

Duo Security Support Issues

This page will outline some common support issues you may run into with Duo and offer guidelines on how to solve those issues.

Some types of Duo issues are easily dealt with. These classes of issues require nothing more than perhaps a call to the Service Center to get resolved.

- **My phone has stopped receiving email and calendar updates after enrolling in Duo.** Once you enroll in Duo, any other devices you have connected to your Drew email account, including smartphones and tablets as well as third-party email programs like Outlook, Apple Mail, or Thunderbird, will need to use a special password to connect to your account. This password is known as your **device password** and will be generated automatically by the system. You can find your device password by logging in to drew.edu/duo. Learn more about [using your device password here](#). The device password is only necessary if you have connected the Mail or Calendar apps on your smartphone or tablet to your Drew account or are using third-party mail applications on your computer. When accessing your Google account via a web browser, you will continue to log in using your regular password (even on your smartphone).
 - You may simply need to restart your phone or tablet if you receive errors about passwords or sync not working.
- **I'm not getting my push notification. How do I log in?** If your phone is out of cell coverage, you can use the Duo Mobile app on your phone to generate a one-time passcode (yes, even if you don't have service) by pressing the key icon next to "Drew University". On the uLogin page, click "Duo Security" and enter the code generated by the app (you may notice the dropdown option change from "Default" to "Passcode") before clicking Login. If you have an iPhone, you may need to check the Notification settings for the app (in Settings, not the app itself) to make sure they are turned on and are set to either banner or alert.
- **My hardware token stopped working.** Contact the University Technology Service Center if your hardware token has stopped working or you cannot log in using 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. The Service Center will ask you to generate three passcodes in a row and can attempt to resynchronize the token. Yubikeys do not get out of sync in this way.

- **I forgot my phone at home. How do I log in?** If you set up your office phone, you can click Duo Security at the uLogin page and choose "Call" (usually under Phone 2, but this depends on which numbers you set up on your account in which order!) from the dropdown menu. If you do not have your office phone set up, you can come to the UT Helpdesk with a photo ID so that we can add the line for you.
- **I've lost my phone. What do I do?** Please contact the University Technology Service Center (+1 973-408-4357 or HELP) immediately so that we can deactivate that phone as a valid authenticator for your account. If you set up your office phone as an additional device, you can click Duo Security at the uLogin page and choose "Call" (usually under Phone 2, but this depends on which numbers you set up on your account in which order!) from the dropdown menu. If you do not have your office phone set up, you can come to the UT Helpdesk with a photo ID so that we can add the line for you.

Managing Your Devices

- **I need to re-activate Duo Mobile.** If you have a new phone (or have done a factory reset on an existing phone) and have kept your phone number, you will need to re-activate the Duo Mobile app. Your options here depend on what devices you have on your account. If you cannot log in to your account using an alternate means, you will need to visit the UT Helpdesk in the Academic Commons of the Library with photo ID.



New Phone.docx

(Please [click here](#) if you would like to

print a copy of this document for your office!)

▼ If you are still able to log into your Drew account via a phone call, or by using another phone or token registered to your account, follow these steps.

- Go to the **Two-Factor Self-Service site** (drew.edu/duo) on a computer (not the phone you are re-activating)
- Click on the **My Settings & Devices** link on the left.

Two Factor Authentication Self Service

Welcome

For help with Duo Two-Factor Authentication, please see our guide to [Two-Factor Authentication with Duo Security](#).

Device: Cell Phone (XXX-XXX-)

Choose an authentication method

Duo PUSH RECOMMENDED [Send me a Push](#)

Call Me [Call Me](#)

Enter a Passcode [Enter a Passcode](#)

What is this? [?](#)

[Add a new device](#)

[My Settings & Devices](#)

[Need help?](#)

Powered by Duo Security

- Choose the device you would like to use and click the appropriate green button to log in (usually, you will use Call Me).
- Click the button for "Device Options" next to the appropriate device.

- Click "Reactivate Duo Mobile".

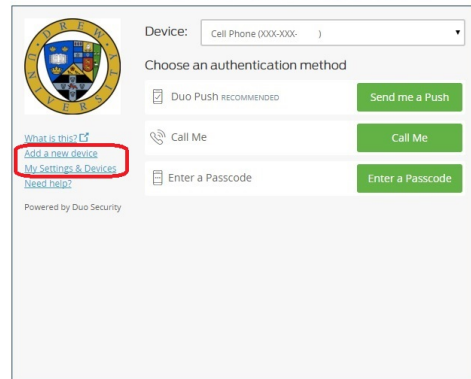
My Devices

- Follow the prompts, which will be similar to those you followed when enrolling in Duo the first time, including scanning a barcode.
 - You may need to allow the Duo Mobile app to use your camera.
 - You will return to the My Settings & Devices page when finished.
- To learn more about using self-service to manage your devices, please see [Duo's help page](#).
 - If you are working on an IOS device, you need to allow the Duo Mobile app to access your camera. If you've already said no:
 - Go to "Settings" (for your phone)
 - Scroll down the left to the list of apps and select "Duo Mobile"
 - On the right, select "Privacy"
 - Make sure the toggle for the Camera is on
 - To install the Duo Mobile app on your mobile device:
 - Apple: appstore.com/apps/duomobile (Open in App Store)
 - Android: <https://play.google.com/store/apps/details?id=com.duosecurity.duomobile> (Complete action using Play Store)
 - Other: search "duo mobile"
 - **I need to add an additional phone number.**
 - [Click here for detailed instructions.](#)
 - Go to the **Two-Factor Self-Service site** (drew.edu/duo)
 - Click the "Add a new device" link on the left

