Using Different Options with Duo

There are many ways to use Duo to authenticate. Regardless of which you choose, for your convenience, you can select "Remember me for 30 days" on the device you are logging onto to reduce the number of times you are asked to authenticate with Duo.

I have a smart phone and the Duo app installed (Best option!)

Using the Duo App you can use the options to:

- 'Send Me a Push' notification that you can click Approve or Deny,
  - Requires: Duo App, WiFi or Data connection
- 'Enter a Passcode' which is a number that is generated in the app
  - Requires: Duo app, no WiFi or Data connection needed

I have a simple phone or I do not have the Duo app installed

Using your phone you can choose the options to:

- 'Call Me' will have Duo call your phone. This method does incur a cost to the University and may incur a cost you depending on your cellular plan.
  - Requires: Phone and phone service
- 'Enter a Passcode' and click "Text me new codes" to have Duo send you an SMS text with the code to enter. This method does incur a cost to the University and may incur a cost to you depending on your cellular plan.
  - Requires: Phone and phone service

I have an iPad/Apple Watch or Android tablet with the Duo app installed

Using the Duo App you can use the options to:

- 'Send Me a Push' notification that you can click Approve or Deny,
  - Requires: Duo App, WiFi or Data connection
- 'Enter a Passcode' which is a number that is generated in the app
  - Requires: Duo app, no WiFi or Data connection needed

I only have a landline phone

Using a landline phone you can choose the options to:

- 'Call Me' will have Duo call your phone.
  - Requires: Access to phone
- 'Enter a Passcode' as generated by a token
  - Requires: Token that must be requested and supplied to you by the University

I only have a token

If you only have a token, you can only Enter a Passcode that is generated on the token.

- Requires: Token.

We recommend the Duo app for convenience. It is a small, lightweight app installed on your smart device. If you use the Push option, you only need to tap Approve or Deny when prompted - no typing a passcode. We do recommend having several options so this additional security feature remains convenient for you while keeping your data and the data you have access to secure.
Need more help? Contact the ITS Service Desk.