



Banc Ceannais na hÉireann  
Central Bank of Ireland

Eurosystem

# Cisco Duo Pre-enrolment Guidance

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# 1. Introduction

All Central Bank Portal users are requested to complete the pre enrolment process for Cisco DUO on the Portal.

Pre enrolment is available **until 04 April 2025**.

- The pre-enrolment link is available to users on the live portal and the test portal.
- This must be completed using a computer/laptop.
- There are two pre enrolment options.
- We recommend that you use the 'DUO mobile' app method and download the app prior to beginning the enrolment process.
- The 'Duo Mobile' app is free and you will not have to pay a subscription to use the app.

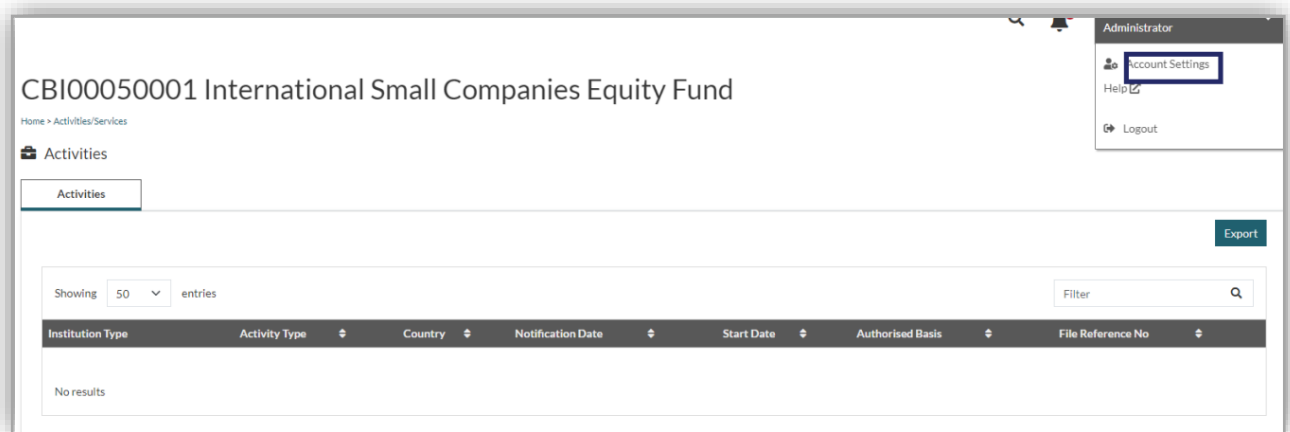
Please follow the guidance below to complete pre enrolment process.

## 2. Pre-enrolment – Duo Mobile App

### Step 1:

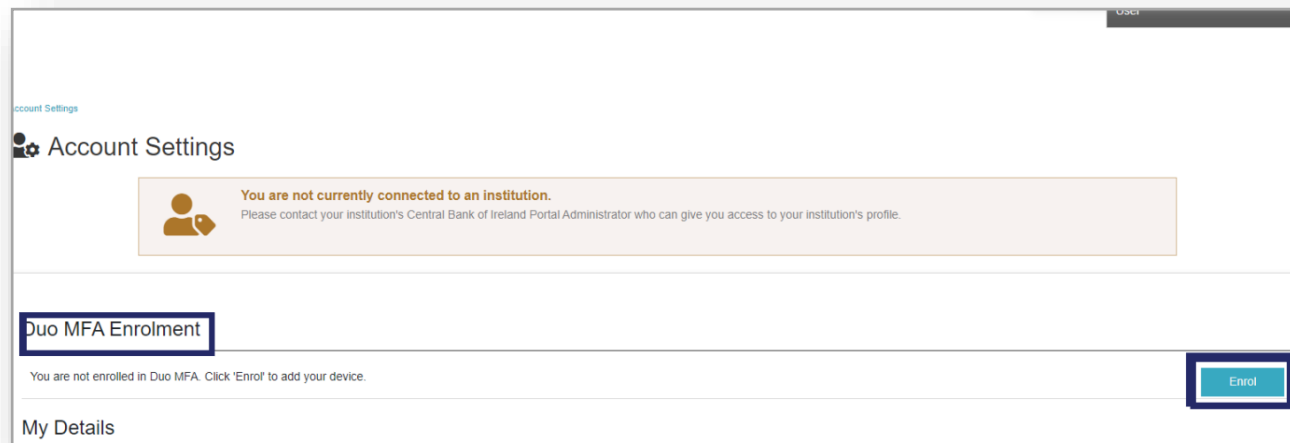
User logs into the portal at <https://portal.centralbank.ie>

Select 'Account Settings' to pre enrol as highlighted.



