

# iAM - DUO Account Security

Getting Started

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## **Purpose**

DUO Account Security or two-factor authentication adds a second layer of security to your online accounts. Verifying your identity using a second factor (like your phone or other mobile device) prevents anyone but you from logging in, even if they know your password.

## **Audience**

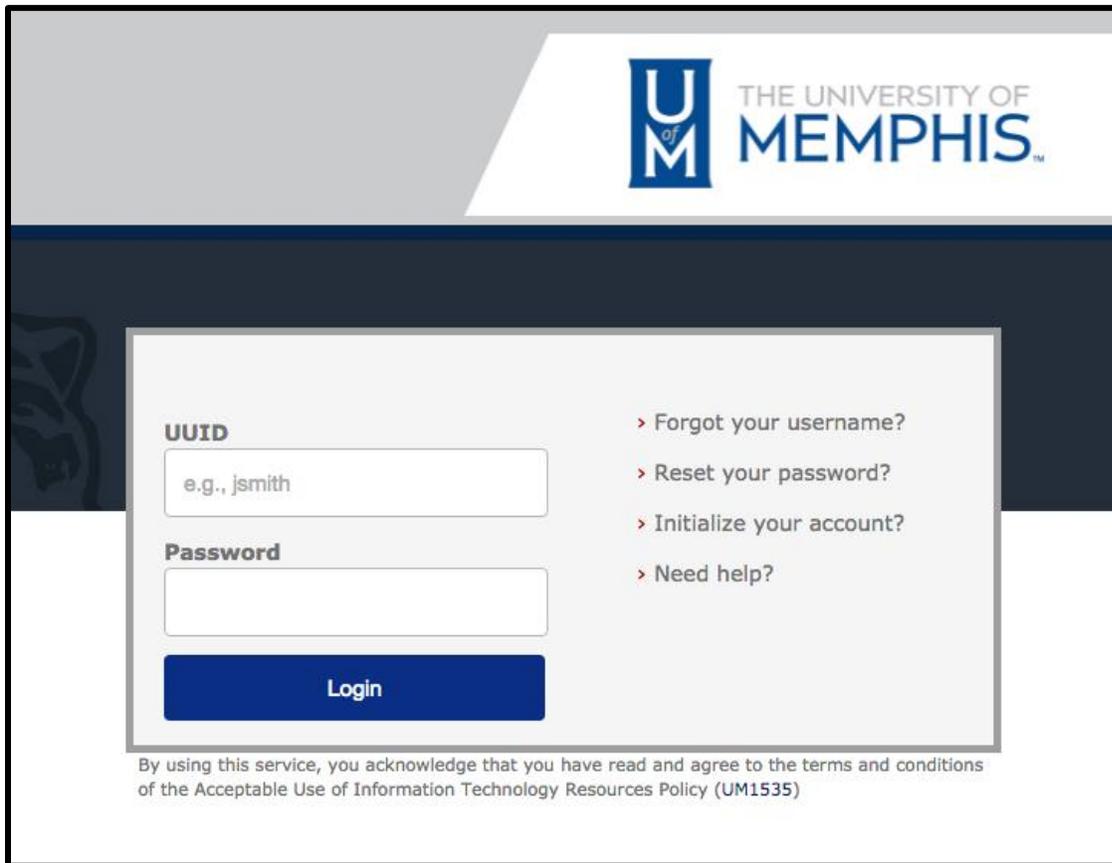
This training material is designed for university staff, faculty and students that will be accessing any of the UofM's enterprise applications through Single Sign On (SSO).

# iAM DUO Account Security

## Setting up DUO Account Security

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1. [Navigate to the iAM Identity Management site](#). Log in with your UUID and Password. Click **Login**. *Note: If you cannot log into iAM, use the **Reset Your Password** option.*



The screenshot shows the iAM Identity Management login interface. At the top right, the University of Memphis logo is displayed. The main content area contains a login form with two input fields: 'UUID' (with the example 'e.g., jsmith') and 'Password'. Below the password field is a blue 'Login' button. To the right of the form are four links: '> Forgot your username?', '> Reset your password?', '> Initialize your account?', and '> Need help?'. At the bottom of the form, a disclaimer states: 'By using this service, you acknowledge that you have read and agree to the terms and conditions of the Acceptable Use of Information Technology Resources Policy (UM1535)'.

## 2. Once logged in, select DUO Account Security

The screenshot shows the iAM Identity Management dashboard. At the top left is the iAM logo with a fingerprint icon and the text 'IDENTITY MANAGEMENT'. At the top right is 'THE UNIVERSITY OF MEMPHIS' logo and a 'Logged in as:' field. A blue banner at the top contains the text: 'Note: Your current password will expire on Thursday Nov 3 2016 12:00 AM'. Below this are several menu items: 'Change Password' (Your password is used to access online resources.), 'Account Recovery' (Manage the available options to assist you if you are locked out of your account.), 'Duo Account Security' (Protect your account with Duo two-step authentication.), 'Email and Account Settings' (Manage your account preferences.), and 'Administrative Menu' (Manage the account information of another user.). The 'Duo Account Security' item is highlighted with a red rectangular box. At the bottom right, there is a footer: 'Need Help? Contact the ITS Service Desk at (901) 678-8888.'

## 3. Choose from the available selection the type of device to add. You will select Mobile phone, Tablet, or Landline. Click Continue.

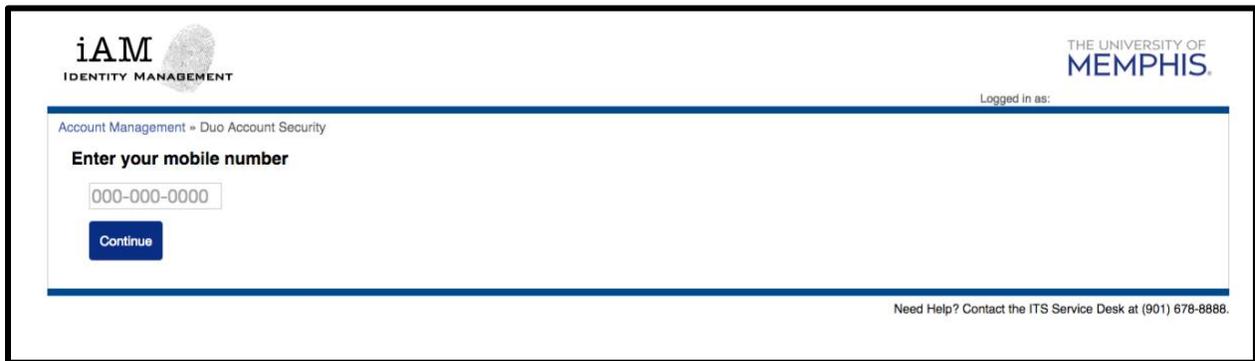
The screenshot shows the 'Duo Account Security' page in the iAM Identity Management system. At the top left is the iAM logo with a fingerprint icon and the text 'IDENTITY MANAGEMENT'. At the top right is 'THE UNIVERSITY OF MEMPHIS' logo and a 'Logged in as:' field. Below the header, the breadcrumb 'Account Management » Duo Account Security' is visible. The main heading is 'What type of device are you adding?'. There are three radio button options: 'Mobile phone (Recommended)' (which is selected), 'Tablet (iPad, Nexus 7, etc.)', and 'Landline (Home phone, Desk phone, etc.)'. A blue 'Continue' button is located below the options. At the bottom right, there is a footer: 'Need Help? Contact the ITS Service Desk at (901) 678-8888.'

## Setting Up DUO on a Mobile Phone

*Note: Effective January 2022, our service does not allow the use of callback, or SMS texting.*

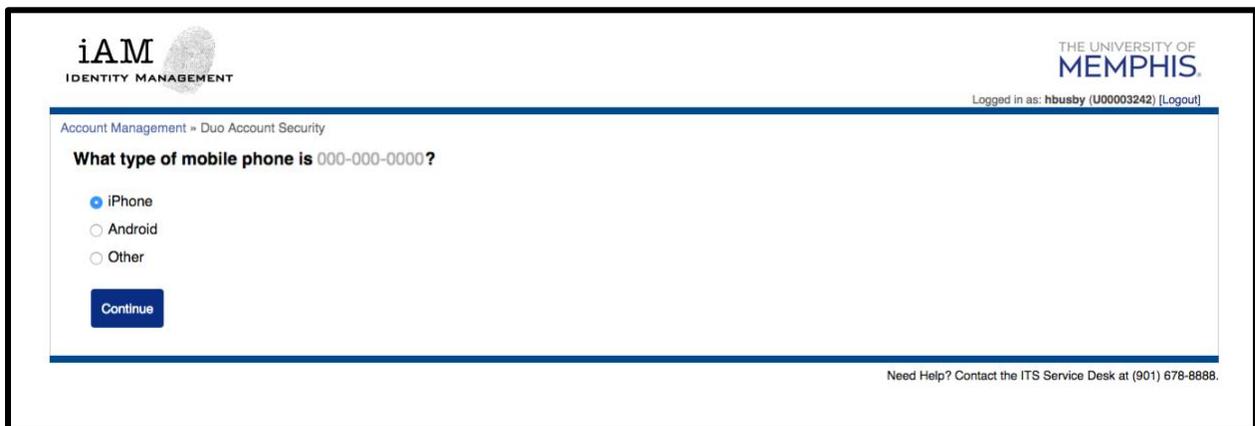
1. If choosing mobile phone, enter your mobile number. Click **Continue**.

*Note: If adding a device with a non-U.S. number, enter your full phone number, starting with the country code, as digits only—no spaces or dashes (+Country Code/City Code/Number). If you experience any issues using DUO with your mobile phone, follow the instructions on page 10 to add the device as a tablet.*



The screenshot shows the iAM Identity Management web interface. At the top left is the iAM logo with a fingerprint icon and the text 'IDENTITY MANAGEMENT'. At the top right is 'THE UNIVERSITY OF MEMPHIS' logo. Below the logos, it says 'Logged in as:'. The main content area has a breadcrumb 'Account Management » Duo Account Security' and a heading 'Enter your mobile number'. There is a text input field containing '000-000-0000' and a blue 'Continue' button below it. At the bottom right, there is a link: 'Need Help? Contact the ITS Service Desk at (901) 678-8888.'

