

ogin

username

password

I am a new
Staff/Faculty/Contractor
and have an existing
DUO account



TEXAS A&M UNIVERSITY - SAN ANTONIO

Information Technology Services

DUO Enrolling 1/3 with existing DUO Account

- ▶ Step 1 Log in using your new credentials,.
- ▶ Step 2 Click “Start Setup”.
- ▶ Step 3 Choose the type of device you are adding
- ▶ Step 4 Enter your 10 Digit phone Number
- ▶ Step 5 Verify Ownership by calling or texting
- ▶ Step 6 Click “Dismiss”

Step 1

Duo Self-Service Portal

Username

Password

Login

Step 2

Duo Self-Service Portal

Protect Your Texas A&M University - San Antonio Account

Two-factor authentication enhances the security of your account by using a secondary device to verify your identity. This prevents anyone but you from accessing your account, even if they know your password.

This process will help you set up your account with this added layer of security.

Powered by Duo Security

Start setup

Step 3

Duo Self-Service Portal

What type of device are you adding?

Mobile phone **RECOMMENDED**

Tablet (iPad, Nexus 7, etc.)

Landline

Security Key (YubiKey, Feitian, etc.)

Touch ID
Requires Chrome on macOS to use Touch ID.

Secured by Duo

Continue

Step 4

Duo Self-Service Portal

Enter your phone number

United States

+1

Example: (201) 234-5678

Powered by Duo Security

Back Continue

Step 5

Duo Self-Service Portal

Verify Ownership of

1. We can call or text you with a verification code.

Call me or Text me

2. Enter your 6-digit code:

Verify

Back Continue

Step 6

Duo Self-Service Portal

Enrollment Successful!

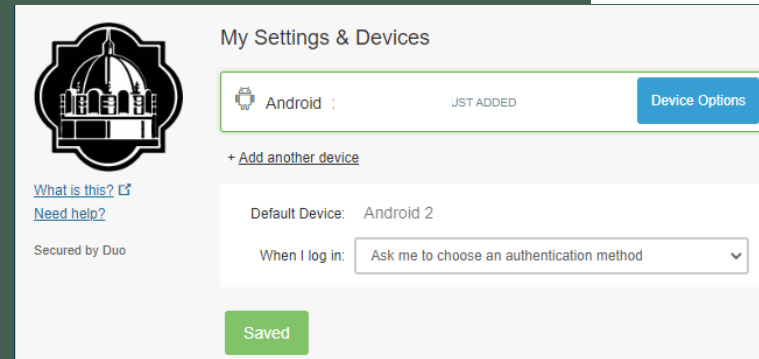
Way to go! You can now authenticate to any Duo-protected service.

Dismiss

DUO Enrolling 2/3 with existing DUO Account

- ▶ Step 7 Click “Device Options”
- ▶ Step 8 Choose “Reactivate or Activate DUO Mobile”
- ▶ Step 9 Next Click “Verify Ownership” This will be the 2nd time you have to Verify Ownership
- ▶ Step 10 Choose the type of Phone you are adding
- ▶ Step 11 Click “I have DUO Mobile installed”

Step 7



My Settings & Devices

Android : JUST ADDED Device Options

+ Add another device

Default Device: Android 2

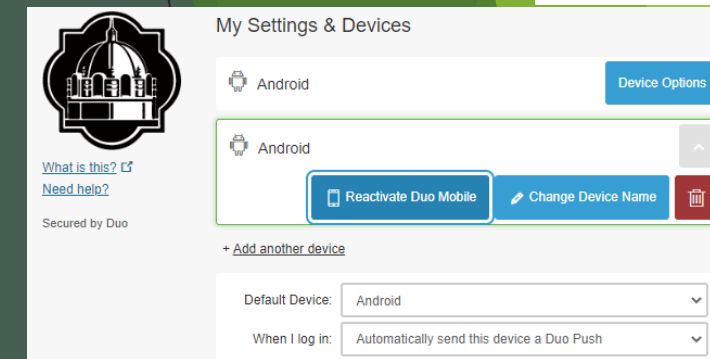
When I log in: Ask me to choose an authentication method

Secured by Duo

What is this? Need help?

