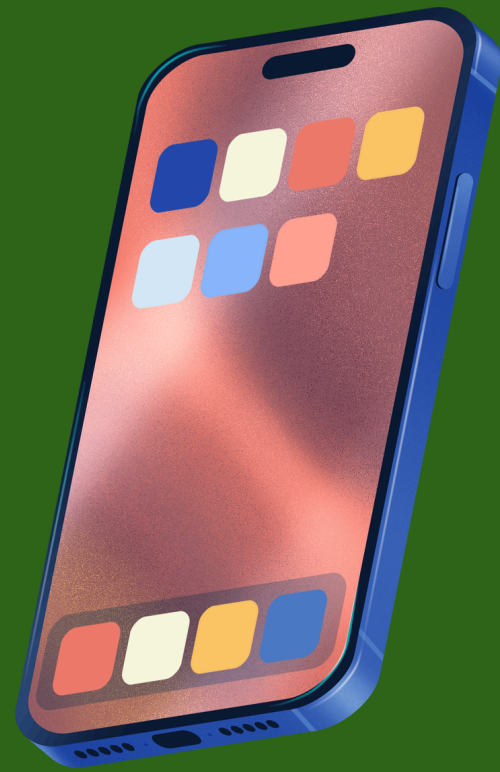


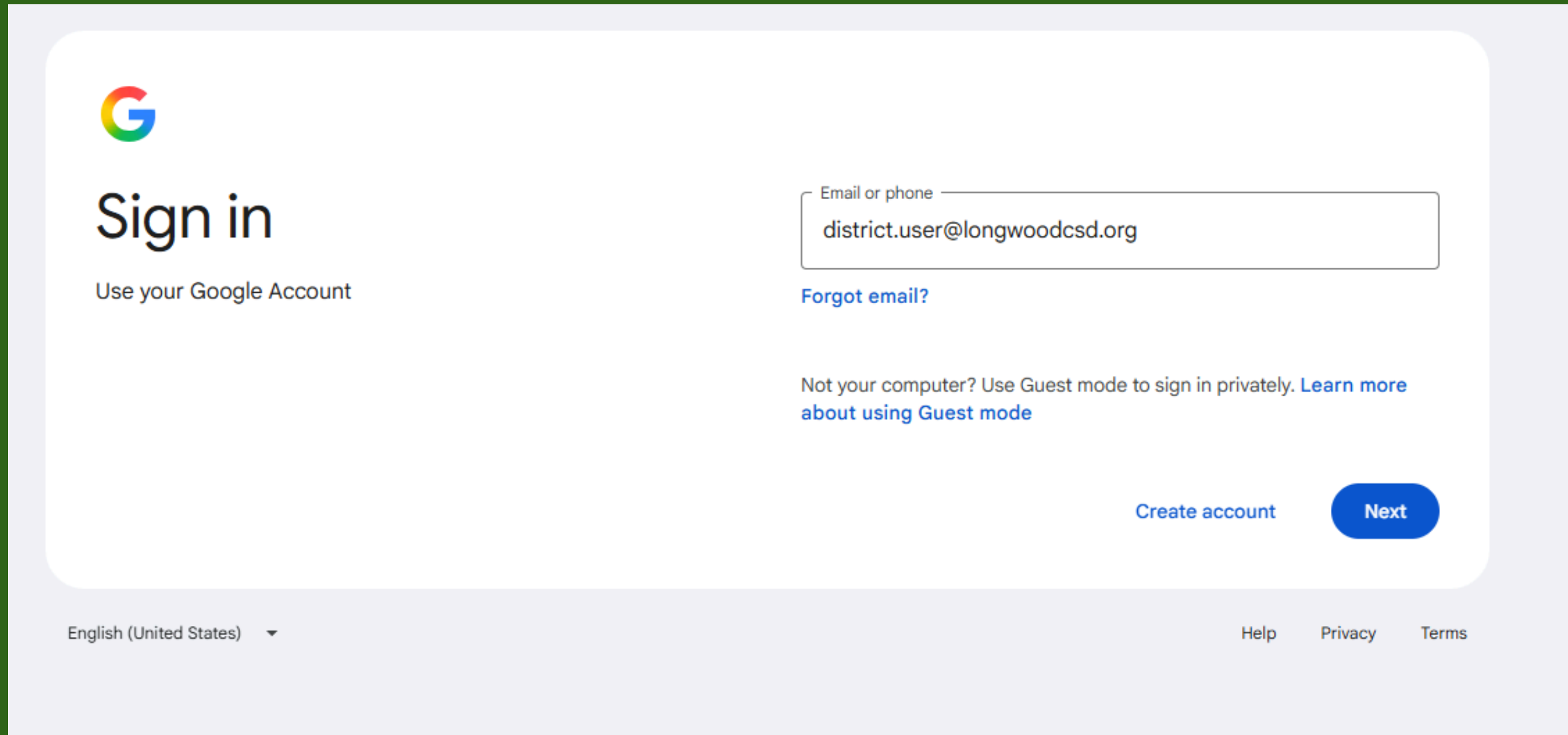


New User Enrollment

In Duo Mobile

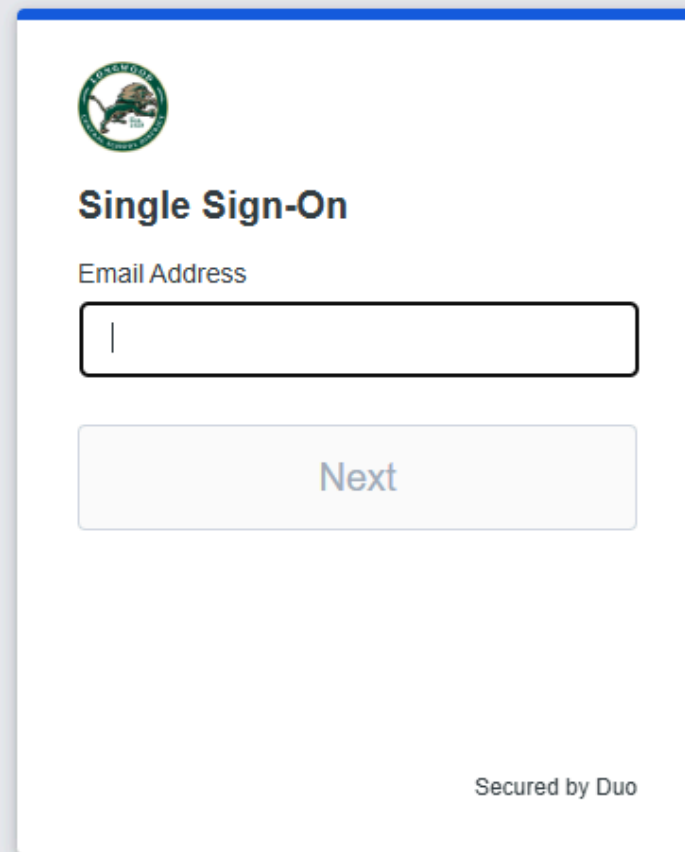


Step 1: Open Gmail in a browser such as Google Chrome, and enter your school-issued email address into the appropriate field

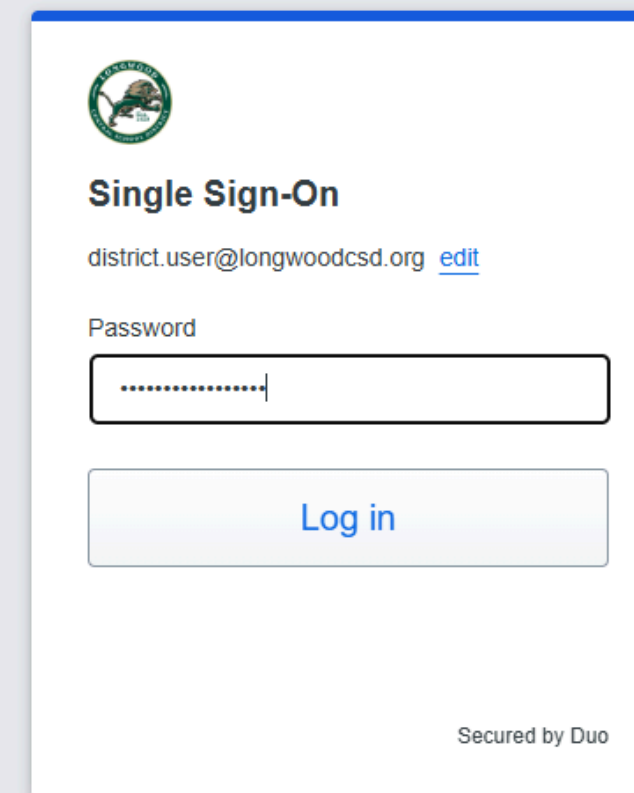
A screenshot of the Google Sign in page. The page has a white background with a light gray border. At the top left is the Google 'G' logo. Below it, the text 'Sign in' is displayed in a large, bold, black font. Underneath 'Sign in' is the text 'Use your Google Account' in a smaller, gray font. To the right of this text is a text input field with the placeholder text 'Email or phone' and the entered email address 'district.user@longwoodcsd.org'. Below the input field is a blue link that says 'Forgot email?'. Further down, there is a line of text: 'Not your computer? Use Guest mode to sign in privately. [Learn more about using Guest mode](#)'. At the bottom right of the sign-in area are two buttons: a blue text link 'Create account' and a blue rounded button labeled 'Next'. At the very bottom of the page, there is a footer with 'English (United States)' on the left and 'Help', 'Privacy', and 'Terms' on the right.

Note: We recommend a desktop, laptop or chromebook for initial setup as the steps change slightly on a mobile device

Step 2: Once you are redirected to the district SSO (Single Sign-On) page, re-enter your e-mail address, followed by your password



The screenshot shows a web form titled "Single Sign-On" with a district logo at the top left. Below the title is the label "Email Address" followed by a text input field containing a single vertical bar. Below the input field is a light blue button labeled "Next". At the bottom right of the form, it says "Secured by Duo".