2. Select the type of mobile phone. Click **Continue**.

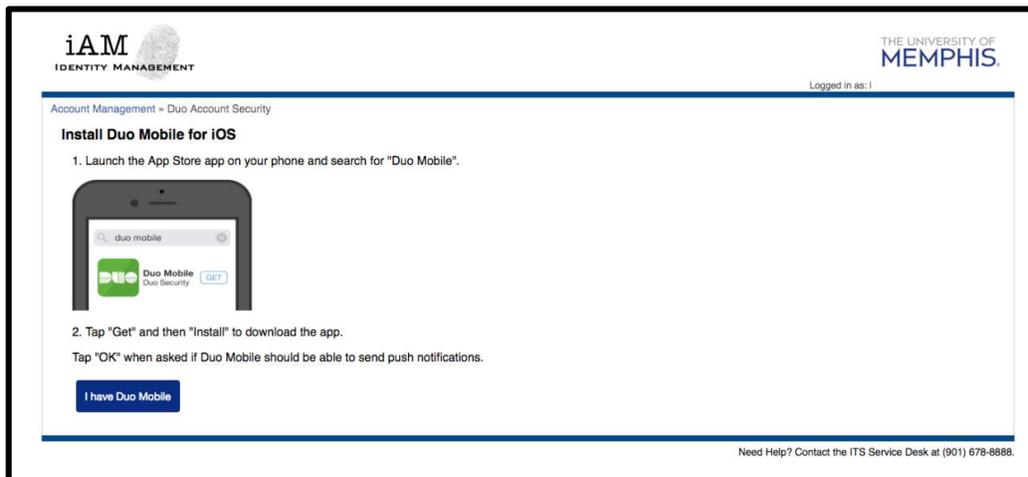


The screenshot shows the iAM Identity Management web interface. At the top left is the iAM logo with a fingerprint icon and the text 'IDENTITY MANAGEMENT'. At the top right is 'THE UNIVERSITY OF MEMPHIS' logo. Below the logos, it says 'Logged in as: hbusby (U00003242) [Logout]'. The main content area has a breadcrumb 'Account Management » Duo Account Security' and a heading 'What type of mobile phone is 000-000-0000?'. There are three radio button options: 'iPhone' (selected), 'Android', and 'Other'. A blue 'Continue' button is below the options. At the bottom right, there is a link: 'Need Help? Contact the ITS Service Desk at (901) 678-8888.'

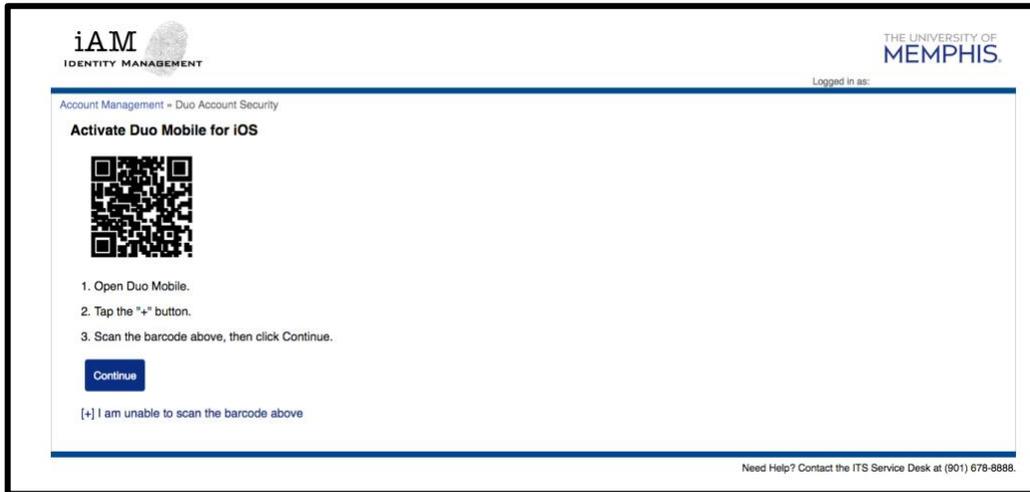
- Using the device, you will use to authenticate, download the DUO Mobile App from the App Store for an iPhone/iPad or in Google Play for android or tablet. Install to the app. **Note:** *The DUO application may be restricted in some international countries and see the following link to [download the DUO Mobile APK App directly from DUO website](#).*



- Return to iAM site. Tap "OK" when asked if DUO Mobile should be able to send push notifications. If you have installed the app, click the **I have DUO Mobile** button.

A screenshot of the iAM Identity Management website. The page is titled "Install Duo Mobile for iOS" and provides instructions for users. The instructions are: 1. Launch the App Store app on your phone and search for "Duo Mobile". 2. Tap "Get" and then "Install" to download the app. Below the instructions is a button labeled "I have Duo Mobile". The page also includes the iAM logo, the University of Memphis logo, and a footer with contact information for the ITS Service Desk.

5. Once the Application has installed on your phone, launch the DUO Mobile app. Tap the "+" button, then under **Add Account**, click **Use QR code**. Scan the barcode, then click **Continue**. You can use the Default Name, University of Memphis, click **Done**.

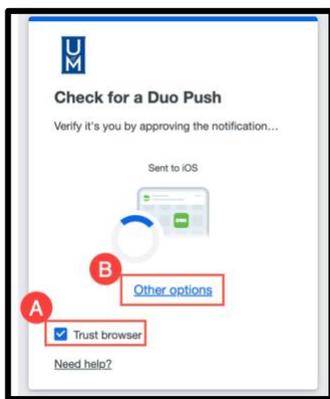


*Note: If you do not see the barcode click "I am unable to scan the barcode above" this will reveal an activation link from your device.*

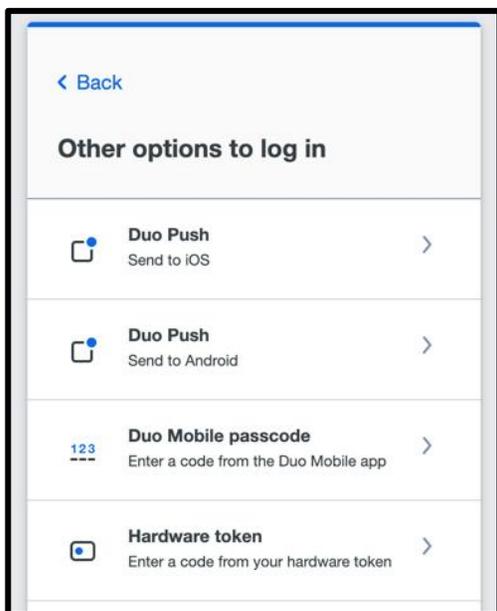
You can also activate Duo Mobile by clicking this activation link from your device:  
<https://>

Select the activation link.

- Once the barcode has been scanned or you've used the initialization link, you are ready to use DUO Account Security. The next time that you log into the SSO system with your UUID and Password, you will also be prompted to authenticate with your phone. From this screen, select **Send me a push** to have a notification sent to your phone. You may also check the box beside **A) Trust Browser** if you want the system to bypass DUO Authentication for the next week (this is device specific). The browser cookie settings must be set to allow local data to be set See instructions for each browser located on page 19. **B) Other options** will take you to a screen that will list all your other registered devices.



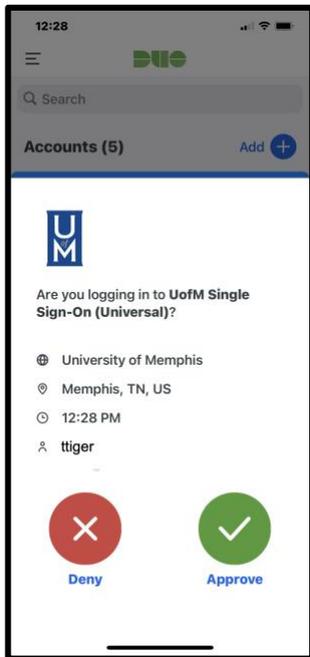
- Your other options will be listed on screen as the picture below. **Note: this is an unusually long list of devices, not everyone will have such a lengthy list.** Select an option and follow the on-screen instructions.



8. Once the push has been sent, you will receive a notification on your phone.



9. Next, launch the DUO Mobile app. A message from the DUO App will ask if you are logging in to UofM Single Sign On? Tap **Approve** and access to the system will be granted.



## Verified DUO Push

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The verification code option for DUO Push provides additional security against push harassment and fatigue attacks by asking the user to enter a verification code while approving a DUO Push authentication request. It also provides improved fraud reporting from end-users by directing them toward the fraud report option in DUO Mobile when they receive unexpected DUO Push login requests.

When a user logs into an application that shows the DUO Universal Prompt and has push verification enabled in its effective policy they will see a numeric code three to six digits in length (based on your preference) in the prompt which must be entered to approve the DUO Push request on their authentication device. This ensures users cannot accidentally approve login requests when they aren't actively logging in to the application.

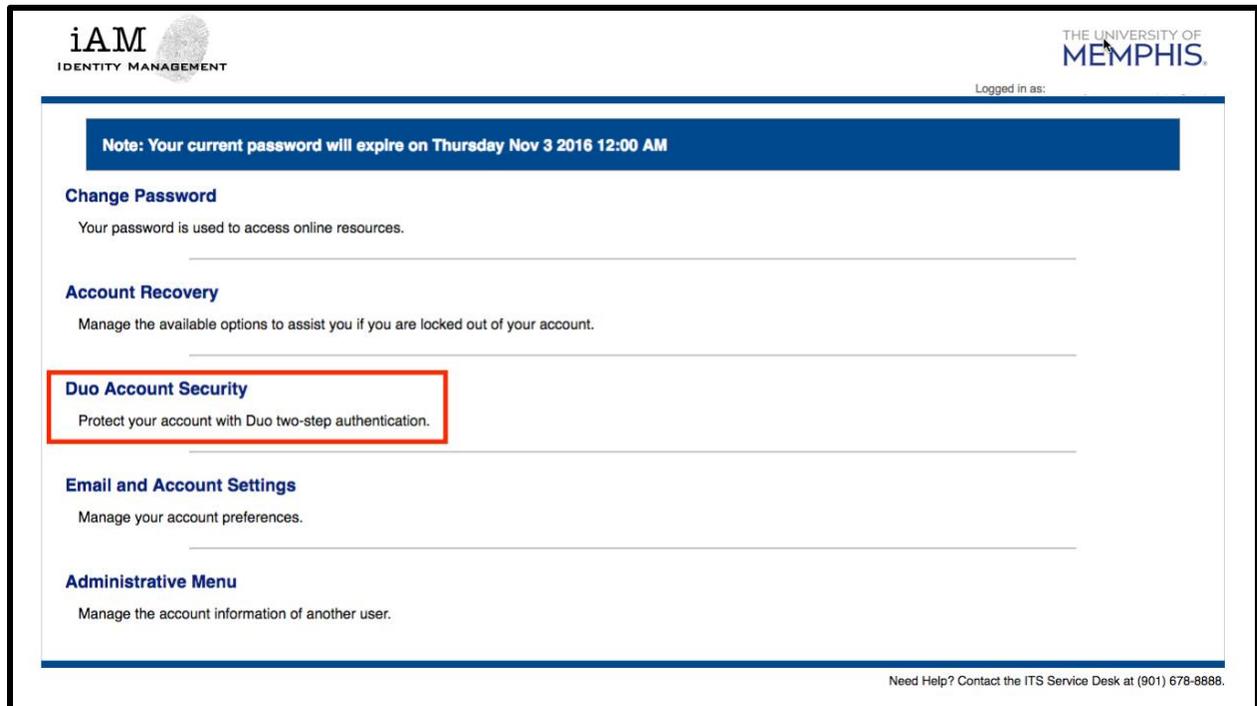
Verified DUO Push requires:

- DUO Mobile 4.16.0 or later on Android 8 or later.
- DUO Mobile 4.17.0 or later on iOS 13 or later.
- A DUO-protected browser-based application with the DUO Universal Prompt activated.

