DUO Frequently Asked Questions

General

What is Two-Factor Authentication?

Two-factor authentication (*also known as 2FA*) is a type, or subset, of multi-factor authentication. It is a method of confirming users' claimed identities by using a combination of two different factors:
> 1) Something they know,
> 2) Something they have,
> 3) Something they are.

How often do I have to authenticate for SSO?

There is an option to have Duo remember your browser for 28 days. If you use a different browser, a different device, or discard your cookies, you will be prompted to authenticate with DUO.

How often do I have to authenticate for VPN?

VPN will require authentication every time you logon.

How often do I have to authenticate for Outlook Web Access?

There is an option to have Duo remember your browser for up to 28 days. If you use a different browser, a different device or discard your cookies, you will be prompted to authenticate with Duo.

What are my device options for authentication?

Approved devices include iOS, Android, and Windows phones, cell phones, landlines, and hardware tokens.

If you have questions about your specific device, please visit Duo's list of approved devices:
https://guide.duo.com/

Is email supported as a second factor for authentication?

No, email cannot be used as a second factor for authentication.

Is Duo required?

Yes. Multi-factor authentication could drastically reduce the incidence of online identity theft and other online fraud because the victim's password would no longer be enough to give a thief permanent access to their information. Duo is also required by the Texas A&M System.

Why do I need two-factor authentication?

Passwords are increasingly easy to compromise. They can often be stolen, guessed, or hacked — you might not even know someone is accessing your account. Two-factor authentication adds a second layer of security, keeping your account secure even if your password is compromised.

Who will use the service?

All users of applications that require Duo second factor authentication such as Single Sign-On, Outlook Web Access and VPN.

When will I need to use Duo?

Duo is already enabled for some applications and there are many users already enrolled. Effective May 15, 2019, Single Sign-On, Outlook Web Access and VPN will require users to enroll if they have not enrolled already.

Is there any data stored by Duo?

In general, the only personal data that Duo knows about you are the service accounts that you explicitly add to Duo. However, they do not track any personal data about these accounts – only the name of the service.

Please see Duo's full privacy statement here:
https://help.duo.com/s/article/4683?language=en_US

What if I lose my phone or change phone numbers?

Contact the help desk if you lose your phone or suspect it's been stolen. They can assist with disabling the missing phone for authentication and help you log in using another method. It is recommended that you always have two authentication options for cases like this.

See more information about this and other common issues here:
https://guide.duo.com/common-issues

What if I received an unexpected Duo login alert?

If you receive a notification (*a login alert on the Duo Mobile app, a phone call from the Duo authentication system, or a batch of passcodes via text message*) that you did not initiate from logging in to a ETAMU system, your ETAMU ID password may have been compromised.

Reject the login and change your ETAMU ID password at
https://appsprod.etamu.edu/PasswordReset/default.aspx

I checked "Remember me for 28 days" this morning, but it is asking me to authenticate again. Why?

Browser cookies are used to store a signed token indicating the user's preference to remember the device. If the user uses a different browser or the cookie with the signed token is deleted, the user will be prompted to authenticate with Duo.

Will it cost money for me to download the Duo App?

No, the Duo app is free.

DUO PHONE

Will I be reimbursed for Duo-related charges?

It is possible to accrue charges from using Duo in the following methods:
- "Push" notifications with the Duo Mobile app uses a few KB of Internet data traffic.
- SMS text messages are billed by your carrier according to your normal service plan.
- International fees are billed by your carrier according to your normal service plan.

ETAMU is not responsible for the reimbursement of any expense incurred through use of Duo. If you would incur significant expenses using Duo with a device, it is recommended that you enroll a different device that will not incur such expenses.

I don't have a smartphone. Will I be able to use Duo on my regular cell phone?

Yes, as long as it can receive calls or SMS text messages.

What if I wanted to use a landline phone instead of my personal cell phone?

You can use a landline. You will have to be by that phone when you need to authenticate, and the phone will need to send DTMF codes in order to communicate with the DUO automated attendant.

What if I prefer not to use a phone at all?

You can either use a tablet or talk to your administrator about getting a hardware token.

Can I use multiple phones?

Yes, you can have multiple devices setup to authenticate with.

Does this service cost me anything? If so, am I reimbursed?

While the Duo application does not have any costs associated with it, there could be costs associated with the use of data, and standard text messaging rates may apply. Reimbursement is at the discretion of the department for which you work.

Does Duo access anything else on my personal phone?

Duo Mobile cannot see your user data like your contacts, it cannot read your text messages, it cannot access your photos (*it can use your camera to scan a QR code if you explicitly allow that permission*), it cannot access your files, it cannot erase your device, it cannot see information about other applications on your device. Duo Mobile cannot track your location. In general, the only personal data that Duo Mobile knows about you are the service accounts that you explicitly add to Duo Mobile. However, we do not track any personal data about these accounts--only the name of the service.

Can I still use DUO without cellular service or while traveling?
Yes, as long as you are connected to a Wi-Fi network.

What if my phone number is international?

The phone number must be prefixed with + and the country code.

DUO Tokens

What is a security token?

A security token or hardware token is a small electronic device that will generate an authentication code for the account synced to it.

What security tokens have been approved for use?

There are three different tokens that have been approved by IT. Please see the approved tokens here:
- https://www.yubico.com/product/yubikey-5-nano/
- https://www.yubico.com/product/yubikey-5-nfc/#yubikey-5-nfc
- https://www.ftsafe.com/onlinestores/product?id=10
- https://www.yubico.com/product/yubikey-5c/ *- For USB-C*

How can I get a security token?

Security tokens can be purchased from ManeMarket or with a Onecard.

Will I get reimbursed for purchasing a security token?

Reimbursement is at the discretion of your department.

Does IT support security tokens purchased by individuals?

If you purchase one of the three approved tokens, the IT help desk and call center will provide support.

Duo Troubleshooting

I am using a hardware token and it is not working, what should I do?

Contact your administrator if your token stops working or if you can't log in with the passcodes it generates. Your token can get "out of sync" if the button is pressed too many times in a row and the generated passcodes aren't used for login. In some cases this can happen by accident if the token is stored next to other objects in a pocket, backpack, etc. Your administrator will ask you to generate three passcodes in a row and can attempt to resynchronize the token.

I stopped receiving push notifications from Duo App, what should I do?

You may have trouble receiving push requests if there are network issues between your phone and our service. Many phones have trouble determining whether to use the Wi-Fi or cellular data channel when checking for push requests and simply turning the phone to airplane mode and back to normal operating mode again often resolves these sorts of issues, 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.

If you continue to have trouble, you can contact the IT Help Desk or reference Duo's online guide - https://guide.duo.com/common-issues

I cannot authenticate right now and need to immediately, what do I do?

Contact the help desk. They will be able to assist you with logging in using a different authentication method.