Samford University

DUO FAQ and Troubleshooting Guide

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What information does the DUO Mobile App collect about my phone?

The DUO Mobile App will collect the smartphone model and software version in order to determine compatibility.

Is my phone compatible with the DUO Mobile App?

If you have an Android with software version 11.0 (or higher) or an Apple (iPhone) with software version 15.0 (or higher) it is compatible with the DUO Mobile App.

Here are the instructions for checking your version of https://support.google.com/android/answer/7680439?hl=en.

Here are the instructions for checking your version of https://support.apple.com/en-us/HT201685.

What if my phone is not compatible?

If your phone is not compatible, a DUO Hard Token is available. The cost of the token is a one-time charge of $25 with a life expectancy of 2 years (based on usage). The battery in the token is not replaceable.

Here is a photo of what a DUO hard token looks like

How to purchase a DUO Hard Token:

1. If you are a current employee or faculty, have your manager contact Information Security at JBandy@Samford.Edu or (205) 726-2692 for payment arrangements.
2. If you are not a current employee or faculty you can purchase the hard token at this link: https://www.samford.edu/go/DUOHardToken
3. Once payment has been confirmed:
    a. Information Security will instruct you that your token is ready for pickup and testing at the Service Desk.
    b. You will need to go by the Service Desk (located in the lower level of the library) to receive your keychain-based token and test it with your account.

Is there a way to test my phone app once it is set up?

You can test if your DUO Mobile App is working properly by logging on to https://duo.samford.edu and sending a push to your phone.

Can I set up a 2nd backup DUO device?

Yes you can and it is a best practice to have more than one device set up. You can log on to https://duo.samford.edu to set up a secondary device. Your primary device (normally your phone) does need to be available to confirm it is really you (not not just someone who has your logon credentials)

What do I do if I get a new phone or if I do a factory reset on my phone?

If you get a new phone (and keep the same number), you should download the DUO Mobile App (from the Apple Store or the Google Play Store), and log on to https://duo.samford.edu to contact the phone number (via phone call or text) we have on file for your account. If the DUO Mobile App still does not have a Samford University account inside the app, contact the Service Desk at (205) 726-2662 for assistance.

If you reload your phone to factory defaults, you should download the DUO Mobile App (from the Apple Store or the Google Play Store), and log on to https://duo.samford.edu to contact the phone number (via phone call or text) we have

on file for your account. If the DUO Mobile App still does not have a Samford University account inside the app, contact the Service Desk at (205) 726-2662 for assistance

If you get a new phone (and get a new number), you should contact the Service Desk at (205) 726-2662 for assistance. They will remove the old phone number and assist you with getting your new phone set up in DUO.

How do I get help with setting up DUO?

You can go by the Service Desk during normal work hours or call them at (205) 726-2662 for assistance.

## What if my phone is not receiving the DUO push notification alerts?

1. Check to make sure global notifications is enabled on your phone
2. Check to make sure notifications for the DUO App is enabled on your phone
3. Additional troubleshooting for iOS based devices can be located at: https://help.duo.com/s/article/2051
4. Additional troubleshooting for Android based devices can be located at: https://help.duo.com/s/article/2050

I keep getting prompted with every Portal (or an application that uses Portal Authentication) login. Is there anything I can do? (this is annoying)

Yes! When you accept a push for the first time on a device you will be prompted with the screen below. If you select 'Yes, this is my device' you will not have to complete DUO pushes for 7 days when authenticating from that device. Please note the following:

1. This is device and browser specific. This means if you change devices (move from one computer or device to another) you will have to answer it again.
2. If you change browsers on the same computer or device, you will have to answer it again.
3. Because this process is cookie based, if you clear your cookies you will have to answer it again.
4. Because In-Private and Incognito browsing methods ignore cookies (by design) you will have to answer it again if you use one of these methods
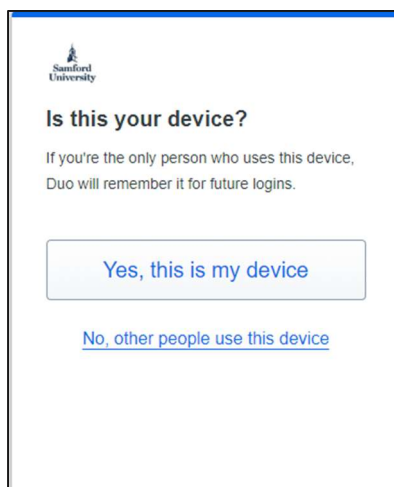
What are those numbers that appear when I tap on Samford University in the DUO Mobile App?

These numbers are a "soft token". They can be used on the DUO authentication response web page in the area indicated by the arrow in this screenshot. One use case for this is if you do not have cellular service and can not receive a push notification, or a short-term solution if you are not receiving push notifications to your phone.
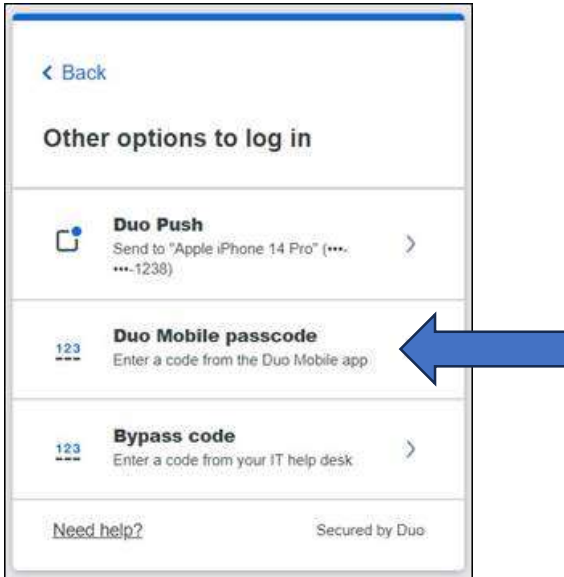
Where do I enter my DUO Hard Token numbers on the DUO authentication response web page?

See the screenshot below for the proper area to enter your DUO Hard Token numbers (after you push the green button)
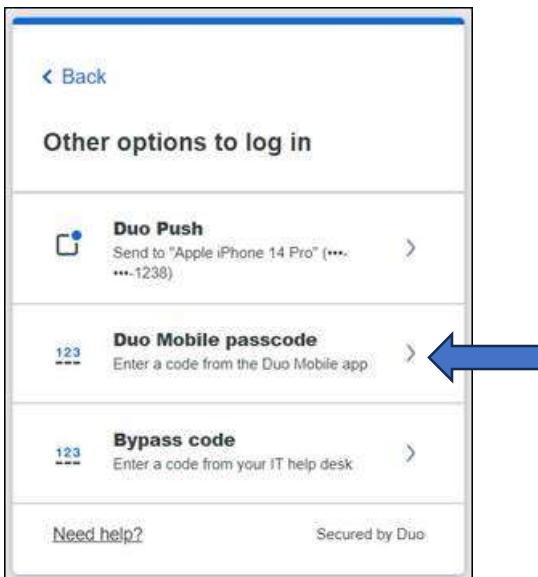
Do I need to do anything with DUO if I change my password?

No, there is nothing that you will need to do with DUO after your password is reset.