## Installing on a Tablet

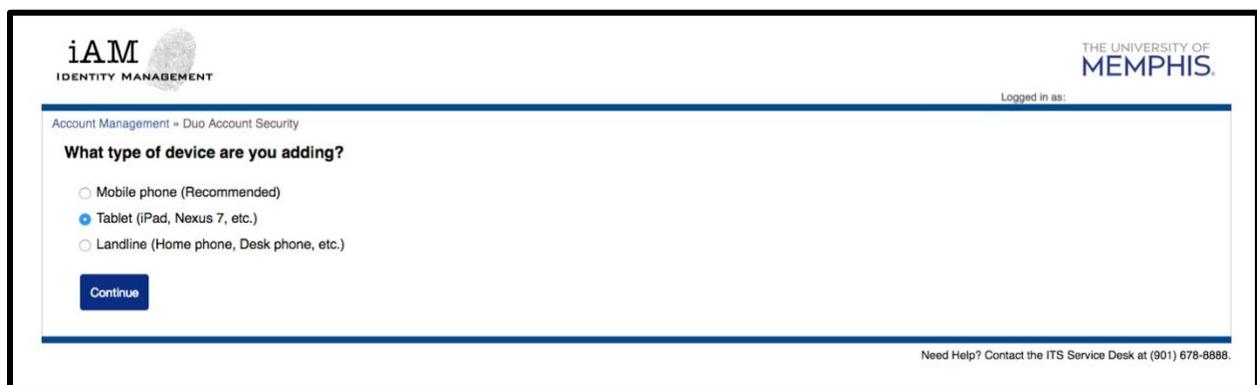
*Note: This method is also used for non-tablet mobile devices with international phone numbers that are experiencing issues using DUO.*

### 1. Click to select DUO Account Security.



The screenshot shows the iAM Identity Management dashboard. At the top left is the iAM logo with a fingerprint icon and the text 'IDENTITY MANAGEMENT'. At the top right is 'THE UNIVERSITY OF MEMPHIS' logo and 'Logged in as:'. A blue banner at the top states: 'Note: Your current password will expire on Thursday Nov 3 2016 12:00 AM'. Below this are several menu items: 'Change Password' (Your password is used to access online resources.), 'Account Recovery' (Manage the available options to assist you if you are locked out of your account.), 'Duo Account Security' (Protect your account with Duo two-step authentication.), 'Email and Account Settings' (Manage your account preferences.), and 'Administrative Menu' (Manage the account information of another user.). The 'Duo Account Security' option is highlighted with a red rectangular box. At the bottom right, it says 'Need Help? Contact the ITS Service Desk at (901) 678-8888.'

### 2. Choose from the available selection the type of device to add. Select **Tablet**. Click **Continue**.

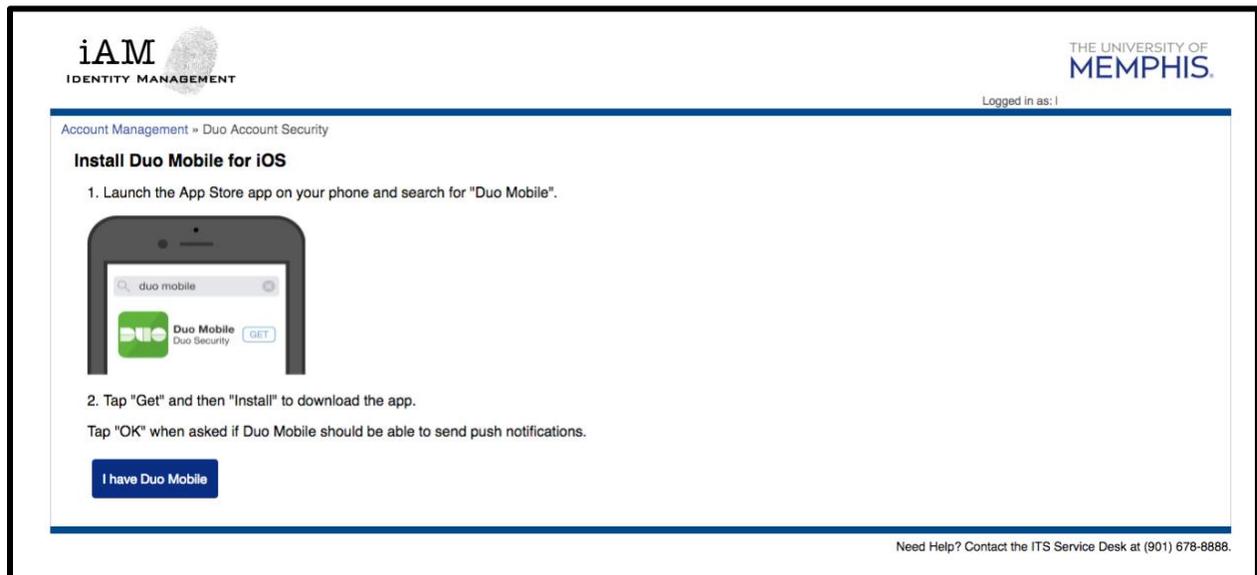


The screenshot shows the 'Duo Account Security' setup screen. At the top left is the iAM logo and 'IDENTITY MANAGEMENT'. At the top right is 'THE UNIVERSITY OF MEMPHIS' logo and 'Logged in as:'. Below the breadcrumb 'Account Management » Duo Account Security' is the heading 'What type of device are you adding?'. There are three radio button options: 'Mobile phone (Recommended)', 'Tablet (iPad, Nexus 7, etc.)' (which is selected), and 'Landline (Home phone, Desk phone, etc.)'. A blue 'Continue' button is at the bottom left. At the bottom right, it says 'Need Help? Contact the ITS Service Desk at (901) 678-8888.'

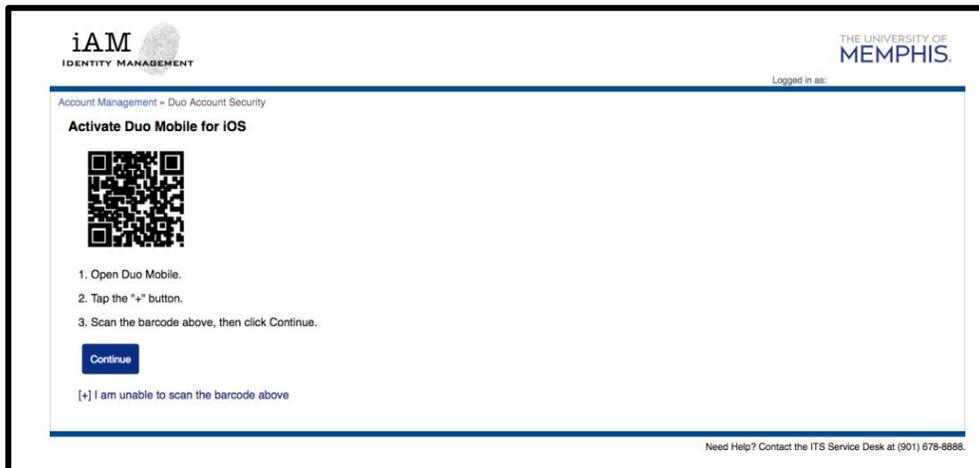
3. Download the DUO Mobile App from the App Store for an iPhone/iPad or in Google Play for android or tablet. Tap get and then install to download the app.  
**Note:** *The DUO application may be restricted in some international countries and the client will need to [download the DUO Mobile APK App directly from DUO website](#).*



4. Tap **OK** when asked if DUO Mobile should be able to send push notifications. If you have installed the app, click the **I have DUO Mobile** button.

The screenshot shows the iAM Identity Management portal. At the top left is the iAM logo with a fingerprint icon and the text "IDENTITY MANAGEMENT". At the top right is "THE UNIVERSITY OF MEMPHIS" and "Logged in as: I". The main content area is titled "Account Management » Duo Account Security" and "Install Duo Mobile for iOS". It contains two numbered steps: "1. Launch the App Store app on your phone and search for 'Duo Mobile'." and "2. Tap 'Get' and then 'Install' to download the app. Tap 'OK' when asked if Duo Mobile should be able to send push notifications." Below the steps is a blue button labeled "I have Duo Mobile". At the bottom right, there is a footer: "Need Help? Contact the ITS Service Desk at (901) 678-8888."

5. Once the Application has installed, open the DUO Mobile app. Next, launch the DUO Mobile app. Tap the "+" button, then under **Add Account**, click **Use QR code**. Scan the barcode, then click **Continue**. You can use the Default Name, University of Memphis, click **Done**. *Note: if you do not see the barcode click "I am unable to scan the barcode above" this will reveal an activation link from your device. Click **Continue**.*



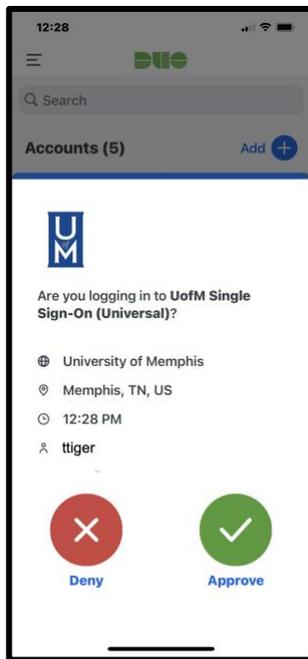
6. Once the barcode has been scanned, you are ready to use DUO Account Security. The next time that you log into the SSO system with your UUID and Password, you will also be prompted to authenticate with your phone. From this screen, select **Send me a Push** in order to have a notification sent to your phone. You may also click, **Yes Trust this browser**. if you want the system to bypass DUO Authentication for the next week (this is device specific). The browser cookie settings must be set to allow local data to be set. [See detailed instructions for each browser.](#)



7. Once the push has been sent you will receive a notification on your tablet.



8. Next, launch the DUO Mobile app. A message from the DUO App will ask if you are logging in to UofM Single Sign On? Tap **Approve** and access to the system will be granted.



## DUO Token

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What is a DUO Token? The DUO token is a small, thumb-sized device that generates 6-digit codes or tokens to be used during DUO sign-on. DUO tokens can be used to generate a code or token when an individual has no usable phone options or if traveling internationally. The token will need to be kept near or on the person to whom it is assigned, as it will be needed whenever you attempt to login and authenticate to secure sites at the UofM with DUO.



