Self-Help Guide

Duo: Set Up and Use Duo Security

Duo Security is the University’s way of adding another layer of security to the information you access online. As of November 2019, it is required for all students, faculty, staff, sponsored, and Person-of-Interest accounts. Each user’s requirement begins when they reset their UMN password - but you can opt into Duo earlier than that if you like. This guide will walk you through the process of setting up and using Duo Two-Factor Authentication.

Please note: once you have opted in to Duo Security at Sign in, it is not possible to opt out.

Get Started

Understand Duo

What is Two-Factor Authentication?

Duo two-factor authentication enhances security by adding a second layer of authentication to your login. Duo is stronger than a password alone because there are two factors confirming you are who you say you are: something you have (such as your phone or device) and something you know (your password).

Learn more about Duo Two-Factor Authentication /services-technologies/duo-two-factor-authentication

DUO FAQ
Frequently asked questions about Duo

DUO FAQ
/services-technologies/how-tos/duo-frequently-asked-questions

Set up Duo

Create your account and add a device

We recommend setting up multiple devices as a backup in case your primary device is lost or broken.

Decide What Devices to Enroll in Duo
/services-technologies/how-tos/duo-decide-what-devices-enroll
Enroll a Duo Device
/services-technologies/how-tos/duo-manage-your-duo-account-devices

Enroll in Duo for University Sign-on Pages

Use Duo for All University Sign-on Pages
/duo-use-two-factor-authentication-all

Request Access to Enterprise Applications that Require Duo

Request Access to Enterprise Applications that Require Duo
/services-technologies/how-tos/duo-request-access-enterprise
Use for CS PeopleSoft, EFS PeopleSoft, EDMS, and the Data Warehouse.

Use Duo

Sign In with Duo

Authenticate with Duo

Use the Duo Mobile App (Recommended)
Use Duo Mobile Push
https://youtu.be/8-hQagHS5q4
(1:06)
Use a Landline, Google Voice, or Non-smart Mobile Phone
Use a Token-generated Passcode

Bypass Codes and Remember Me
Save Time with "Remember Me"
Plan Ahead with Bypass Codes

Make Changes to My Duo

Add or Remove a Device
Remove a Device
Add or Enroll Another Device
Add a New Smartphone
Congratulations on your new smartphone! Here's how to help it work with Duo.

Use a Secondary Method
Use a Secondary Login Method

Troubleshoot Duo
Duo Help

I forgot my device at home

If you have a secondary method already configured, use that. If not, follow the instructions for getting override codes.

Use a Secondary Login Method
/services-technologies/how-tos/duo-use-backup-device

My device is missing

Disable and report a missing Duo device
/services-technologies/how-tos/duo-disable-report-missing-or-broken

I’m locked out of Duo

What do I do if I’m locked out of Duo?
https://it.umn.edu/services-technologies/how-tos/duo-managing-your-duo-account-

Something's wrong with my token

Lost or Broken Token
/services-technologies/how-tos/duo-lost-or-broken-hardware-token

Duo’s just not working

Troubleshooting Tips
/services-technologies/how-tos/duo-troubleshooting
Contact Technology Help
/retired-technology-help

Can I use Duo overseas?

Use Duo While Traveling Internationally
/services-technologies/how-tos/duo-use-duo-while-traveling
Duo and U.S. Embargoed Countries
I have no WiFi or cell service.

No WiFi? No Cell Service? No Problem.