DUO Multifactor Authentication Frequently Asked Questions

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WHAT ARE MY AUTHENTICATION OPTIONS AND CAN I HAVE MORE THAN ONE SECONDARY AUTHENTICATION DEVICE?

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**: If the Duo Mobile app is installed on your smartphone, you can receive a push notification and can either approve or deny the authentication attempt. If you deny it, you can indicate whether it was fraudulent. **This is the preferred method.**
- **Phone call**: You receive a phone call from Duo. The call will give instructions on approving or denying the authentication attempt.
- **Passcodes via Duo Mobile app**: If you have the Duo Mobile app installed, you can receive a one-time passcode by tapping the key in the mobile app. This passcode must be used immediately. This is a good option if you do not have a good wireless signal on your phone

I HAVE A LAND LINE

- **Phone call**: You receive a phone call from Duo. The call will give instructions on approving or denying the authentication attempt.

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.

HOW DO I AUTHENTICATE WITH MY SMARTPHONE APP IF I DON'T HAVE CELL SIGNAL, DATA, OR WI-FI CONNECTION?

Generate a passcode in the Duo Mobile app by tapping the key icon to the right of the DUO screen. The passcode will appear underneath. Then log in to the system using the passcode.

CAN I USE DUO WITHOUT INCURRING DATA CHARGES?

Yes, if you have the smartphone or tablet app. Open the app and select the key icon to the right of the screen to generate a passcode. This process does not use data and does not incur any charges.

ARE THERE ANY DEVICES THAT CAN'T BE USED WITH DUO?

Yes. Duo cannot be used with Jabber for security reasons. The Duo app requires a smart device and will not work with, for example, an older mobile flip phone. Landline and older mobile phones can still be used for the "Call Me" option.

WHY CAN'T I USE DUO WITH JABBER?

Two-factor authentication relies on having two separate devices. If you are using Jabber and, for example, your laptop is stolen, the thief would be able to defeat Duo by simply receiving the call on Jabber.

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

If you don't have a cell phone, smartphone, or tablet, Duo allows you to use your landline phone. You will receive an automated phone call that requires you to press any key to confirm your identity. You can also request a hardware token. To get one, your manager will need to open a ticket in ServiceNow.

I HAVE A HOME/OFFICE PHONE (LANDLINE):

Phone call: You receive a phone call from Duo. The call will give instructions on approving or denying the authentication attempt. **Note: Do not use Jabber for Multifactor Authentication.**

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. Please have your manager fill out a ServiceNow request.

MY ACCOUNT IS LOCKED OUT. WHAT SHOULD I DO?

The two most common reasons why your account is locked out include: entering the incorrect password for your UCOP ID or the MFA factor has failed at least 10 times.

Contact the Service Desk to unlock your account.

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 or use the "Enter a Code" method.

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 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.

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 mis-entering a code. Try entering the code again. If that still doesn't work, contact the Service Desk.

I JUST GOT A NEW PHONE WITH THE SAME NUMBER AS MY OLD PHONE. CAN I JUST INSTALL THE DUO APP ON IT?

No. 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. In this case, you should contact t'he Service Desk and they will walk you through the process of moving the Duo app onto your new phone.

CAN I HAVE DUO REMEMBER ME WITHOUT HAVING TO USE MFA EACH TIME I REOPEN A BROWSER?

Yes. Checking the "Remember me for 12 hours" box lets Duo remember you so that you don't have to use MFA each time you reopen your browser. Note that some applications, such as UCPath, require you to use MFA each time you login. These applications override the "Remember me for 12 hours" option. See the user manual for detailed information about using this option.

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.