



# Duo Frequently Asked Questions

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**Intended Audience:** Staff Portal Users, Users who access children's webpages (Oracle, Outlook Web, Kronos, etc.) offsite or on guest network.

**Purpose:** Frequently asked questions about the Duo two-factor authentication.

## Duo Frequently Asked Questions

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### What is Duo Mobile?

Duo Mobile is a mobile application (app) that you install on your smartphone or tablet to generate passcodes for login or receive push notifications for easy, one-tap authentication on your mobile device. It works with Duo Security's two-factor authentication (2FA) service to make your logins more secure.

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### How can I get enrolled in Duo Mobile?

Email [helpdesk@childrensomaha.org](mailto:helpdesk@childrensomaha.org) for assistance.

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### What if I don't have a smartphone, tablet or regular cellphone?

Please work with your manager to explore further options.

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### What applications will be setup with Duo?

Two-Factor authentication is enabled for these applications:

- Staff Portal
- Outlook Web App
- Oracle

*\*After enrollment ends 2/3/2020, we will look at what other applications will be configured with Duo i.e. Kronos*



## What is the recommended two-factor authentication method?

If you have a smartphone or tablet, we recommend Duo Push, as it is quick, easy-to-use, and secure. See an introduction to Duo Security and a demonstration of Duo Push in this short video: [https://www.youtube.com/watch?v=T\\_SJXnSM98](https://www.youtube.com/watch?v=T_SJXnSM98)

The screenshot shows the Duo Security authentication interface for Children's Hospital & Medical Center. On the left, there are links for 'What is this?', 'Add a new device', 'My Settings & Devices', and 'Need help?'. Below these links, it says 'Powered by Duo Security'. The main area has a 'Device:' dropdown menu showing 'Jon's iPhone (XXX-XXX-5160)'. Below that, there's a section titled 'Choose an authentication method' with three options: 'Duo Push' (checked and marked 'Used automatically') with a 'Send Me a Push' button, 'Call Me' with a 'Call Me' button, and 'Passcode' with an 'Enter a Passcode' button.

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## How will my mobile device be impacted by Duo?

It does not access your other apps or other data on your mobile device; it uses some base functionality of the phone and a certificate that identifies your phone to ensure accurate identification. Additionally, the Duo app will request one-time access to use your camera for the sole purpose of scanning the Duo QR code for activating your account.

Duo Push authentication requests require a minimal amount of data -- less than 2KB per authentication. It uses less data than reviewing Facebook replies for over 5 hours. For example, you would only consume 1 megabyte (MB) of data if you were to authenticate 500 times in a given month.

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## Why have I stopped receiving push notifications from Duo Mobile?

There are several reasons this could be happening. Please try the following to troubleshoot:

1. Make sure your enrolled device has a cellular network or Wi-Fi connection.
2. Have the Duo Mobile app open when you authenticate.
3. Try these additional push troubleshooting steps:
  - a. iPhone: <https://help.duo.com/s/article/2051>
  - b. Android: <https://help.duo.com/s/article/2050>
4. If the above solutions don't work, try using another authentication method, such as passcodes provided in the Duo Mobile app.

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## What should I do if I receive an unexpected notification?

Email [helpdesk@childrensomaha.org](mailto:helpdesk@childrensomaha.org) immediately.



## Does using Duo Mobile give up control of my smartphone?

No. The Duo Mobile app has no access to change settings or 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. You always are in control of whether or not you take action on these recommendations.

## How do I add more devices and manage settings?

You can manage your Duo devices and settings from the Duo login prompt. To open this prompt, go to <https://portal.chsomaha.org>.

### Duo Authentication

#### Add a new device

Allows you to add additional devices that can be used to verify your identity. It is recommended that you set up multiple two-factor authenticated devices for your Duo account.

#### My Settings & Devices

Allows you to set default notification types for your devices. For example, for your mobile phone you may choose to always receive Push Notifications. Only one of these settings may be enabled at a time.



## How can I reactivate Duo Mobile on my new phone?

If you get a new phone you'll need to re-activate Duo Mobile.

- If you have your old device, you may enroll your new device yourself using the device management portal by logging into <https://portal.chsomaha.org> . Once you have used your Children's Hospital credentials to login, click the "Add a new device" link at the Duo Prompt. You will be asked to authenticate with a device, then you may add your new device.
- If you no longer have a connected device to authenticate with Duo, you will need to email [helpdesk@childrensomaha.org](mailto:helpdesk@childrensomaha.org) or submit an online incident through the [MyHelpdesk](#) portal.

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### Related Links:

[Vendor Guide: Duo Mobile Enrollment and Installation of Duo App on a Device](#)

Click on the below links for platform specific mobile app enrollment and installation instructions.

- iOS devices ([iPhone/iPad](#))
- [Android devices](#)
- [Windows Phone](#)
- [Mobile Phone](#) (regular cellphone – voice and text)
- [Landline](#)

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### Related Links:

[Vendor Demo: Workflow Demo of logging into applications and seeing the Duo prompt.](#)

Click on the below links for platform specific mobile app enrollment and installation instructions.

- [Duo Push](#)