

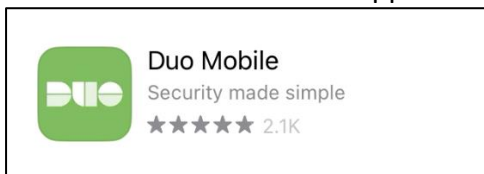
DUO - First time self-enrolment Multi Factor Authentication (MFA) users

To enrol into Multi-factor Authentication, please follow these instructions below, or click [here](#) for step-by-step instructions including images.

If you have been added into the user group enabling Duo Multi-factor Authentication (MFA) to your UniSQ Account and you have not already enrolled to use Duo, follow these instructions to complete a self-enrolment.

Note: If you have previously enrolled with Duo as MFA at UniSQ and changed your mobile device used, please use the related article **Duo - Mobile app migration**

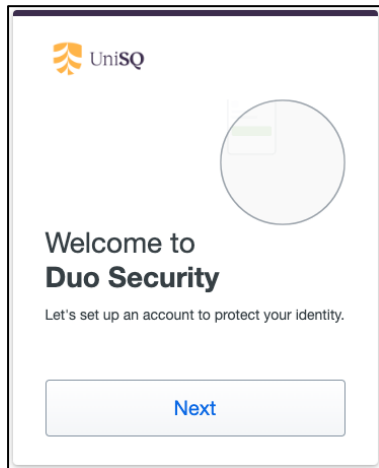
1. Download the Duo Mobile App from your Apple or Play Store.



Note: The following steps are to be completed on your computer.

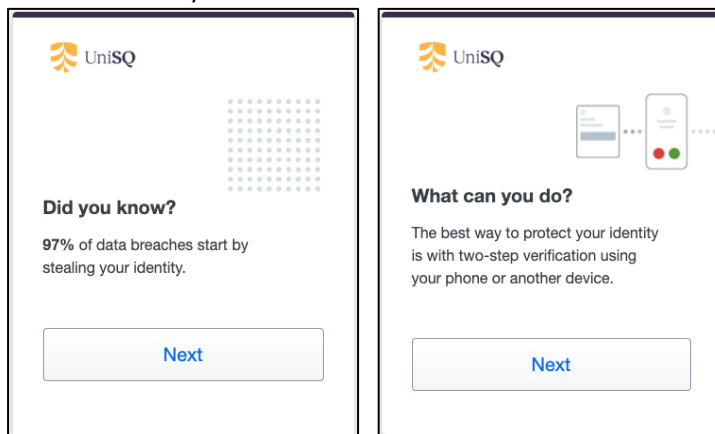
2. Open your internet browser and navigate to <https://www.unisq.edu.au/>, click on UConnect which will load the UniSQ single sign on (SSO) page.
3. Enter your username and password
4. Click **Logon**

5. **'Welcome to Duo Security'** window will appear.

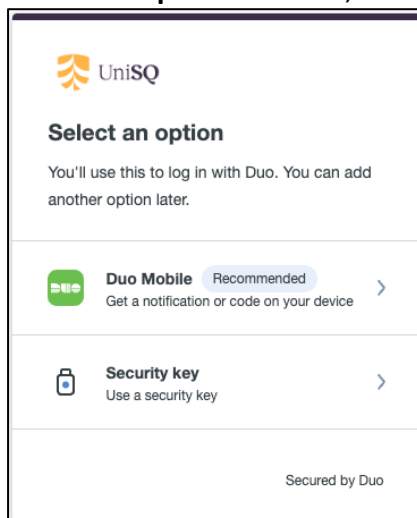


Note: If you are taken straight into UConnect, your Duo MFA setup may not yet be configured. Please contact the ICT Service Desk, click [here](#) for contact options:

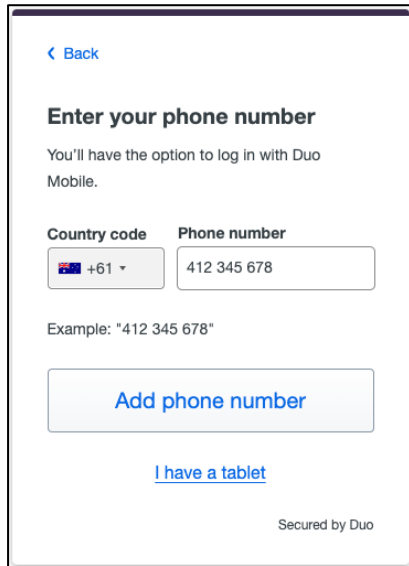
6. **'Welcome to Duo Security'** window, click **Next**.
(Two more windows will appear, 'Did you know?' and 'What can you do?', click on Next for these)



