

How do I install Duo Mobile?

1. To install the Duo Mobile app on your mobile phone or tablet, go to the [AppStore](#) or [Google Play Store](#) and search for *Duo Mobile*.
2. Download and install the app by following the provided steps

I have received an email from Duo Security Enrollment (no-reply@duosecurity.com), what do I do with it?

The email states that RSU, as an organization, is now using the *Duo Security tool* to make connecting to RSU systems even more secure. It's best to register your account if you use your computer and phone separately.

To register your Duo account, click the link on your computer and follow the steps:



Hello,

Your organization is now rolling out Duo Security, a friendly and secure way for you to log into your applications. Your administrator has invited you to set up your account for Duo so you can start logging in.

To begin, click this link to enroll a phone, tablet, or other device:

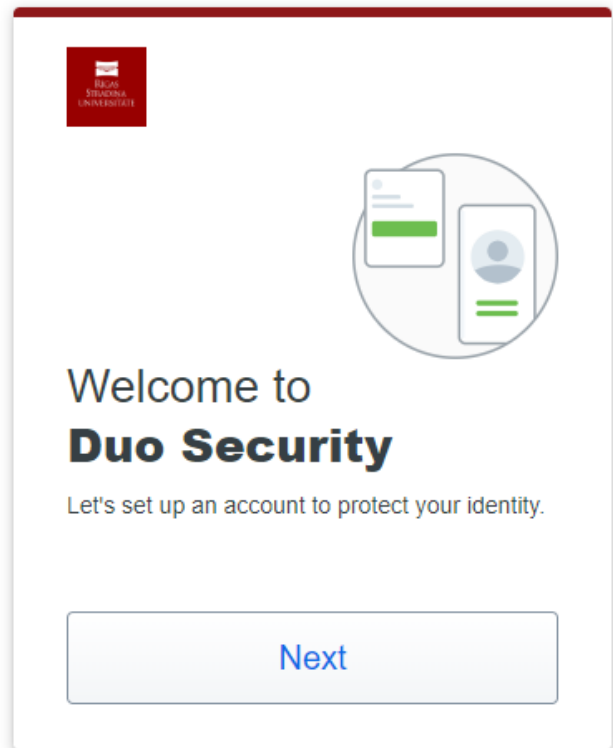
[https://api-d9a8b7db.duosecurity.com/portal?
code=a492e9cba67ac645&akey=DAQJHV7LDO2WN77CTTIG](https://api-d9a8b7db.duosecurity.com/portal?code=a492e9cba67ac645&akey=DAQJHV7LDO2WN77CTTIG)

Duo Security is a two-factor authentication service that strives to be easy to use and secure. To learn more about Duo authentication, visit the guide here:

<https://guide.duo.com/enrollment>

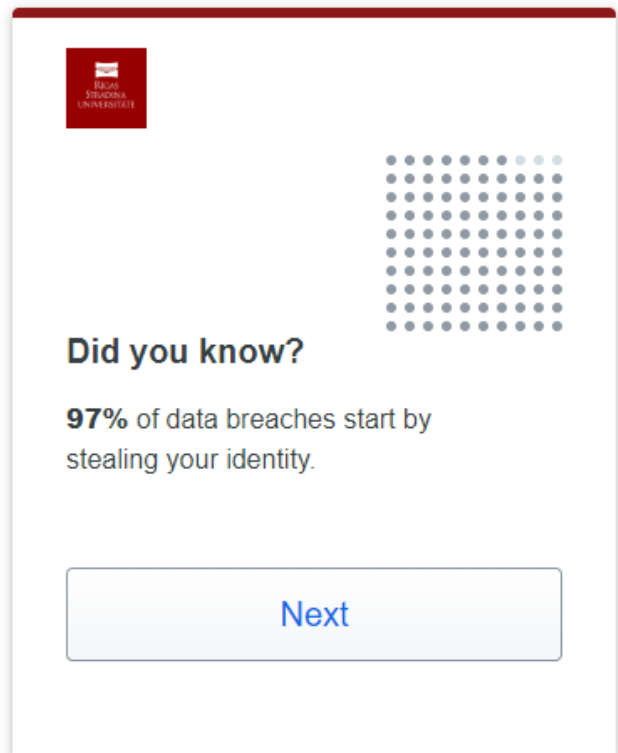
1. Clicking on the link opens the following window.