Two Factor Authentication Self Service

Welcome

For help with Duo Two-Factor Authentication, please see our guide to [Two-Factor Authentication with Duo Security](#).

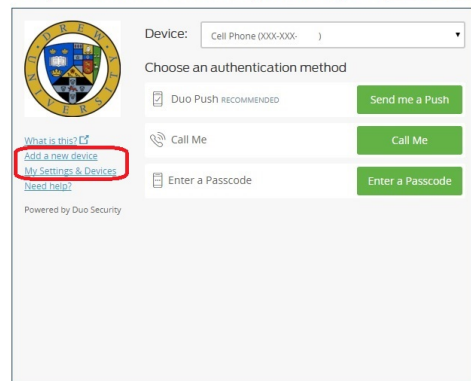


- Choose the device you would like to use and click the appropriate green button to log in.
 - Follow the prompts to add the new device.
 - To learn more about using self-service to add a new device, please see [Duo's help page](#).
- **I want to change my default phone.**
- ▾ [Click here to expand...](#)
 - Log into the [Two-Factor Self-Service site \(drew.edu/duo\)](#)
 - Click on the **My Settings & Devices** link on the left.
 - Choose the device you would like to use and click the appropriate green button to log in.

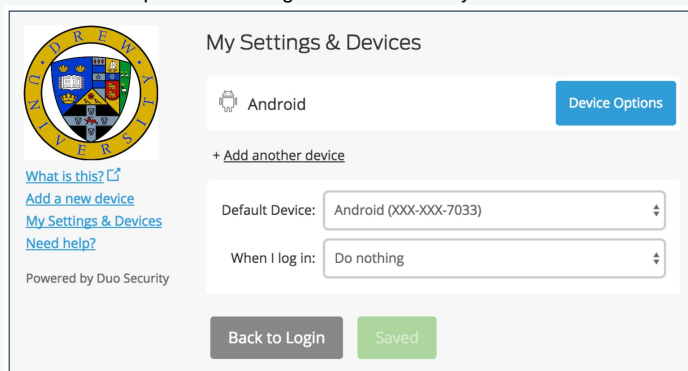
Two Factor Authentication Self Service

Welcome

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- Choose the dropdown to change which device is your default.



- To learn more about using self-service to manage your devices, please see [Duo's help page](#).

Some classes of Duo issues require that we can positively identify you before we take action. For the following issues, please log a ticket at elp.drew.edu or come to the UT Helpdesk with photo ID so we can assist you further.

- **I am graduating or retiring and wish to stop using Duo.** We just want to point out that you are asking us to make your account

less secure. If you are comfortable with this, please log a ticket at help.drew.edu, providing your username, phone number, and type of device, and the reason you wish to be removed.

- **I have a new phone and cannot log in using an alternate device.**

Some types of Duo issues require that you come to the UT Helpdesk with photo ID for a positive identification to preserve the integrity of the Two-Factor Authentication system.

- **My account has become locked.** If your account becomes locked *for any reason*, you will need to visit the UT Service Center with a photo ID in order to unlock your account.
- **I need a classic hardware token or YubiKey.** If you need a hardware token or YubiKey, please come to the Helpdesk. You will be asked to present a photo ID and a token will be issued to you.
- **My token is physically damaged or has been lost.** If your token has been lost, please contact the Service Center immediately so that it can be deactivated as a valid authenticator for your account. Faculty and staff may obtain new tokens from the Helpdesk with a Photo ID. Replacements for damaged or malfunctioning tokens will be provided for free. A \$50 charge will apply to replace a missing token.
- **I have encountered an issue which requires me to present ID, but I am unable to come to campus.** If you need to present ID, but are unable to come to campus, you may designate an Authorized Proxy to vouch for your identity.
- **I have been designated as an Authorized Proxy by a coworker.** If you have agreed to be a Proxy for someone, you must make call ahead to make an appointment with one of the Duo Administrators, who will meet with you to fill out some paperwork. The Duo Administrators are as follows:
 - [Audrey Joubert](#)
 - [Betsy Black](#)
 - [Craig Mileham](#)
 - [Mike Hitchcock](#)
 - [Nicole Pinto-Creazzo](#)
 - [Paul Coen](#)
 - [Scott Wood](#)
 - [Vaughn Swanson](#)
 - [Verna Holcomb](#)