7. **'Select an option'** window, select **Duo Mobile**

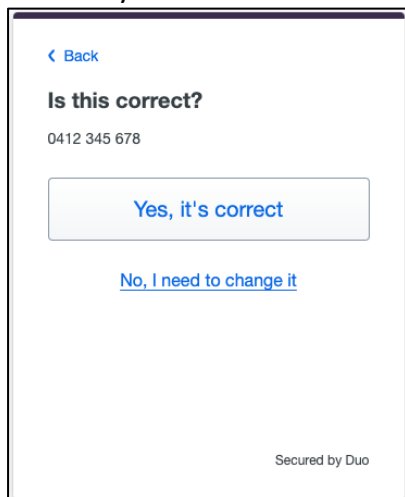


8. Select the **Country Code** from the drop-down menu
9. Enter your Mobile Number (as device identifier), and click on **Add phone number**



The screenshot shows a mobile app interface for adding a phone number. 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 reads 'You'll have the option to log in with Duo Mobile.' There are two input fields: 'Country code' with a dropdown menu showing '+61' and a flag, and 'Phone number' with the text '412 345 678'. Below these fields is an example: 'Example: "412 345 678"'. A large blue button labeled 'Add phone number' is centered. Below the button is a link: '[I have a tablet](#)'. At the bottom right, it says 'Secured by Duo'.

10. Confirm your mobile number is correct and click **Yes, its correct**

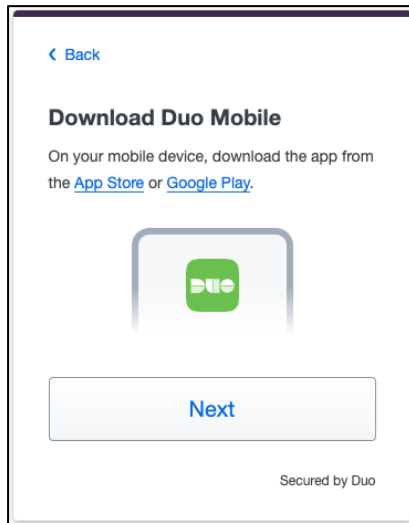


The screenshot shows a confirmation screen. At the top left is a blue back arrow and the text '< Back'. The main heading is 'Is this correct?' in bold. Below it, the phone number '0412 345 678' is displayed. There are two buttons: a large blue button labeled 'Yes, it's correct' and a smaller link below it: '[No, I need to change it](#)'. At the bottom right, it says 'Secured by Duo'.

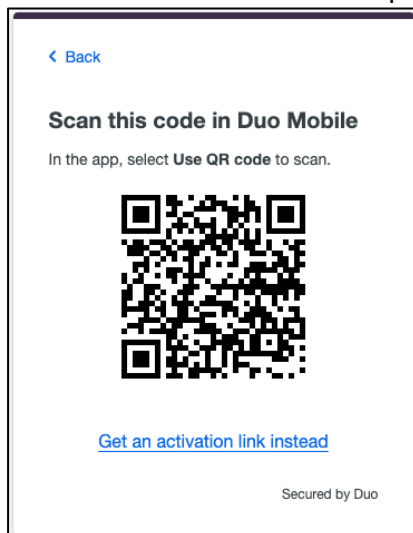
Note: The next screen says to download the App, which should now be installed through Step 1 above.

Note: If you have not completed the Duo App installation, please do so before continuing.

11. On the **Download Duo Mobile** window, click **Next**



Note: A QR Code will then display in your computer's internet browser.



Note: The following steps use both your phone and computer.