The device requires no internet connection, no phone number, and is suitable for situations where the mobile app or phone cannot be used, such as in secure areas or when traveling. **Note:** *Each time you press the green button on your DUO Token, it invalidates the previous code.*

DUO tokens must be assigned to specific user accounts and cannot be shared. For faculty and staff, a DUO token can be requested [via the following Service Desk form](#). DUO tokens are available for \$20 and can be charged to a departmental index #. Tokens that are lost or damaged are subject to a \$20 replacement fee. Students can order a DUO Token on this [web page](#). Following the process below should allow you to successfully Authenticate utilizing your assigned DUO Token. **Note:** *There will be a 5-7 day time period for clients to pick up the DUO token, once notified. The DUO token MUST be picked up in person by the requestor, on the main campus at the Administration Building room 100. It cannot be picked up from someone else other than the original requestor.*

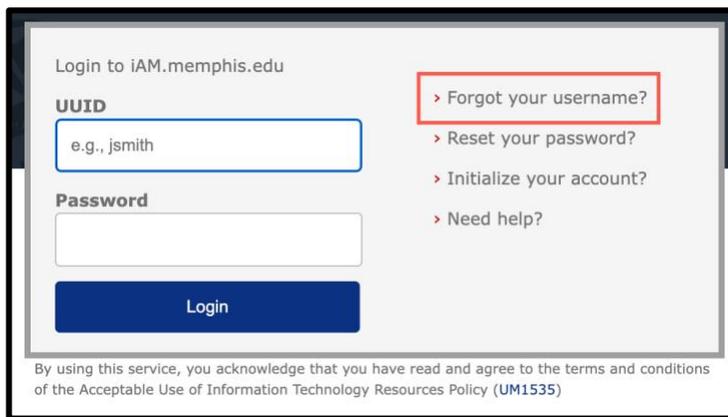
### Acquiring and Using a DUO Token

1. Fill out a DUO token request using the appropriate Service Desk form. (**Note:** *see above paragraph*)
2. You will receive an email saying your token is ready and the location for picking up your DUO token. Pick up your DUO token.
3. Whenever you attempt to login a system protected by DUO, press green button, and enter token number on token when prompted by DUO for authentication.

## Using Self-Service Bypass Codes (For Students Only)

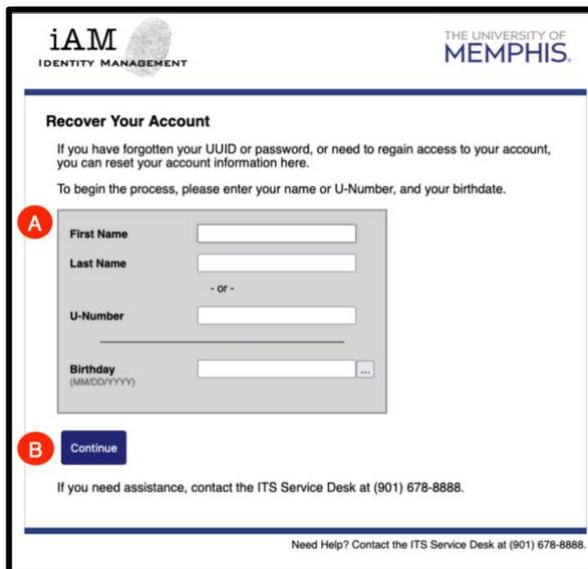
**Note:** This documentation is for users who know their password but need to add a device in DUO. This feature is for students only and is not available for faculty or staff.

1. To use the self-service bypass codes log into [iAM](#).
2. Click **Forgot your username?**



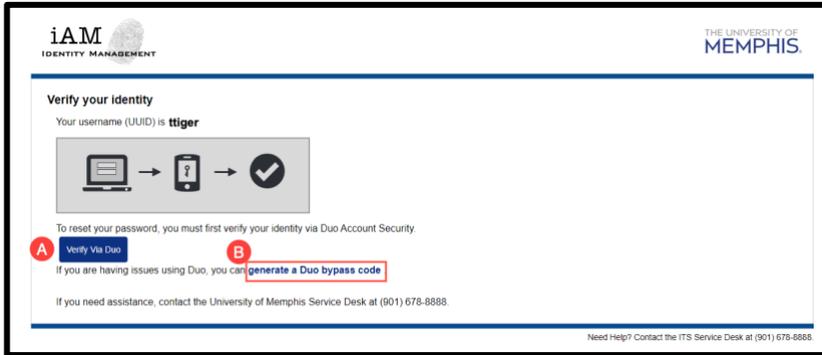
The screenshot shows the iAM login page for memphis.edu. It features a 'Login to iAM.memphis.edu' header. On the left, there are input fields for 'UUID' (with the example 'e.g., jsmith') and 'Password', followed by a blue 'Login' button. On the right, a list of links is displayed: '> Forgot your username?' (highlighted with a red box), '> Reset your password?', '> Initialize your account?', and '> Need help?'. At the bottom, a disclaimer states: 'By using this service, you acknowledge that you have read and agree to the terms and conditions of the Acceptable Use of Information Technology Resources Policy (UM1535)'.

3. A) Enter your **First Name**, **Last Name**, **U-Number**, and **Birthday** as directed by the screen. **Note:** You can manually enter the date (MM/DD/YY) or use the drop-down calendar. B) Click **Continue**.

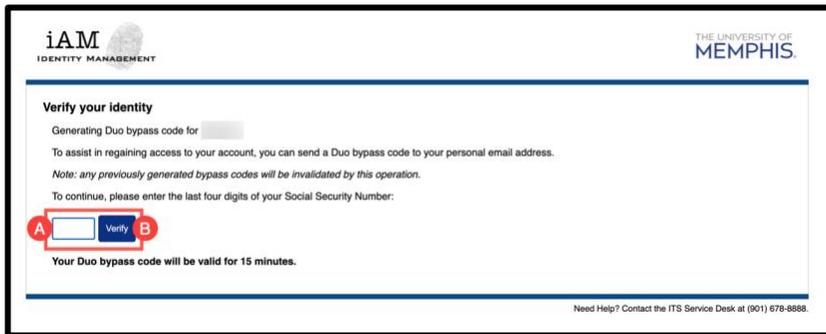


The screenshot shows the 'Recover Your Account' page in the iAM system. The page header includes the 'iAM IDENTITY MANAGEMENT' logo and 'THE UNIVERSITY OF MEMPHIS' logo. The main heading is 'Recover Your Account'. Below this, instructions state: 'If you have forgotten your UUID or password, or need to regain access to your account, you can reset your account information here. To begin the process, please enter your name or U-Number, and your birthdate.' A form with four input fields is shown: 'First Name', 'Last Name', 'U-Number', and 'Birthday (MM/DD/YYYY)'. A red circle with the letter 'A' is next to the form. Below the form is a blue 'Continue' button with a red circle and the letter 'B' next to it. At the bottom, contact information for the ITS Service Desk is provided: 'If you need assistance, contact the ITS Service Desk at (901) 678-8888.' and 'Need Help? Contact the ITS Service Desk at (901) 678-8888.'

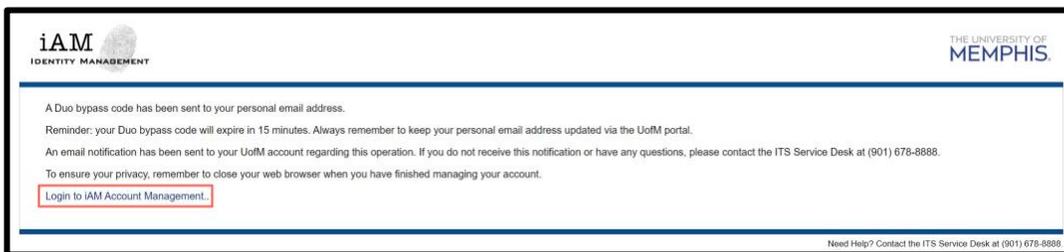
4. A) Verify Via DUO or B) Generate a DUO Bypass Code.



5. Next, A) Enter the last 4 digits of your Social Security number. B) Click Verify.



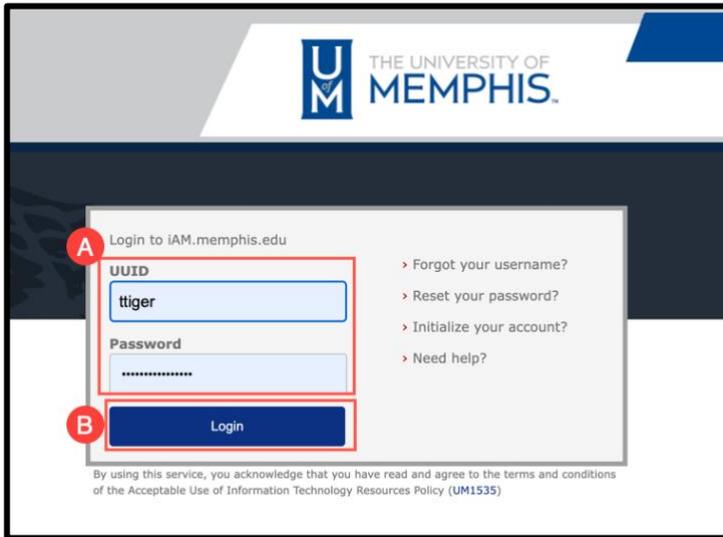
6. You will see the following on your screen once you verify. Click Login to iAM Account Management to return to iAM login screen.



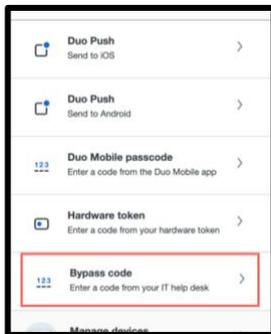
7. You will need to log into your personal email to access the bypass code.  
*Note: Your personal email may look different than the image below.*



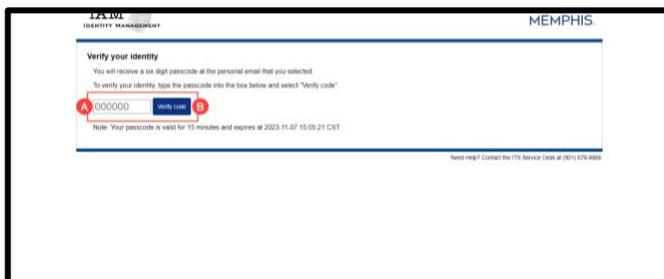
8. Once you have clicked **Login Into iAM Account Management**, you will log into [iAM](#) again. Enter your **A) UofM credentials (uuid and password associated with it)**, then **B) Click Login**.



9. At the DUO screen, click **Bypass Code**.



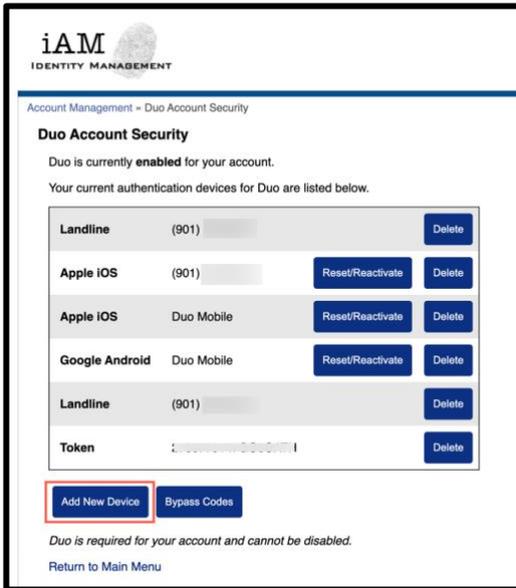
10. **A) Enter the Bypass Code** from your email, **B) Click Verify Code**.



