What are the Duo best practices?

Tell Me

There are a number of things that you can do or not do with Duo to limit problems.

1. DO set up 2 devices - a primary device and a secondary device
2. DO use the “Remember me for 30 days” option on a trusted computer (not a public or shared one)
3. DO keep the default When I log in setting to “Ask me to choose an authentication method” - automatically using one device can make managing settings very difficult
4. DON'T worry about using Duo when traveling or during times of poor internet connectivity - the Duo app can generate a key for authentication even when there is no internet connection. See the Passcode section of this FAQ
5. DO contact the IT Service Desk if you ever receive a Duo login prompt when you weren't expecting one

Related FAQs

- How do I sign up for Duo?
- How do I manage my devices in Duo?
- How do I change my Duo settings?
- Can I use Duo if I don't have a mobile phone?
- When using Duo with my mobile phone, what do I do if...?