### Step 2:

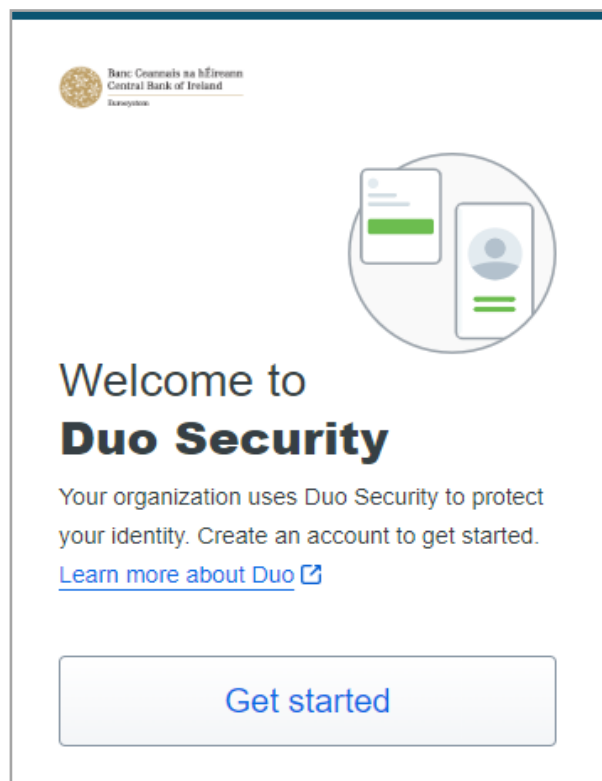
A new link appears on the top of the page.



### Step 3:

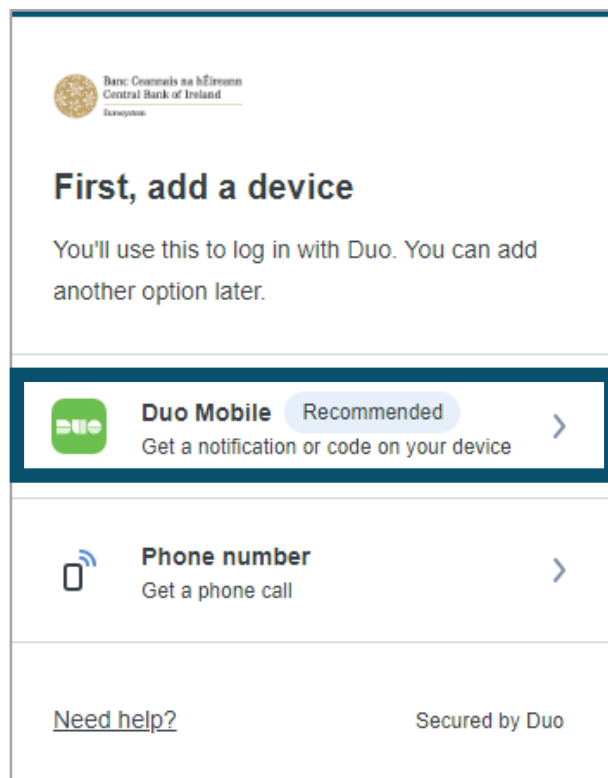
Select enrol as per step 2 –

A separate window will open as per the screenshot, select ‘**Get Started**’.



### Step 4:

After you select ‘Get Started’ you will see the ‘First, add a device’ page. Please select the **Duo mobile** option.



## Step 5:

Please select 'I have a tablet' to enrol using the Duo mobile app.

The screenshot shows a mobile app interface for entering a phone number. At the top left is a blue back arrow and the text '< Back'. The main heading is 'Enter your phone number' in bold. Below it is the text 'You'll have the option to log in with Duo Mobile.' There are two input fields: 'Country code' with a dropdown menu showing the Irish flag and '+353', and 'Phone number' with an empty text box. Below the fields is an example: 'Example: "85 012 3456"'. A large grey button labeled 'Continue' is centered. Below it is a blue button labeled 'I have a tablet' which is highlighted with a dark blue border. At the bottom left is a link 'Need help?' and at the bottom right is the text 'Secured by Duo'.