12. Open **Duo Mobile** on your phone

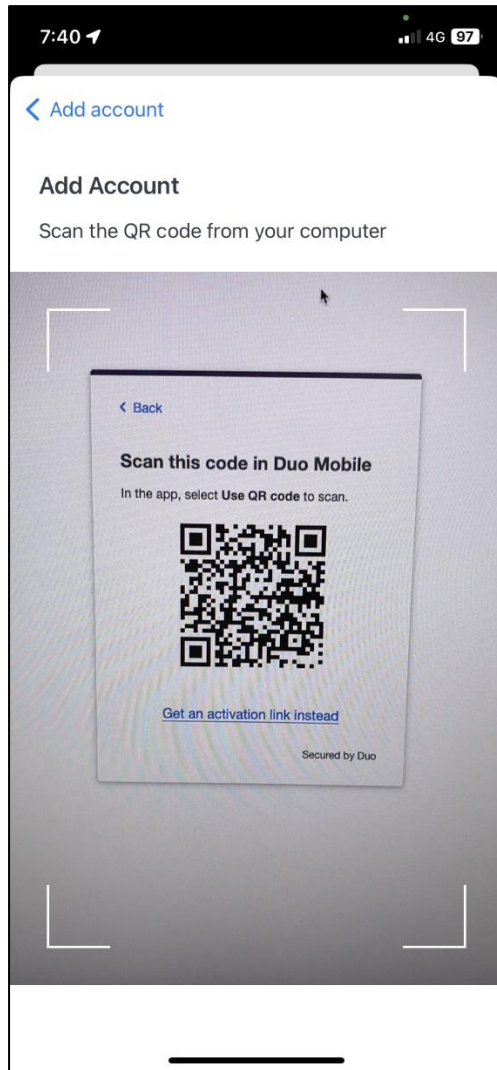
Note: Should Duo App request your device be able to send notifications, select **Allow**.

13. Click **Add +** button in the top right.

14. Click **Use QR code**

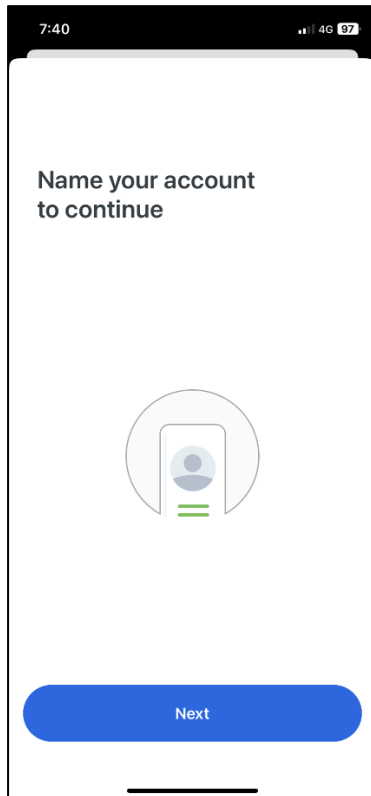
Note: Should your device ask to allow permissions to the phone camera, select **Allow**

15. Point your **Phone Camera** at the **QR Code** on your Computer Screen.

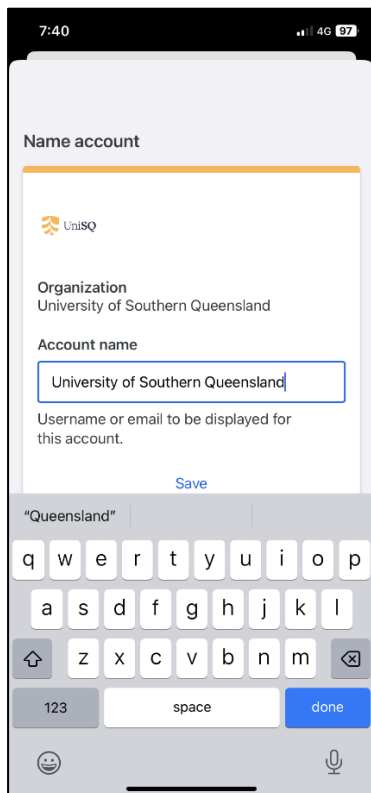


Note: Once this is completed you will receive a Green Tick on the QR Code displayed in the computers internet browser.

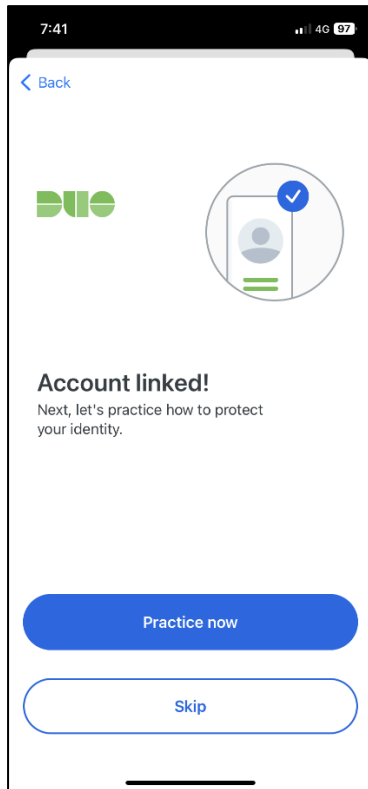
16. 'Name your account to continue' window, click **Next**



