

## Rush Remote Access

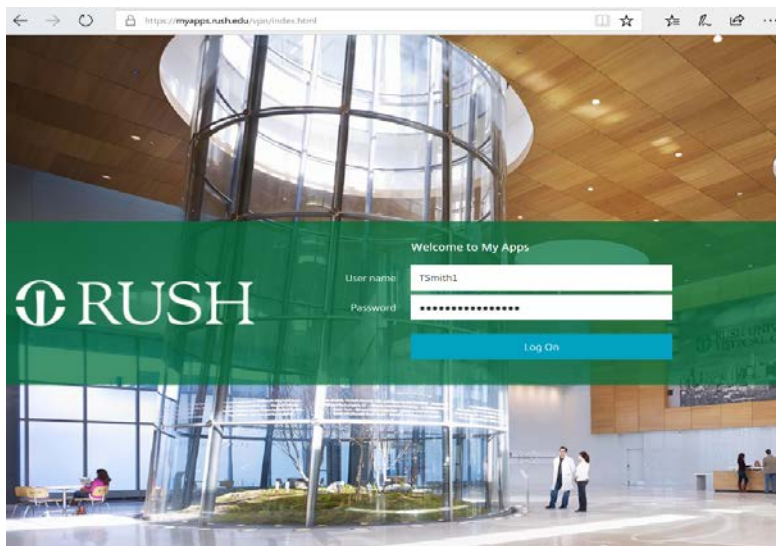
# Duo Enrollment User Guide

### Introduction

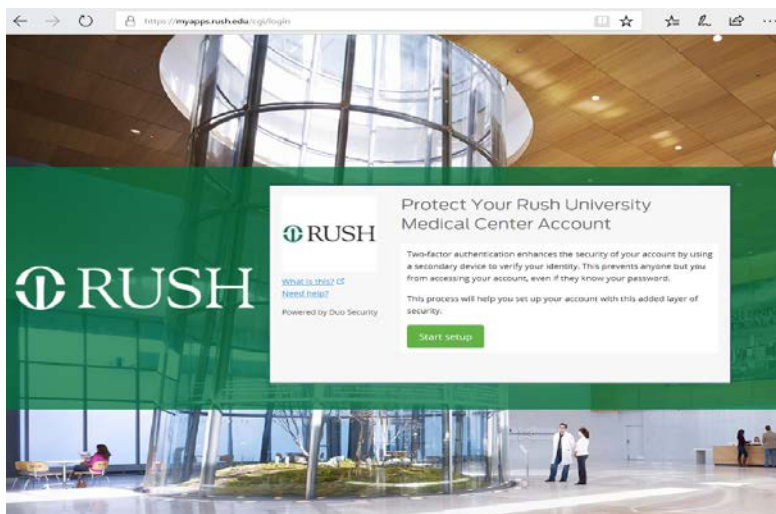
This guide will assist you with self-enrollment process for Duo two-factor authentication used for Rush Remote Access.

Duo will prompt you to enroll the first time you log into [MyApps.rush.edu](https://myapps.rush.edu) for secure remote access.

**Important:** Please review document to identify preferred authentication method before beginning enrollment to prevent session timeout and user lockout.



Enter your Rush Network ID and Password, select "Log On"



Select "Start Setup" to begin enrollment for your preferred two-factor authentication device type.

Please contact the Rush Help Desk at ext. 2-HELP (2-4357) or [help@rush.edu](mailto:help@rush.edu) for any issues or questions.