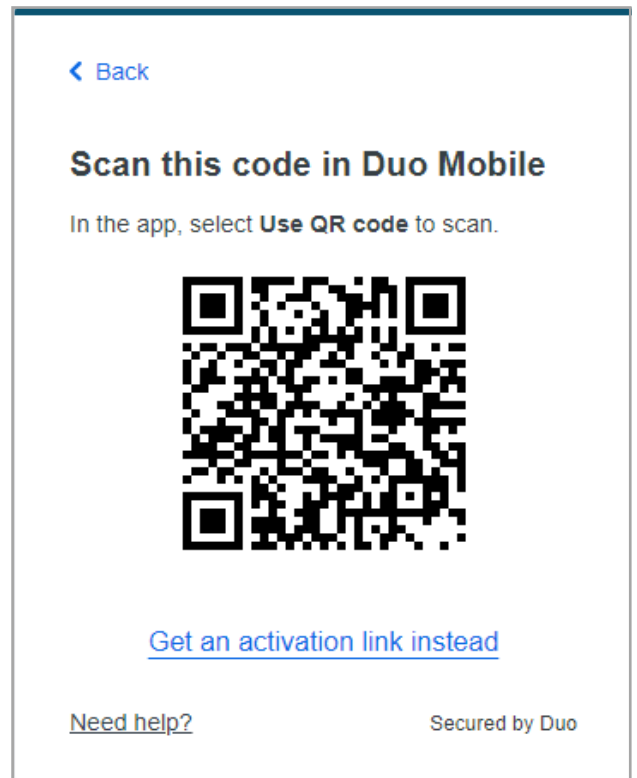
## Step 6:

Select 'Next' once the Duo mobile app is downloaded and [installed on your phone.](#)

The screenshot shows a mobile app interface for downloading the Duo mobile app. At the top left is a blue back arrow and the text '< Back'. The main heading is 'Download Duo Mobile' in bold. Below it is the text 'On your mobile device, download the app from the [App Store](#) or [Google Play](#).' In the center is a graphic of a smartphone with the Duo app icon on the screen. Below the graphic is a large grey button labeled 'Next'. At the bottom left is a link 'Need help?' and at the bottom right is the text 'Secured by Duo'.

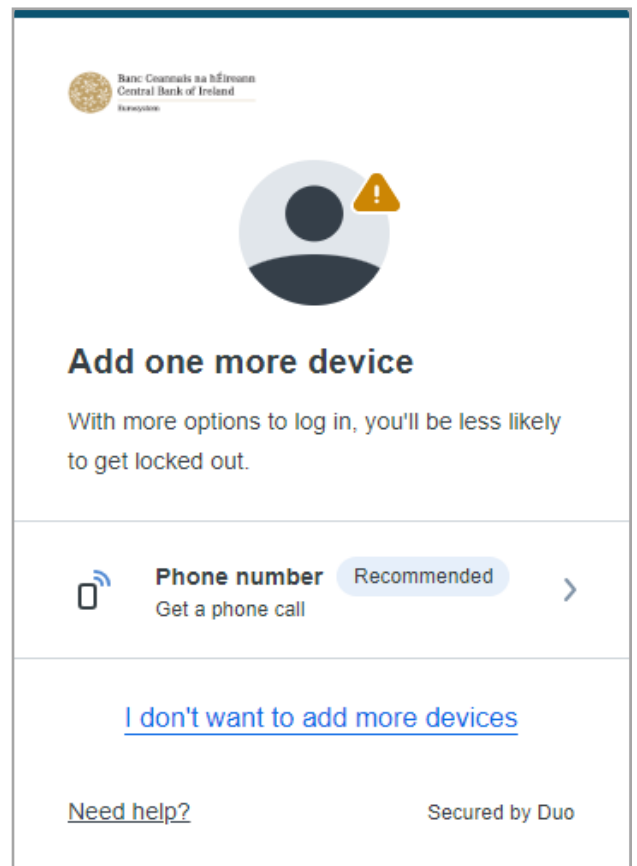
## Step 7:

Using the DUO app scan the QR code from within the app. This completes the association of the Duo phone-app-account to your device. Set up is then completed.



