

What is Duo Mobile?

Duo Mobile is the University of Bolton's Two-Factor Authentication (2FA) system, adding an extra layer of security when you log in to university systems like Moodle, Outlook and OneDrive.

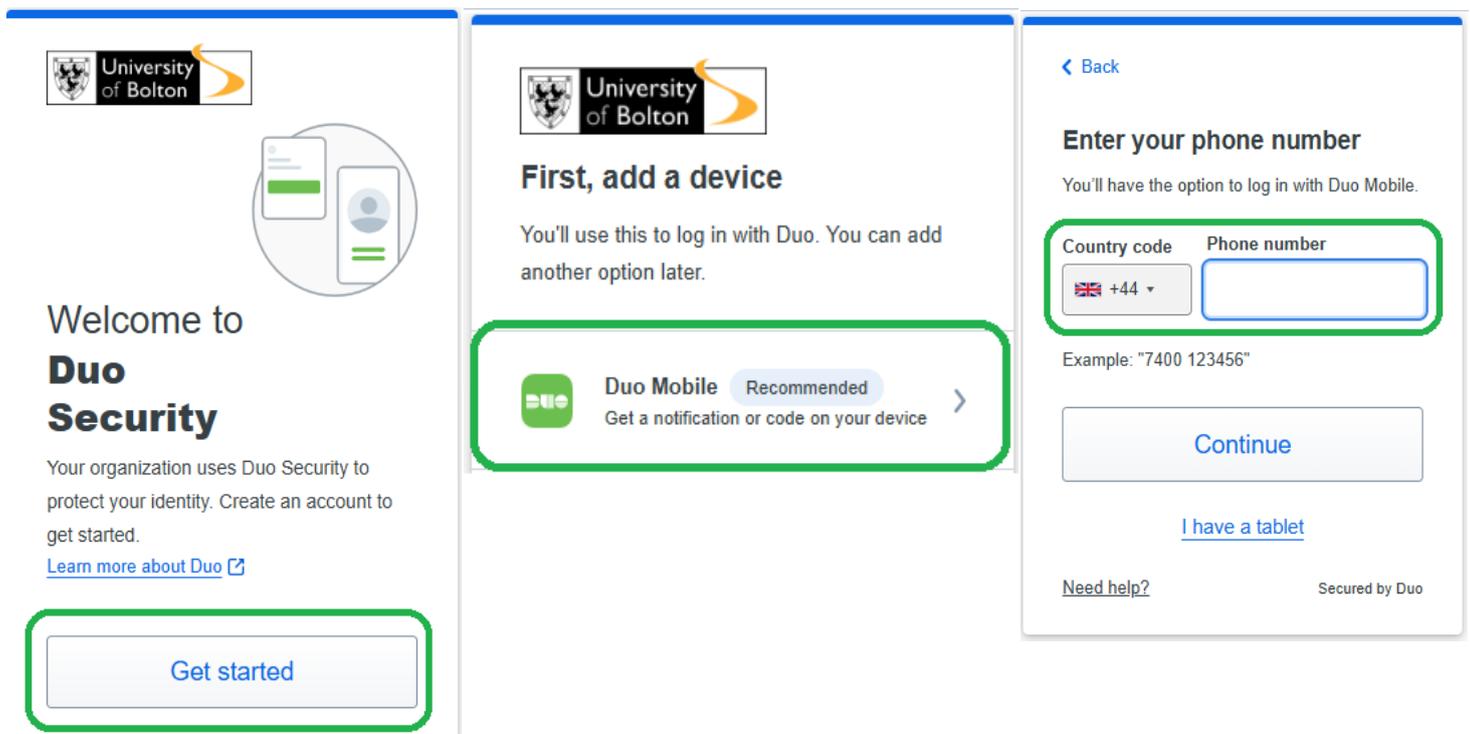
- ✓ Protects your account from unauthorized access
- ✓ Requires a one-time approval on your mobile device
- ✓ Works with a push notification or passcode

How to Set Up Duo Mobile on Your Device

Step 1: Add a Device

When you first login to a system that requires Duo (2FA) for the first time, you will need to add a device.

1. **Select** 'Get Started'
2. **Select** 'Duo Mobile'
3. Enter your phone number (with your country code) and press **Continue**.



