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 from **03 February to 21 March 2025**.

- 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.

Please follow the guidance below to complete pre enrolment process.

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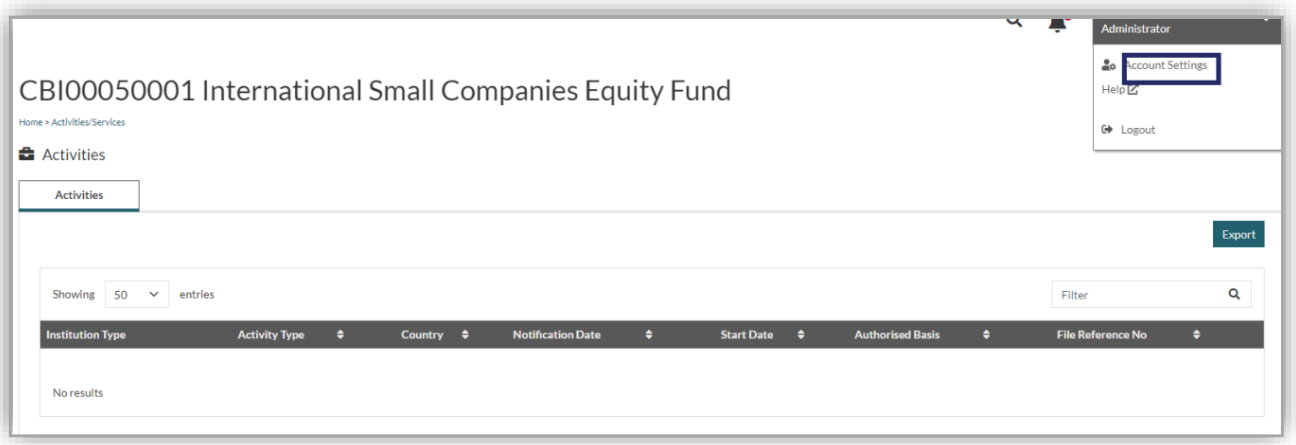
2. Pre-enrolment – Duo Mobile App

Step 1:

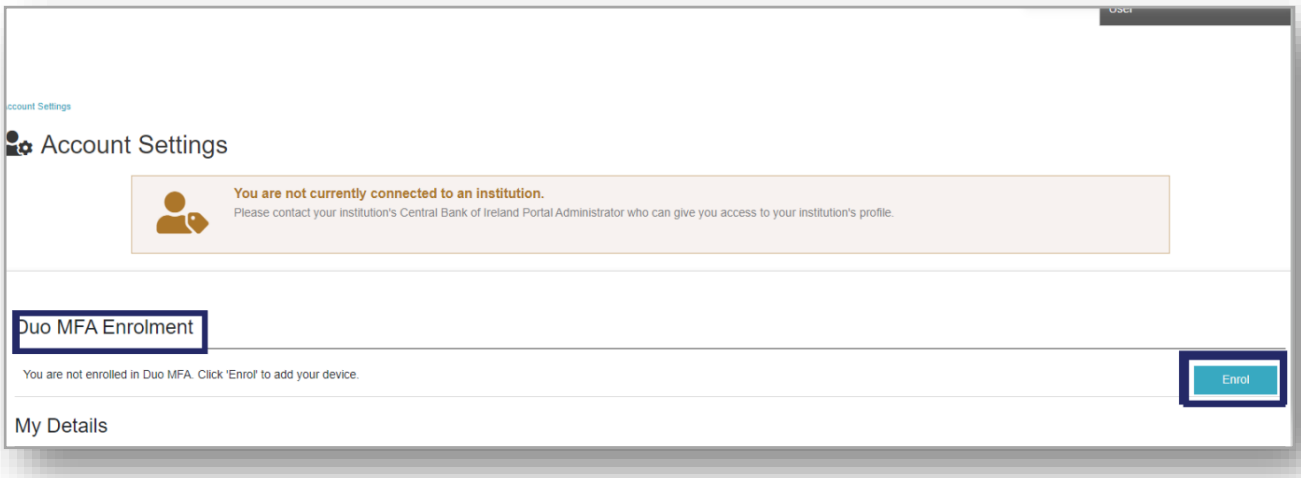
User logs into the portal at **https://portal.centralbank.ie**

Select '**Account Settings**' to pre enrol as highlighted.



