**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:

   ![Authentication Methods](image)

   **Figure 1**

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

   ![Login request](image)

   **Figure 2**
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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](image)

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](image)

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

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.
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**. 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)
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.

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.
  - When the **Authentication request canceled** blue bar appears, click **Dismiss**.
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- Select the checkbox beside **Remember me for 30 days** and then choose an authentication method.

  o **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.