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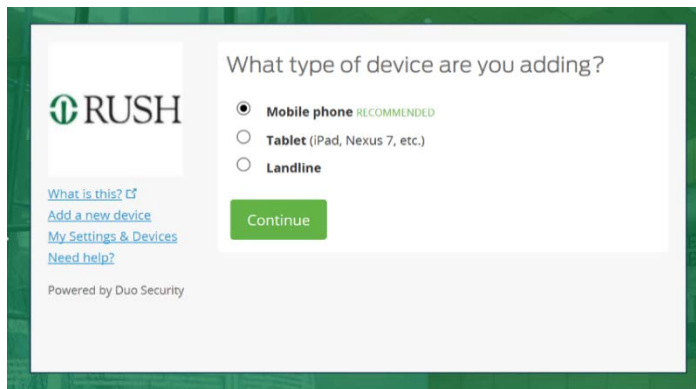
You have 3 options for your preferred authentication device type:

- [Mobile Phone](#) - **Recommended**
- [Tablet](#)
- [Landline](#)

### Mobile Phone

You can choose to enroll your mobile phone to use either **Text Message** or **Duo Mobile App** to complete two-factor authentication.

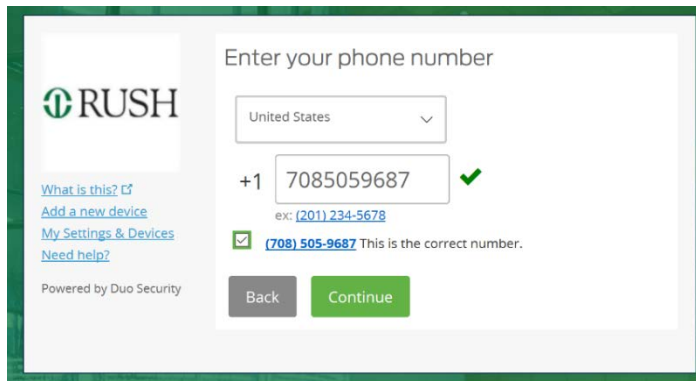
- **Text Message**



The screenshot shows the 'What type of device are you adding?' screen. On the left is the RUSH logo and links: 'What is this?', 'Add a new device', 'My Settings & Devices', and 'Need help?'. Below these links is the text 'Powered by Duo Security'. The main content area has the title 'What type of device are you adding?' and three radio button options: 'Mobile phone' (which is selected and has a green 'RECOMMENDED' label), 'Tablet (iPad, Nexus 7, etc.)', and 'Landline'. A green 'Continue' button is at the bottom right.

#### Step 1. Text Message

Select **Mobile phone**, and then please click “Continue”



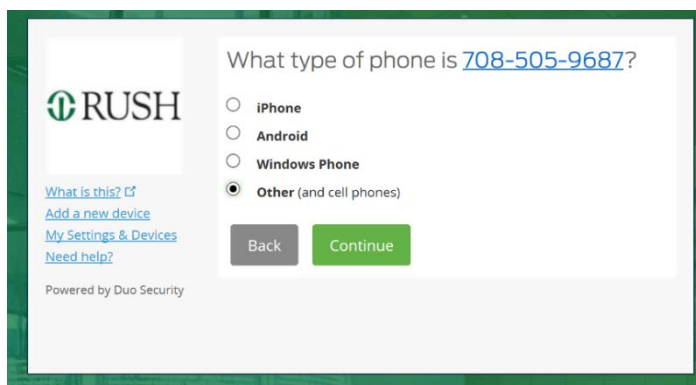
The screenshot shows the 'Enter your phone number' screen. On the left is the RUSH logo and links: 'What is this?', 'Add a new device', 'My Settings & Devices', and 'Need help?'. Below these links is the text 'Powered by Duo Security'. The main content area has the title 'Enter your phone number'. It features a dropdown menu for 'United States', a text input field with '+1 7085059687' and a green checkmark, and a small text 'ex: (201) 234-5678'. Below the input field is a checked checkbox and the text '(708) 505-9687 This is the correct number.'. At the bottom are 'Back' and 'Continue' buttons.

#### Step 2. Text Message

Enter your Mobile phone number.

Click check box to confirm mobile phone is correct.