Step 2:

A new link appears on the top of the page.



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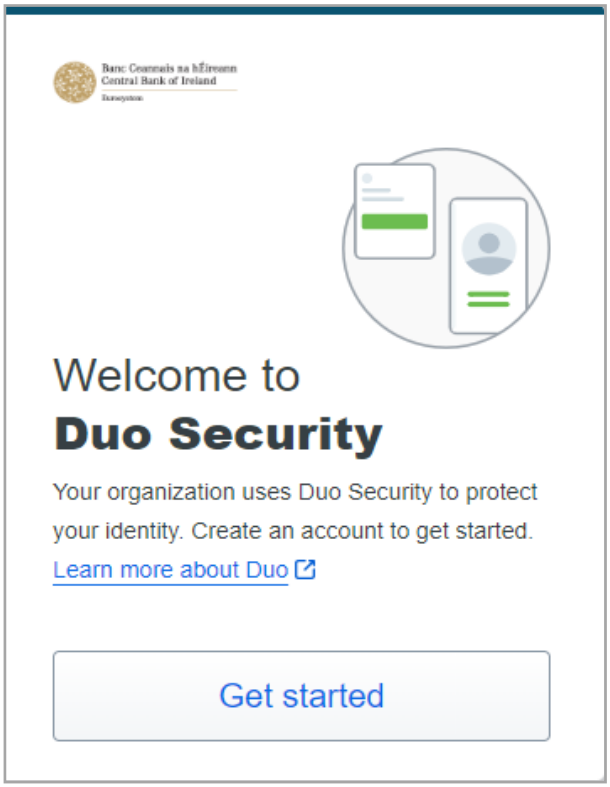
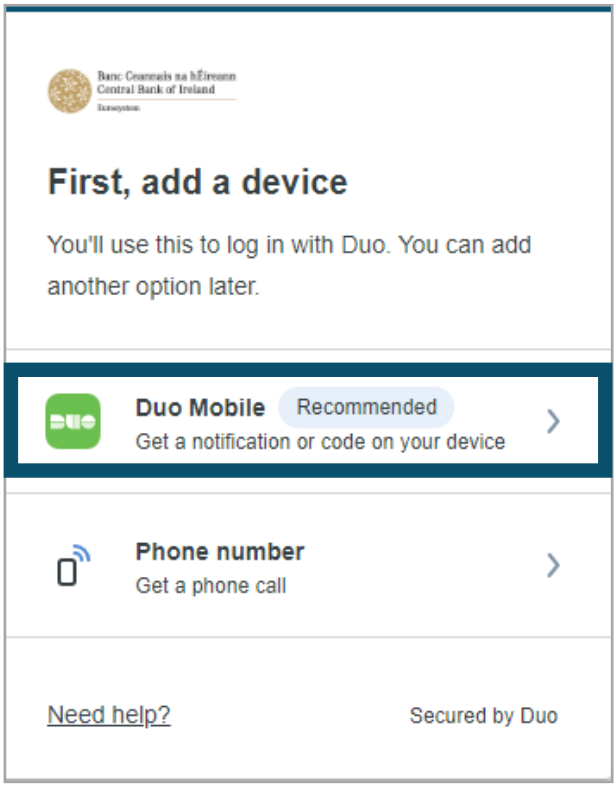
Step 3:

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.**



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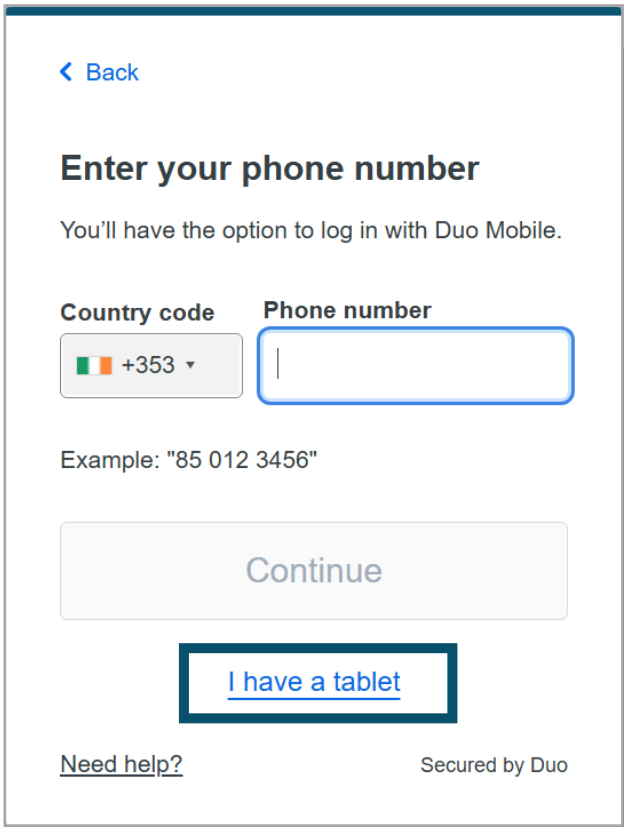
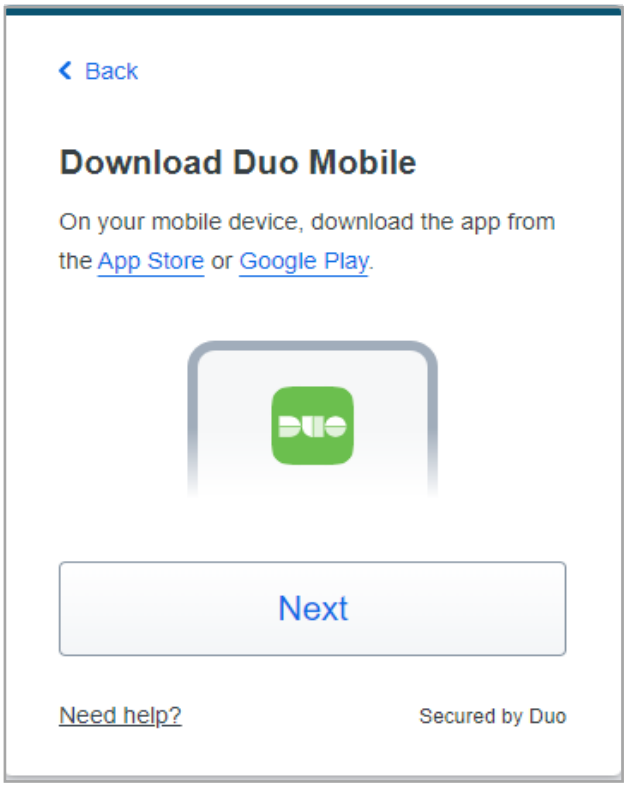
Step 5:

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



Step 6:

Select **'Next'** once the Duo mobile app is downloaded and installed on your phone.



