

# Setting up the app (mobile device)

In this aswell as all other tutorials the phone used has an Android OS, some Parts may differ from iOS

For the use of 2FA, we recommend the Duo Mobile app (mobile phone) from the manufacturer "Duo Security LLC" or corresponding Duo hardware tokens (if no company mobile phone is available) for employees. Any other than the named Application cannot be used for 2FA.

Other FIDO keys (e.g., YubiKeys) are also possible. This guide is not currently designed for setting up these alternatives.

Windows Phones and Blackberries are excluded; these devices are not supported.

## Requirements

Is your device compatible with the Duo Mobile app? If in doubt, please double-check.

The current version (as of February 11, 2026) of Duo Mobile supports iOS 16.0 or later and Android 11 or later. For the most up-to-date information, please visit the manufacturer's (Duo Security LLC) website: <https://guide.duo.com/#supported-devices>




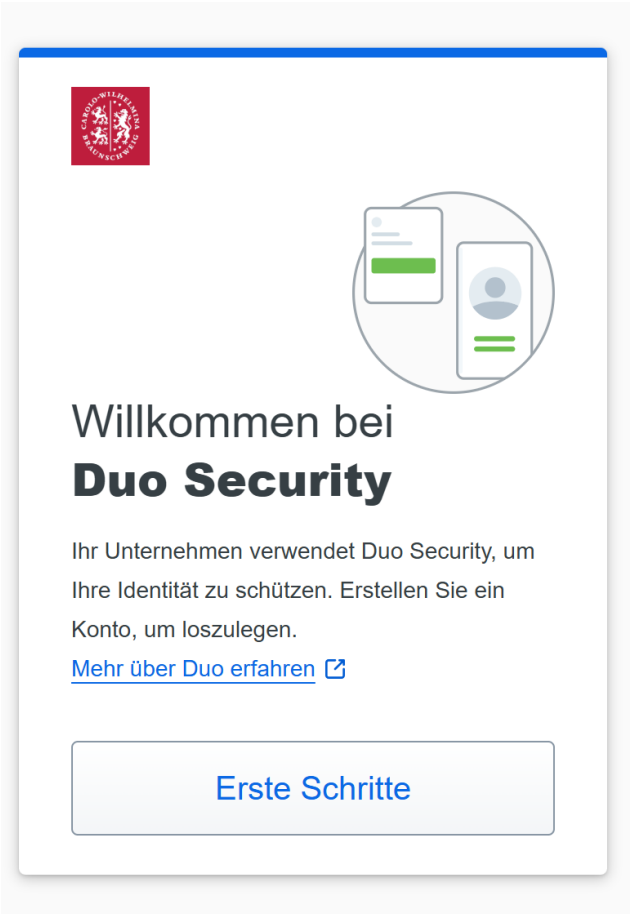
You can download the app here:

Apple iOS: <https://apps.apple.com/us/app/duo-mobile/id422663827>

Google Android: <https://play.google.com/store/apps/details?id=com.duosecurity.duomobile&hl=de>

# How to register a mobile device with Duo

To use the Duo app, you must first complete an activation process and configure two-factor authentication. Refer to the instructions "Activating 2FA for employees and students of TU Braunschweig" for guidance. If you do not receive an automatic email from Cisco Duo after 30-45 minutes, follow these steps.

 <p>The screenshot shows the Outlook login interface. At the top left is the Outlook logo. Below it, there are two input fields: "Domäne\Benutzername:" and "Kennwort:". At the bottom left, there is a blue button with a right-pointing arrow and the text "Anmelden".</p>	<p>Please open the link <a href="https://mail.tu-braunschweig.de">https://mail.tu-braunschweig.de</a> and log in normally with your username and password.</p>
 <p>The screenshot shows the Duo Security welcome page. At the top left is the TU Braunschweig logo. In the center, there is a circular graphic containing icons of a smartphone and a laptop. Below the graphic, the text reads "Willkommen bei Duo Security". Underneath, it says "Ihr Unternehmen verwendet Duo Security, um Ihre Identität zu schützen. Erstellen Sie ein Konto, um loszulegen." and provides a link "Mehr über Duo erfahren" with an external link icon. At the bottom, there is a large blue button with the text "Erste Schritte".</p>	<p>Click the <b>[Erste Schritte]</b> button.</p>



## Fügen Sie zunächst ein Gerät hinzu

Auf diese Weise können Sie Ihre Identität mit Duo verifizieren. Sie können später eine weitere Option hinzufügen.