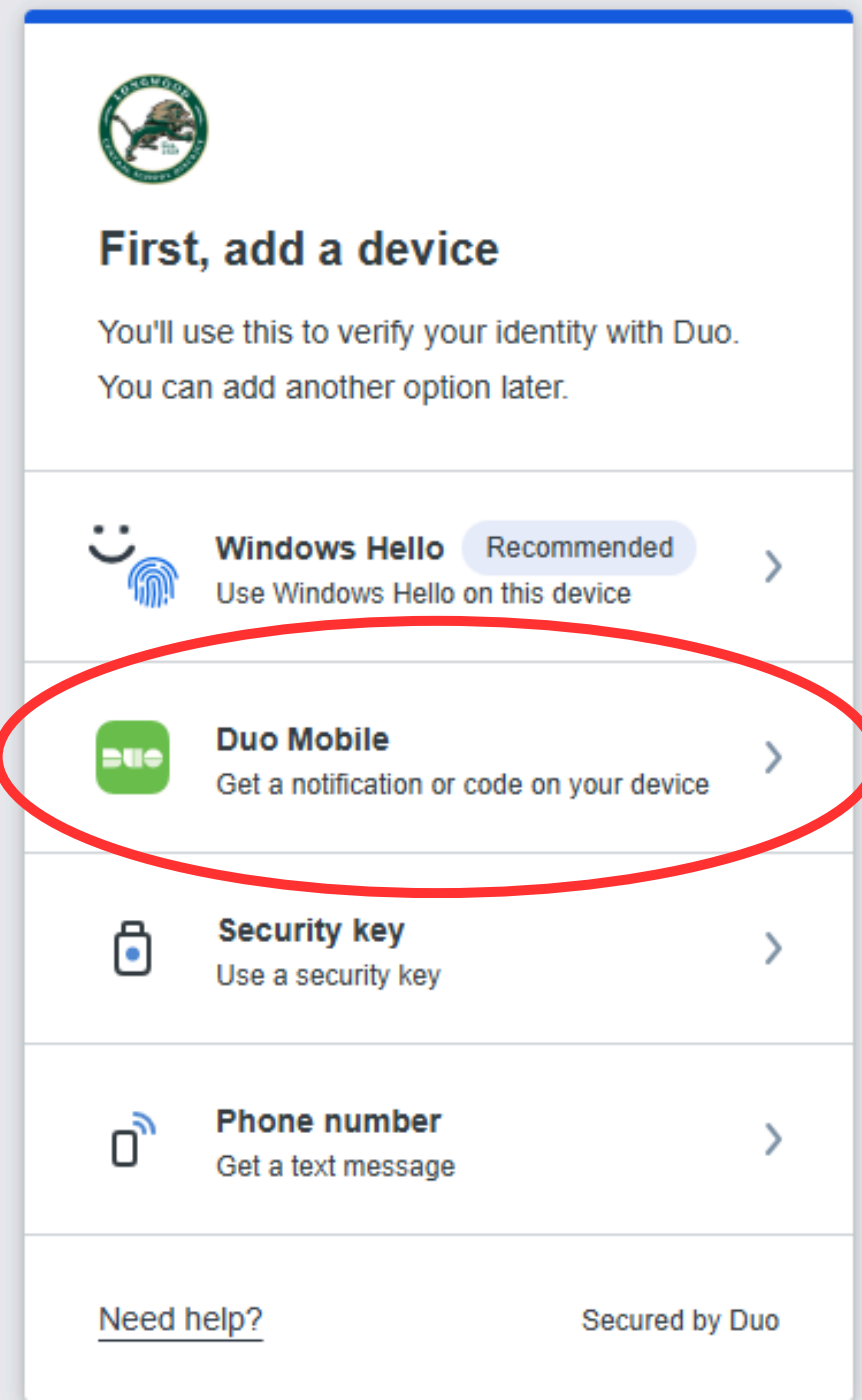


The screenshot shows the same "Single Sign-On" web form. The "Email Address" field now contains the text "district.user@longwoodcsd.org" with a blue "edit" link to its right. Below this is the label "Password" followed by a text input field filled with dots. Below the password field is a light blue button labeled "Log in". At the bottom right of the form, it says "Secured by Duo".



Note: If you changed your password on a desktop, that is the password you enter. If you have not yet changed your password you might need to call the helpdesk for a temporary one

Step 3: You should now see on your screen “Welcome to Duo Security”, click “Get Started” and then on the following screen select “Duo Mobile” to add your device.



Note: Your screen might have some different options as shown here, but the option for Duo Mobile should still be there

Step 4: Enter your cell phone number and click the checkbox to agree to receive messages. Be sure to confirm that your number is correct on the next page

[< Back](#)

Enter your phone number

You'll have the option to log in with Duo Mobile.

Country code **Phone number**

 +1

Example: "201-555-5555"

☒ *I agree to receive messages related to authentication from Duo. Reply STOP to opt-out. Message and data rates may apply. Message frequency varies. View [Terms and Conditions](#) and [Privacy Statement](#).

[Continue](#)

[I have a tablet](#)

[Need help?](#) Secured by Duo



Enter your phone number

You'll have the option to log in with Duo Mobile.

Country code **Phone number**

 +1

Example: "201-555-5555"

☒ *I agree to receive messages related to authentication from Duo. Reply STOP to opt-out. Message and data rates may apply. Message frequency varies. View [Terms and Conditions](#) and [Privacy Statement](#).

[< Back](#)

Is this correct?

