Duo Mobile

Duo Mobile allows for quick and easy secure access to work and personal, cloud and on-premises apps. Duo Mobile can also generate time-based one-time passcodes that users can type into their login prompt to complete the two-factor authentication process. Here are the steps to downloading and using the Duo Mobile app on your cellphone.

Go to your cellphone “Applications” to search for the “Duo Mobile” app.

Once you have downloaded the Duo Mobile app, you can choose to “Open” it from there. You may also search for the Duo Mobile app on your phone and open it from there (as pictured below).
The following screen will appear. Click “New to Duo? ADD ACCOUNT”.

Please email ITShelpdesk@uclaextension.edu and include your personal cell phone number.

An IT representative will send you the following text message. Click the link.

If you need additional assistance, call 310-825-8217
The following image will appear asking to “Open this page in Duo Mobile”? Click “Open”

In order to obtain a Duo-Protected password, click the preferred Duo-Protected account by clicking the down arrow.

A six-digit time-sensitive one-time password will appear. Type this password into the designated area.
Another way to use Duo Mobile is when the following link appears on your desktop/laptop. Click “Send Me a Push”.

The following image will appear on your cellphone’s Duo Mobile app. Click “Request Waiting: Tap to Respond...”.

The following image will appear on your phone screen. Click “Approve”.