INSTRUCTIONS – DUO Installation:

- Install DUO Security app on your mobile phone first
- Click on link in the enrollment email to enroll your phone
- A webpage will load with the following:

- If you already have the duo app, click "I have Duo Mobile" and your app will register for Freeborn
- If you don't have the app, click "download on App Store"
- Once the app is downloaded, **go back to the webpage above and now click "I have Duo Mobile"**
- The Duo app will launch and automatically register for Freeborn (**You don't click "+" in the app to register the Freeborn account**).
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If you do not have a smartphone, let us know. You can enroll a regular cell phone (SMS text messages + calls) or landline (calls) for two-factor authentication.
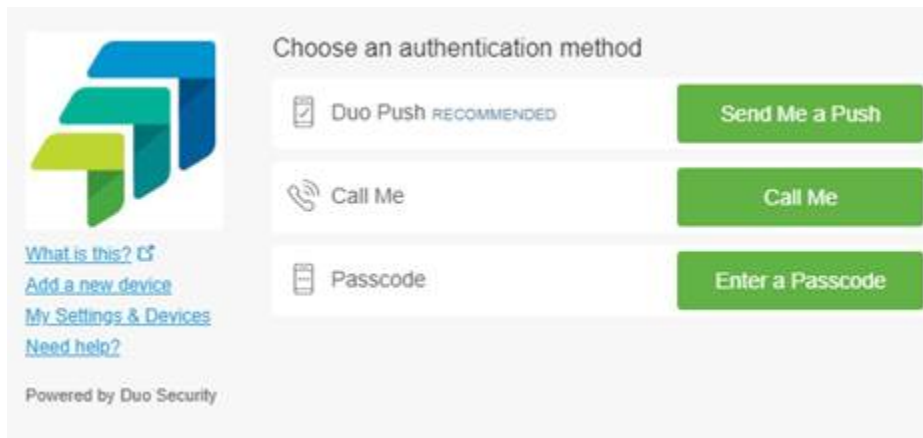
INSTRUCTIONS – DUO Best Practice:

USING THE APP on an iPhone (Best Practice):

- Turn on notifications for Duo Security. In Settings, go to Notifications and then click on Duo Mobile (turn on the 3 setting below):
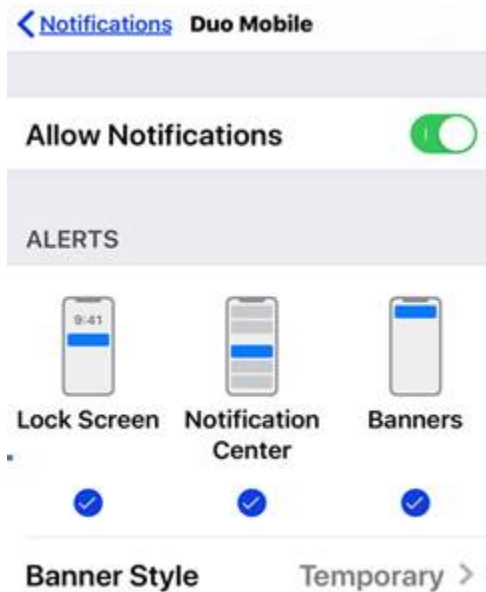
- When accessing our platform from our website, select "**Send Me a Push**":

- On your phone, click on the Duo notification (or open the Duo Security App) and click "APPROVE":

- Android phones should have similar workflow.