University of Minnesota

Self-Help Guide

Duo: Set Up and Use Duo Security

Duo Security adds an additional layer of security to the information you access online. The University requires the use of Duo for current students, faculty, staff, person-of-interest (POI) and for accounts that require more secure access. This guide walks you through the process of setting up and using Duo Multi-Factor Authentication.

Note: Duo Security is currently optional for Departmental accounts. However, it is required for Departmental accounts in the Health Care Component (HCC).

Get Started

Understand Duo

What is Multi-Factor Authentication?

Duo multi-factor authentication enhances security by adding an additional layer of authentication to your log-in information. Duo protects you by verifying your identity in multiple ways: using something you know (your password) and something you have (such as your phone or device).

Learn more about Duo Multi-Factor Authentication
/services-technologies/duo-security

Duo and Accessibility

Duo provides many different options to verify your identity. If you have questions or concerns about using Duo, contact your Disability Resource Center.

Contact the Disability Resource Center
https://atlas.umn.edu/service-portfolio/adaptive-technology-services

Set up Duo

Enable Duo

Set up multiple devices or authentication methods so you can always authenticate with Duo.

Learn About Device Options
https://it.umn.edu/services-technologies/how-tos/duo-enable-duo-security-new-us...
Initiate Duo Security
/services-technologies/how-tos/duo-initiate-duo-security

Request or Revoke Access to Enterprise Applications that Require Duo

Request or Revoke Access to Enterprise Applications that Require Duo
https://tdx.umn.edu/TDClient/31/Portal/KB/ArticleDet?ID=3388
Use for CS PeopleSoft, EFS PeopleSoft, EDMS, and the Data Warehouse.

Use Duo Internationally

Use Duo Internationally
https://tdx.umn.edu/TDClient/31/Portal/KB/ArticleDet?ID=3751
Disclaimer: Duo and U.S. embargoed countries
/services-technologies/resources/disclaimer-duo-us-embargoed-countries

Use Duo

Sign In with Duo

Authenticate with Duo

There are many ways to authenticate using Duo. Plan ahead by adding at least two methods of authentication to verify your identity.

Using Duo Push to Authenticate (Duo Mobile)
https://it.umn.edu/services-technologies/how-tos/duo-use-duo-security-sign-in#u...
Android, iPhone, iPad, Apple Watch
Generating and Using Passcodes, Tokens, or Bypass Codes
https://it.umn.edu/services-technologies/how-tos/duo-use-duo-security-sign-in#p...
Duo Mobile App, Hardware Token, or Bypass Codes
Authenticating with Any Cell Phone or Landline
https://guide.duo.com/other-phones
Using Your Backup Method or Any Other Authentication Method
https://it.umn.edu/services-technologies/how-tos/duo-use-duo-security-sign-in#u...

Remain Logged in for 7 Days with Remember Me

Using Remember Me
https://it.umn.edu/services-technologies/how-tos/duo-use-duo-security-sign-in#r...

Use Duo with Your VPN

Connecting to VPN with Duo
/services-technologies/how-tos/use-duo-your-virtual-private-network-vpn-0

Manage Your Duo Devices

Add and Remove Devices

Adding or Removing Devices From Your Account
/services-technologies/how-tos/duo-add-or-remove-devices
There are many types of devices you can add to your account. You can also remove devices at any time.
Reactivating Duo Mobile for an Existing Device
https://guide.duo.com/universal-enrollment#reactivate-duo-mobile
If you need help with reactivating Duo Mobile, contact Technology Help.

Learn About Hardware Tokens

Requesting a Hardware Token
https://it.umn.edu/services-technologies/how-tos/duo-add-or-remove-devices#requ...
Disposing of a Hardware Token
https://it.umn.edu/services-technologies/how-tos/duo-add-or-remove-devices#retu...

Learn More About Managing Your Devices

Managing Your Devices (Duo Website)
https://guide.duo.com/manage-devices

Troubleshoot Duo

Duo Help

Forgot Device

If you have a backup method already set up, use it to sign in. If not, follow the instructions for additional options.

Using a Backup Method or Other Method to Authenticate
https://it.umn.edu/services-technologies/how-tos/duo-use-duo-security-sign-in#u...
Contact Technology Help
http://it.umn.edu/help
If you have not set up a backup method to authenticate your account, contact Technology Help

Lost or Stolen Device

Remove lost or stolen devices from your account immediately. If your lost or stolen device is University-owned, report it to Technology Help as soon as possible.

Removing a Device from Your Duo Account
https://it.umn.edu/services-technologies/how-tos/duo-add-or-remove-devices#un-e...

Locked Out of Duo

Your Duo account can become locked after multiple failed authentication attempts. If lockout occurs, you must wait 15 minutes after the most recent authentication attempt. If you continue to experience issues after 15 minutes, please contact Technology Help for more support.

Broken Hardware Token

Disposing of a Hardware Token
https://it.umn.edu/services-technologies/how-tos/duo-add-or-remove-devices#retu...

No WiFi or Cell Service

You can authenticate without an internet connection or cell service by using a Duo Mobile passcode or bypass code on your primary or backup device. If you have access to a landline you can authenticate with Call Me.

Generating Bypass Codes Ahead of Time
https://it.umn.edu/services-technologies/how-tos/duo-use-duo-security-sign-in#p...
Using Duo with Any Cell Phone or Landline
https://guide.duo.com/other-phones
Using Passcodes on iOS Duo Mobile App
https://guide.duo.com/iphone#passcodes
Using Passcodes on Android Duo Mobile App
https://guide.duo.com/android#passcodes

Not Receiving Push Notifications

Reactivating or Activating a New Device with an Existing Phone Number
https://it.umn.edu/services-technologies/how-tos/duo-add-or-remove-devices#Reac...

If push is not working and you recently got a phone that uses the same phone number as your old phone, you can use the call me option to reactivate Duo push on your new device.

Troubleshooting Duo Push (Duo's Website)
https://guide.duo.com/common-issues#no-pushes

Troubleshooting Duo

If Duo is not working for you, try these troubleshooting options:

- Refresh your page and sign in again.
- Close and reopen your browser window
- Try a different browser
- Clear cache and cookies

Contact Technology Help
/retired-technology-help
If the issue persists, contact Technology Help.

Using Duo with Departmental Accounts

Duo: Learn the Specifics of Departmental Accounts
https://it.umn.edu/services-technologies/how-tos/duo-learn-specifics-department...