11. From the iAM Menu Click DUO Account Security.

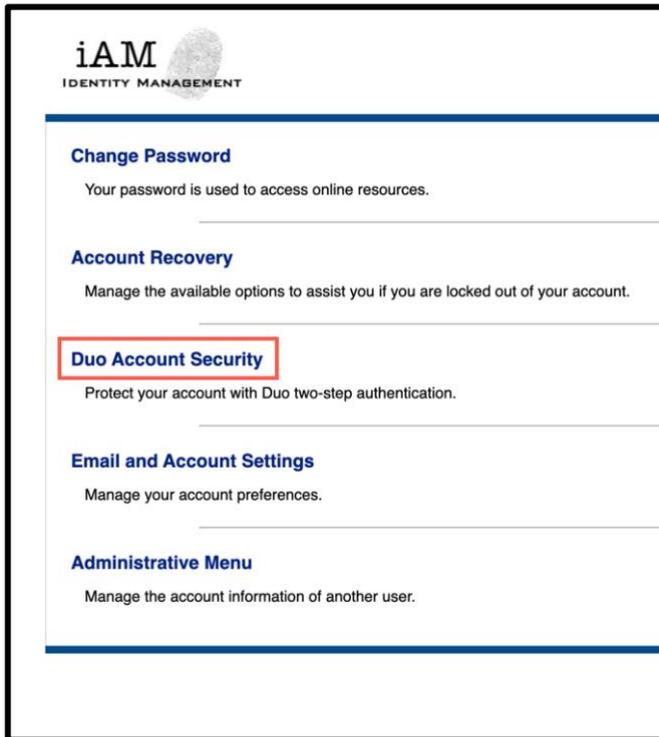


12. Click Add New Device to register your new device.

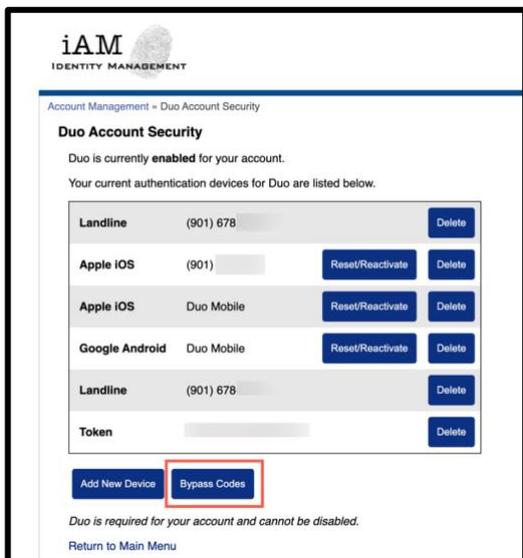


## Using Bypass Codes

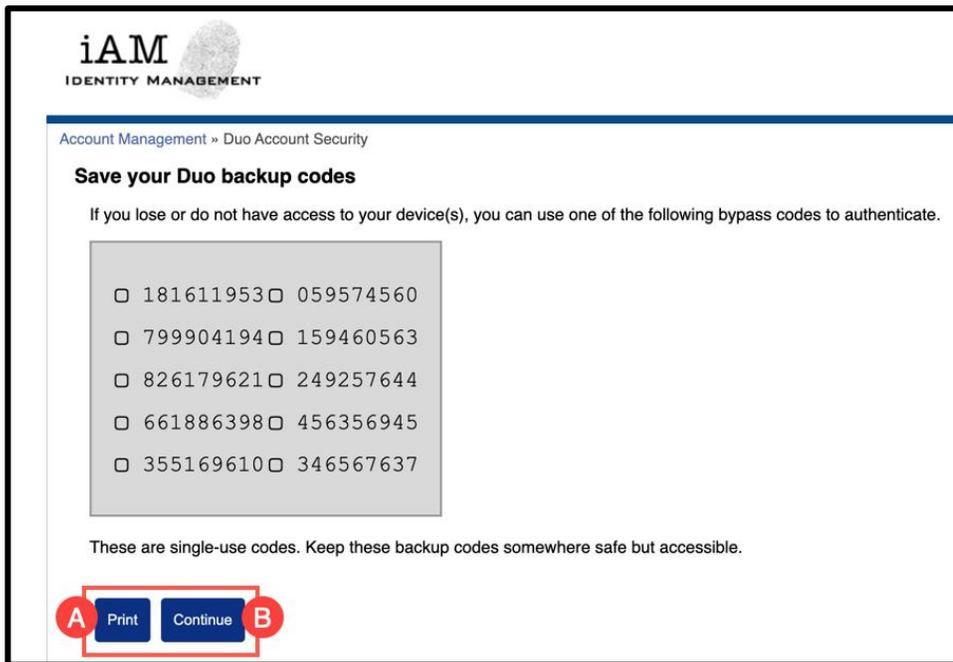
1. To use Bypass Codes log into [iam.memphis.edu](http://iam.memphis.edu). Click on DUO Account Security.



2. Click on Bypass Codes.



3. Save your DUO backup codes You can **A) Print** them, write them down, take a screenshot, or photo. If you lose or do not have access to your device(s), you can use one of the following bypass codes to authenticate. When you are finished click **B) Continue**. *Note: These are single-use codes. Keep these backup codes somewhere safe but accessible.*



**iAM**  
IDENTITY MANAGEMENT

Account Management » Duo Account Security

**Save your Duo backup codes**

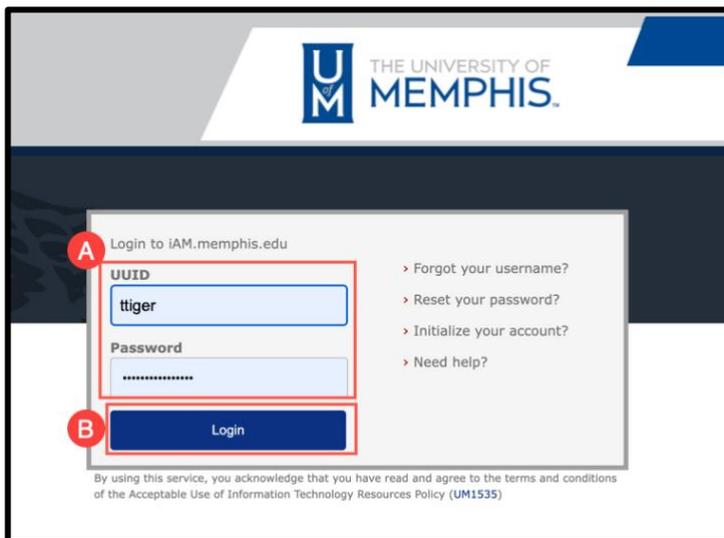
If you lose or do not have access to your device(s), you can use one of the following bypass codes to authenticate.

<input type="checkbox"/>	181611953	<input type="checkbox"/>	059574560
<input type="checkbox"/>	799904194	<input type="checkbox"/>	159460563
<input type="checkbox"/>	826179621	<input type="checkbox"/>	249257644
<input type="checkbox"/>	661886398	<input type="checkbox"/>	456356945
<input type="checkbox"/>	355169610	<input type="checkbox"/>	346567637

These are single-use codes. Keep these backup codes somewhere safe but accessible.

**A** Print **B** Continue

4. Log into [iAM](#) again. Enter your **A) UofM** credentials (*uuid and password associated with it*), then **B) Click Login**.



 THE UNIVERSITY OF  
**MEMPHIS**

**A** Login to iam.memphis.edu

**UUID**

tiger

**Password**

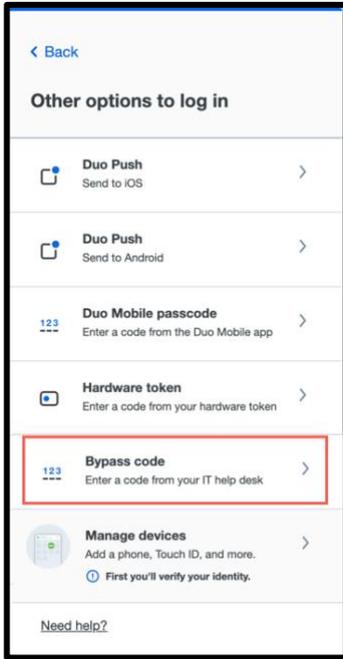
.....

> Forgot your username?  
> Reset your password?  
> Initialize your account?  
> Need help?

**B** Login

By using this service, you acknowledge that you have read and agree to the terms and conditions of the Acceptable Use of Information Technology Resources Policy (UM1535)

5. At the DUO screen, click **Bypass Code**.



6. Enter the **Bypass Code**.



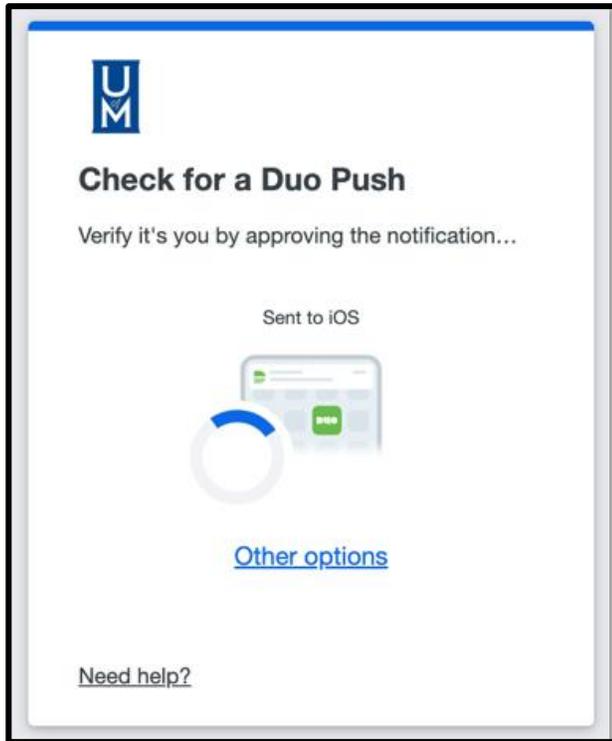
*Note: These are single-use codes. Keep these backup codes somewhere safe but accessible.*

## Changed your Phone? How to set up DUO on Your New Phone

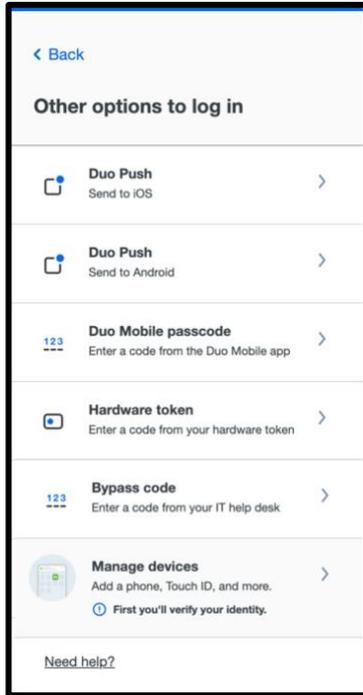
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If your phone number has not changed, \*\*\*access [iam.memphis.edu](https://iam.memphis.edu)\*\*\* when the DUO Authentication screen comes up:

1. Select "Other Options "

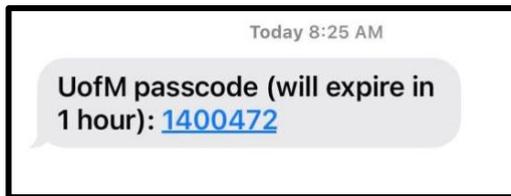


2. Select "Bypass code".

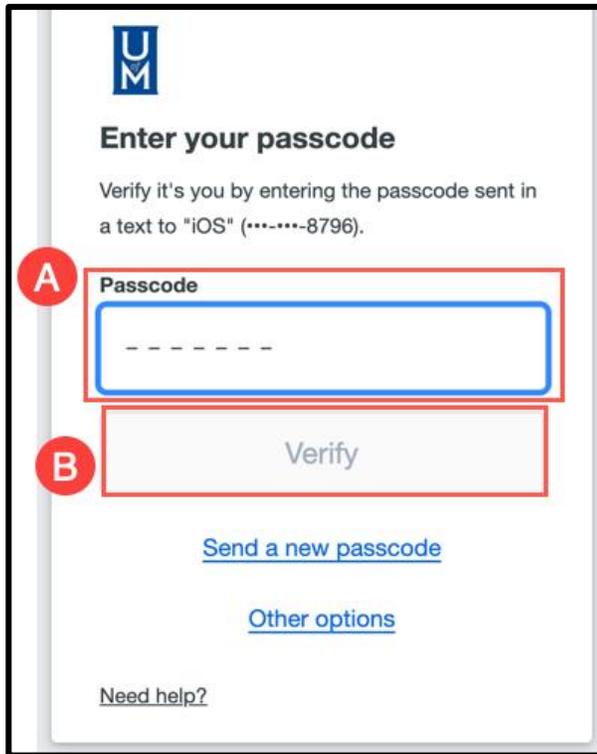


*Note: This feature not available for some accounts.*

3. Your phone will receive a text.



4. **A)** Enter the code texted to your phone, then **B)** Click **Verify**.