### Duo Mobile Empfohlen

Benachrichtigung oder einen Code auf Ihrem Gerät erhalten >



### Sicherheitsschlüssel >

Sicherheitsschlüssel verwenden



### Duo Desktop >

Bestätigen Sie Ihre Anmeldung von diesem Computer aus

[Brauchen Sie Hilfe?](#)

Durch Duo gesichert

Choose the recommended option [**Duo Mobile**].

On your Apple device, you may be offered Touch ID/Face ID at this point. If you choose this option, you will initially only be able to log in with this device. We therefore strongly recommend setting up the Duo Mobile App, as you can use it to confirm other logins, such as VPN (VPN gateway "vpngate.tu-braunschweig.de").

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## Geben Sie Ihre Telefonnummer ein.

Sie haben die Option, sich mit Duo Mobile anzumelden.

Ländervorwahl    Telefonnummer

Beispiel: "201-555-5555"

[Ich habe ein Tablet](#)

[Brauchen Sie Hilfe?](#)

Durch Duo gesichert

If you choose **DUO Mobile**, enter your smartphone's phone number here.

Alternatively, if you **don't want to use a mobile phone** or **add another account on the same phone**, you can add a tablet. To do this, click "Ich habe ein Tablet" and skip the next screen. Simply continue with the instructions.

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## Richtig?

0171

[Nein, es muss geändert werden](#)

[Brauchen Sie Hilfe?](#)

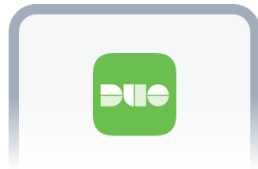
Durch Duo gesichert

Please double-check your mobile phone number and confirm it with **[Ja richtig]** if it is correct.

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## Duo Mobile herunterladen

Wenn Sie Duo auf Ihrem Mobilgerät nutzen wollen, laden Sie die App aus dem [App Store](#) oder von [Google Play](#) herunter.



[Weiter](#)

[Brauchen Sie Hilfe?](#)

Durch Duo gesichert

If you haven't already installed the **DUO Mobile app** on your smartphone, follow the instructions and install the **DUO Mobile app** on your personal or work phone. After successful installation, click **[Weiter]**. Enter your mobile phone number and confirm it with **[Ja Richtig]** if it is correct.

If you have not used the DUO app before, please follow the steps below (otherwise skip this step).

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## Scannen Sie diesen QR-Code, um Duo Mobile zu aktivieren

Verwenden Sie Ihre Kamera-App oder wählen Sie in der Duo Mobile App die Option **QR-Code verwenden** aus, um den QR-Code zu scannen.



[Stattdessen einen Aktivierungslink an mich  
senden](#)