Click *Next* to start your registration.



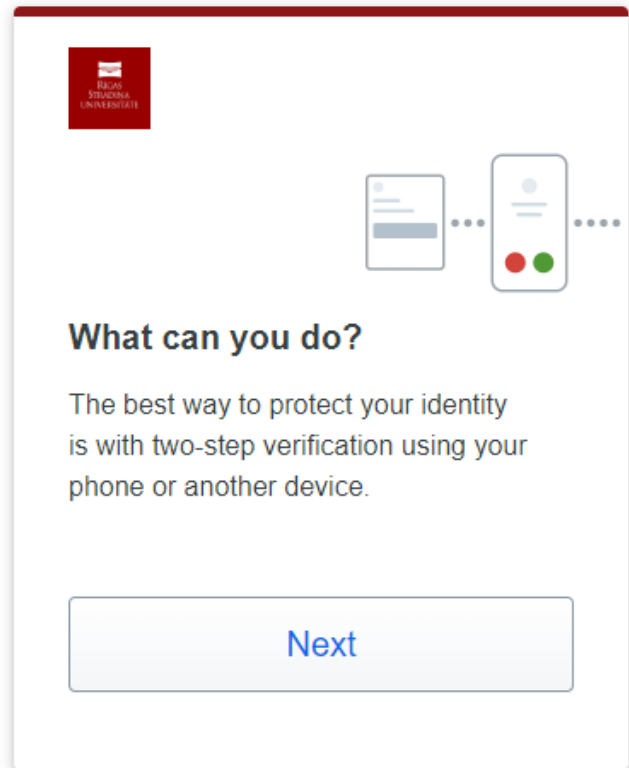
2. Some statistics about data breaches.

Click *Next*.



3. The best way to protect your identity is with two-step verification using your phone or another device.

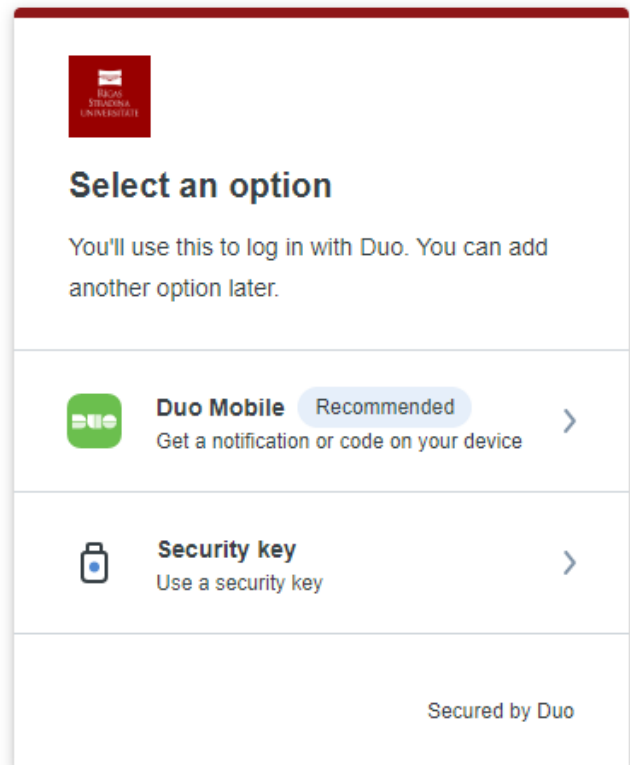
Click *Next*.