Then please click “continue”

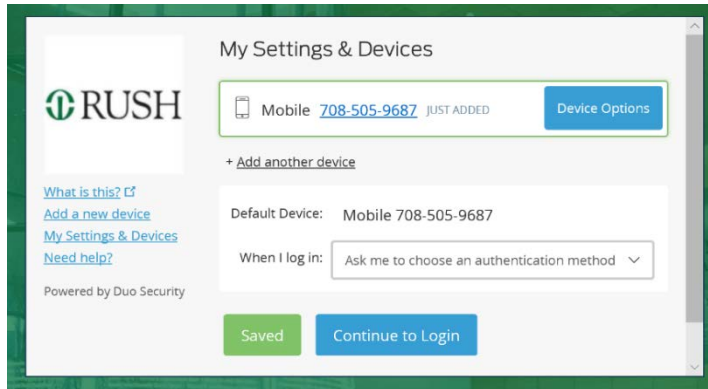


The screenshot shows the 'What type of phone is 708-505-9687?' screen. On the left is the RUSH logo and links: 'What is this?', 'Add a new device', 'My Settings & Devices', and 'Need help?'. Below these links is the text 'Powered by Duo Security'. The main content area has the title 'What type of phone is 708-505-9687?'. It features four radio button options: 'iPhone', 'Android', 'Windows Phone', and 'Other (and cell phones)' (which is selected). At the bottom are 'Back' and 'Continue' buttons.

#### Step 3. Text Message

Select **Other** (and Cell phones), and then click “Continue”

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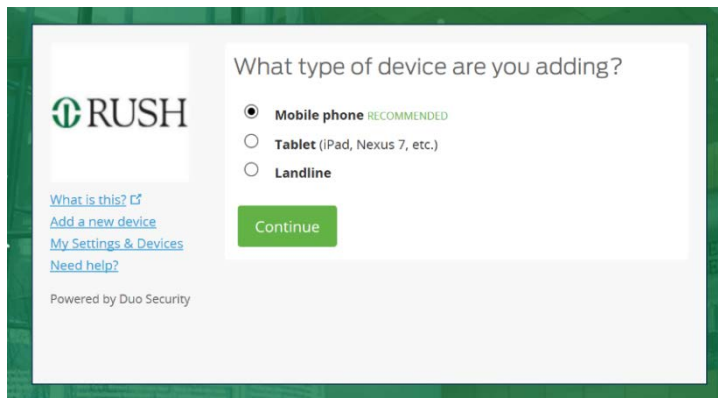
### Step 4. Text Message

Select "Continue to Login"

Enrollment complete for Text Message Duo two-factor authentication.

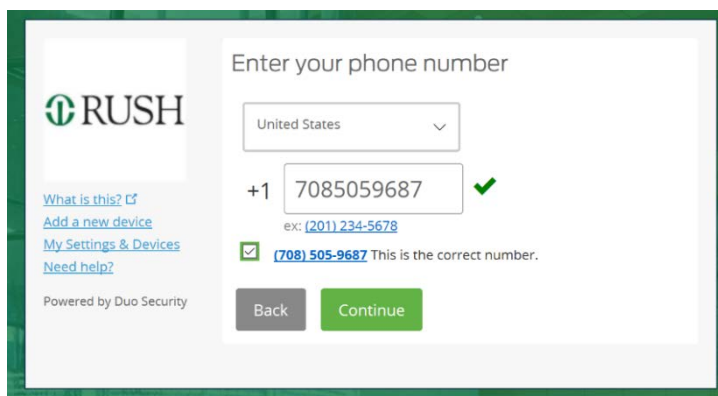
Note: It is recommended to keep "Ask me to choose an authentication method" default setting.

