Duo Multi-Factor Authentication FAQs

Reference Guide

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Introduction

What is Duo Multi-Factor Authentication, and why is Towson University using it?

Multi-Factor Authentication (MFA) requires an additional step to prove the identity of the person logging in. Towson University has chosen Duo Security's MFA solution to improve the security of our systems. Towson is joining the growing number of businesses and universities that are relying on MFA to protect their services, their data, and their users. Passwords are often compromised because of phishing, malware and other types of attacks. Verifying your identity with Duo prevents anyone else from logging in as your NetID - even if they know your password.

How does it work?

An individual who is enrolled in Duo will use *both* their password and a mobile device or landline phone when logging into various TU systems with their NetID. In general, Duo authentication needs to be performed *only once per month* for most applications.

Who is required to use Duo?

Once Duo is completely rolled out, all faculty and staff will be required to use it. Students, student employees, retirees and Guest NetIDs will not be eligible to use Duo at this time.

Can I opt out of Duo?

Faculty and staff cannot opt out of using multi-factor authentication for any systems that have been configured for Duo. There will be multiple methods available for authenticating to accommodate a variety of circumstances. If you have concerns or questions about using Duo after reviewing the self-help materials, please contact the Office of Technology Services (OTS).

Which systems require MFA?

Systems requiring multi-factor authentication are identified based on the sensitivity of the data, as well as any vulnerability to phishing and other attacks. Duo will be rolled out progressively to a variety of systems over time, but some of the earliest systems to require it will be Office 365, Salesforce and PeopleSoft. See towson.edu/duo for more information.

Where can I go for more information, training or support?

OTS Training provides a variety of self-help resources including how to enroll and manage devices at http://www.towson.edu/technology/training/resources/duo.html.

Additional assistance is available from OTS by submitting a TechHelp service request (http://techhelp.towson.edu) or by contacting the Faculty/Staff Help Center at 410-704-5151. Duo Security also provides a User Guide (https://guide.duo.com).

Enrolling and Managing Your Devices

Do I need to do anything to set up Duo, or is it automatic?

Enrollment in Duo is not automatic. Prior to being required to use Duo, faculty and staff will be notified via email to enroll. Starting sometime in Fall 2017, new faculty/staff will need to finish either Duo enrollment

within one week of activating their NetID, and will be prompted to do so automatically. Faculty/staff can visit the NetID Tools page (towson.edu/NetID) and click "Enroll and Manage Duo Devices."

Duo self-help resources: http://www.towson.edu/technology/training/resources/duo.html

What mobile devices are supported?

Various mobile devices are supported:

- Traditional cell phones that support phone calls or text messaging
- Smartphones running Apple iOS (iPhone), Android, Blackberry or Windows Phone, which can support the Duo mobile app, phone calls or text messaging
- Tablets running Apple iOS (iPad, iPod) or Android, which can support the Duo mobile app

If I don't have a supported mobile device, what options do I have for using Duo?

You do not need to have a mobile device to use Duo. Landlines (like an office or home phone) can be used to authenticate via a phone call. In limited circumstances, a hardware token (a small electronic device that may be attached to a keychain and generates a code) can be requested by contacting the OTS Faculty/Staff Help Center by submitting a TechHelp request or by phone at 410-704-5151.

Self-help document: http://www.towson.edu/technology/training/resources/documents/duo/duo09-duo-enroll-and-authenticate-hardware-token.pdf

How many devices can I register?

You may enroll as many devices as you want. OTS recommends enrolling *multiple devices*, including both mobile devices and landlines. Enrolling both your office and home phone numbers ensures that you can log in even if your mobile device is unavailable.

I am unable to install the Duo application on my mobile device because my device is not supported or not running a recent operating system. What can I do?

If your mobile device does not support the Duo application, you can still use your device to receive phone calls or text (SMS) messages for Duo authentication.

Can I enroll a shared device?

Yes. Landlines and mobile devices can be shared by multiple individuals. This may be common in shared office environments or family members who share a home phone number.

How do I enable or disable the option for Duo to automatically push notifications or call my phone.

Visit the NetID Tools page (towson.edu/NetID), click the "Enroll and Manage Duo Devices" link, and authenticate to manage your devices. You may disable automatic behavior, or switch between push notifications or phone calls.

Duo self-help resources: http://www.towson.edu/technology/training/resources/duo.html

How do I add, remove, change the name of, or change my default device in Duo?