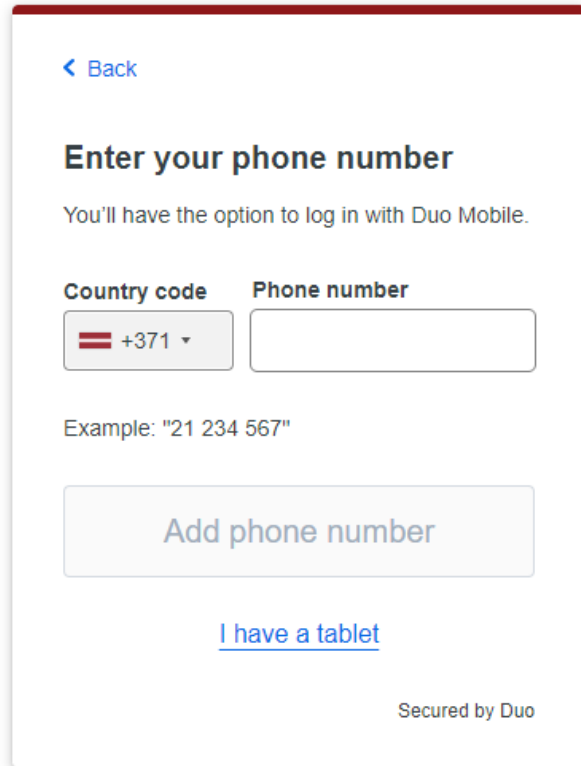
4. Choose your preferred verification method:

- Duo Mobile allows you to get verification notifications in your mobile phone
- Security key is a USB key provided by RSU - it is an alternative to Duo Mobile that is available only after confirmation from your manager.

It is recommended to use Duo Mobile.

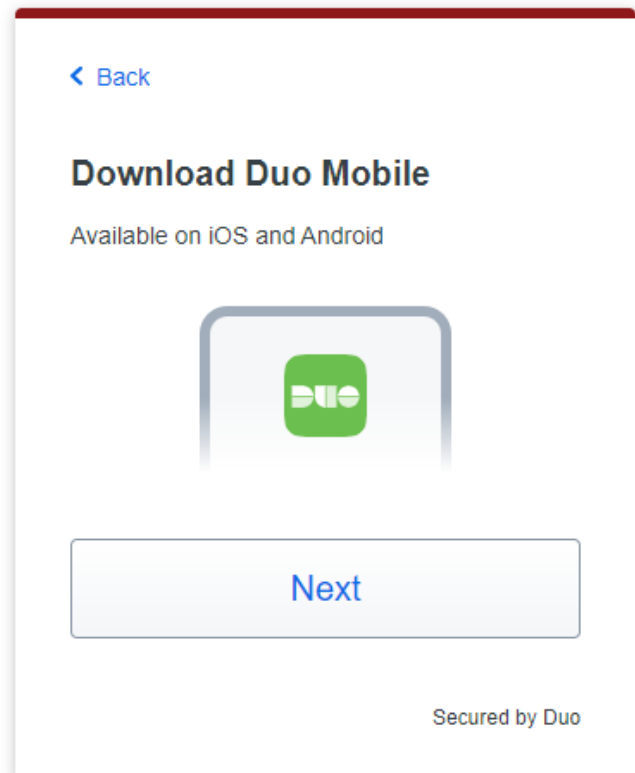


5. If you chose Duo Mobile the next step is to provide your phone number.
- If you do not want to share your phone number you can click on "*I have a tablet*" - it will also work on mobile phone.