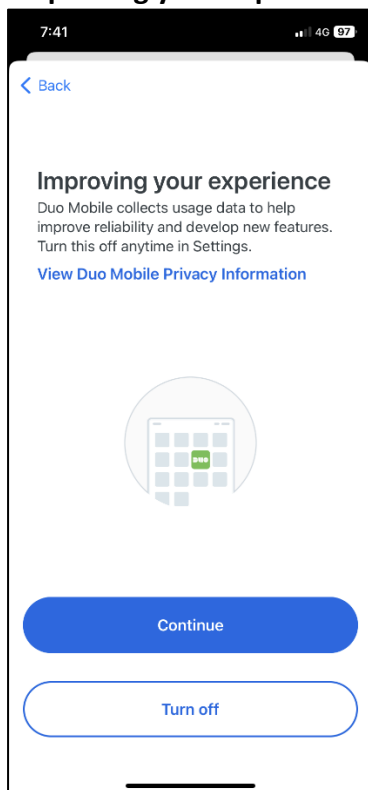
17. Account name will automatically populate 'University of Southern Queensland', click **Save**



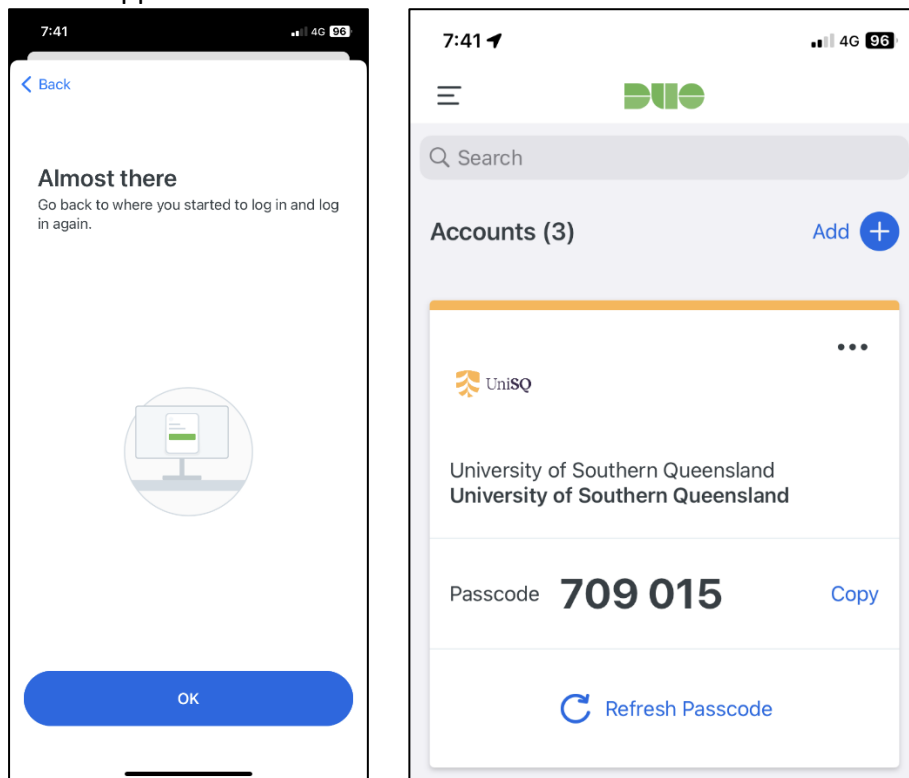
18. 'Account linked' window, click Practice now or Skip



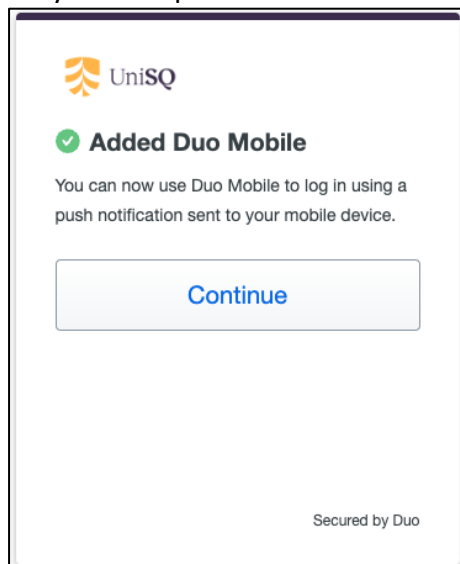
19. 'Improving your experience' window, select Continue or Turn off



