



DUO Self-Service Guide

Need help with DUO?

DUO Add Another Device

1. Go to the DUO Self Service Portal:
<https://duoportal.tamusa.edu/>
2. Login
3. Select **Add another device**
4. Select the device your adding
(Example: landline, security token, or tablet)
5. Follow the specified prompts for the device.
6. After the device has been added, you can select with device will be your default device with the drop-down menu.

DUO Reactivation

1. Go to the DUO Self Service Portal:
<https://duoportal.tamusa.edu/>
2. Login
3. Select **Call me**
4. Follow the instructions on Device
5. Select **Device Options**
6. Select **Reactivate Duo Mobile**
7. QR Code will appear
8. Open the **DUO Mobile App** on your device
9. Select the +
10. Scan **QR code**
11. Your DUO Mobile App has been reactivated and you can now continue using the DUO push!

Download DUO Mobile App

1. Open Play Store / App Store
2. Search Duo Mobile
3. Select Download / Install



FAQ

What is DUO and Why do I need it?

DUO is a two-factor authentication users need to “authenticate” i.e. log in. Your password is an “authentication factor” i.e. it is used to confirm your identity. If I ask you to supply both a password and something else to prove your identity (the “second factor”), that’s two factor authentication.

Logging in to an ATM is 2fa: you must have the pin (the first factor) and you must have the ATM card (the second factor). If you don’t have both, you don’t log in.

The most common second factor in use today is a user’s smartphone. Most 2fa methods allow you to text a code to your smartphone, or install an app on your cellphone that prompts you to accept or deny a login.