Duo 2-Step is Missing Phone and SMS Options

Given the Statement by President Biden on our Nation’s Cybersecurity, ITS is taking precautions to further protect the University’s information assets. One way we are accomplishing this is by following the government guidelines and removing SMS and Phone calls as an second verification option in 2-Step Login with Duo.

If you see this Duo 2-Step prompt screen when logging into the University Sign In page, that means we have increased the security on your account. You will need to use the Duo Mobile App which can be added by following instructions at Setup additional verification devices for Duo. You can also request a Hardware Token by emailing askIT@albany.edu.

Need more help? Contact the ITS Service Desk.