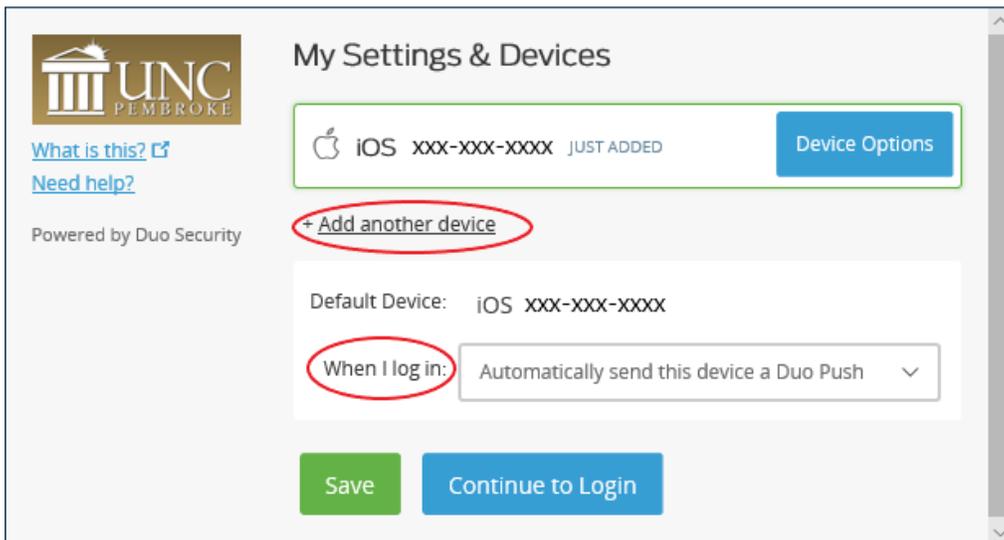


The screenshot shows the Duo Security mobile app setup interface for iOS. On the left, there is the UNC Pembroke logo, a link for "What is this?", a link for "Need help?", and the text "Powered by Duo Security". The main content area is titled "Install Duo Mobile for iOS". Below the title is an image of an iPhone displaying the App Store search results for "Duo Mobile" by Duo Security, with a green "GET" button. To the right of the image are two numbered instructions: "1. Launch the App Store app and search for 'Duo Mobile'." and "2. Tap 'Get' and then 'Install' to download the app." At the bottom of the main area are two buttons: a grey "Back" button and a green "I have Duo Mobile installed" button.

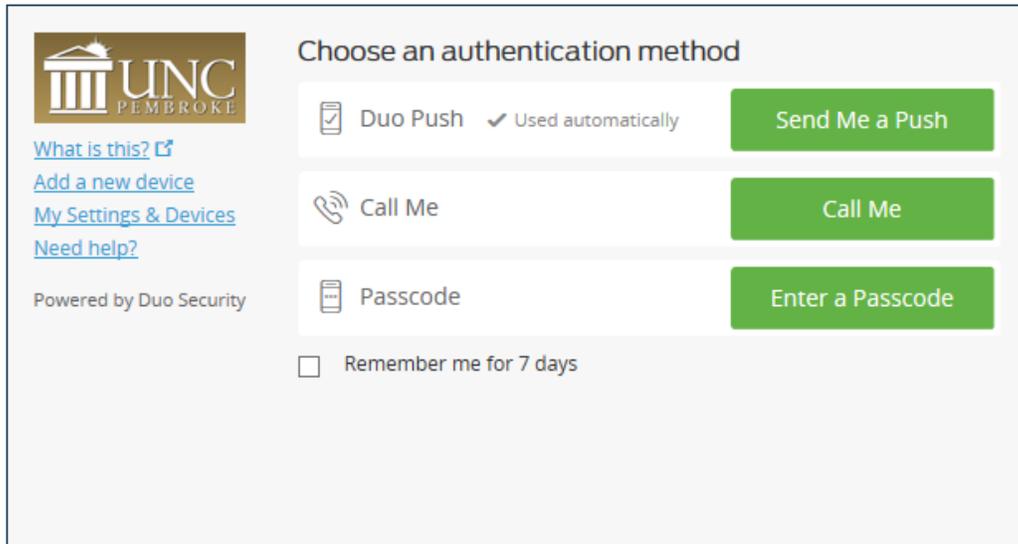
6. Activate Duo Mobile. This can be done by scanning the barcode from within the app or having an activation link emailed. Once activated, click "Continue".