Saved

Step 8



My Settings & Devices

Android Device Options

Android

Reactivate Duo Mobile Change Device Name

+ Add another device

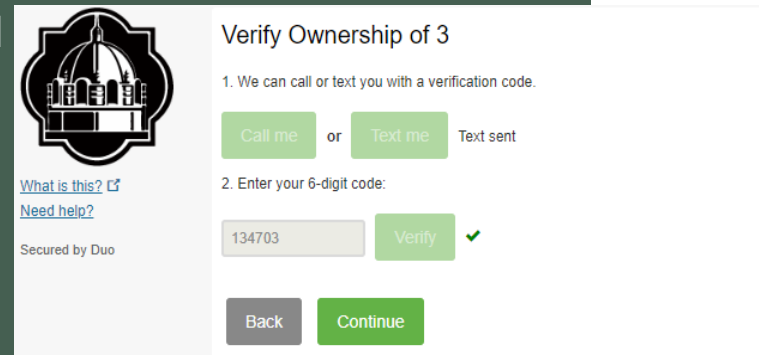
Default Device: Android

When I log in: Automatically send this device a Duo Push

Secured by Duo

What is this? Need help?

Step 9



Verify Ownership of 3

1. We can call or text you with a verification code.

Call me or Text me Text sent

2. Enter your 6-digit code:

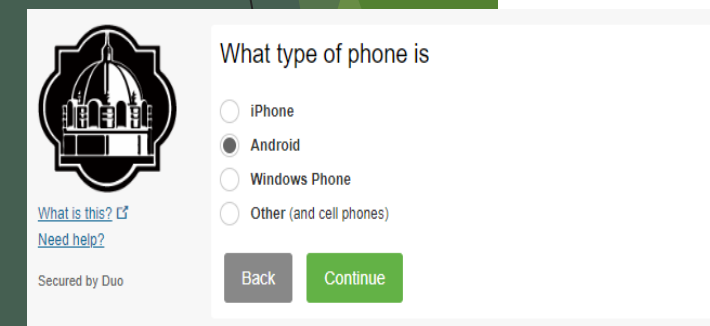
134703 Verify ✓

Back Continue

Secured by Duo

What is this? Need help?

Step 10



What type of phone is

iPhone

Android

Windows Phone

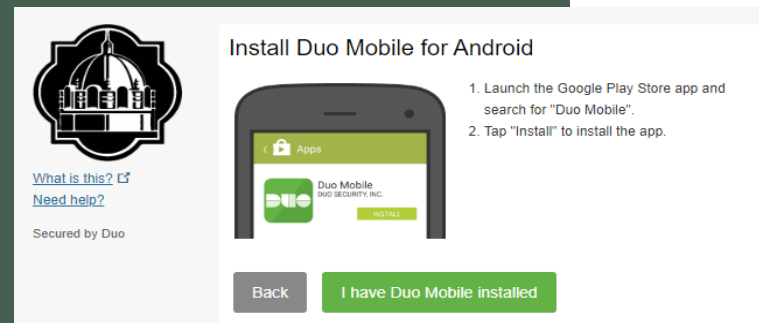
Other (and cell phones)

Back Continue

Secured by Duo

What is this? Need help?

Step 11



Install Duo Mobile for Android

1. Launch the Google Play Store app and search for "Duo Mobile".

2. Tap "Install" to install the app.

Back I have Duo Mobile installed

Secured by Duo

What is this? Need help?

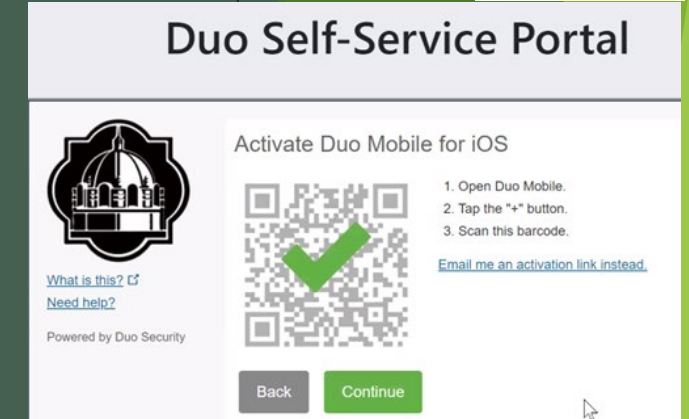
DUO Setup 3/3: with existing DUO Account