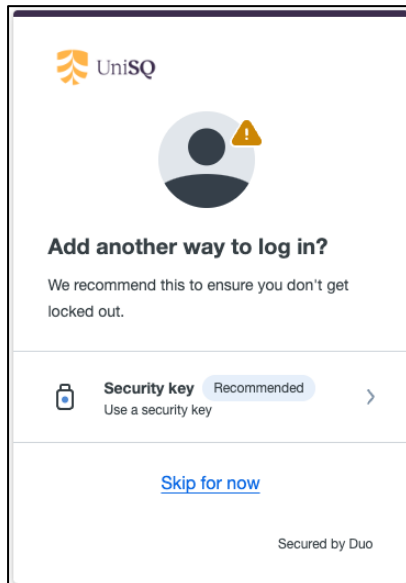
20. **'Almost there'** window, click **OK**. The account will now appear within your Duo Mobile app



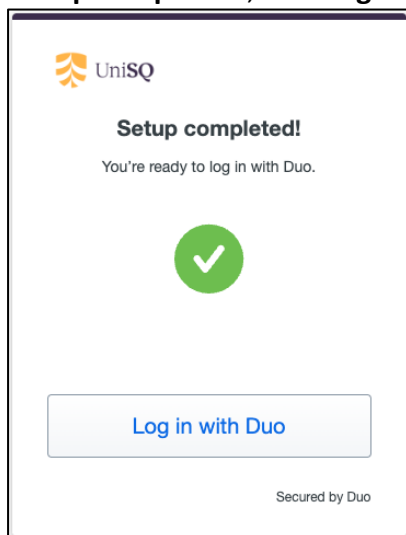
21. On your computer **'Added Duo Mobile'** window, click on **Continue**



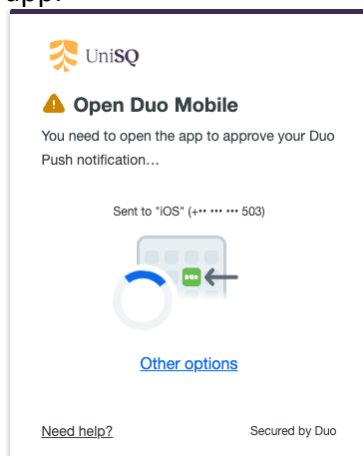
22. 'Add another way to log in?', click on **Skip for now**



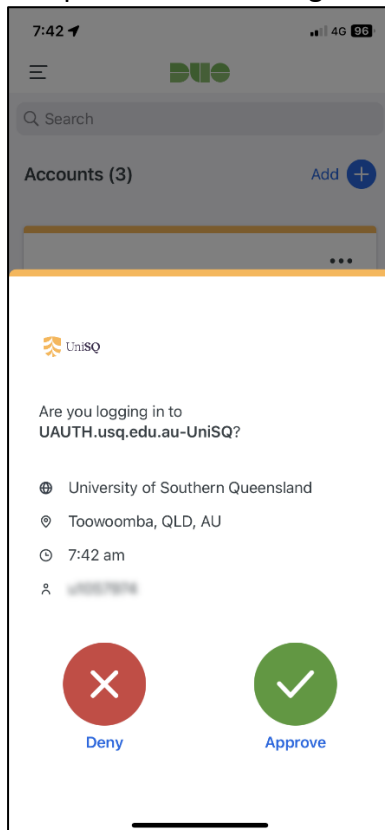
23. 'Setup completed', click **Log in with Duo**



Note: The computer login now waits for you to Accept the login within Duo Mobile app.



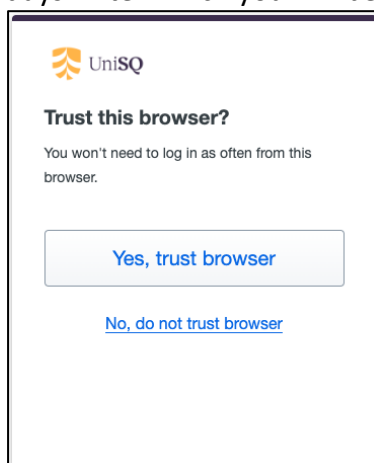
24. Open Duo Mobile and you can choose to Approve or Deny the login. Tap Approve to accept the UConnect login.



Note: You will briefly see the Success! message

25. On the computer, you will then be logged in to UConnect.

Note: A new window will appear asking 'Trust this browser', if selecting 'Yes, trust browser' this will remember your authentication within that browser session for 7 days. After which you will be required to authenticate next time you login.



Note: You may find in the Duo App information related to Improving your experience. Please read the information on Duo Mobile App privacy contained in Knowledge Article **DUO - Mobile App Privacy**. To view, click this [link](#).