  
**Enter your passcode**  
Verify it's you by entering the passcode sent in  
a text to "iOS" (\*-----8796).

**A** **Passcode**  
-----

**B** **Verify**

[Send a new passcode](#)

[Other options](#)

[Need help?](#)

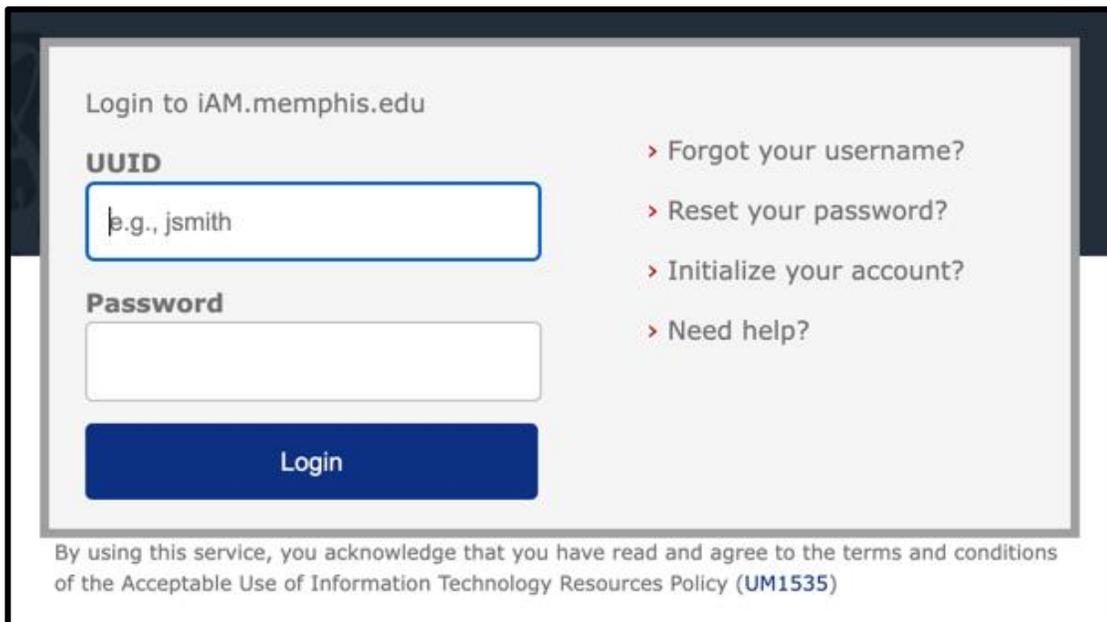
5. Once you do so, you will be able to authenticate and access your account. Once you have accessed Identity Management [iam.memphis.edu], you may update/reactivate your device under "DUO Account Security" to enable the "push" feature on your device.

## To set up DUO on your new phone, please complete the following steps:

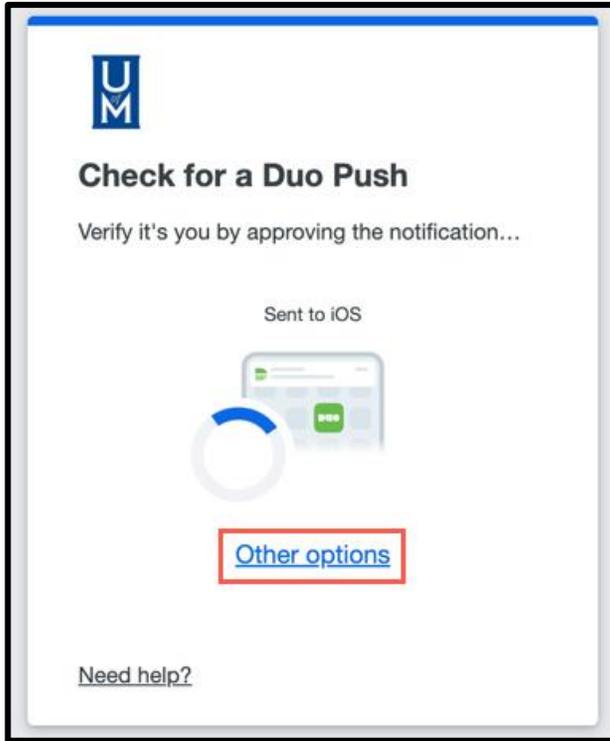
1. Install the DUO Mobile application on your new phone.



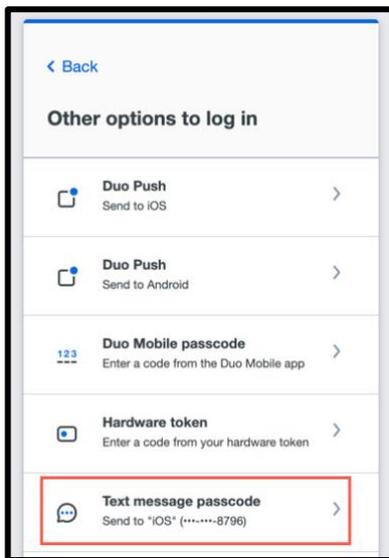
2. On a computer, visit [iam.memphis.edu](https://iam.memphis.edu) and sign in with your UUID and password.

A screenshot of the login page for iAM.memphis.edu. The page has a light gray background and a dark blue border. At the top, it says "Login to iAM.memphis.edu". Below this, there are two input fields: "UUID" and "Password". The UUID field contains the text "e.g., jsmith". To the right of the input fields, there are four links: "> Forgot your username?", "> Reset your password?", "> Initialize your account?", and "> Need help?". Below the input fields is a dark blue "Login" button. At the bottom of the page, there is a disclaimer: "By using this service, you acknowledge that you have read and agree to the terms and conditions of the Acceptable Use of Information Technology Resources Policy (UM1535)".

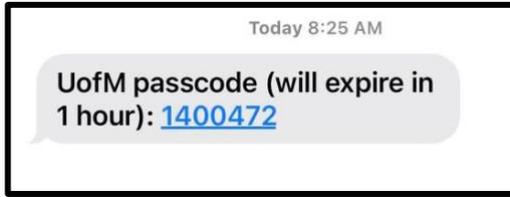
3. Select **Other options**.



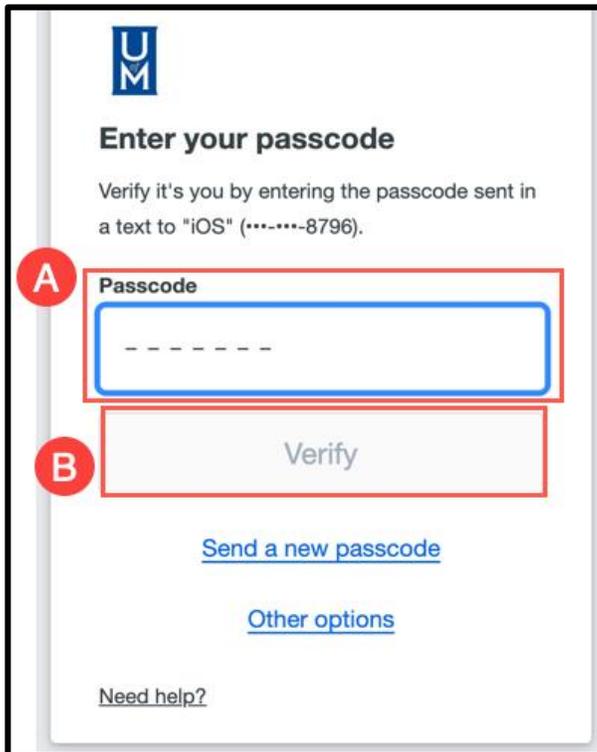
4. Next, select **Text message passcodes**.



5. Your phone will receive a text.



6. A) Enter the code texted to your phone, then B) Click Verify.

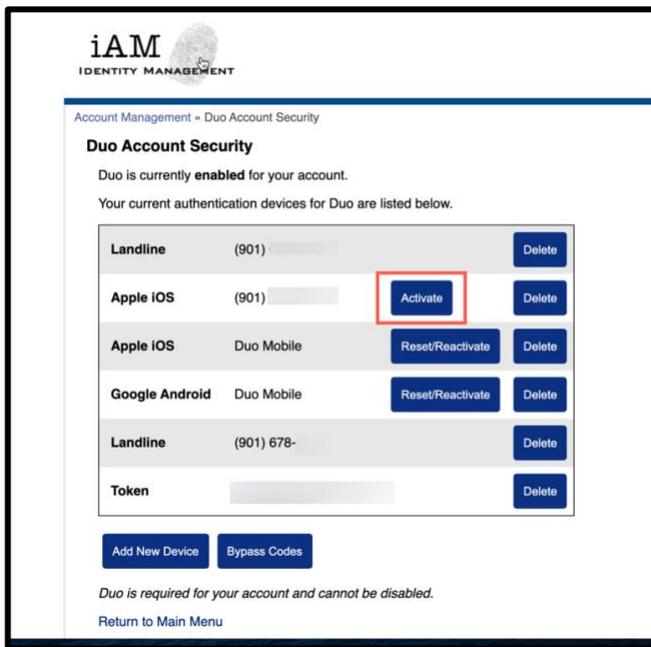


7. Once you sign in, select DUO Account Security.



The screenshot shows the iAM Identity Management dashboard. At the top left is the iAM logo with the text 'IDENTITY MANAGEMENT'. At the top right is 'THE UNIVERSITY OF MEMPHIS' logo and a 'Logged in as: [username] [Logout]' link. The main content area has a blue header bar. Below it, there are several menu items: 'Change Password' (Your password is used to access online resources.), 'Account Recovery' (Manage the available options to assist you if you are locked out of your account.), 'Duo Account Security' (Protect your account with Duo two-step authentication.), 'Email and Account Settings' (Manage your account preferences.), and 'Administrative Menu' (Manage the account information of another user.). The 'Duo Account Security' item is highlighted with a red rectangular box. At the bottom right, there is a footer: 'Need Help? Contact the ITS Service Desk at (901) 678-8888.'