- **Duo Mobile App** (Download and install "Duo Mobile" from device store – Apple Store, Android Google Play, Windows Store)



### Step 1. Duo Mobile App

Select **Mobile phone**, and then please click "Continue"



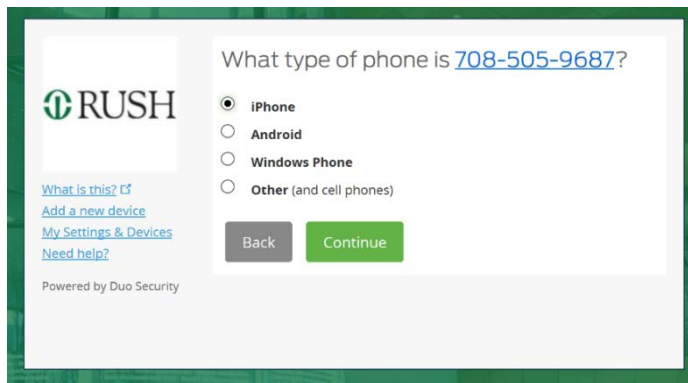
### Step 2. Duo Mobile App

Enter your Mobile phone number.

Click check box to confirm mobile phone is correct.

Then please click "continue"

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**RUSH**

[What is this?](#) [Add a new device](#) [My Settings & Devices](#) [Need help?](#)

Powered by Duo Security

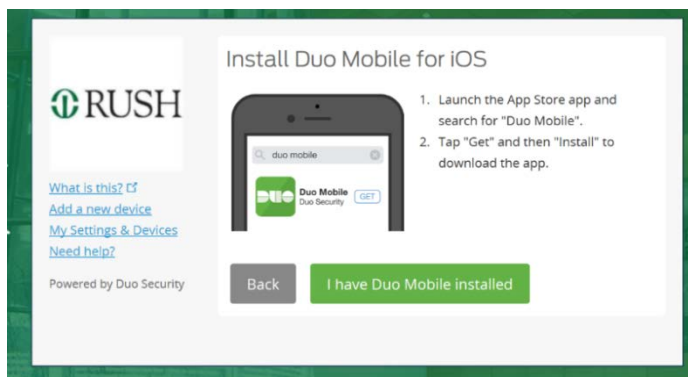
What type of phone is [708-505-9687](#)?

☒ iPhone  
☐ Android  
☐ Windows Phone  
☐ Other (and cell phones)

Back Continue

### Step 3. Duo Mobile App

Select type of phone for device you are enrolling, and then click “Continue”



**RUSH**

[What is this?](#) [Add a new device](#) [My Settings & Devices](#) [Need help?](#)

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Install Duo Mobile for iOS



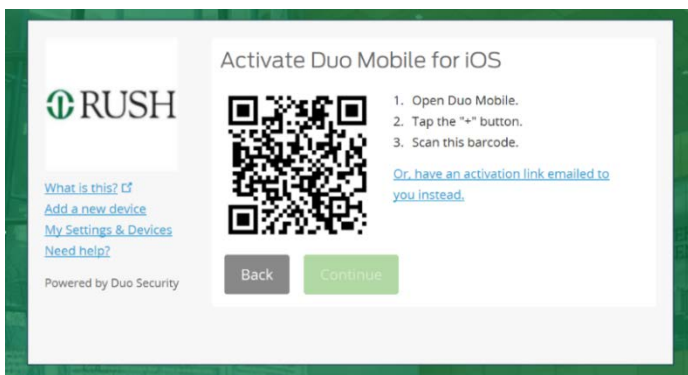
1. Launch the App Store app and search for “Duo Mobile”.  
2. Tap “Get” and then “Install” to download the app.

Back I have Duo Mobile installed

### Step 4. Duo Mobile App

*Locate and install “Duo Mobile” from your devices store: Apple App Store, Android Google Play, or Windows Store.*

Once installed, select “I have Duo Mobile Installed”



**RUSH**

[What is this?](#) [Add a new device](#) [My Settings & Devices](#) [Need help?](#)