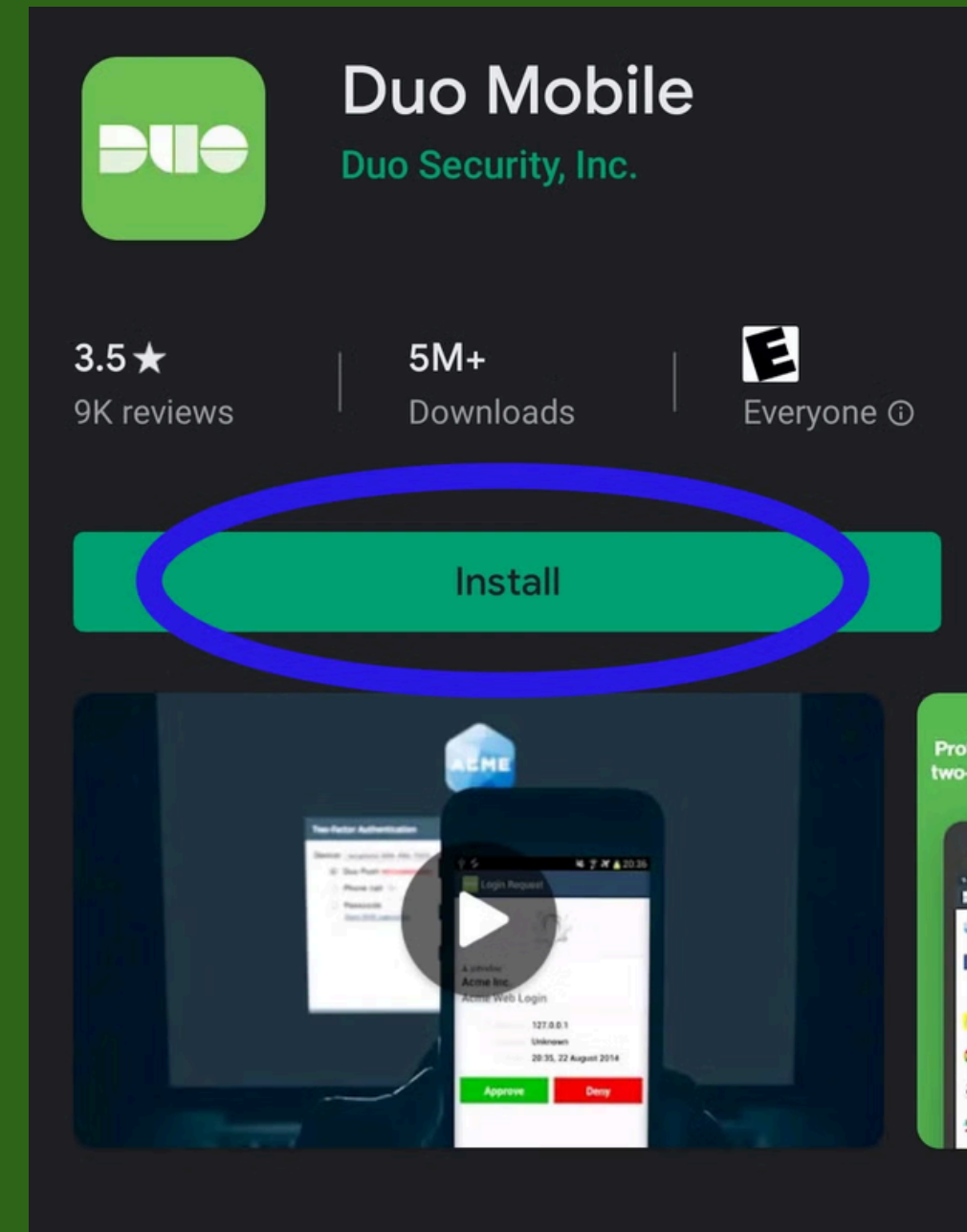
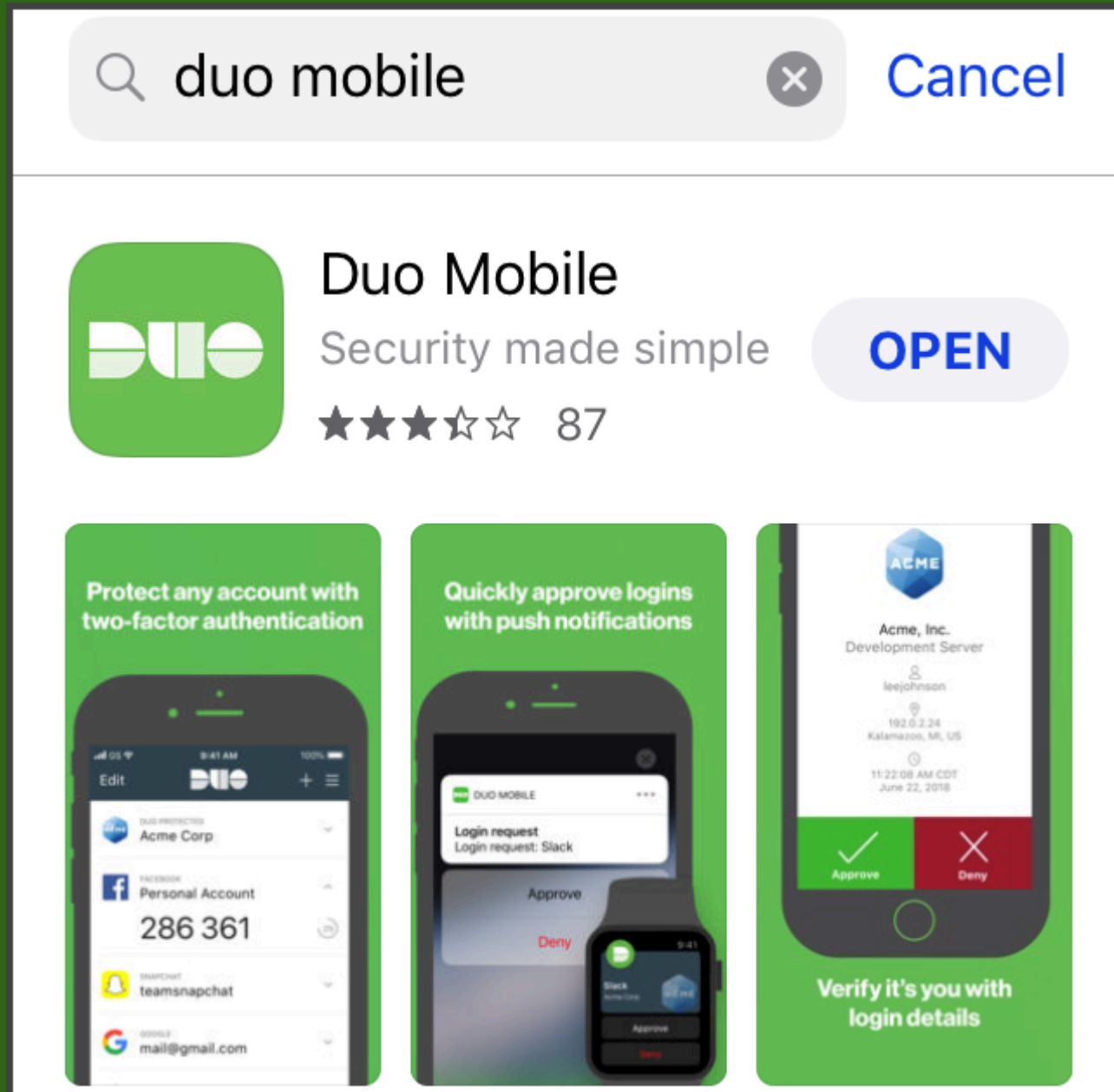
555-555-5555