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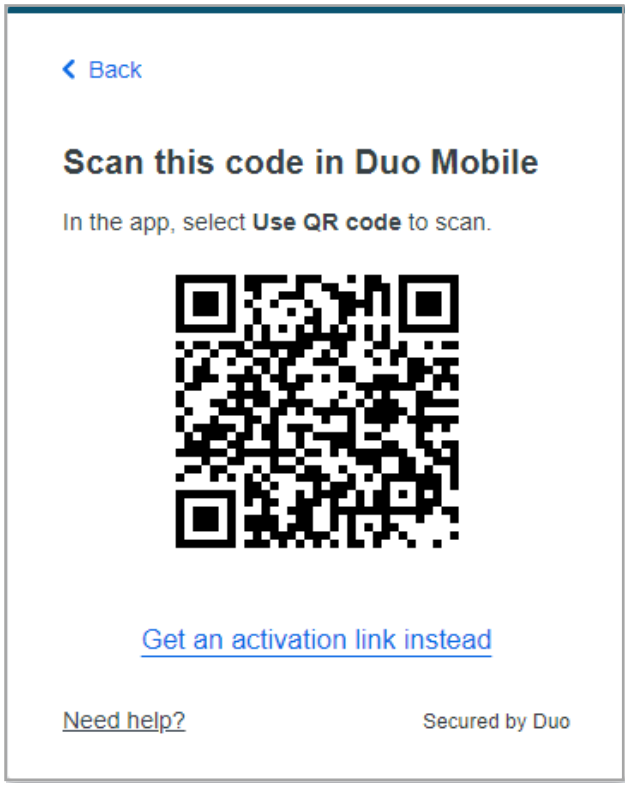
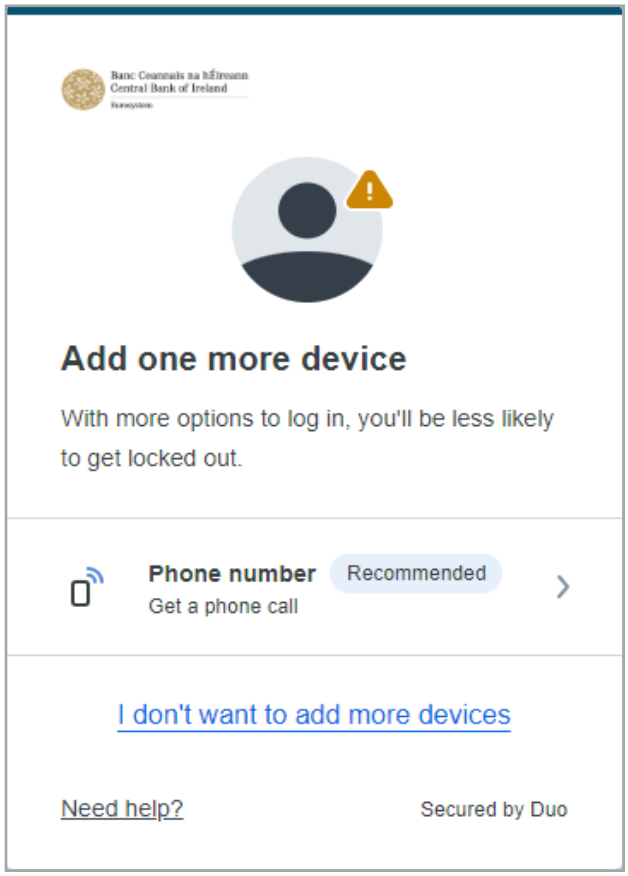
Step 7:

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'.



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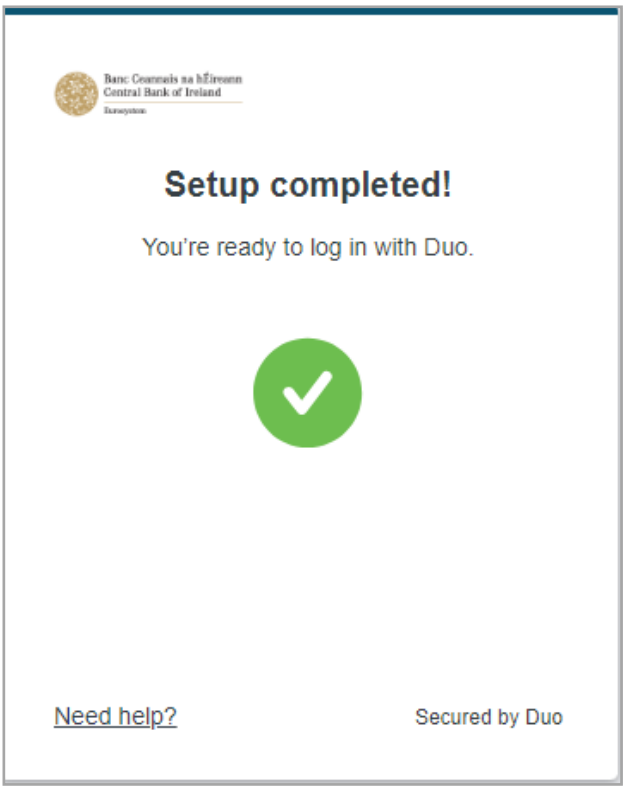
Step 9:

You will see the '**Setup completed**' screen once registered.