7. Select settings and preferred device. Here is where additional devices can be added to the Duo account, if needed. Ensure the phone number and default device are correct. Next to "When I log in", select the desired authentication method. Click "Save" then click "Continue to Login".

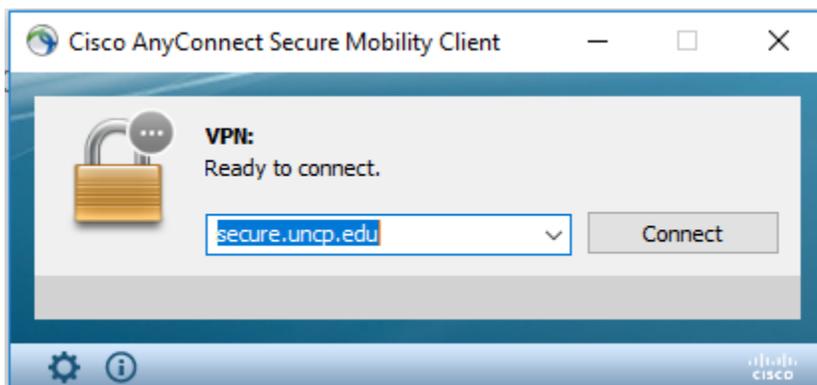


8. Make a selection under “Choose an authentication method”. The preferred method for authentication alerts is a Duo Push. Your device is now ready to approve Duo authentication requests. Click “Send me a Push” to give it a try. Open the Duo app on your mobile device and tap “Approve”.

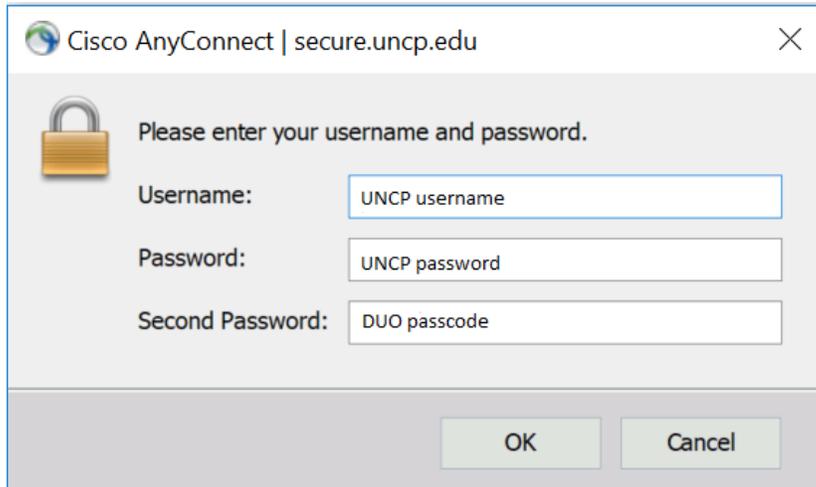


## Logging into Cisco AnyConnect for VPN

1. The VPN Client “Cisco AnyConnect Secure Mobility Client” is located on your computer in “Start – Cisco”. Locate the program and left click to launch Cisco AnyConnect.
  - a. **Note: If Cisco AnyConnect isn’t installed on your UNCP computer, go to the [Self Service Portals](#) webpage for installation instructions.**
2. The first time you use Cisco AnyConnect, type “secure.uncp.edu” and then click “Connect”. After it has been used once, it will contain the correct information.



3. Type your UNCP credentials into the first two fields. Then, for “Second Password”, there are two options (Duo Passcode or Push).



Cisco AnyConnect | secure.uncp.edu

Please enter your username and password.