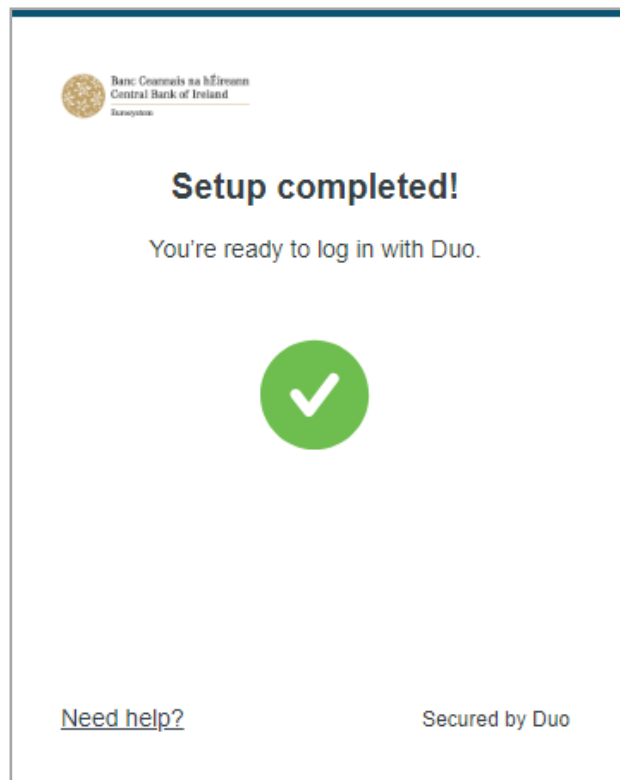
## Step 8:

You are able to add another device if you wish or you can select 'I don't want to add more devices'.



## Step 9:

You will see the ‘**Setup completed**’ screen once registered. You have successfully registered. You will be able to log in using Duo after 04<sup>th</sup> April 2025



