

Duo Frequently Asked Questions

These are abbreviated answers to frequently asked questions about Duo. For more complete information, please see the “Duo End User Guide.”

WHAT ARE MY AUTHENTICATION OPTIONS?

You can use more than one secondary authentication device. The options for each device are shown below:

I HAVE A SMARTPHONE OR TABLET:

- **Duo Push: This is the preferred method, and also the easiest!** Using the Duo Mobile app on your smartphone or tablet, you receive a push notification when attempting to log in to an MFA-enabled system. Tapping “Approve” allows the login to continue. Tapping “Deny” cancels the login.
- **Passcodes via Duo Mobile app:** tapping the key icon in the Duo mobile app displays a single-use passcode. This is a good option if you do not have a good wireless signal on your phone.
- **Bypass Code:** if you forget your device, the Service Desk can issue a bypass code that will last for a single day.
- **Travel Codes:** if you are going to be travelling and do not want to incur roaming data charges, you can get a single-use code by requesting one from the service desk **at least** three business days before your trip.

I HAVE A HARDWARE TOKEN

- **Passcodes via Hardware Token:** If you have a hardware token, you can enter the number from the token as the passcode when required by Duo. To see the code, press the green button on the token.

HOW DO I AUTHENTICATE WITHOUT CONNECTIVITY?

If you have the Duo mobile app, generate a passcode by tapping the key icon to the right of the DUO screen. The passcode will appear underneath. If you have a token, press the green button to display a login code. Then log in to the system using the passcode.

CAN I USE DUO WITHOUT INCURRING DATA CHARGES?

Yes. If you have the Duo mobile app, it can be used over WiFi without incurring any charges. If WiFi is unavailable, open the app and tap the key icon to the right of the screen to generate a passcode. If you have a token, press the green button to get the code.

WHAT IF I DON'T HAVE A CELL PHONE, SMARTPHONE, OR TABLET?

If you don't have a smartphone or tablet, you can request a hardware token. To get one, ask your manager to open a Service Request in ServiceNow.

CAN DUO BE USED WITH A LANDLINE OR NON-SMARTPHONE?

UCOP does not support landlines or non-smartphones for MFA.

CAN I USE A HARDWARE TOKEN?

If your manager agrees, you can be issued a hardware token. A hardware token is a stand-alone, small device that displays a login code when you press a green button on the device. Please have your manager fill out a request in ServiceNow.

WHY AM I NOT RECEIVING PUSH NOTIFICATIONS ON DUO MOBILE?

You may have trouble receiving push requests if there are network issues between your phone and the app. Many phones have trouble determining whether to use the WiFi or cellular data when checking for push requests. Simply turning the phone to airplane mode and back to normal operating mode again often resolves these sorts of issues, if there is a reliable Internet connection available. Similarly, the issue may be resolved by turning off the WiFi connection on your device and using the cellular data connection.

If these two methods do not resolve the issue, contact the Service Desk.

I LEFT MY MOBILE PHONE AT HOME AND NOW I CAN'T AUTHENTICATE

The Service Desk is able to generate a code for you to use in the event that forget your phone. Call the Service Desk at 510-587-0457 and they will generate a "Bypass code" you can use to authenticate. This code will only be valid for one day. Note: the Service Desk will ask you security questions to verify your identity before issuing such a code. **IMPORTANT: if you have LOST your phone or it was stolen, notify the Service Desk ASAP. They can still provide a bypass code, but will deactivate the lost or stolen phone!**

MY MOBILE PHONE OR TABLET WAS LOST OR STOLEN

If your mobile phone or tablet is lost or stolen, notify the Service Desk immediately and they will disable Duo authentication on that device. Service Desk will also deactivate the entire device if it was issued by UCOP. They can also give you a temporary bypass code, if necessary, to use while you wait for your replacement device.

MY TOKEN WAS LOST OR STOLE

If your token is lost or stolen, notify the Service Desk immediately. They will disable it and issue you a new one. They can also give you a temporary bypass code, if necessary, to use while you wait for your replacement token.

I DON'T HAVE A UCOP-ISSUED MOBILE PHONE AND DON'T WANT TO GIVE OUT MY PRIVATE NUMBER

Speak to your manager or supervisor about obtaining a hardware token.

WHAT HAPPENS IF I GET AN ERROR WHEN AUTHENTICATING?

Most errors are caused by accidentally hitting the wrong key, such as incorrectly entering a code. Try entering the code again. If you have a token, press the green button to make sure the code has not changed. If that still doesn't work, contact the Service Desk.

CAN I JUST INSTALL THE DUO APP ON MY NEW PHONE IF THE NUMBER IS THE SAME AS MY OLD PHONE?

The Duo app is paired with the specific hardware on your phone and the app won't work if you simply load it on another phone, even if the number is the same. See the "Duo End User Guide" for information on adding a new device.

I USE A COOKIE MANAGER THAT DELETES COOKIES AFTER EACH BROWSER SESSION. WILL MY MFA SESSION STILL LAST 10 HOURS?

No. Duo uses a cookie to track if you have already used MFA to authenticate for the day. If that cookie is not there, Duo assumes you have not authenticated and will ask you again. However, most cookie managers allow you to exclude certain web addresses from cookie deletion. Add the web addresses for commonly-used UCOP applications to the exception list for your cookie manager to avoid having to authenticate each time you open an application.

DOES AUTHENTICATION WORK ACROSS MULTIPLE BROWSERS?

No. If you open multiple tabs in Internet Explorer, or Firefox, you will only have to use MFA to authenticate for the first tab. However, if you open one application in Internet Explorer, and one in Firefox, you will have to authenticate once in each browser.

DO I HAVE TO USE THE DUO APP OR TOKEN TO AUTHENTICATE USING THE MAIL APP ON MY SMARTPHONE?

You will need to authenticate with Duo the first time you open a mail app on your mobile device. You will not need to authenticate again unless you change your password.

I HAVE A QUESTION ABOUT DUO THAT IS NOT LISTED HERE. WHAT SHOULD I DO?

If it is an urgent Duo issue, call the Service Desk at 510-587-0457. Otherwise, log in to the UCOP ServiceNow web portal at <https://ucop.service-now.com/> and ask your question there.

WHAT HAPPENS IF I TAKE NO ACTION ON A PUSH REQUEST?

If you take no action on a request, it will time out and you will see a message similar to the following:

Authentication with Duo is required for the requested service.

UNIVERSITY OF CALIFORNIA ≡ Settings

Device:

Login timed out.

Cancel this Request