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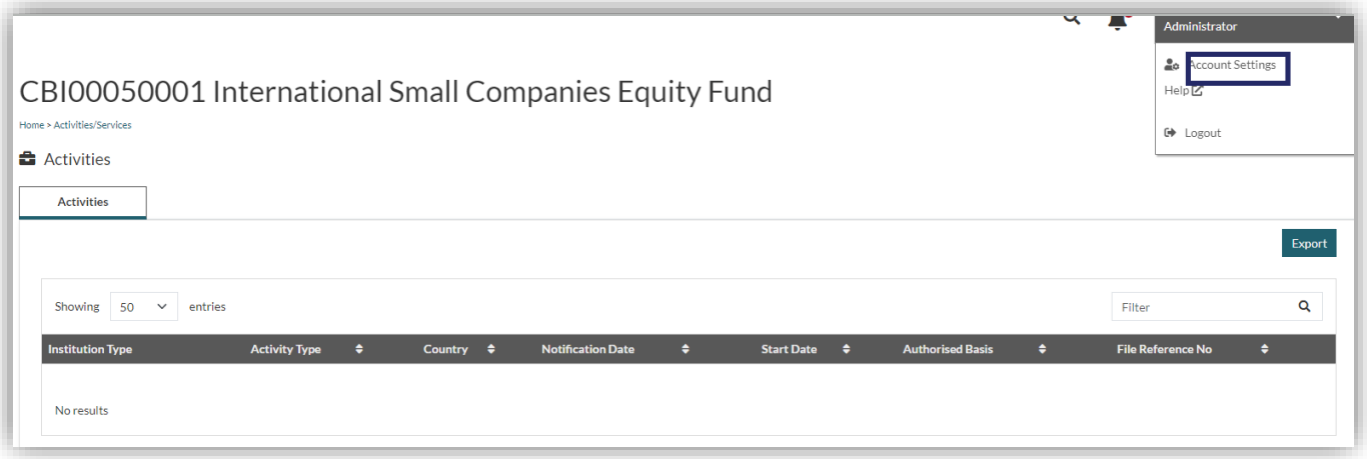
3. Pre-enrolment – Phone call

Step 1:

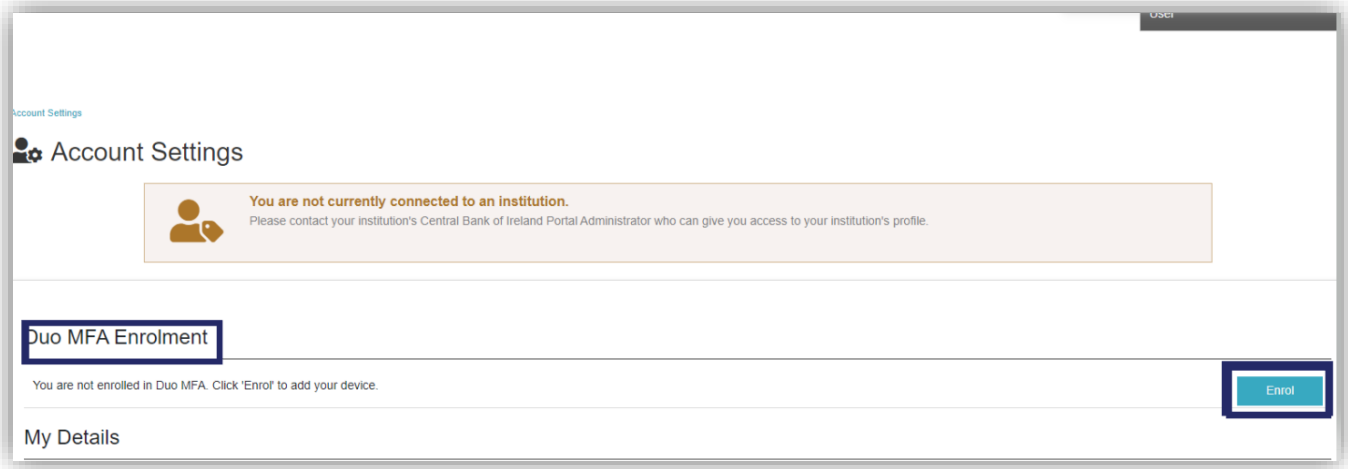
User logs into the portal at **https://portal.centralbank.ie**

Select '**Account Settings**' to pre enrol as highlighted.