8. Click on Activate or Reset/Activate.

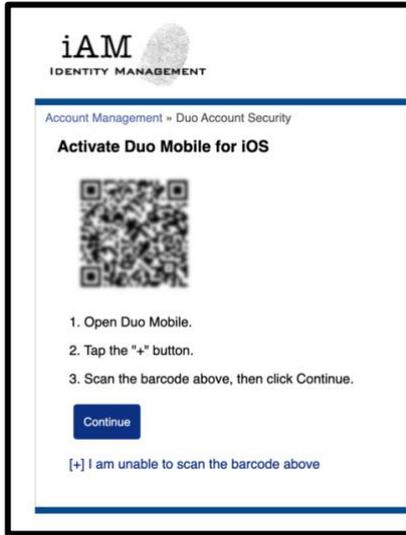


The screenshot shows the 'Duo Account Security' page in the iAM Identity Management system. The page title is 'Account Management - Duo Account Security'. The main heading is 'Duo Account Security'. Below the heading, it states 'Duo is currently enabled for your account.' and 'Your current authentication devices for Duo are listed below.' There is a table of authentication devices with the following columns: Device Type, Device ID, and Action. The 'Activate' button for the 'Apple IOS' device is highlighted with a red box.

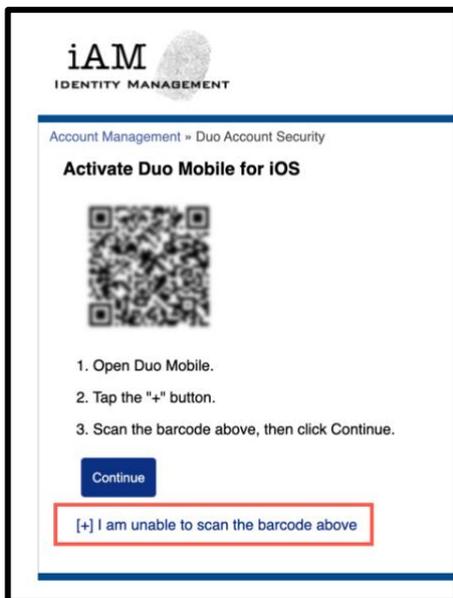
Device Type	Device ID	Action
Landline	(901) [redacted]	Delete
Apple IOS	(901) [redacted]	Activate
Apple IOS	Duo Mobile	Reset/Reactivate, Delete
Google Android	Duo Mobile	Reset/Reactivate, Delete
Landline	(901) 678-[redacted]	Delete
Token	[redacted]	Delete

Below the table, there are two buttons: 'Add New Device' and 'Bypass Codes'. At the bottom, there is a note: 'Duo is required for your account and cannot be disabled.' and a link: 'Return to Main Menu'.

9. A QRcode will appear. A) Open the DUO Mobile app, press the + symbol to add an account and click **Use QR Code**. Use your camera to scan the barcode then click continue. You should be able to receive push notifications on your new phone.



10. If you do not have a computer or are using the device you are trying to set up,



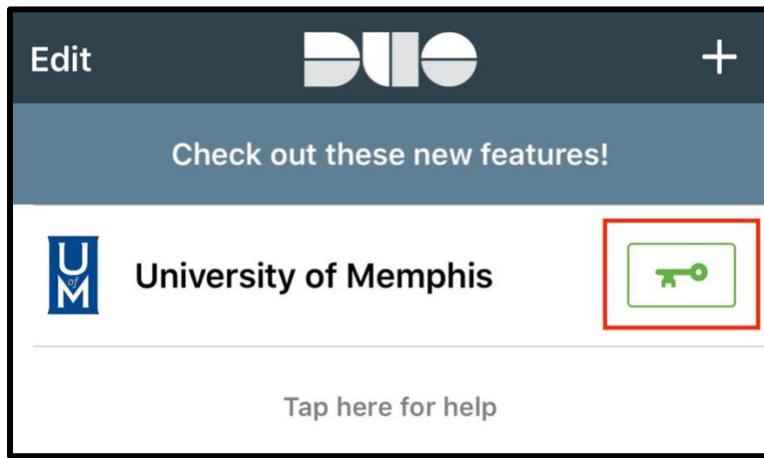
you will need to select the "I am unable to scan barcode above" link when you sign into IAM and go to the DUO Account Security page. It will open the DUO Application automatically on your phone and the account will be added.

## Using the DUO Mobile Application in location with poor cell coverage or no WIFI

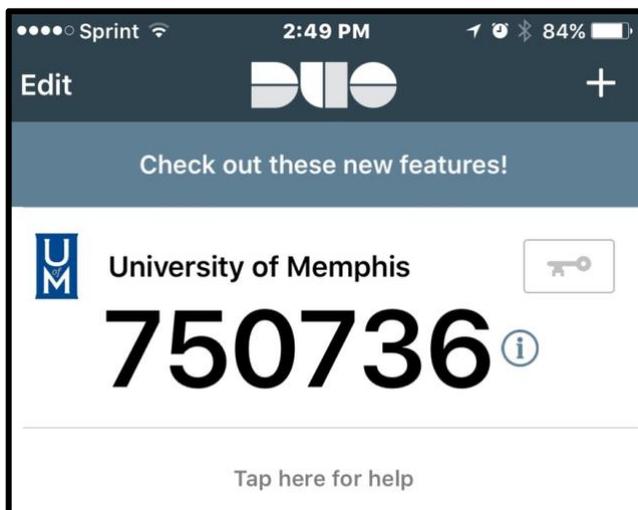
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You can use the DUO Mobile app to generate a passcode to use as a second factor.

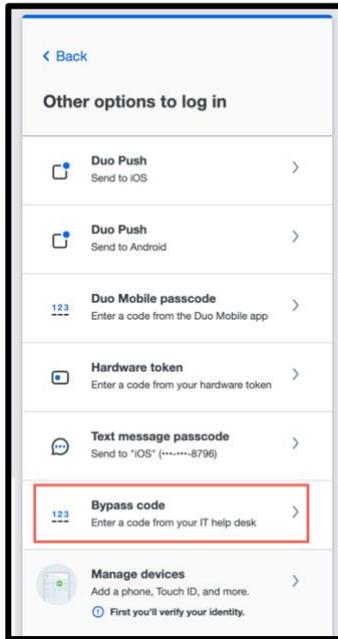
1. To generate a one-time passcode, open the app and tap the green key icon next to "University of Memphis".



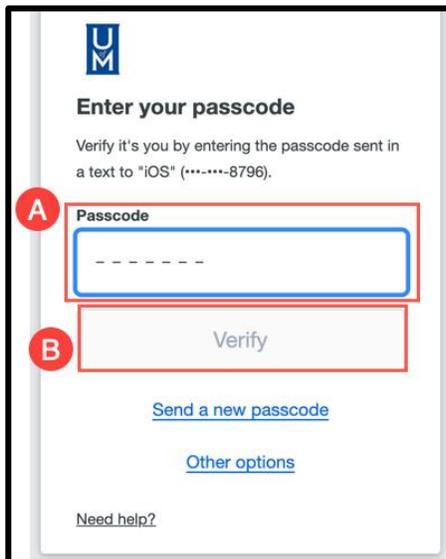
2. The app will generate a one-time passcode to enter at time of log in.



3. The next time that you log into the SSO system with your UUID and Password, you will also be prompted to authenticate.



4. Click on the **Enter a Bypass Code**, then enter one-time passcode.



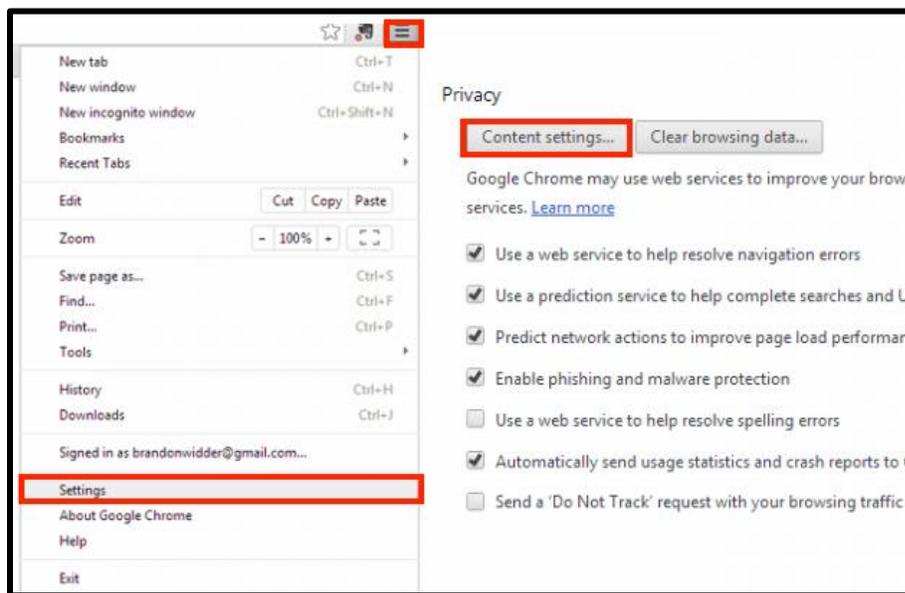
Once you have entered the one-time passcode bypass code, click **verify**.

## How to enable cookies in Chrome, Firefox, IE, Opera or Safari

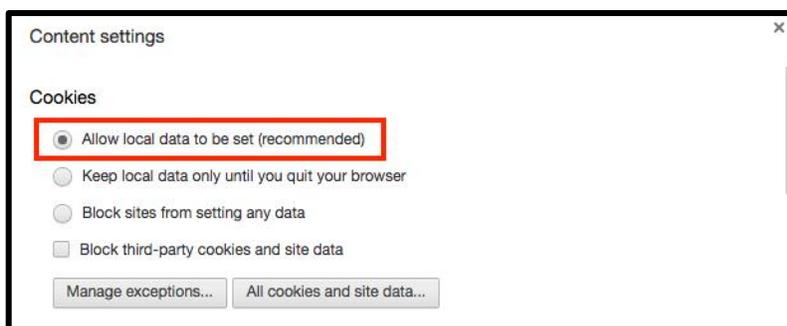
To ensure your “Trust this browser?” is operational, you need to enable Cookies in your web browser. Here are directions for the most used browsers.

### From Chrome

**Step 1: Open settings** – With Google Chrome open, click the Chrome menu icon represented by three horizontal bars or 3 small dots in the upper-right corner of the browser window. Next, click the *Settings* option from the menu. Next click the **Show Advanced Settings** option at the bottom of the page, followed by the gray **Content Settings** button located beneath the Privacy section.