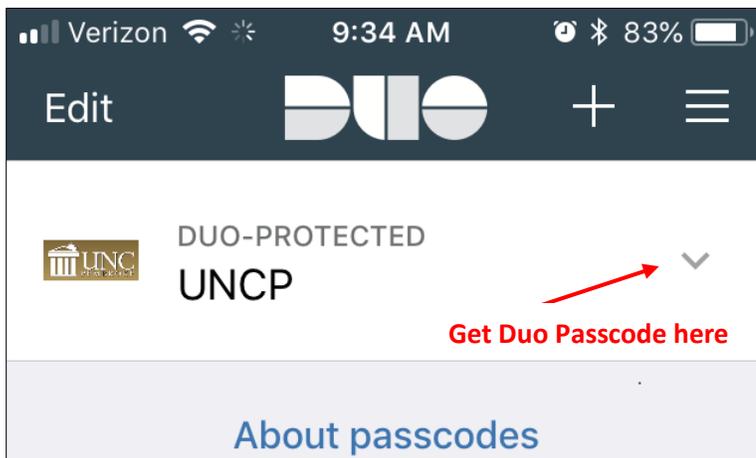
Username: UNCP username

Password: UNCP password

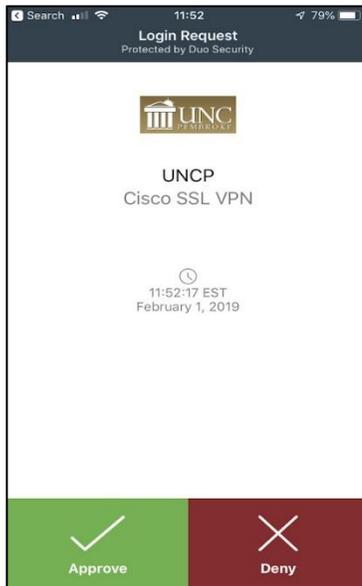
Second Password: DUO passcode

OK Cancel

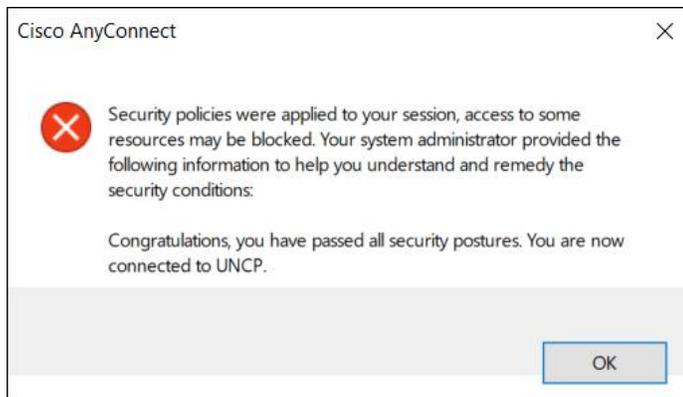
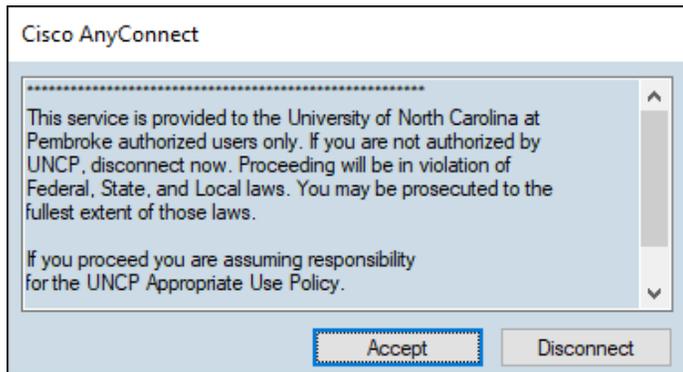
4. To use your Duo passcode: Open the Duo Mobile app on your mobile device and click the dropdown (see image below) to get your Duo passcode. Input the 6-digit passcode displayed. Click “OK”.



- To use Push: In the Second Password box, type "Push". Click "OK". Open the Duo Mobile app, click the notification bar and "Approve".



- For the next two windows that open on the computer, click "Accept" and "OK".



- You are now connected to the UNCP network.