Powered by Duo Security

Activate Duo Mobile for iOS



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

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

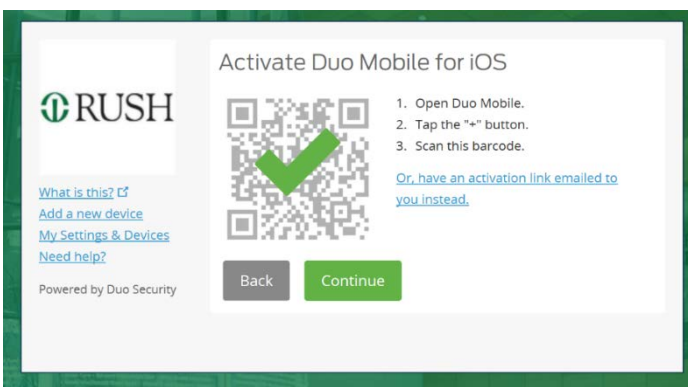
Back Continue

### Step 5. Duo Mobile App

*Allow “Duo Mobile to access device camera*

Open Duo Mobile App, and Select the + button

Center barcode on device display, and hold steady



**RUSH**

[What is this?](#) [Add a new device](#) [My Settings & Devices](#) [Need help?](#)

Powered by Duo Security

Activate Duo Mobile for iOS



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

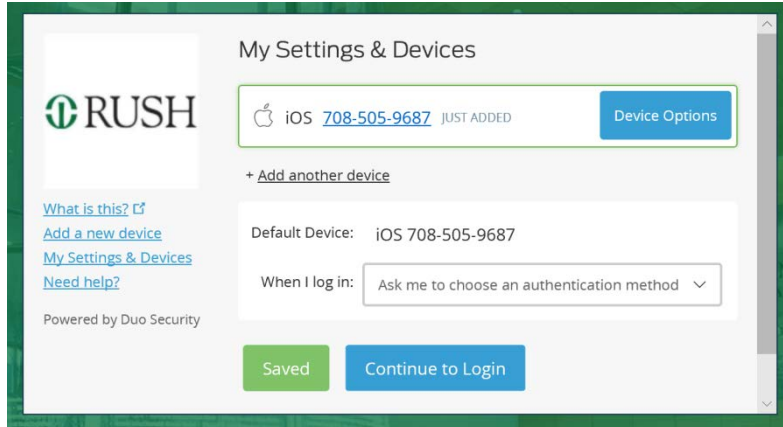
[Or, have an activation link emailed to you instead.](#)

Back Continue

### Step 6. Duo Mobile App

Select “Continue”

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### Step 7. Duo Mobile App

Select "Continue to Login"

Enrollment complete for Mobile App  
Duo two-factor authentication.

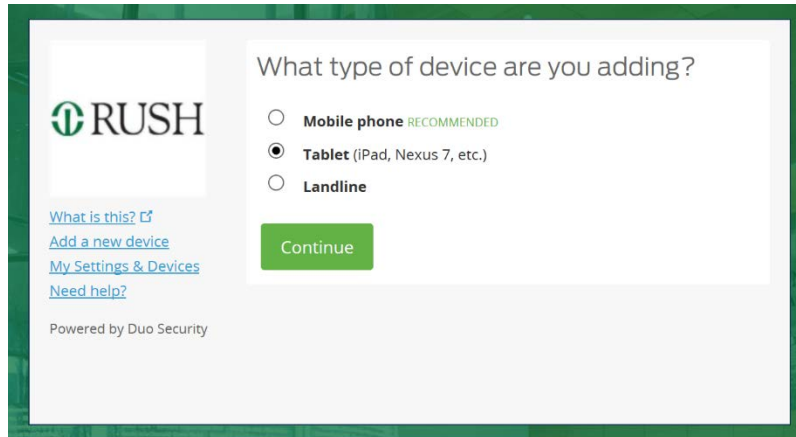
Note: It is recommended to keep "Ask me to choose an authentication method" default setting.