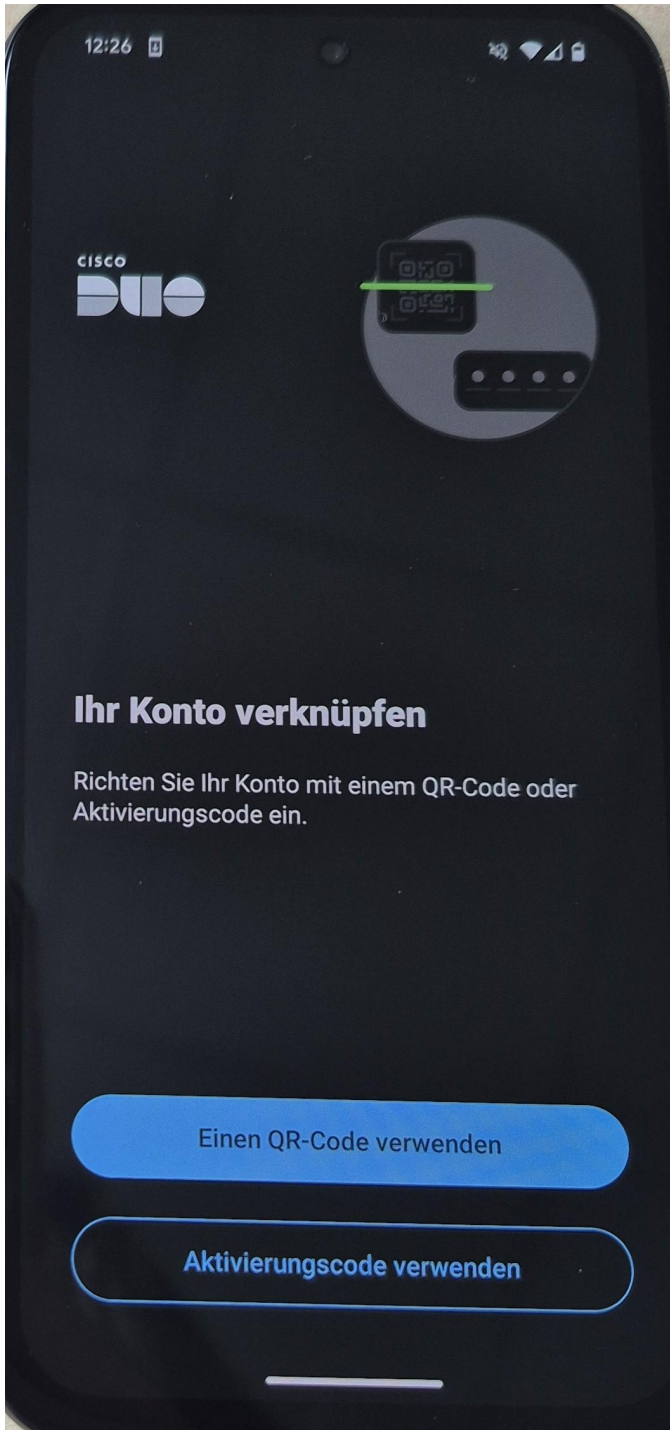
[Brauchen Sie Hilfe?](#)