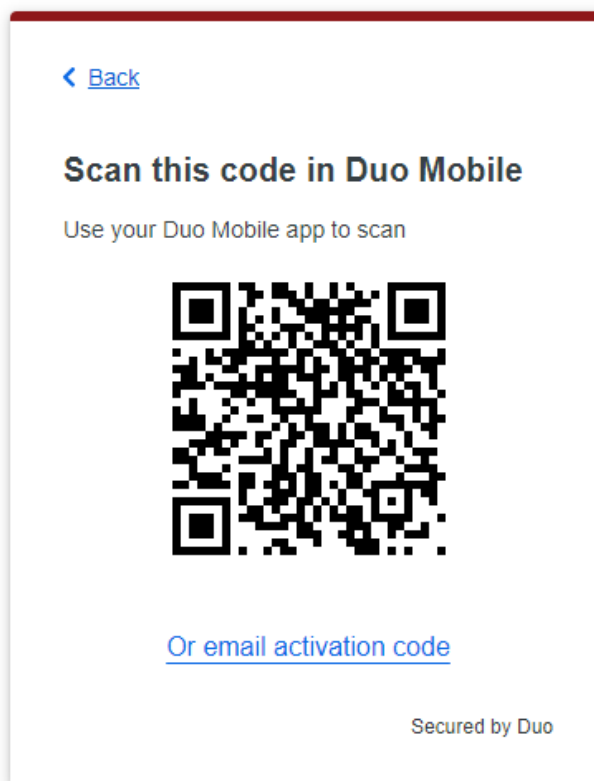
The screenshot shows a mobile app interface with a red header bar. At the top left is a blue back arrow and the text 'Back'. The main heading is 'Enter your phone number' in bold. Below it, a subtitle says 'You'll have the option to log in with Duo Mobile.' There are two input fields: 'Country code' with a dropdown menu showing '+371' and a flag, and 'Phone number' which is empty. Below these fields is an example: 'Example: "21 234 567"'. A large, light blue button with the text 'Add phone number' is centered. At the bottom, there is a blue link that says 'I have a tablet' and the text 'Secured by Duo' in the bottom right corner.

6. If you chose to provide your phone number, confirm it is correct by clicking "*Yes, it's correct*". You will land on this screen.
- If you chose "*I have a tablet*" you will see this screen straight away.
- At this step you need to download and install Duo Mobile app. Go to [AppStore](#) or [Google Play](#) "Store" and search for **Duo Mobile**. After successful installation click *Next*.

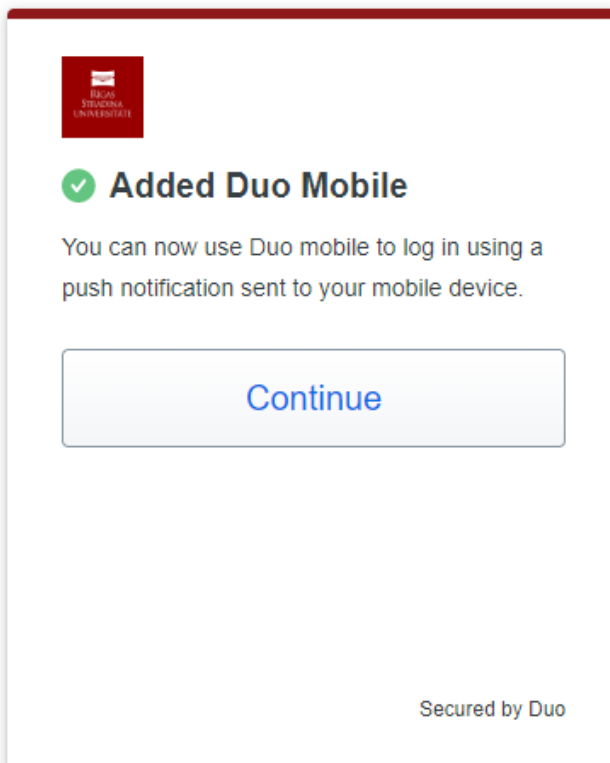


The screenshot shows a mobile app interface with a red header bar. At the top left is a blue back arrow and the text 'Back'. The main heading is 'Download Duo Mobile' in bold. Below it, a subtitle says 'Available on iOS and Android'. In the center is a large, light blue rounded rectangle containing the Duo Mobile app icon, which is a green square with the word 'duo' in white. Below this is a large, light blue button with the text 'Next' in blue. At the bottom right, the text 'Secured by Duo' is displayed.

7. At this step you will see a QR code. You must scan it with your phone or tablet that you used to install Duo Mobile.
- Open Duo Mobile app
 - Click on "+" in the upper right corner
 - Choose "Use QR code"
 - Scan the QR code
 - Choose your account name. By default it will be "Riga Stradins University"



8. After that you will see a message about successful registration.
- Click *Continue*.



9. DUO is successfully connected. You can close your browser tab.

Please keep in mind that after successful registration it can take some time before you will be asked for DUO at RSU system logins.

