

# Duo Multi-Factor Authentication

## Pre-Create Emergency Passcodes

### 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.

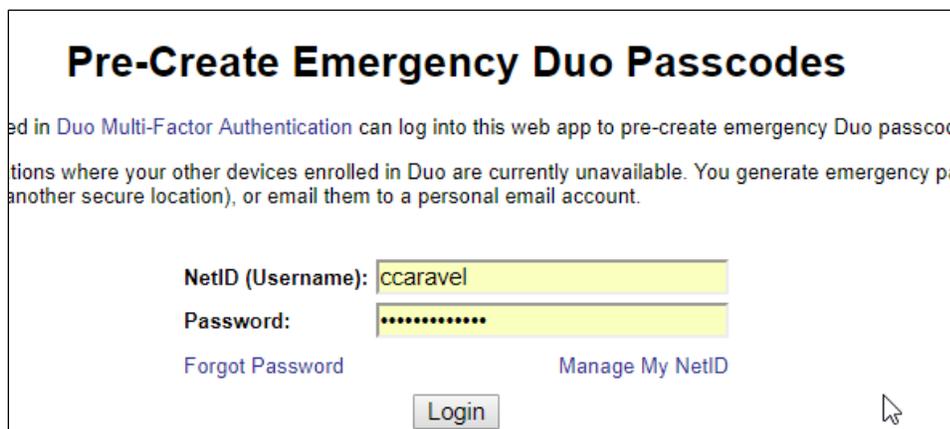
Emergency passcodes are good for 180 days after they are generated. Each passcode can only be used one time.

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**.



The screenshot shows a web form titled "Pre-Create Emergency Duo Passcodes". Below the title, there is a paragraph of text explaining the purpose of the screen. The form contains two input fields: "NetID (Username):" with the value "ccaravel" and "Password:" with a masked password of "\*\*\*\*\*". Below the password field, there are two links: "Forgot Password" and "Manage My NetID". At the bottom of the form, there is a "Login" button and a mouse cursor pointing to the right.

Figure 1

**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.

**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.**

**In addition to displaying passcodes below, also send them to a personal email address**

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.

**Generate a set of 10 emergency passcodes**

Your emergency passcodes have been successfully generated and are displayed below.

Please print this page and store the contents of the small box below in a secure location (such as a wallet).

**TU**  
TOWSON  
UNIVERSITY

**Emergency Duo Passcodes**  
Created on 07/11/19, expire on 01/07/20.  
Each code can **only be used one time.**  
Visit [www.towson.edu/duo](http://www.towson.edu/duo) for more information.

<input type="checkbox"/> 125559903	<input type="checkbox"/> 048013267
<input type="checkbox"/> 073868514	<input type="checkbox"/> 079926771
<input type="checkbox"/> 065856687	<input type="checkbox"/> 951682380
<input type="checkbox"/> 603517557	<input type="checkbox"/> 418040461
<input type="checkbox"/> 850525673	<input type="checkbox"/> 054655549

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.