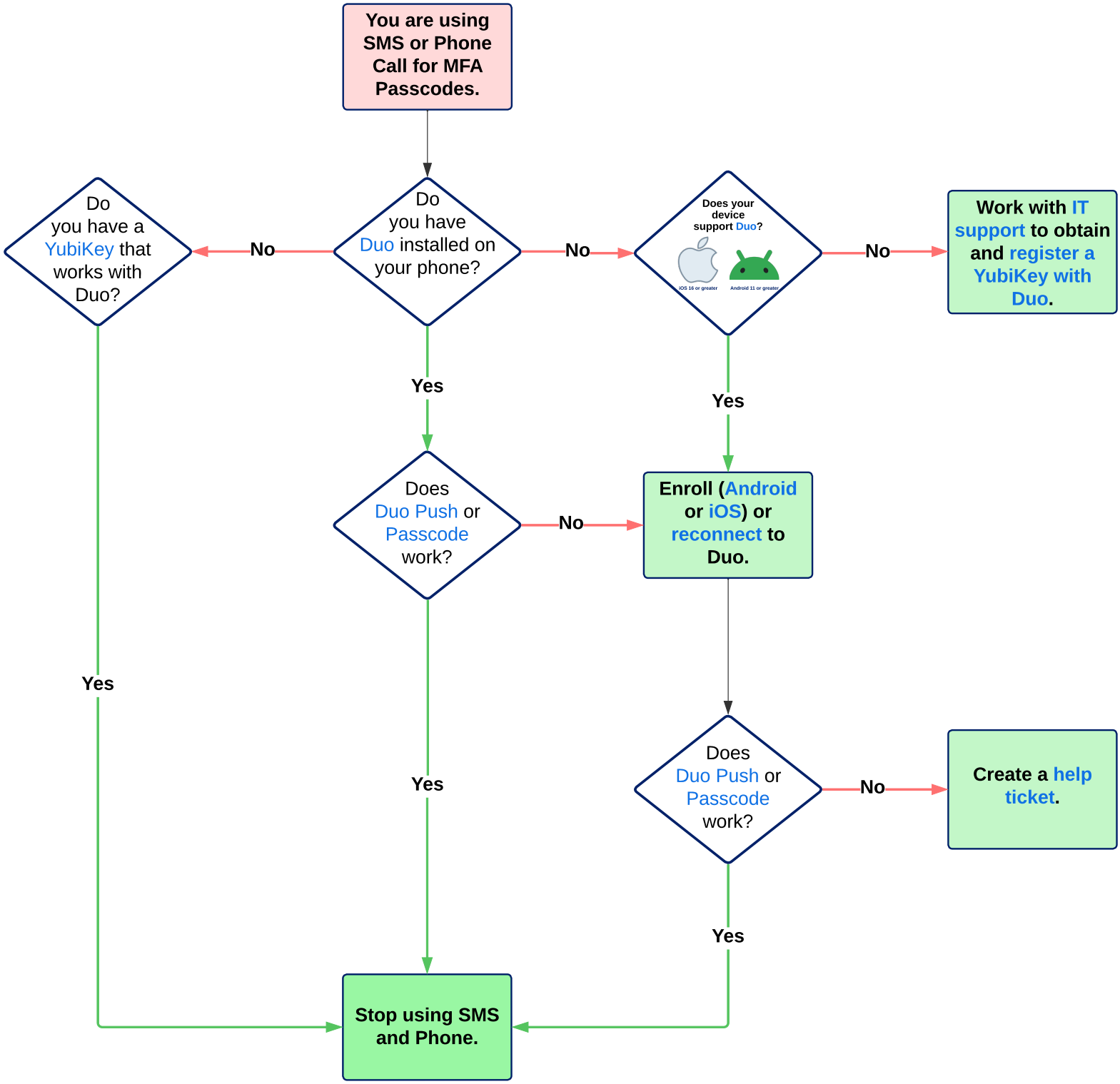
You are using SMS or Phone Call for MFA Passcodes.
Do you have Duo installed on your phone?
No
Do you have a YubiKey that works with Duo?
Yes
Does your device support Duo?
iOS 16 or greater
Android 11 or greater
No
Work with IT support to obtain and register a YubiKey with Duo.
Yes
Does Duo Push or Passcode work?
No
Enroll (Android or iOS) or reconnect to Duo.
Yes
Does Duo Push or Passcode work?
No
Create a help ticket.
Yes
Yes
Yes
Stop using SMS and Phone.