[Yes, it's correct](#)

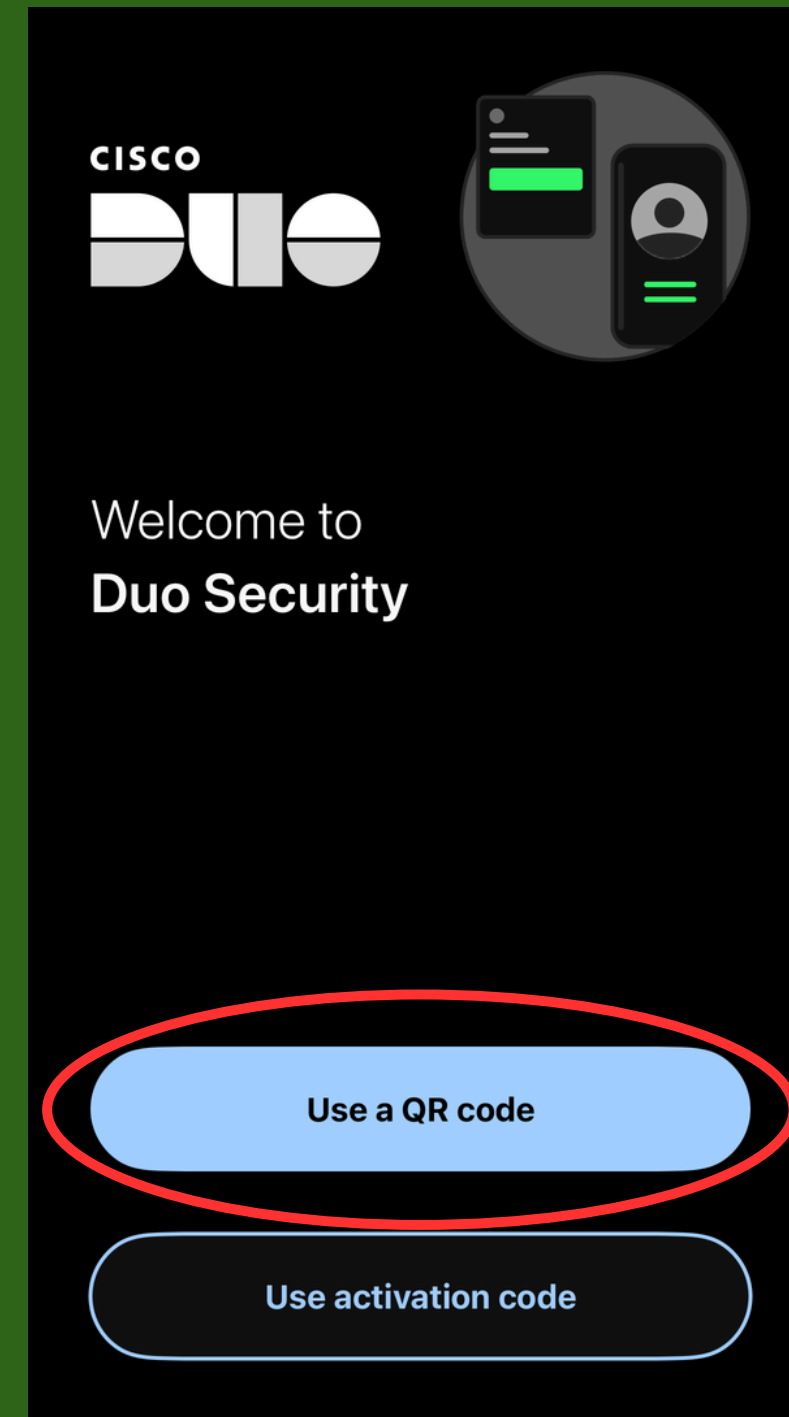
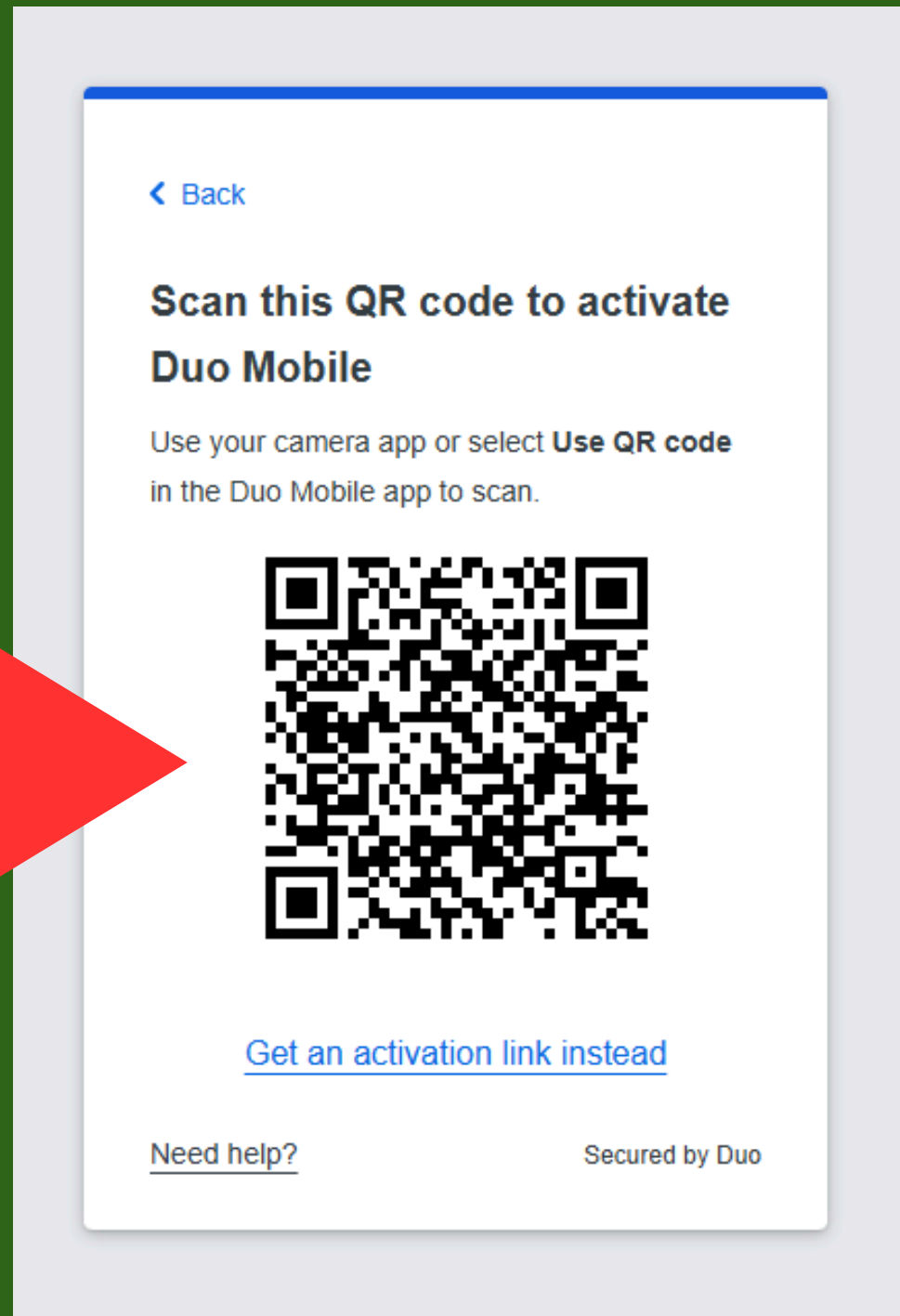
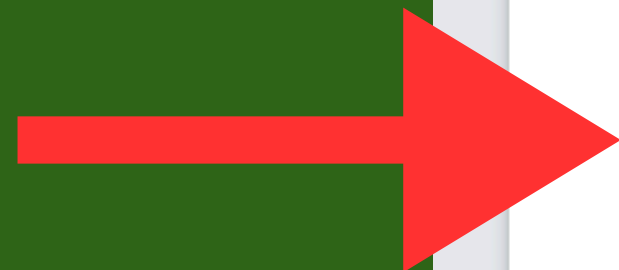
[No, I need to change it](#)