- ▶ You will now see a QR code
- ▶ Open the App on your phone click on the + at the top right and allow any settings to scan the QR code
- ▶ Once your account has been activated you will have the QR code with a check and a 6-digit code on your phone
- ▶ Click “Continue”
- ▶ Then Click “Dismiss”

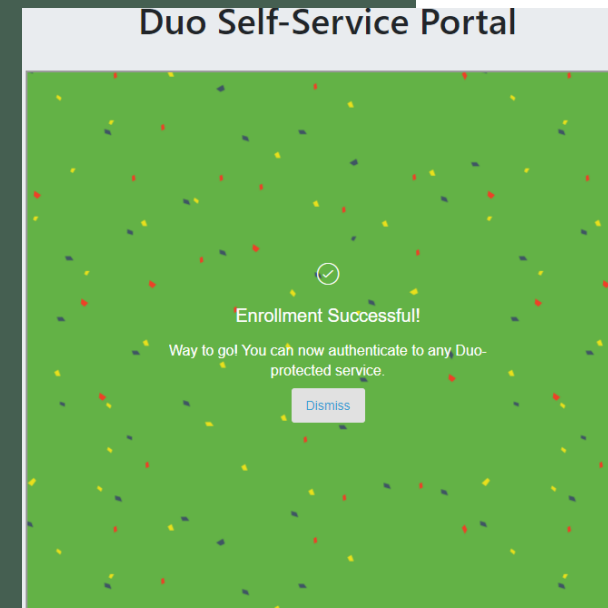
Step 12



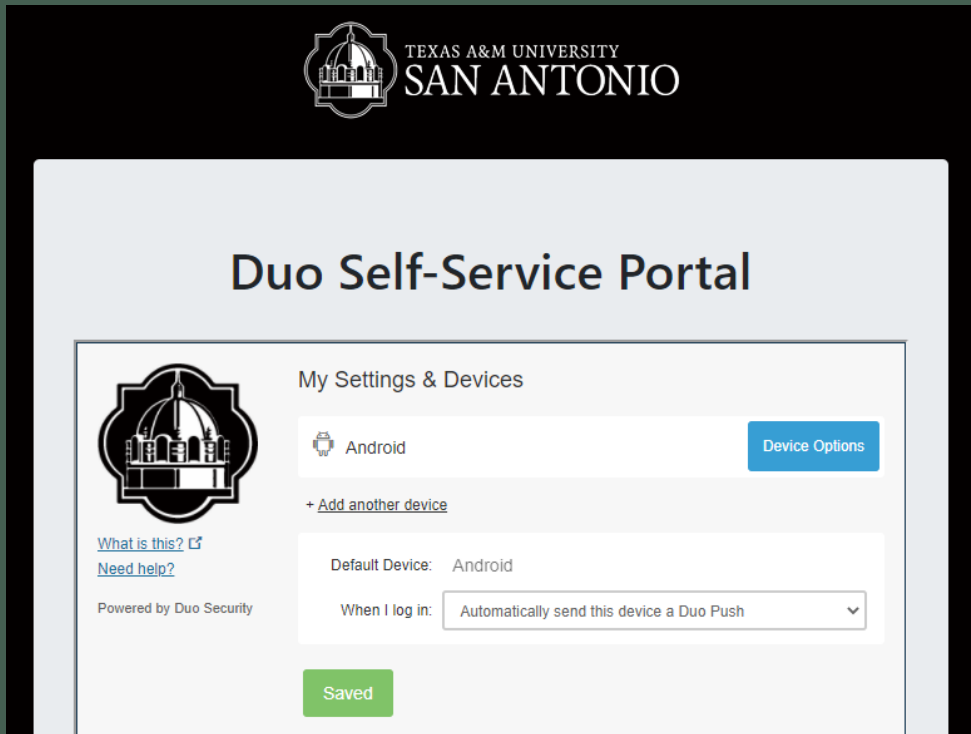
Step 13



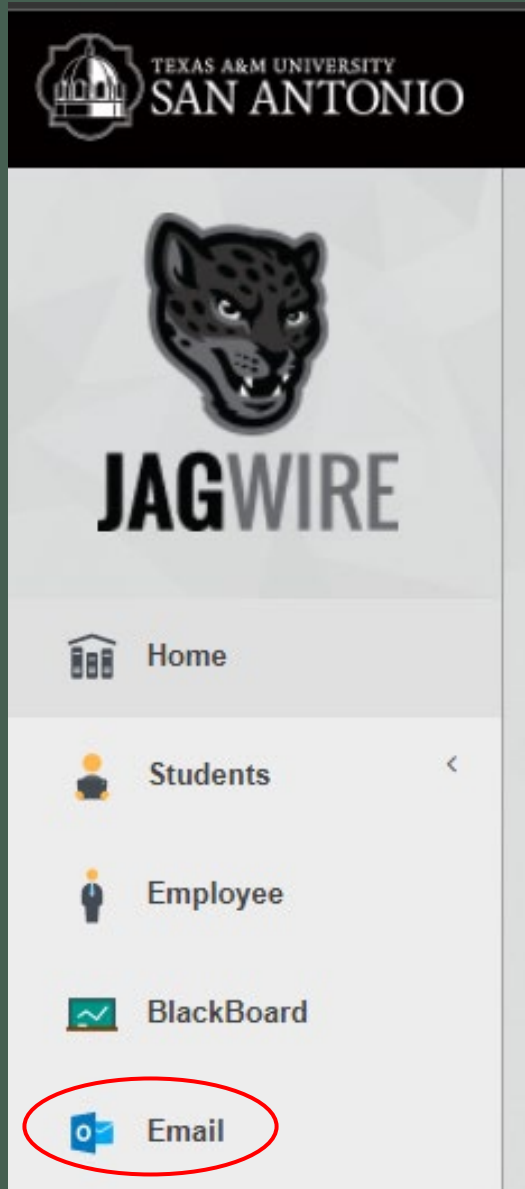
Step 14



DUO Setup: Changing Automatic Authentication Method



- ▶ Click on the drop-down menu
- ▶ Select "Automatically send this device a DUO Push" option
- ▶ Click Save