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### Tablet

Your tablet requires Duo Mobile Application to complete two-factor authentication

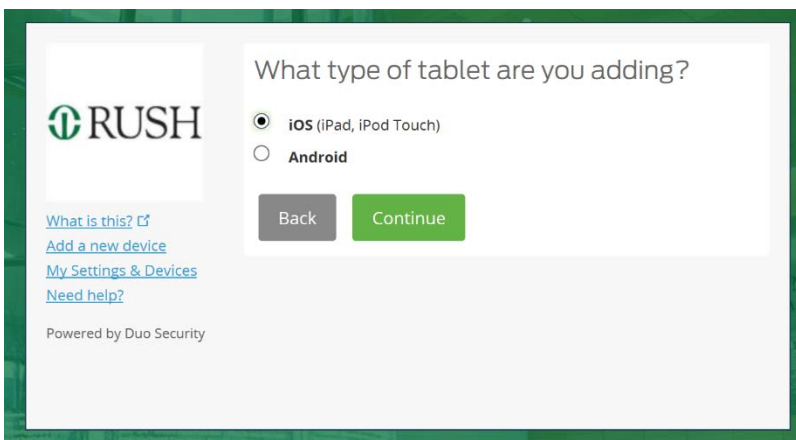
1. Duo Mobile Application (*Download and install "Duo Mobile" from device store – Apple Store, Android Google Play, Windows Store*)



The screenshot shows the Duo enrollment interface. On the left is the RUSH logo and a sidebar with links: "What is this?", "Add a new device", "My Settings & Devices", and "Need help?". The main content area is titled "What type of device are you adding?". It contains three radio button options: "Mobile phone" (marked RECOMMENDED), "Tablet (iPad, Nexus 7, etc.)" (which is selected), and "Landline". A green "Continue" button is at the bottom right.

#### Step 1. Tablet

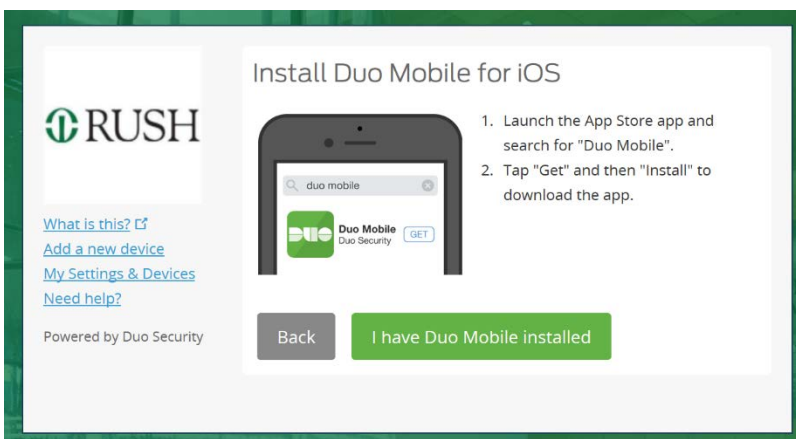
Select **Tablet** (iPad, Nexuss 7, etc.), and then please click "Continue"



This screenshot shows the next step in the Duo enrollment process. The title is "What type of tablet are you adding?". There are two radio button options: "iOS (iPad, iPod Touch)" (selected) and "Android". Below these options are "Back" and "Continue" buttons.

#### Step 2. Tablet

Select type of Tablet for device you are enrolling, and then click "Continue"



This screenshot shows the "Install Duo Mobile for iOS" screen. It features the RUSH logo and the same sidebar as the previous screens. The main content area includes a graphic of a tablet displaying the Duo Mobile app in an app store search. To the right of the graphic 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 are "Back" and "I have Duo Mobile installed" buttons.