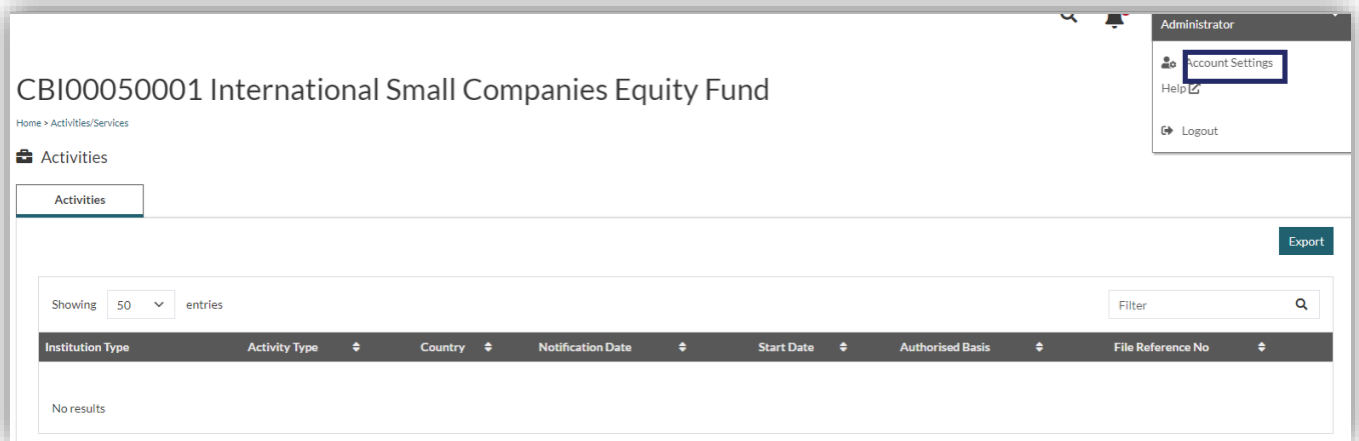


## 3. Pre-enrolment – Phone call

### Step 1:

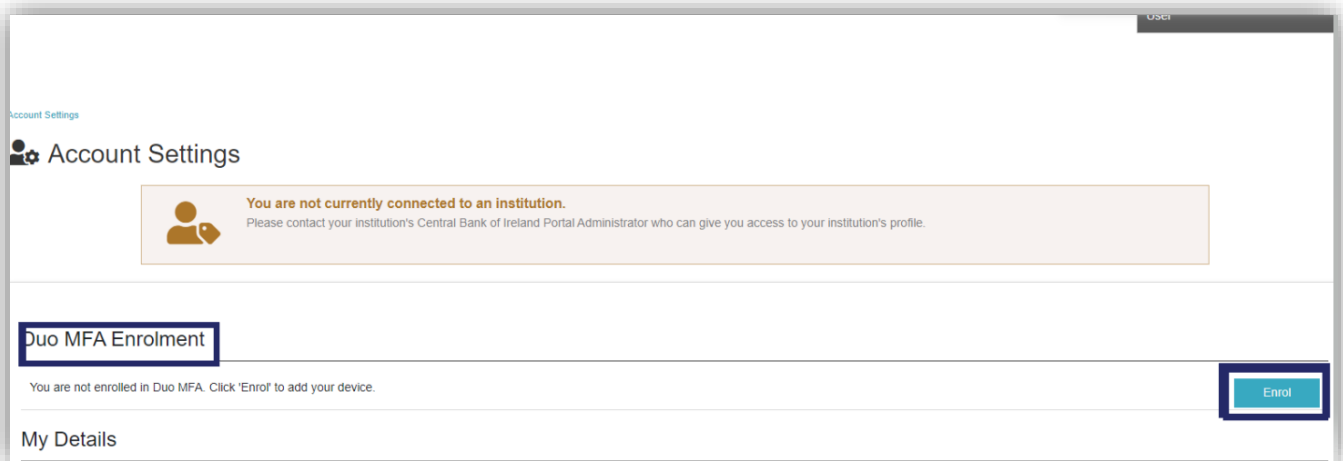
User logs into the portal at <https://portal.centralbank.ie>

Select 'Account Settings' to pre enrol as highlighted.



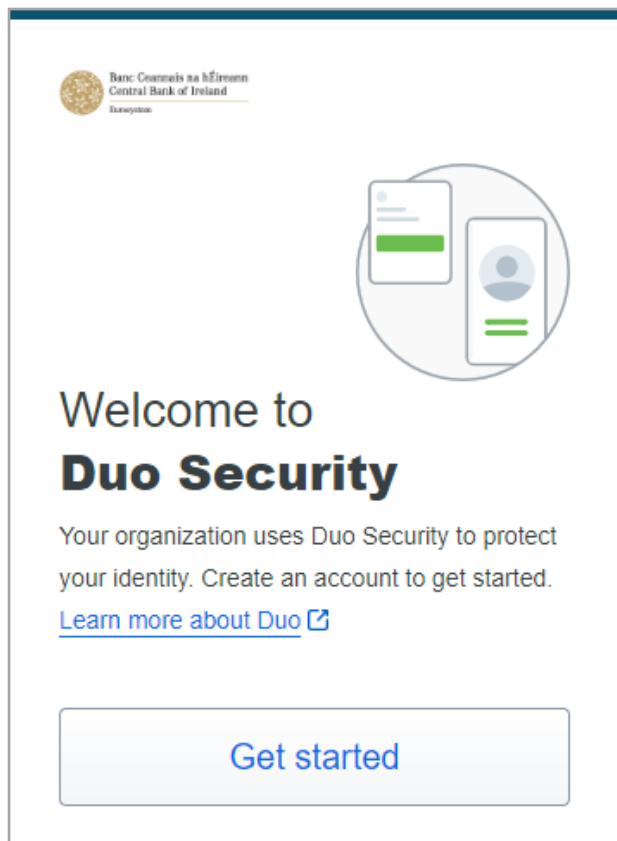
### Step 2:

A new link appears on the top of the page.



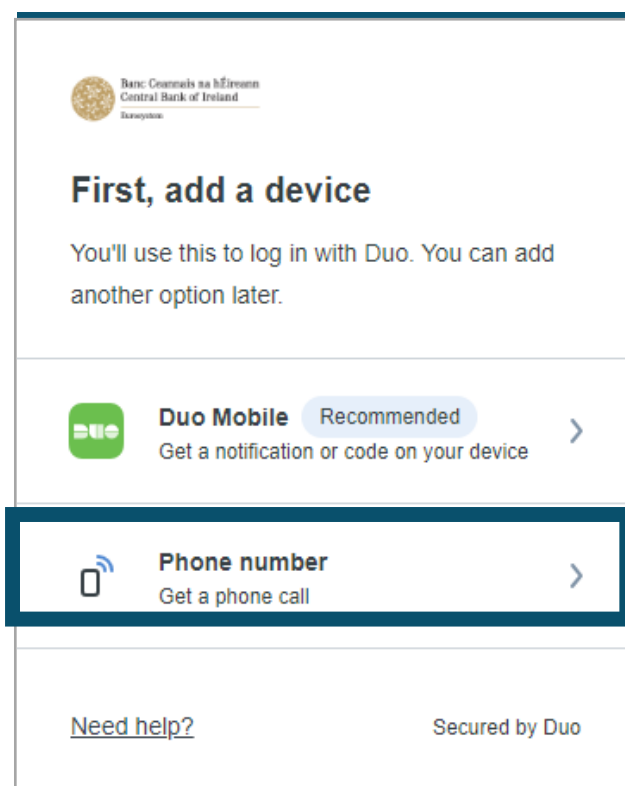
### Step 3:

When you selected enrol as per step 2 – A separate window will open as per the screenshot, select ‘**Get Started**’.



### Step 4:

Please select the ‘**Phone number**’ option.



## Step 5:

Select country code and enter the phone number of the device that you would like to use.

The screenshot shows a mobile interface for entering a phone number. At the top left is a blue back arrow and the text '< Back'. The main heading is 'Enter your phone number' in bold. Below this is a sub-heading: 'You'll get codes from Duo at this number to use when you log in.' There are two input fields: 'Country code' with a dropdown menu showing the Irish flag and '+353', and 'Phone number' with a text input field containing a vertical bar. Below the fields is an example: 'Example: "85 012 3456"'. There is a checkbox labeled 'This is a landline phone' which is currently unchecked. A large, light grey 'Continue' button is centered below the checkbox. At the bottom left is a link for 'Need help?' and at the bottom right is the text 'Secured by Duo'.

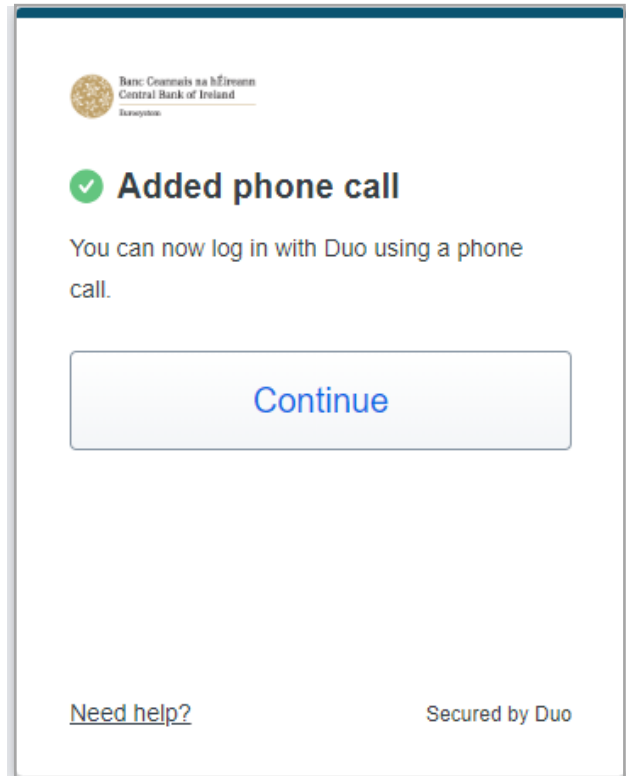
## Step 6:

You must confirm your details are correct by clicking 'Yes, It's correct'.

The screenshot shows a confirmation screen. At the top left is a blue back arrow and the text '< Back'. The main heading is 'Is this correct?' in bold. Below this is the phone number '(01) 2345 6789'. There is a large, light grey button with the text 'Yes, it's correct' in blue. Below the button is a blue link: '[No, I need to change it](#)'. At the bottom left is a link for 'Need help?' and at the bottom right is the text 'Secured by Duo'.

