Introduction

Emergency passcodes are used in situations where your other devices enrolled in Duo are currently unavailable or when travelling. You may generate emergency passcodes ahead of time, and either print them for storage in your wallet (or another secure location) or email them to a personal email account.

Emergency passcodes are good for 180 days after they are generated. Each passcode can only be used one time. Emergency passcodes may be useful in a situation where your mobile device is not functioning or has been lost, and you're unable to use one of your other enrolled devices (such as an office desk phone or home phone).

Note: Even when there is no cell or Wi-Fi reception, the Duo mobile app on iOS and Android phones and tablets can still be used to generate a passcode manually. In addition, if you have previously instructed Duo to send passcodes via text message, you may be able to use one of the remaining passcodes in that text message without relying on emergency passcodes.

Pre-Create Emergency Passcodes

1. From your favorite browser, navigate to http://www.towson.edu/netid and click on the Pre-Create Emergency Duo Passcodes link under the Faculty/Staff NetID Tools heading and the Manage your Duo Multi-Factor Authentication devices and passcodes subheading.

2. The Pre-Create Emergency Duo Passcodes screen will appear. Enter your NetID (Username) and Password and click Login.

Note: If you have previously registered devices, you will have to authenticate to add the hardware token.

3. The Pre-Create Emergency Duo Passcodes screen will appear. At the bottom of the screen, under Generate a set of 10 emergency passcodes, click the Create Emergency Duo Passcodes button.
Duo Multi-Factor Authentication: Pre-Create Emergency Passcodes

Note: If you wish to have the passcodes also sent you via email, click the selection box beside In addition to displaying passcodes below, also send them to a personal email address.

![Checkbox for email delivery of passcodes]

Enter your personal e-mail address: [Redacted]@gmail.com
Repeat personal e-mail address: [Redacted]@gmail.com

Figure 2

4. Your codes will appear. Note that the expiration date is listed. Simple print them out and tuck them in your wallet or other secure location.

![List of emergency passcodes]

Figure 3

Note: New emergency passcodes can be generated at any time, but generating a new set of passcodes will invalidate any previous set. In addition, if you contact the OTS Help Center and they provide you an emergency passcode, your previous emergency passcodes are automatically invalidated, and you must generate a new set.