Duo Multi-Factor Authentication
Authentication Methods

Introduction

Duo adds a second layer of security when authenticating to a system. This is done using a second device such as a phone or a landline. There are a variety of ways to authenticate using these devices. This includes the following:

- **Duo Push** - Receive a screen notification (a push) on your device from the downloaded Duo app. Press Approve on your device to log in. This is the recommended method.
- **Call Me** - Receive a phone call on your cell phone or landline. Press 1 to authenticate.
- **Passcode** - Receive a text message with a code. Enter the code on screen.

Authentication Methods

**Note:** You must enroll devices before authentication can occur. If you have not already enrolled a device, refer to self-help documentation at www.towson.edu/duo.

1. When the **Choose an authentication method** window appears, click the down arrow beside **Device** and choose the device you wish to use to authenticate with.
2. Authenticate using one of the following options:

![Figure 1](https://example.com/figure1.png)

- **Send Me a Push** – A DUO MOBILE Login request will appear on your Smartphone or Tablet. To authenticate:

![Figure 2](https://example.com/figure2.png)
i. **From the locked position** – Open the login request after entering your passcode and then press **Approve** to authenticate. If you were not expecting a push, press **Deny**.

![Figure 3](image1)

**Figure 3**

b. **From the unlocked position** – Swipe down from the **DUO Mobile Login Request** and choose **Approve**. If you were not expecting a push, select **Deny**.

c. **Call Me** – Your smartphone or landline will ring and you will be required to press 1 to login. The call will automatically terminate after selection.

![Figure 4](image2)

**Figure 4**
d. **Enter a Passcode** – You may either enter a passcode generated from the Duo app or have codes sent in a text message format.

**Figure 5**

i. **Duo app** – Open the app on your phone or tablet and press the **expand** arrow beside **Towson University**. A code will appear. When authenticating through DUO, click the **Enter a Passcode** button and enter the number generated by the app in this field.

**Figure 6**

ii. **SMS passcode** – When the DUO authentication screen appears, click **Enter a Passcode**. A blue bar will appear at the bottom of the box. Click **Text me new codes**.
iii. When you receive the text message on your phone, enter the first of 5 passcodes that will be sent. (You may use the other passcodes at a later date)

![Text Message](image)

**Figure 8**

### Remember Me Option

When using DUO to authenticate web applications such as PeopleSoft or Office 365, you may see a **Remember me for 30 days** option. If the computer is not a shared or public machine, you can enable that option by selecting the checkbox.

**Note:** If you have configured Duo to automatically call your phone or automatically send you a push notification, the **Remember me for 30 days** option may be grayed out when the Duo prompt first appears. See the second bullet below for complete instructions on how to utilize in this situation.

![Remember me for 30 days](image)

**Figure 9**

Below are tips pertaining to the Remember me setting for different scenarios that may occur:

- **Mobile Device** - the **Remember me for 30 days** option may not be in view or covered by the on screen keyboard. Simply swipe to see the bottom of the authentication box or minimize your keyboard.

- **Computer/Mobile Device** - If you have configured Duo to automatically call your phone or automatically send you a push notification, the **Remember me for 30 days** option may be grayed out when the Duo prompt first appears. To utilize the remember me option, do the following:
  - **Push Notifications**
    - On the **Pushed a login request to your device** blue bar, click the **Cancel** button.

![Pushed a login request to your device](image)

**Figure 10**

- When the **Authentication request canceled** blue bar appears, click **Dismiss**.

![Authentication request canceled](image)

**Figure 11**

- Select the checkbox beside **Remember me for 30 days** and then choose an authentication method.
Call Notifications

- You must **Decline** the phone call.
- Press **Cancel** when the blue bar appears.
- When the **Authentication request canceled** blue bar appears, click **Dismiss**.
- Select the checkbox beside **Remember me for 30 days** and then choose an authentication method.