Duo Push: The Best Way to Authenticate

Duo Push is an authentication request you'll receive as a notification on your smartphone. It's **quicker**, **easier**, **more secure**, and **cheaper** than receiving text messages or phone calls.

To use **Duo Push**, you will need to have the **Duo Mobile app** installed and activated.

Why is push the best authentication method?

It's quicker than a text or a phone call

▶ Authenticating with a text message requires waiting to receive the text, reading a passcode, and then typing it in.

▶ Phone calls require actually answering the phone, listening to the recording, and using the dial pad to approve the login.

▶ Duo Push is as simple as approving a notification on your smartphone.

It's more secure

▶ Duo Push uses cutting-edge end-to-end encryption that SMS and phone calls can't.

▶ The Duo Push screen displays detailed information about the application and source device that initiated the authentication request.

Frequently Asked Questions

How much data does a Duo Push use?

▶ *Almost none*. 500 pushes to your device will use 1 MB of data in total. This is roughly equivalent to loading one webpage on your smartphone.

Does installing the Duo Mobile app give up control of my phone?

▶ No. Duo Mobile has no access to change settings on your phone. Duo Mobile **cannot** read your emails, it **cannot** see your browser history, and it **requires your permission** to send you notifications. Lastly, Duo Mobile **cannot** remotely wipe your phone. The visibility Duo Mobile requires is to verify the security of your device, such as OS version, device encryption status, screen lock, etc. We use this to help recommend security improvements to your device and you always are in control of whether or not you take action on these recommendations.

Why does the Duo Mobile app need to access my camera?

▶ Duo Mobile **only** accesses your camera when scanning a QR code during activation.

What if I don't have a Wi-Fi connection or cellular reception?

▶ No problem. Tap the ⌄ icon in the Duo Mobile app to generate an authentication passcode. You do not need an internet connection or a cellular signal to generate these passcodes.

What if my push alerts aren't coming through?

▶ Try these easy troubleshooting steps for iOS, Android, Windows Phone, or BlackBerry.

▶ Still not working? Reactivate Duo Mobile or contact your help desk.