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-enroll-duo-device

**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

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
/services-technologies/how-tos/duo-troubleshooting

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
/services-technologies/resources/disclaimer-duo-us-embargoed-countries
Use Duo Security in China
I have no WiFi or cell service.

No WiFi? No Cell Service? No Problem.