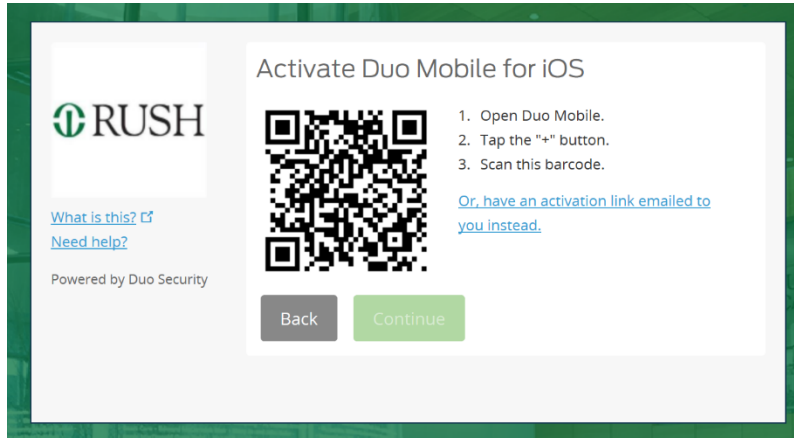
#### Step 3. Tablet

*Locate and install "Duo Mobile" from your devices store: Apple App Store, Android Google Play, or Windows Store.*

Once installed, select "I have Duo Mobile Installed"



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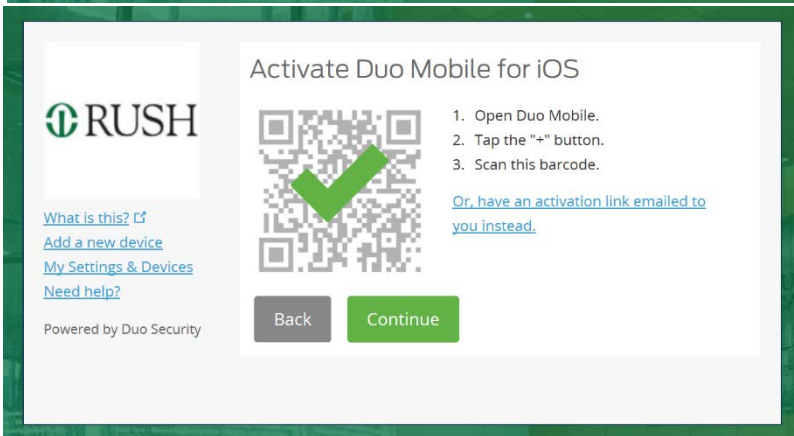


Step 4. Tablet

*Allow "Duo Mobile to access device camera"*

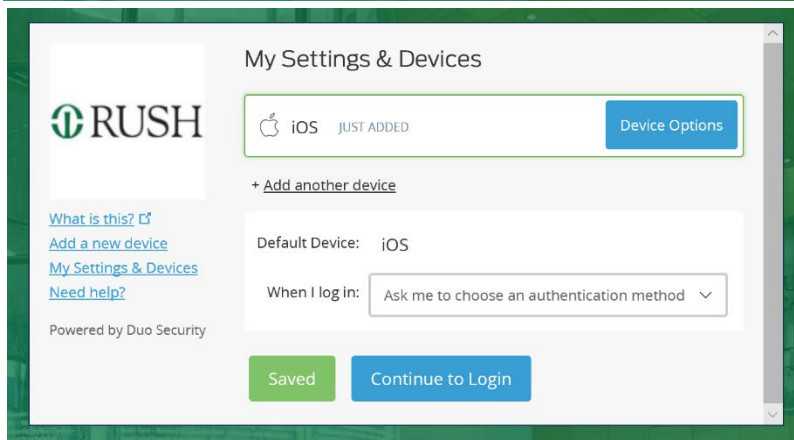
Open Duo Mobile App, and Select the + button

Center barcode on device display, and hold steady



Step 5. Tablet

Select "Continue"



Step 6. Tablet

Select "Continue to Login"

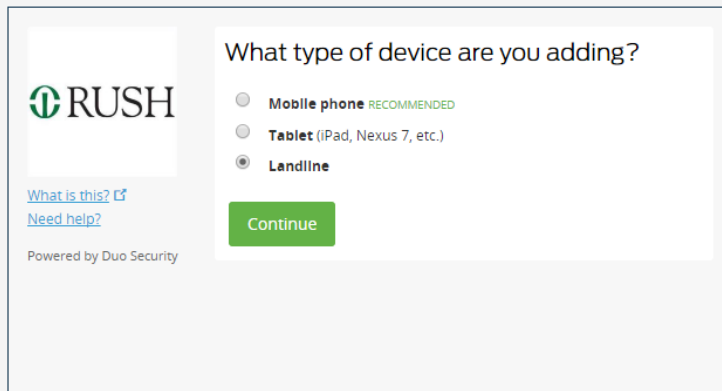
Enrollment complete for Tablet Duo two-factor authentication.