Durch Duo gesichert

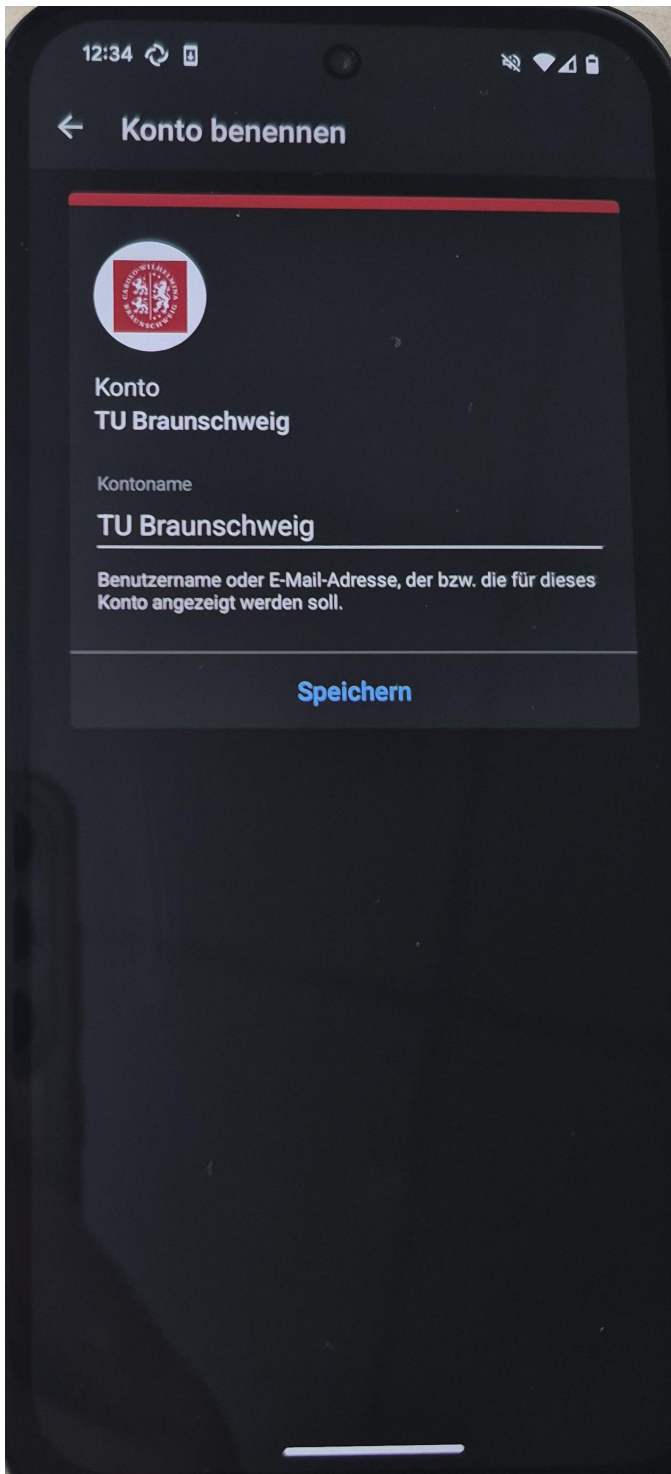
A window will then open displaying a QR code. Please leave this window open and switch to the **Duo Mobile app** on your smartphone.



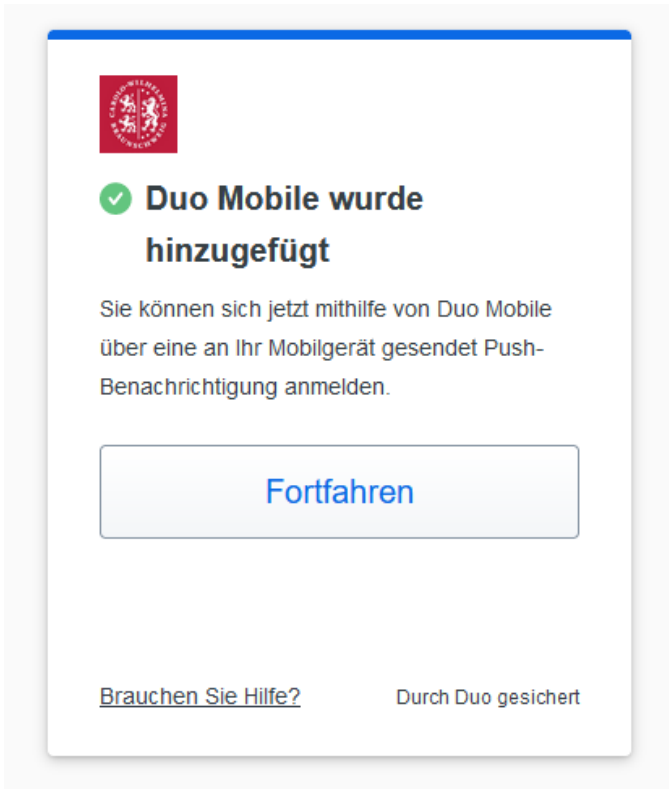
Choose **[Konto einrichten]**.



Select **[Einen QR-Code verwenden]** to scan the QR code.



click **[Speichern]**.



click [**Fortfahren**], Done!

If you would like to add another device clicke [here](#).

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