Step 2:

A new link appears on the top of the page.



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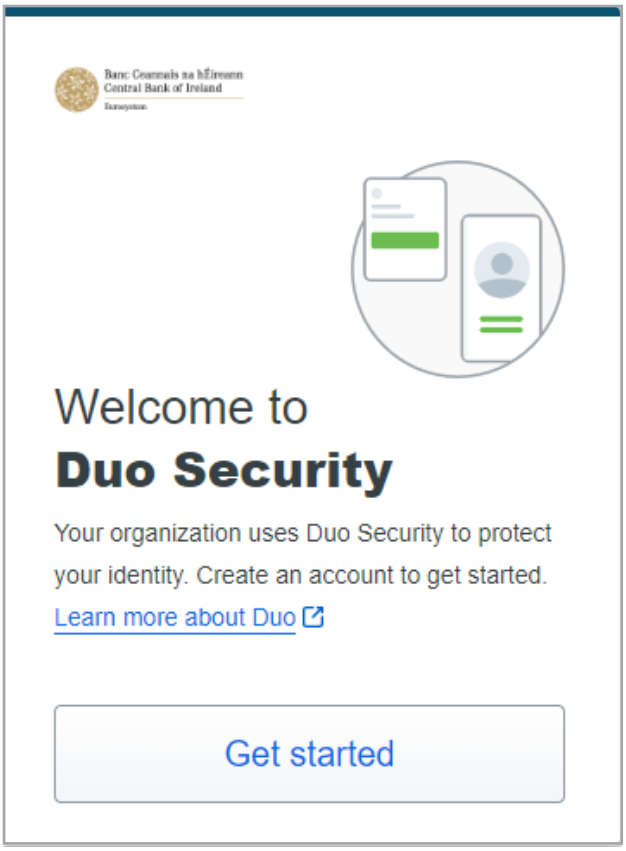
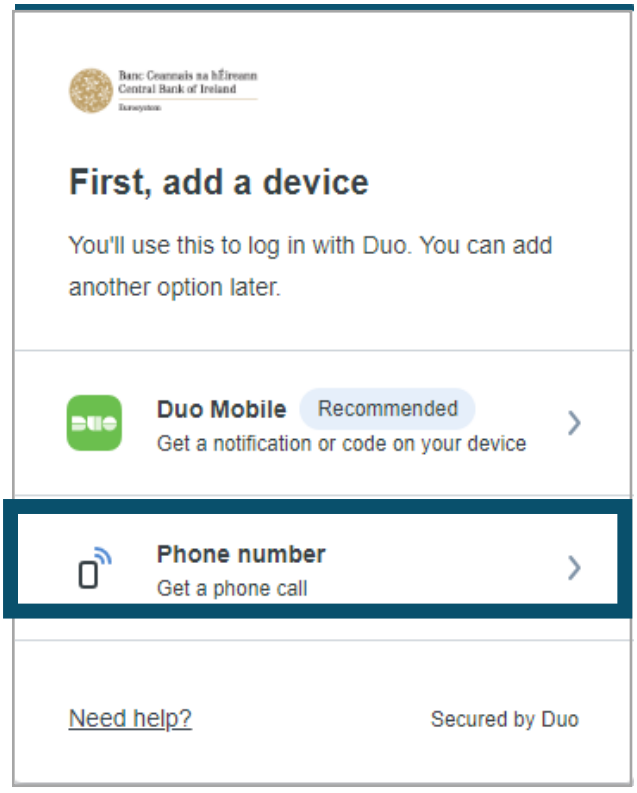
Step 3:

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.