The image displays three sequential screenshots of the Duo Mobile setup interface for the University of Bolton. The first screenshot shows a 'Welcome to Duo Security' screen with a 'Get started' button highlighted in green. The second screenshot shows the 'First, add a device' screen with a 'Duo Mobile Recommended' button highlighted in green. The third screenshot shows the 'Enter your phone number' screen with the 'Country code' dropdown and 'Phone number' input field highlighted in green.

Screen 1: Welcome to Duo Security

University of Bolton logo

Get started

Welcome to Duo Security

Your organization uses Duo Security to protect your identity. Create an account to get started.

[Learn more about Duo](#)

Screen 2: First, add a device

University of Bolton logo

First, add a device

You'll use this to log in with Duo. You can add another option later.

Duo Mobile Recommended

Get a notification or code on your device

Screen 3: Enter your phone number

< Back

Enter your phone number

You'll have the option to log in with Duo Mobile.

Country code: +44 Phone number: [input field]

Example: "7400 123456"

Continue

[I have a tablet](#)

[Need help?](#) Secured by Duo



Step 2: Download Duo Mobile and Add Account

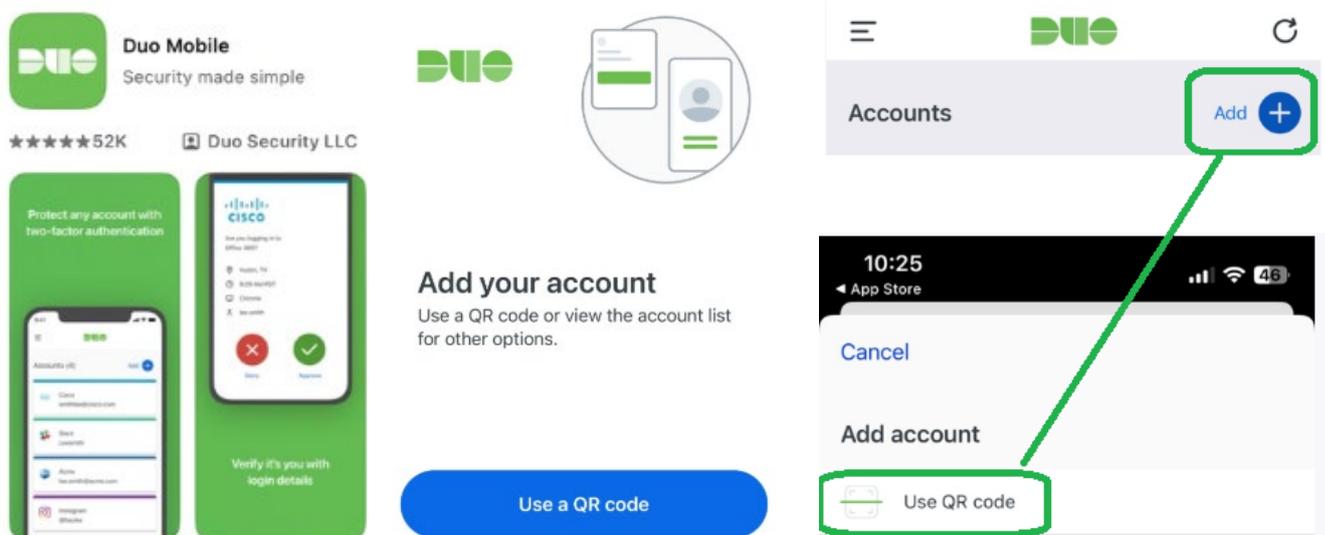
After you have added your phone number, you will need to download the **Duo Mobile** app from your phone's app store.

Download Links:

[iPhone \(App Store\)](#)

[Android \(Google Play\)](#)