Visit the NetID Tools page (towson.edu/NetID), click the "Enroll and Manage Duo Devices" link, and authenticate to manage your devices.

Duo self-help resources: http://www.towson.edu/technology/training/resources/duo.html

Is the Duo mobile app free? When I try to get Duo from the Apple App Store, I'm asked for payment information.

Yes, the Duo mobile app is free. The Apple App Store does require payment information on record even when downloading a free app.

I'm leaving the university. Do I need to do anything with Duo?

No. As your NetID is de-provisioned, OTS will automatically disable Duo access. You are free to remove the Duo app from any mobile devices.

Should I allow my Duo mobile app to update automatically?

Yes. Keeping the Duo app up-to-date ensures that any bugs or security vulnerabilities are resolved as quickly as possible.

Authenticating with Duo

What is the recommended method of authenticating?

OTS recommends using the Duo Push method (push notifications through the app) for smartphones that support the feature, which triggers a pop-up notification on the mobile device that you can easily respond to. Besides push notifications, OTS also recommends generating a passcode from within the Duo mobile app, which works even without an Internet connection. As a fallback, you can also rely on text (SMS) messages or phone calls.

Duo self-help resources: http://www.towson.edu/technology/training/resources/duo.html

I don't want to log in every day. How do I get Duo to "remember me" for an extended period of time?

Authenticating with Duo through a web browser, you may see a "Remember me for 30 days" option. If the computer is not a shared or public machine, you can enable this option to avoid Duo authentication requests for up to 30 days. This will remain in effect as long as you are authenticating on the same computer/browser and do not clear browser cookiesIf you configured Duo to automatically call your phone or send you a push notification, the "Remember me for 30 days" option may be grayed out or hidden when the Duo prompt first appears. You must click "Cancel" on the blue bar, and repeat the authentication process to access the "Remember me" checkbox.

Self-help document: http://www.towson.edu/technology/training/resources/documents/duo/duo05-duo-authentication.pdf

I received multiple codes when I used the SMS (text) method. How do I use them and will they expire?

By receiving multiple codes in one text message, you avoid having to receive a new text for every authentication attempt. You can use each passcode in order, one at a time, using the "Passcode" option when logging into Duo. The passcodes are valid for one year after they are sent. If you cannot find the previous text message, you can send yourself a new text message with a new set of codes at any time.

Self-help document: http://www.towson.edu/technology/training/resources/documents/duo/duo05-duo-authentication.pdf

If I use the text message or phone call option, will I be charged by my phone company?

If you use the text message option and do not have an "unlimited" message plan, then you will be charged for the text message. There are up to two mandatory texts to set up Duo on your phone. After that, you only get texts if you choose to authenticate using passcodes from a text message.

If you are charged for voice minutes on your device, then you will be charged for each call from Duo when you authenticate by phone call. The calls should be very brief (under one minute each). You will not be charged for using text messages or phone calls on any Towson-owned device.

Can I use the Duo mobile app for protecting non-Towson services like DropBox or Google?

Yes. You can use the Duo app for handling multi-factor authenticating for other services, not affiliated with TU, such as DropBox, Google, LastPass and others. You can read more at https://guide.duo.com/third-party-accounts.

Outlook, Mobile Email/Calendar, Office 365 and Skype

What email and calendar applications can I use with Office 365 after I'm enrolled in Duo?

OTS recommends Outlook 2016 (for Windows or Mac), the Outlook mobile app (iPhone, Android, Windows Phone), Outlook on the Web (http://outlook.towson.edu), or Outlook 2016 in Virtual Workspace (http://vw.towson.edu). Alternatively, you can use the native email, calendar and contact apps on your iOS and Android devices. You may also use Outlook 2013 on-campus, although OTS recommends requesting an upgrade to Outlook 2016. If you use Outlook 2013 at home, see the following question. **Duo is not compatible with Mac Mail.**

I have Outlook 2013 at home and it will not log in after I enrolled in Duo.

We recommend upgrading to Office 2016 by downloading and installing the latest version of Office through Office 365 (http://office.towson.edu). If you are using Outlook 2013 off-campus and cannot upgrade to Outlook/Office 2016 through Office 365 (http://office.towson.edu), you may need to submit a TechHelp service request (http://techhelp.towson.edu) for a software fix to make Outlook 2013 compatible.