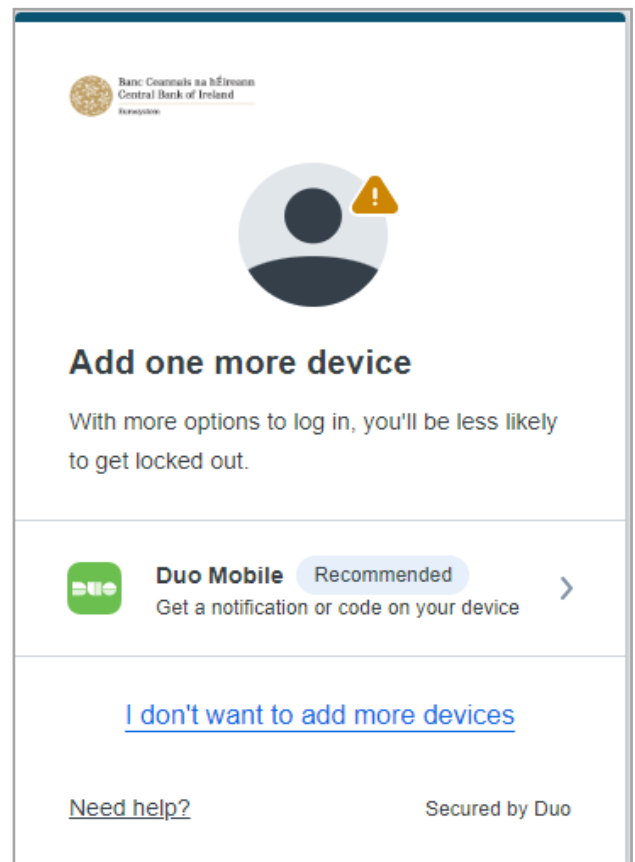
## Step 7:

Set up is completed and you will see on the screen that the phone call has been added. Please select **continue**.



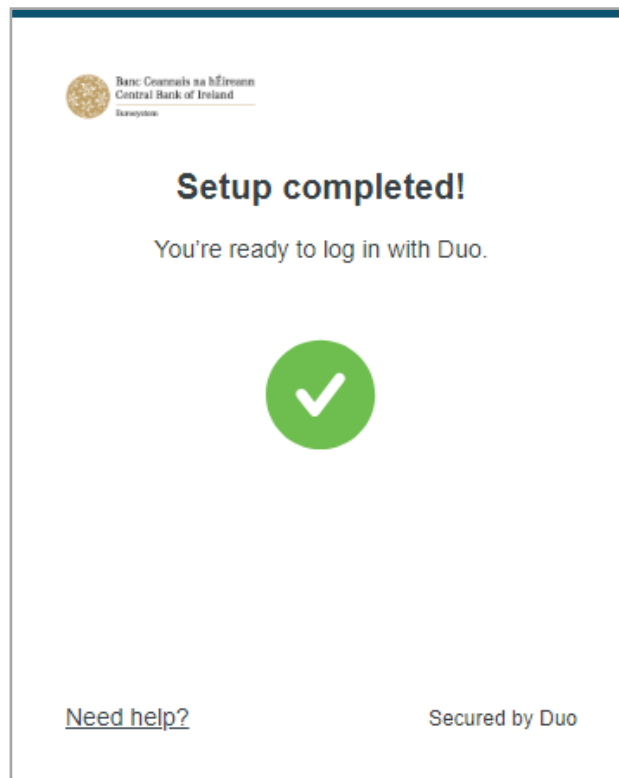
## Step 8:

You are able to add another device if you wish or you can select 'I don't want to add more devices'.



## Step 9:

You will see the ‘**Setup completed**’ screen once registered. You have successfully registered. You will be able to log in using Duo after 04<sup>th</sup> April 2025



## 4. Troubleshooting.

- Duo mobile is supported on devices that run Android 11 and later and IOS.
- There is a 5 minute window from when you click 'Enrol' to complete the enrolment process. If this 5 minute window times out you can click 'Enrol' again to re-generate the enrol window.
- Duo does not provide official support for non-standard custom Android operating systems like OnePlus, LineageOS, or ColorOS, nor is Duo Mobile supported for use on ChromeOS. The current version of Duo Mobile supports Android 11 and greater.
- If you do not have a smartphone, please select the phone call method.
- If you cannot find the 'Duo Mobile' app on your app store please select the phone call method.
- If you chose the 'Duo Mobile' app as your method you can check if your enrolment was set correctly by opening the app and checking your accounts list. You should see an account listed called 'Central Bank of Ireland'.
- If you chose the phone call method and want to check if your enrolment was successful you can contact [onlinereturns@centralbank.ie](mailto:onlinereturns@centralbank.ie).
- If the option to pre-enrol is not available when you go to your account settings page and you have not pre-enrolled previously, please hold CTRL and click F5 to refresh the page and the button to enrol should appear. If you have already pre-enrolled the link to enrol will not become visible.

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