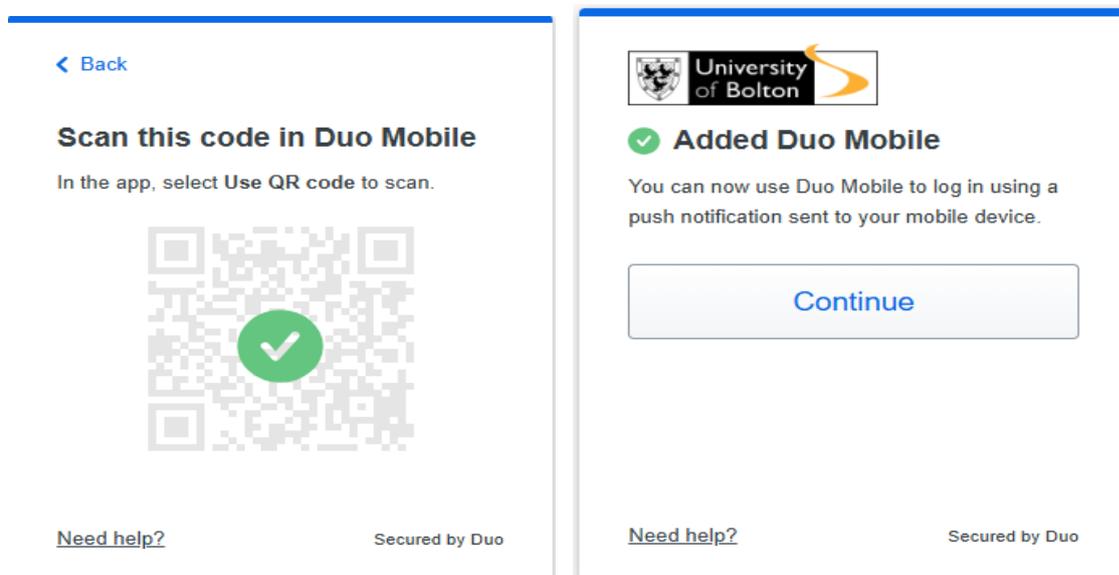
Once you have downloaded the app, select **Use a QR Code** or **Add an account > Use QR Code**.



Step 3: Scan the QR Code

USING A MOBILE DEVICE TO LOGIN AND CAN'T SCAN THE QR CODE? GO TO STEP 4.

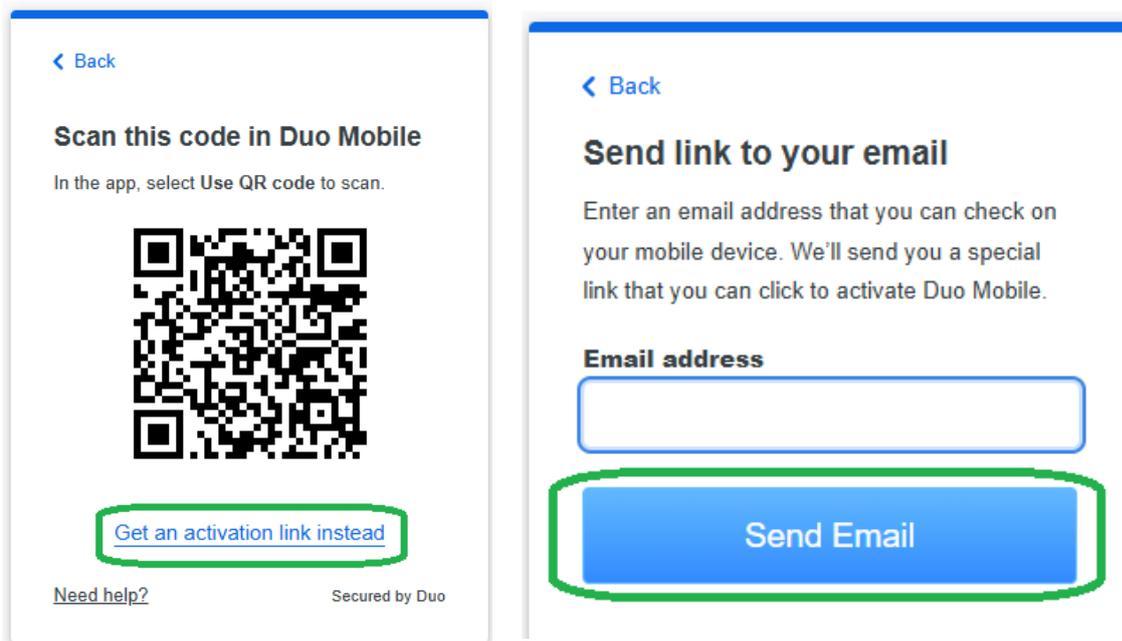
Use your phones camera to **scan the QR code** on your login screen.



