

## 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.

## 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 and Add Devices**

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...>

Enable Duo Security as a New User

</services-technologies/how-tos/duo-enable-duo-security-new-user>

Add Devices to Duo

</services-technologies/how-tos/duo-add-or-remove-devices>

### **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.

Using an Activation Link for Duo Mobile

<https://it.umn.edu/services-technologies/how-tos/duo-add-or-remove-devices#acti...>

If you are not using a computer to add your smartphone or tablet, or are unable to scan a QR code, use an activation link to set up Duo.

## **Learn About Hardware Tokens**

Requesting a Hardware Token

<https://it.umn.edu/services-technologies/how-tos/duo-add-or-remove-devices#requ...>

Returning 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**

Returning or Replacing 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.