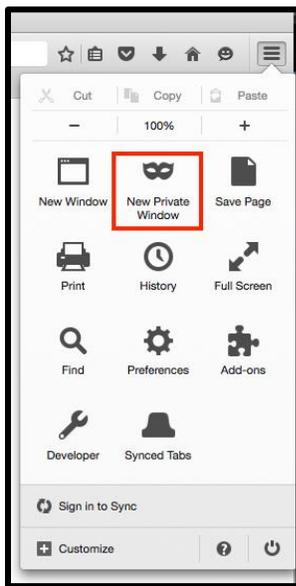


**Step 2: Enable cookies** – Check the radial selection directly left of the **Allow Local Data to be Set** option near the top of the resulting pop-up window to enable browser cookies. Click the **Done** button in the bottom-right corner when finished. Close the settings tab.

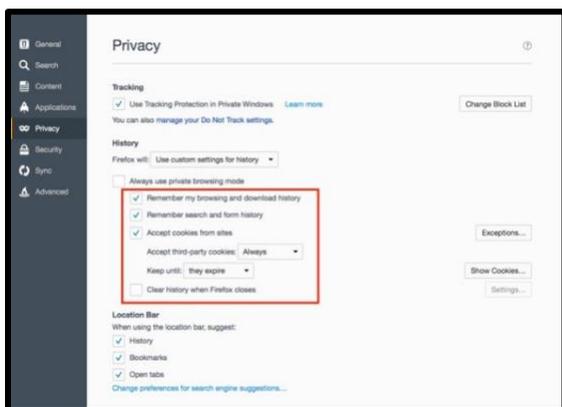


## From Firefox

**Step 1: Open settings** — Open Mozilla Firefox, click the menu icon in the upper-right corner of the browser window represented by three horizontal bars and select **Preferences** from the right side of the resulting drop-down menu. Afterward, click the masked Privacy tab located to the left side of the window and select the **Use Custom Settings for History** option in the drop-down menu of the panel's History section.

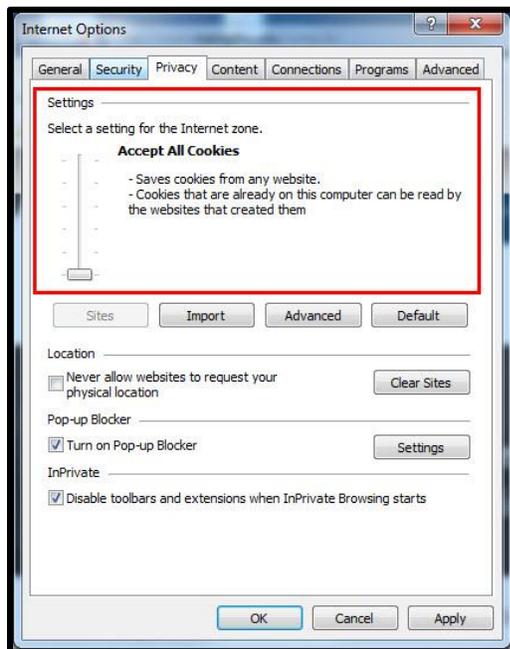


**Step 2: Enable cookies** — Check the box directly left of the **Accept Cookies from Sites** option near the middle of the History section to enable browser cookies. Use the drop-down menu beneath the checkbox to ensure **Accept Third-party Cookies** is set to **Always**.



## From Microsoft Edge

**Step 1: Open settings** — Launch Microsoft Edge, click the Tools menu icon represented by the cog in the upper-right corner of the browser window, and select **Internet Options** near the bottom of the resulting drop-down menu. Then, click the Privacy tab located in the top navigation bar.



**Step 2: Enable cookies** — Move the slider within the Settings section of the Privacy tab all the way to the bottom to accept all browser cookies. Then, click the gray **Advanced** button near the bottom of the slider and check the box directly left of the **Override Automatic Cookie Handling** option to access first and third-party cookie blocking. Click the gray **OK** button located at the bottom of the window when finished.

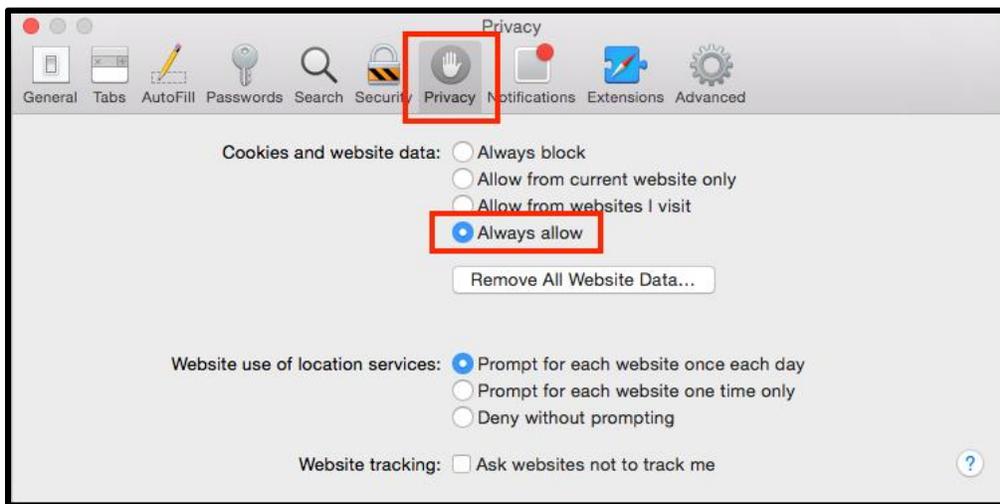


## From Safari

**Step 1: Choose the Safari Preferences** – Launch Safari, click **Safari** in upper-left corner of the main menu bar, and select the **Preferences** option near the top of the drop-down menu. Afterward, click the **Privacy** tab located in the top navigation bar.



**Step 2: Enable cookies** – Check the radial click beside the **Always Allow** option located directly right of **Cookies and Website Data** to enable browser cookies. Click the **Close** button in the top-left corner when finished.



## Why Do I Need This?

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Passwords are increasingly easy to compromise. They can often be stolen, guessed, or hacked – you might not even know someone is accessing your account.

Two-factor authentication adds a second layer of security, keeping your account secure even if your password is compromised. With DUO, you'll be alerted right away (on your phone) if someone is trying to login as you.

This second factor of authentication is separate and independent from your username and password – DUO never sees your password.

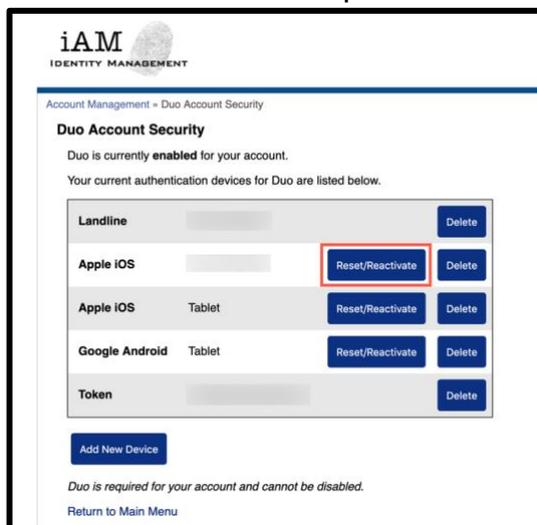
## I need to reactivate DUO Mobile.

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When using DUO on a mobile device, if you change your device, you will need to register it in DUO. Log into IAM and deactivate the old device and activate the new one.

Here are the steps:

1. Log into IAM – <https://iam.memphis.edu/>
2. Select **DUO Account Security**.
3. You will see a list of devices and phone numbers, select the device to **Reset/Reactivate** or press the **Delete** button to delete the device.



4. Select the device to **Reset/Reactivate**. Click on **Reset/Reactivate** and follow the onscreen steps. You now have Reset/Reactivated your device.

## I have stopped receiving push notifications on DUO Mobile

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You may have trouble receiving push requests if there are network issues between your phone and our service. Many phones have trouble determining whether to use the Wi-Fi or cellular data channel when checking for push requests, and simply turning the phone to airplane mode and back to normal operating mode again often resolves this sort of issues, if there is a reliable internet connection available. Similarly, the issue may be resolved by turning off the Wi-Fi connection on your device and using the cellular data connection.

Check the time and date on your phone and make sure they are correct. If the date and time on your phone are manually set, try changing your device's configuration to sync date and time automatically with the network.

If neither of these suggestions work, you can login to [iAM](#), remove your device – provided you have a backup – and re-activate DUO Mobile.

## I lost my phone

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If you have lost your phone, please contact the ITS Service Desk at 901.678.8888 or by email at [umtech@memphis.edu](mailto:umtech@memphis.edu).

## I have an international number and am having trouble using DUO.

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For mobile devices with international phone numbers that are having trouble using DUO, follow the instructions on page 10 to add your device as a tablet. International phone numbers should be entered in the correct format: The plus sign (+) followed by the country code and full number with no spaces or dashes. Example: +911234567890.

## My hardware token stopped working

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Your token can get "out of sync" if the button is pressed too many times in a row and the generated passcodes aren't used for login. In some cases, this can happen by accident if the token is stored next to other objects in a pocket, backpack, etc. Tokens can typically be re-synchronized by attempting to authenticate using three consecutively generated passcodes.

Contact the ITS Service Desk if your token stops working or if you can't log in with the passcodes it generates.

## I received an authentication notification that I did not request, what should I do?

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An un-requested authentication attempt might be an indication of fraudulent activity, or it could be a service configured to automatically log in, such as a computer logged in overnight.

If you believe the request is fraudulent, reject the push notification and change your credentials.

## I am not able to install DUO Mobile

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The minimum supported operating system version for DUO Mobile 3.1.0 and above is iOS 6.0. Users installing DUO Mobile for the first time with devices running pre-iOS 6.0 need to download DUO Mobile from the App Store using the iTunes application on a Mac or PC computer. You must be signed in with the same iTunes account you plan to use with your phone.

When the download is complete, open the App Store on your pre-iOS 6.0 device, and install DUO Mobile. You will be prompted with an alert informing you will receive the latest compatible version of DUO Mobile (v3.0.2).

Contact the ITS Service Desk if further assistance is required.

## Supported Devices

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Click your device to learn more:

- [iPhone & iPad](#)
- [Android](#)
- [Cell Phones & Landlines](#)
- [Hardware Token](#)

# Locating Help Resources

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umTech offers support to faculty, staff, and students, provides additional assistance, and resources. Such help can be located as follows:

## Submitting a Service Request

Login URL: [Click here for our service desk ticketing system.](#) After logging in, choose the appropriate form request for services.

Contact the ITS Service Desk – 901.678.8888 any day of the week! *(Excluding Some Holidays)*

ITS Service Desk Walk-In hours (Admin Building Room 100):

Monday - Friday 8:00 am - 4:30 pm

The ITS Service Desk Call Center hours:

Monday - Friday 8:00 am - 8:00 pm

Saturday 10:00 am - 2:00 pm

Sunday 1:00 pm - 5:00 pm

Contact the Service Desk for assistance with technical login problems or issues. ALL incoming calls after hours will be handled by voicemail services. If you require assistance after 8:00 pm, please leave a message or [submit a service request](#).

Voice messages will be checked regularly and receive priority response the following business day. You may also email umTech at [umtech@memphis.edu](mailto:umtech@memphis.edu). *(Using this email will automatically generate a service request).*

## Important Links

[Explore the umTech Website](#)

[Search the Solutions Page](#)