Step 4 (Mobile Users Only): Use Activation Link

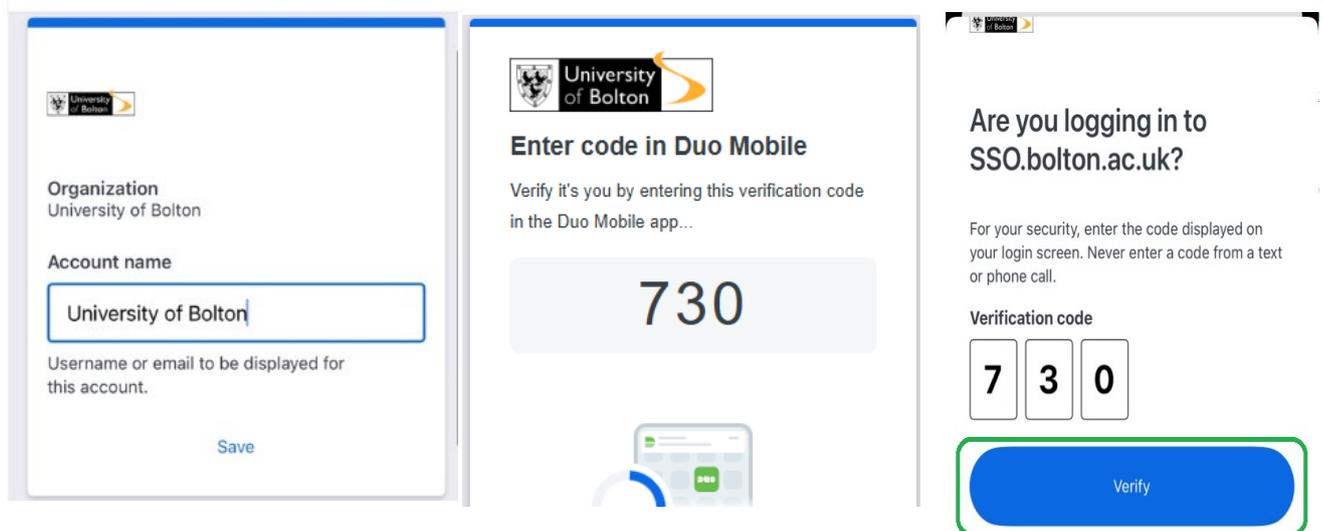
If you can't scan the QR code because you are logging in on a mobile to the system, then tap **'Get an activation link instead'** and type an email address you can access.

Once you click **'Send Email'**, check your emails for an **Activation Link** and click this to open in **Duo Mobile** and continue with **Step 5**.



Step 5: Name The Account and Approve the Sign In

Save the account name and enter the **code** or **approve the push** to finish your Duo Setup.



Troubleshooting and Common Questions

Requirements:

Android 11.0 and greater
Android Go 11.0 and greater.
iOS 15.0 and greater

Duo Mobile is not supported on ChromeOS or Huawei.

Android 10 and older

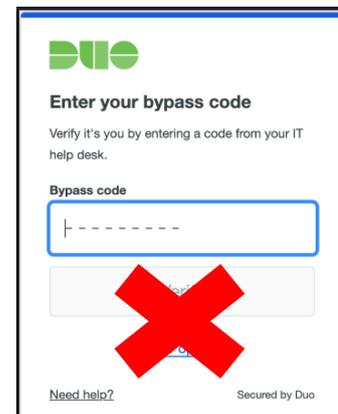
Users on Android versions 10 and older will not be able to download the latest version of Duo Mobile from the Play Store. This removal from the Play Store will not affect mobile app authentications for users who have already downloaded the app.

All I get is 'Enter your bypass code' – What do I do?

If you are seeing the screen '**Enter your bypass code**' then your setup has gone wrong.

Please contact IT Support (below) and ensure you include your mobile number and username.

IT Support will send you an activation link which will complete your setup.



I got a new phone – how do I re-activate Duo?

If you changed your number, contact IT Support to update your account

I'm not receiving Duo Push notifications.

- ✓ Ensure notifications are enabled for Duo Mobile in your phone settings.
- ✓ Open the Duo Mobile app manually and check for pending requests.
- ✓ Restart your phone and try again.

Still Need Help?

Contact IT Support: Use [this form](#) or email itsupport@bolton.ac.uk

Call IT Support: 01204 903444

IT Support Portal: <https://hub.bolton.ac.uk/ITSupport>

For more details on Duo, visit the Duo Security Help Centre. <https://guide.duo.com>