Will I be frequently prompted for Duo authentication from Outlook, Skype or OneDrive on my desktop or mobile device?

Any prompts will be infrequent. The Outlook, Skype and OneDrive desktop and mobile apps only prompt for authentication when you first install the software, and whenever your password expires or is changed. When you receive a password prompt, it will then be followed by a Duo authentication prompt. The prompts are fairly infrequent (and less frequent than prompts when accessing Office 365 web apps).

Where can I learn more about the Outlook mobile app?

The default mail, calendar and contact apps on iOS and Android mobile devices will continue to work with your Towson email.

The Outlook mobile app is available for free for Android and iOS devices. OTS Training offers self-help resources at http://www.towson.edu/technology/training/resources/office2016.html (search for "Outlook App"), as well as an introductory video at https://www.youtube.com/watch?v=OsFx9kdIcO0.

Can I use IMAP/POP after I'm enrolled in Duo?

Neither IMAP nor POP can be used after enrolling in Duo. Instead, you will need to use Outlook 2016 (for Windows or Mac), the Outlook mobile app (iPhone, Android, Windows Phone), Outlook on the Web (http://outlook.towson.edu), Outlook in Virtual Workspace (http://vw.towson.edu), or the default mail app on iOS and Android mobile devices.

I'm running a version of Windows or Mac OS that won't support Outlook 2016. How can I access my account through Outlook 2016?

You can use Outlook 2016 through Virtual Workspace (http://vw.towson.edu), or access your account through Outlook on the Web App (http://outlook.towson.edu).

Will Skype for Business continue to work after I'm enrolled in Duo?

You will need to use Skype for Business 2016 (for Windows or Mac), the latest Skype for Business mobile app (iPhone, Android, Windows Phone), or sign into Skype using Outlook on the Web (http://outlook.towson.edu). You can download and install Skype for Business 2016 at home through Office 365 (http://office.towson.edu).

Do I need to change anything with the OneDrive sync client on my desktop after I'm enrolled in Duo?

No. Your OneDrive sync client will continue to function without any changes. The next time your OneDrive client needs you to enter your password, it may also require Duo authentication.

Will other mobile apps that interact with Office 365 be affected after I'm enrolled in Duo?

If you use any of the mobile apps that interact with your Towson Office 365 account, you may occasionally be prompted for Duo authentication after it prompts you for your password. Mobile apps that may connect to your Towson Office 365 account include Outlook, OneDrive, SharePoint, OneNote, Word, Excel and PowerPoint.

Traveling

I travel internationally. How does this affect my ability to log in with Duo?

Using the Duo mobile app (available for smartphone or tablet), you can generate passcodes even if you don't have an Internet, Wi-Fi, or a cellular connection. If you're traveling internationally (or have an international phone number), and are using text messages or phone calls as your authentication method, you may be subject to your carrier's roaming charges. Use of text messages or phone calls is not recommended for international travelers.

You may also pre-create emergency Duo passcodes by using the tool on the NetID Tools page (towson.edu/NetID). These codes are good for 180 days, can be used only one time each, and you may carry them in your wallet or email them to a personal email account for future reference.

Self-help documents:

http://www.towson.edu/technology/training/resources/documents/duo/duo05-duo-authentication.pdf

http://www.towson.edu/technology/training/resources/documents/duo/dou10-emergency-passcodes.pdf

How do I authenticate with my smart phone app if I don't have cell signal, data, or a reliable Wi-Fi connection?

Using the Duo mobile app (available for smartphone or tablet), you can generate passcodes even if you don't have an Internet, Wi-Fi, or a cellular connection.

Self-help document: http://www.towson.edu/technology/training/resources/documents/duo/duo05-duo-authentication.pdf

Can I enroll an international phone number? What countries will Duo be available in?

International phone numbers are not guaranteed to work. Towson University incurs a cost for phone calls and text messages for Duo authentication. Duo publishes their phone and text rates (in "credits") at https://duo.com/docs/telephony_credits#rate-card, and Towson blocks international phone calls or text messages which exceed 20 credits. This limit is subject to change.

Accessibility

How does Duo meet accessibility requirements?

The Duo authentication and device management options are keyboard-accessible and screen reader-compatible. You can read more on how Duo meets accessibility requirements at https://duo.com/docs/accessibility.

Are there any options available to improve accessibility?