- ▶ Once Saved
- ▶ Continue to the next step



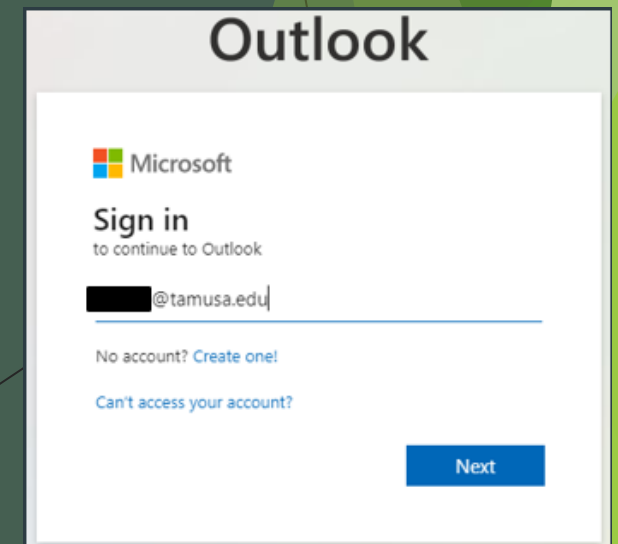
Logging Into Jagwire & Employee Email

- ▶ Click here <https://jagwire.tamusa.edu/>
- ▶ Sign in with your New credentials

- ▶ Click on the **Email** tab
- ▶ Login with email address
username@tamusa.edu
password

(same as Jagwire)

- ▶ Accept the DUO push



!CONGRATULATIONS!

**YOU
HAVE
SUCCESSFULLY
COMPLETED
YOUR
FIRST
TIME
LOG-IN**



Questions?

Contact Us

210-784-4357(HELP)

Located In

Central Academic Building (CAB) Room 233

Hours of Operation and Service Request
form located in the link below:

<https://www.tamusa.edu/its>

