How do I use Duo if I don't have an internet connection on my mobile device?

Tell Me

Through the Duo app, you can generate an authentication passcode even if you are not connected to the internet.

⚠️ You can test this functionality by switching your mobile device into airplane mode.

1. When you log into a University service that requires Duo, you will be prompted to log in using your NinerNET credentials.
2. After logging in, you will be presented with the Duo authentication - click **Enter a Passcode**.

   ![Duo app screen](image)

3. On your mobile device, launch the Duo app and tap **Show** in the Charlotte section - a 6 digit number will be visible.

   ![Duo app screen](image)

4. Enter the 6 digit number from the Duo app into the field to the left of **Log In** then click **Log In**.

   ![Duo app screen](image)

5. The Duo authentication will complete.
Related FAQs

- How do I use Duo if I don't have an internet connection on my mobile device?
- How do I send a push to the Duo app?
- How do I setup my iOS or Android device in Duo?
- How do I use Duo while traveling outside the U.S.?
- How do I login to Duo if I don't have access to any of my devices?