Duo's authentication prompt is fully compatible with popular screen readers and voiceover options on Apple and Android phones. It is most accessible on up-to-date versions of the most popular browsers: Chrome, Safari, Firefox, and Edge. The Duo Mobile application for iOS and Android is also compatible with platform-native text-to-speech and alternative navigation options.

Security

What should I do if I get any unexpected Duo authentication attempts (like a push notification, text message or phone call)?

You should deny the request and report it to the OTS Help Center at 410-704-5151. For push notifications, click the red "X" to deny the request, and choose the "Fraud" option if prompted. For phone calls, press "9" to report the fraudulent attempt. Someone may have compromised your password and may be trying to use it to log in to services protected by Duo. Please change your Towson NetID password immediately using the link on the NetID Tools page (towson.edu/NetID).

What is Duo Security's privacy policy?

You can read Duo Security's Privacy Policy at https://duo.com/legal/privacy. Duo also provides a description of what data they collect.

Troubleshooting Common Issues

My account is locked out from multiple bad attempts (or Duo is stating that "my session has expired"). What should I do?

The most common reason for your account to be locked out is from multiple incorrect NetID password attempts or multiple failed Duo login attempts in a row. Your NetID and your Duo access will both automatically unlock after 10 minutes, or you can contact the OTS Faculty/Staff Help Center at 410-704-5151 for assistance.

I replaced the phone I enrolled in Duo, had to wipe my smartphone or my phone number/SIM card has changed. What should I do now?

There are a few scenarios:

- If your phone number has remained the same, and you only use the phone for text (SMS) messages or phone calls for Duo, then you do not need to do anything. You will authenticate with Duo exactly as you did on your old phone.

- If your phone number has changed, you will want to enroll the phone as a new Duo device, and remove the old phone device from Duo. Visit the NetID Tools page (towson.edu/NetID), click the "Enroll and Manage Duo Devices" link.

- If your phone is a smartphone and the Duo mobile app was removed and needs to be reinstalled, you will want to reinstall the Duo mobile app and reactivate it for your Towson account. To reactivate the Duo app, visit the NetID Tools page (towson.edu/NetID), click the "Enroll and Manage Duo Devices" link.

  Self-help document:

  http://www.towson.edu/technology/training/resources/documents/duo/duo06-duo-managing-devices.pdf

I lost my mobile device that I use for Duo. What should I do?

Contact the OTS Help Center at 410-704-5151 immediately if you lose your phone or suspect it has been stolen. If you have enrolled multiple devices in Duo, you can visit the NetID Tools page (towson.edu/NetID), click the "Enroll and Manage Duo Devices" link, then authenticate to manage your devices (and remove the lost device).

If you do not have multiple devices enrolled, the Help Center can provide you a temporary passcode to allow you to log in, remove the old device, and enroll a new device.

If you had previously used the Pre-Create Emergency Duo Passcodes app on the NetID Tools page (towson.edu/NetID), you can use those passcodes to log in temporarily.

Self-help documents:

http://www.towson.edu/technology/training/resources/documents/duo/duo06-duo-managing-devices.pdf

http://www.towson.edu/technology/training/resources/documents/duo/dou10-emergency-passcodes.pdf

How do I authenticate with my smart phone app if I don't have cell signal, data, or a reliable Wi-Fi connection?

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.

I configured Duo to automatically push notifications or call my phone, but I need to authenticate using a different method. What can I do?

Click the "Cancel" button in the blue bar at the bottom of the Duo login prompt to cancel the current push notification or phone call. Then, choose the other authentication method you wish to use.

I cannot authenticate with Duo successfully using any of my phones or devices. How can I log in?

You can contact the OTS Faculty/Staff Help Center at 410-704-5151 for assistance. If necessary, the Help Center can provide you a temporary passcode so that you can log in, or add or manage your Duo devices. OTS strongly recommends enrolling *multiple* devices, including a mix of mobile devices and landline phones.

You may also *pre-create* emergency Duo passcodes by using the tool on the NetID Tools page (towson.edu/NetID). These codes are good for 180 days, can be used only one time each, and you may carry them in your wallet or email them to a personal email account.

Self-help document: http://www.towson.edu/technology/training/resources/documents/duo/dou10-emergency-passcodes.pdf

What if I accidentally delete my account from the Duo app on my phone?

