HOW ARE YOU AUTHENTICATING?

Do you have Duo installed on your phone?

NO → Do you have a YubiKey that works with Duo?

NO → Work with IT support to obtain and register a YubiKey with Duo.

YES → Does your device (Android or iOS) support Duo?

NO → Work with IT support to obtain and register a YubiKey with Duo.

YES → Enroll (Android or iOS) or reconnect to Duo.

Does Duo Push or Duo Passcode work?

YES → Stop using SMS/Text and phone.

NO → Create a help ticket.

YES → Does Duo Push or Duo Passcode work?

NO → Does Duo Push or Duo Passcode work?

YES → Stop using SMS/Text and phone.

NO → Create a help ticket.