Note: It is recommended to keep "Ask me to choose an authentication method" default setting

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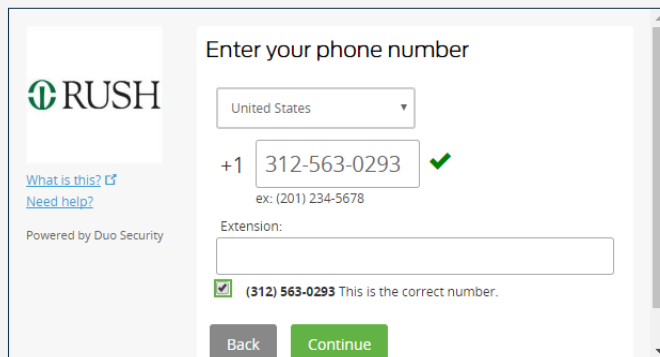
### Landline

The Landline option restricts your remote access to the location of the phone number used for enrollment to complete two-factor authentication.



The screenshot shows the Duo Enrollment interface. On the left is the RUSH logo and links for 'What is this?' and 'Need help?'. The main heading is 'What type of device are you adding?'. There are three radio button options: 'Mobile phone' (with a green 'RECOMMENDED' tag), 'Tablet (iPad, Nexus 7, etc.)', and 'Landline' (which is selected). A green 'Continue' button is at the bottom right.

Select **Landline** then click “Continue”

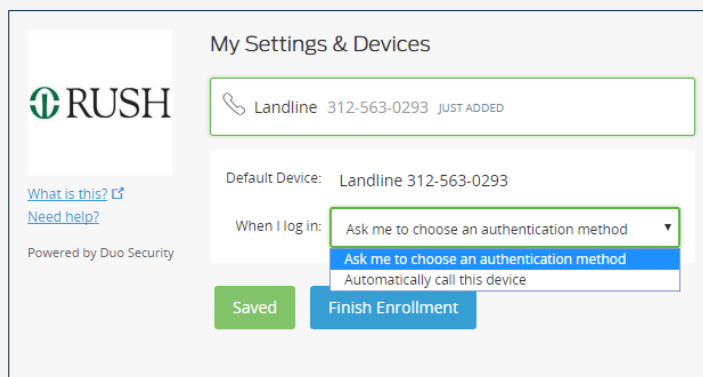


The screenshot shows the 'Enter your phone number' screen. It includes a dropdown for 'United States', a text input for the phone number '+1 312-563-0293' with a green checkmark, and an 'Extension' field. Below the input is a confirmation message: '[X] (312) 563-0293 This is the correct number.' At the bottom are 'Back' and 'Continue' buttons.

Enter your phone number.

Click check box to confirm phone number is correct.

Then please click “continue”



The screenshot shows the 'My Settings & Devices' screen. It displays a list of devices with 'Landline 312-563-0293' marked as 'JUST ADDED'. Below, the 'Default Device' is set to 'Landline 312-563-0293'. The 'When I log in:' dropdown is open, showing three options: 'Ask me to choose an authentication method' (highlighted in blue), 'Ask me to choose an authentication method', and 'Automatically call this device'. At the bottom are 'Saved' and 'Finish Enrollment' buttons.

Select “Finish Enrollment” to complete Rush Remote Access authentication process.

Note: It is recommended to keep “Ask me to choose an authentication method” default setting.