The Duo mobile app will be unusable until it is reactivated for your account. To reactivate the Duo app, visit the NetID Tools page (towson.edu/NetID), click the "Enroll and Manage Duo Devices" link, then authenticate using a *different* device, or use a phone call or text message. Click "Device Options" next to your phone device, then click "Reactivate Duo Mobile," and follow the prompts. If you have not enrolled multiple devices and cannot authenticate with your new phone, you will need to contact the OTS Help Center at 410-704-5151 for assistance. Please note that removing the Duo app won't affect phone calls and text (SMS) messages from continuing to work.

Why didn't my browser remember me even though I had previously enabled the "Remember me for xx days" option?

If your browser is not remembering that you enabled the "Remember Me" option in the Duo prompt, your browser may not be set up properly to retain cookies for Duo. You may want to add "duosecurity.com" as a trusted website for which the browser accepts cookies, or disable the browser's configuration to delete history/cookies upon closing. Each browser has a different method of trusting a website, so please contact the OTS Help Center at 410-704-5151 if you need assistance.

Also, if you enable the "Remember Me" option in a *private browsing* session (such as Chrome Incognito, Firefox private window, or Internet Explorer/Edge inPrivate), the browser will *not* remember you outside of that browser session.

The "Remember Me" setting has no impact on the Office desktop or mobile client applications (Outlook, OneDrive, Skype for Business). These applications will remember your Duo authentication automatically until the next time you change your password.

What can I do if the Duo prompt is not appearing as expected in my web browser?

There are a few different reasons the Duo prompt may not appear properly. Try the steps below, then contact the OTS Help Center at 410-704-5151 if you still need assistance.

- Make sure you have Internet access (such as by trying to reach another service, like google.com).

- Try a different web browser on the same computer, to determine if it's a problem with the browser you're currently using.

- Make sure JavaScript is enabled in your browser.

- Make sure cookies are enabled in your browser.

- Make sure any browser extensions or add-ons aren't blocking the "duosecurity.com" domain. These could include anything from ad-blocking to security add-ons.

- If using Internet Explorer, make sure Compatibility View is not currently enabled.

- The Duo service could be unavailable. Check Towson's OTS Alerts (http://alerts.towson.edu) for updates or Duo's status page at https://status.duo.com.

  Note: You will not see a Duo prompt in the browser if you have previously selected "Remember me xx days.

What can I do if I have stopped receiving push notifications on the Duo mobile app?

There are a few different reasons push notifications may not arrive. Try the steps below, then contact the OTS Help Center at 410-704-5151 if you still need assistance.

- Make sure you have Internet access (such as by trying to reach another service, like google.com).

- Many phones have trouble determining whether to use the Wi-Fi or cellular data channel when checking for push requests. Simply turning the phone to airplane mode and back to normal operating mode again often resolves this issue, if there is a reliable Internet connection available. Similarly, the issue may be resolved by turning off the Wi-Fi connection on your device and using the cellular data connection.

- Check the time and date on your phone and make sure they are correct. If the date and time on your phone are manually set, try changing your device's configuration to sync date and time automatically with the network.

- Try re-activating the Duo mobile app. Visit the NetID Tools page (towson.edu/NetID), click the "Enroll and Manage Duo Devices" link, then authenticate using a *different* device (or use the phone call or text message option if the phone number hasn't changed). Click "Device Options" next to your phone device, then click "Reactivate Duo Mobile," and follow the prompts.

- If the cellular data is not enabled for the Duo app, push notifications will not work unless you are connect to wi-fi.

- The Duo Knowledge Base has additional [iOS](#) and [Android](#) troubleshooting steps.

How can I activate the Duo mobile app on my smartphone if the camera is broken or the QR code won't scan?

You can enroll your smartphone directly from that same mobile device itself to avoid the need for a camera. In the web browser on the mobile device, visit the NetID Tools page ([towson.edu/NetID](#)), click the "Enroll and Manage Duo Devices" link, then enroll your smartphone. Instead of a being required to use the camera to scan a QR code, you will be given a link that automatically opens and configures your Duo mobile app.

If you still wish to use the computer to enroll your mobile device, but the QR code won't scan, click the "Have an activation link emailed to you instead" option next to the QR code. Then, open that email *on your mobile device* to activate the Duo mobile app without the need to scan the QR code.

If I have other questions, who should I contact?

Contact the OTS Faculty/Staff Help Center at 410-704-5151 or submit a [TechHelp](#) request.