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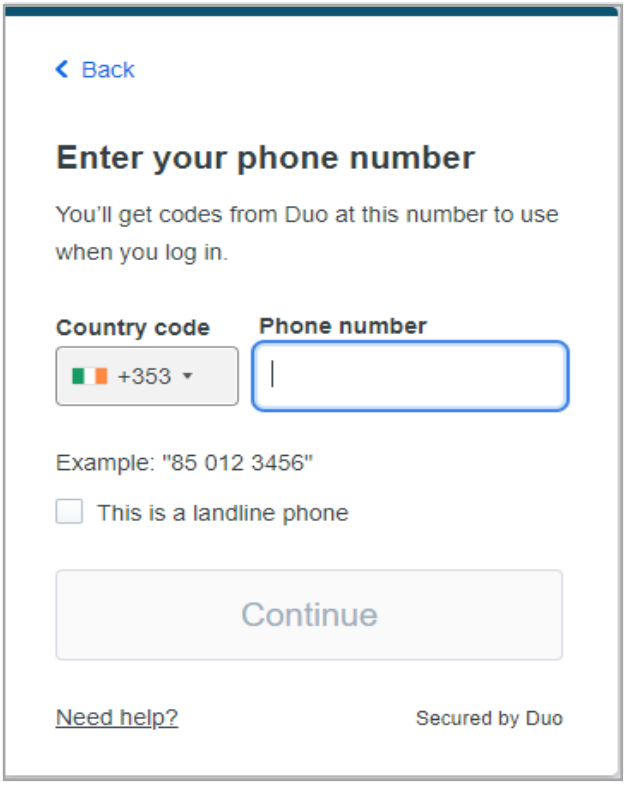
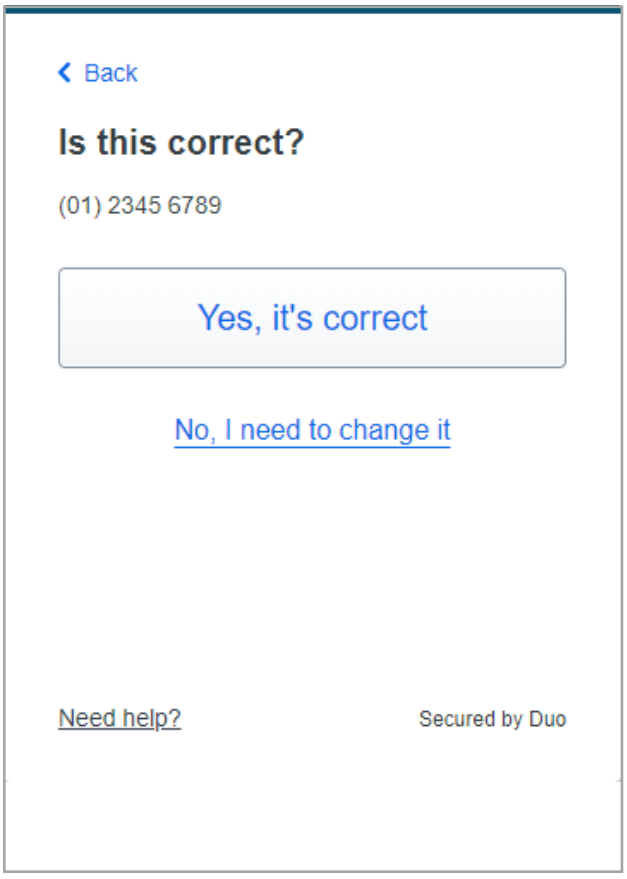
Step 5:

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



Step 6:

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



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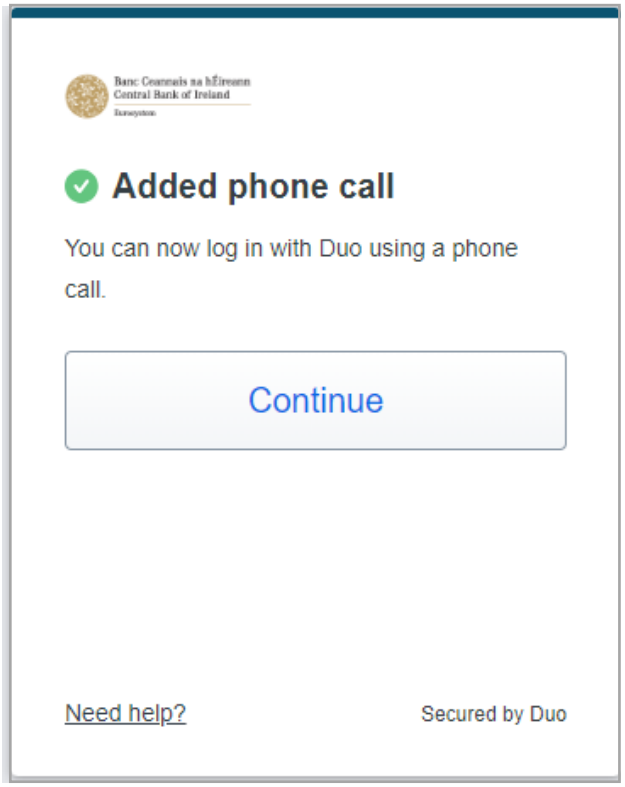
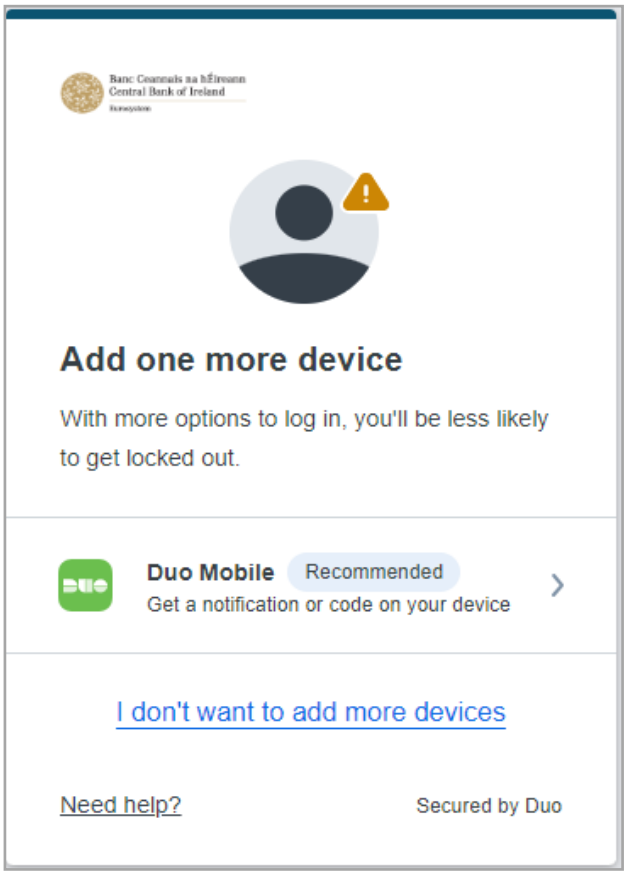
Step 7:

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'.



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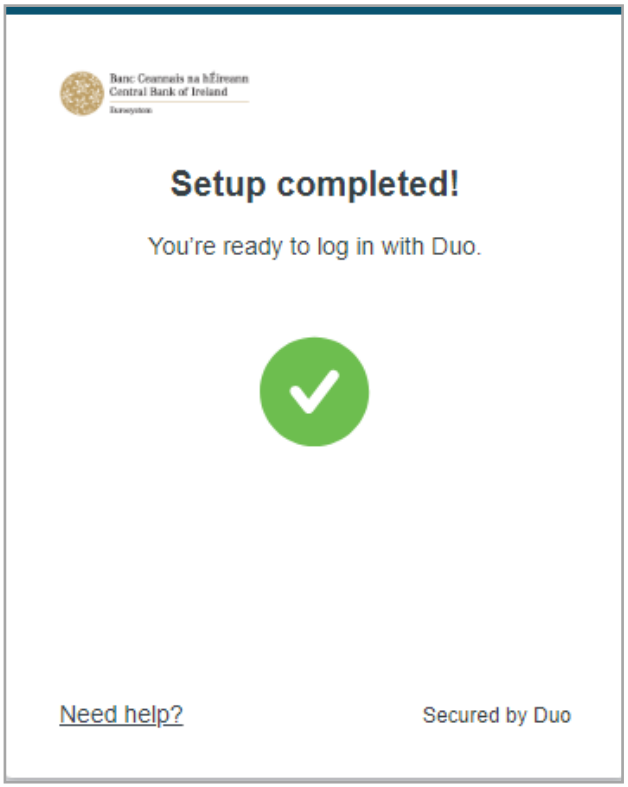
Step 9:

You will see the '**Setup completed**' screen once registered.



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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.

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