[Need help?](#) Secured by Duo

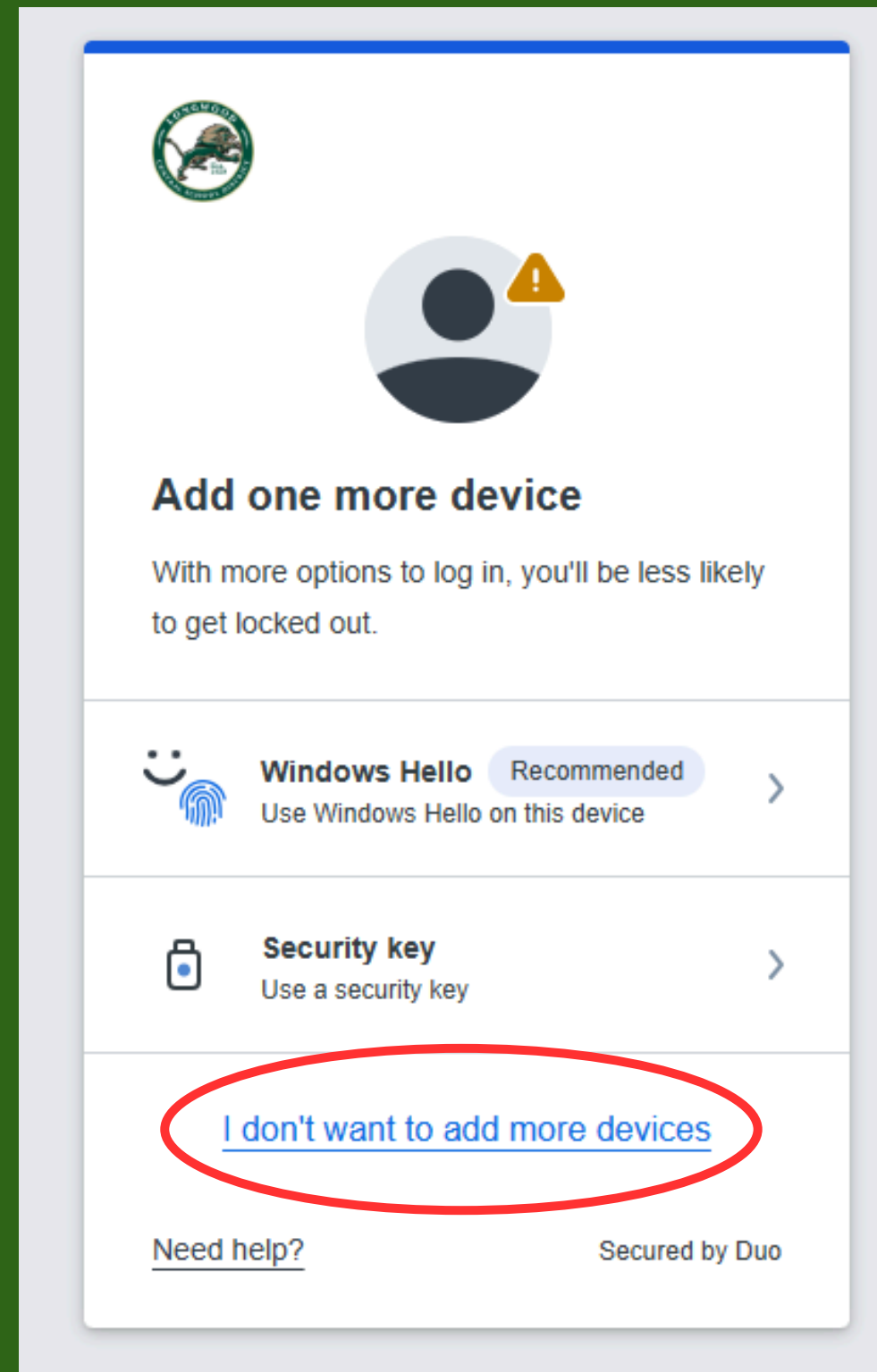
Step 5: Next, download the Duo Mobile app on the Apple App Store or Google Play Store



Step 7: Once you've downloaded the app, select "Next," and you should see a QR code appear on your computer screen. Then, open the Duo app on your mobile device, select "use a QR code" and scan the code on your computer screen.

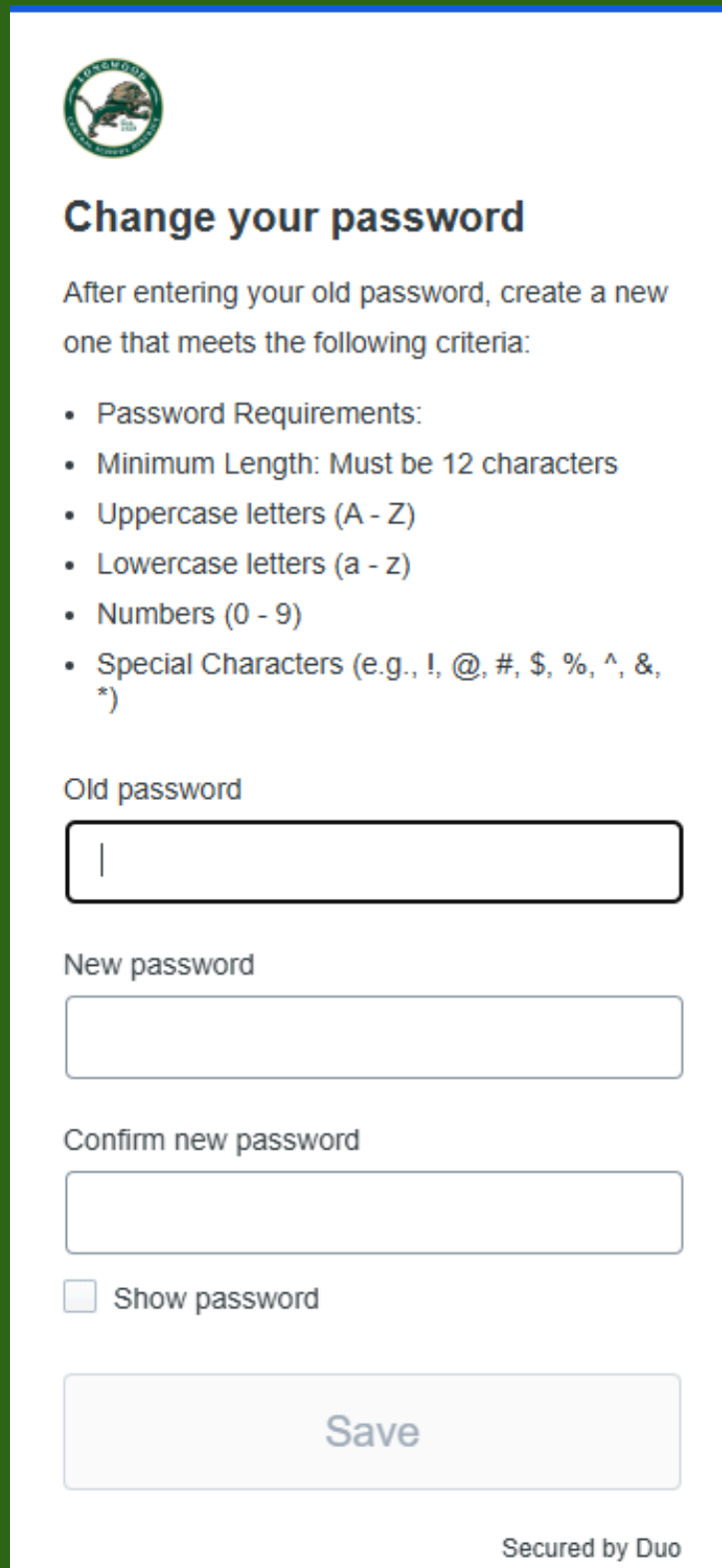


Step 8: Finally, select “I don't want to add another device” when you reach the following screen.



(Step 9 only required if you have yet to reset your password)

Step 9: Click Change Password. When prompted with this screen, enter the temporary password given to you by help desk in the “old password” field, then enter your new password twice.





Change your password

After entering your old password, create a new one that meets the following criteria:

- Password Requirements:
- Minimum Length: Must be 12 characters
- Uppercase letters (A - Z)
- Lowercase letters (a - z)
- Numbers (0 - 9)
- Special Characters (e.g., !, @, #, \$, %, ^, &,*)

Old password

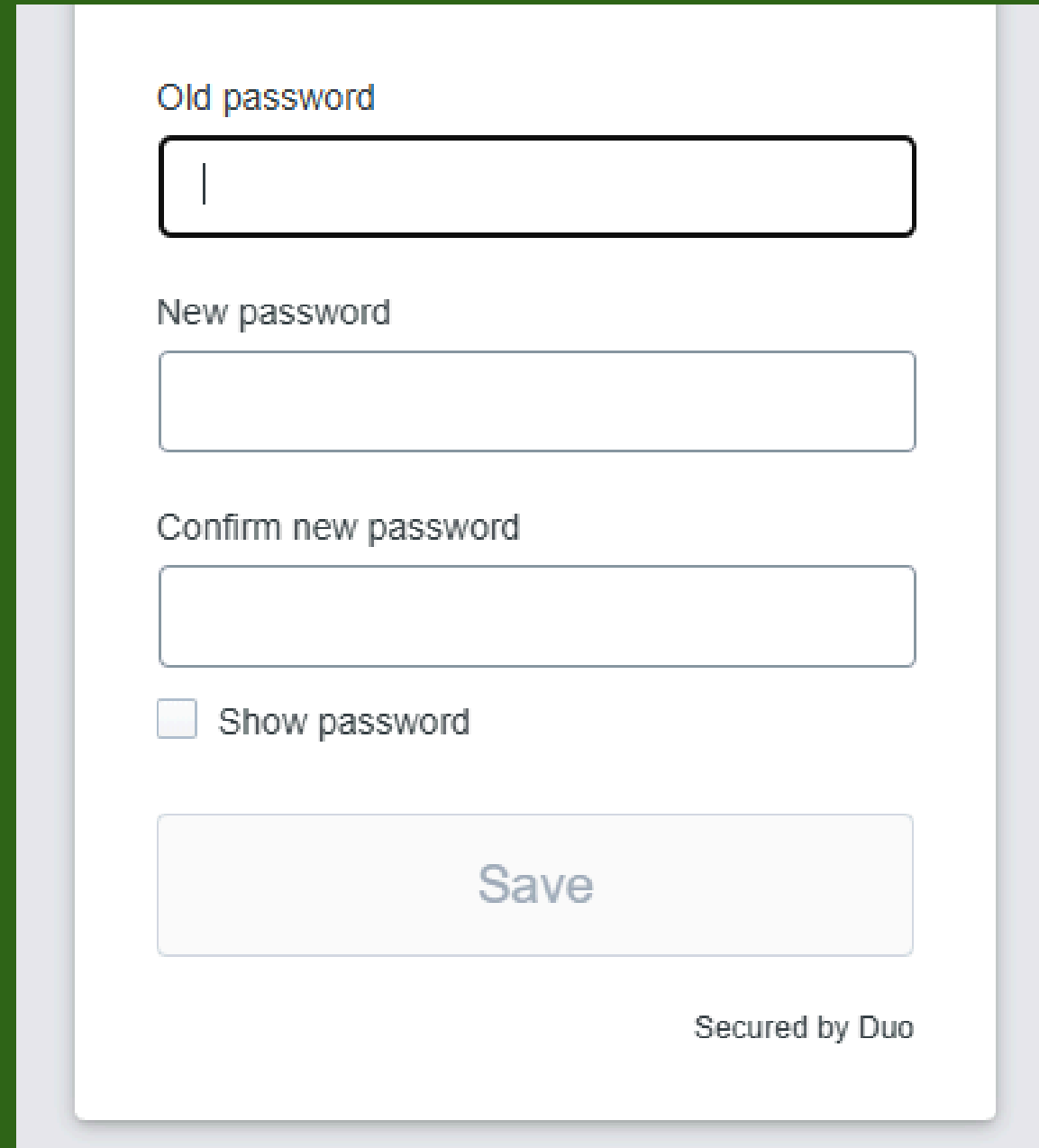
New password

Confirm new password

☐ Show password

Save

Secured by Duo



Old password

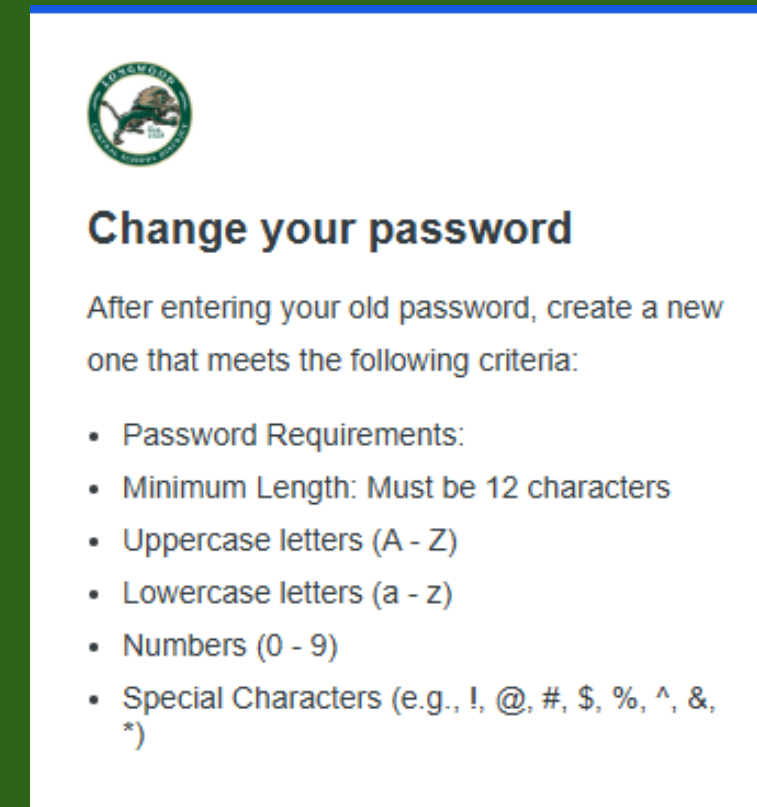
New password

Confirm new password

☐ Show password

Save

Secured by Duo





Change your password

After entering your old password, create a new one that meets the following criteria:

- Password Requirements:
- Minimum Length: Must be 12 characters
- Uppercase letters (A - Z)
- Lowercase letters (a - z)
- Numbers (0 - 9)
- Special Characters (e.g., !, @, #, \$, %, ^, &,*)



Note: Your password must meet the requirements listed above. Your password cannot contain your name or birthday, or resemble a password you've used before.



You are now enrolled in Duo!!

