

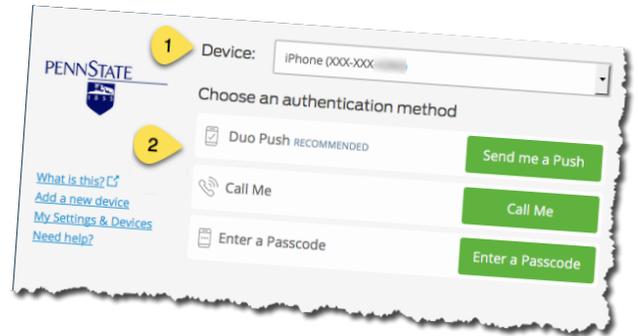
Authenticating with the Duo Mobile App for your iOS or Android Device

Log into Penn State Health's Outlook Web Access or Remote Access Portal as you normally do.



Option 1 – Duo Push

Verify the device you will use to perform the Duo portion of the login process, select “Duo Push” and click Login.

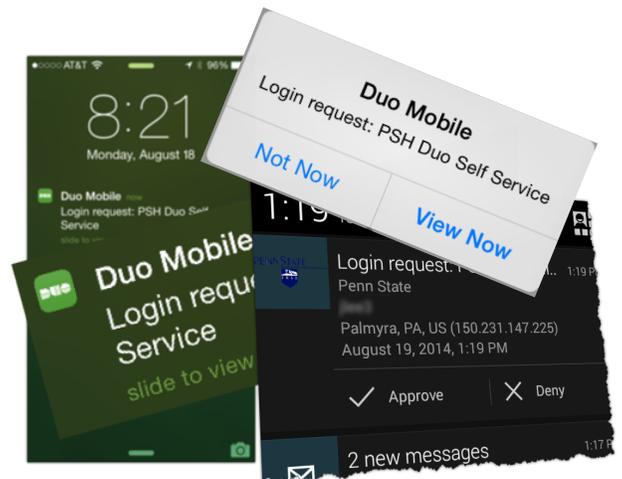


An alert will be sent to your phone or tablet. To acknowledge the alert do one of the following:

- from the iOS lock screen, slide the alert to the left, click “Approve”, and enter your device’s unlock code
- touch “Options” and “Approve” on iOS with pop-up style alerts
- tap the top-of-screen notification to launch the Duo Mobile client and click Approve

- on Android, swipe down from the notification bar at the top of the screen. You can Approve, then Confirm, directly from that notification message.

** see the back page if you do not receive the push notification from Duo



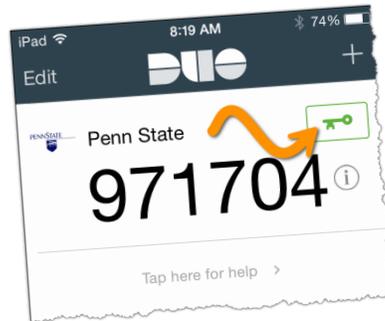
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Option 2 – Phone call

Verify the number you will use to perform the Duo portion of the login process. You must be near this phone when you log in. An alert will be sent to this phone. Upon answering, push any number to acknowledge the login.

Option 3 – Passcode

When you don't have a strong wireless signal and the push isn't working, you can generate a code directly from the Duo Mobile app by touching the key icon next to "Penn State" on the Duo screen.



Select the passcode option on the web page on your computer and enter the generated code in the passcode field.

Option 4 – SMS Passcodes

If using a mobile phone, click the "send SMS passcodes" (or "send more") link under the Passcode box. Duo will send a batch of 10 one-time codes that can be entered. You can save these in your messages and use them as needed. The Duo prompt on the web page will indicate which SMS passcode it's expecting by it's first number.



Push Notifications Troubleshooting

You may have trouble receiving push requests if there are network issues between your phone and the Duo service. Many phones have trouble determining whether to use the WiFi 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 these sort of issues, if there is a reliable internet connection available.

Also make sure the Duo Mobile app has permissions to show notifications on your device. In iOS 7, open Settings, select "Notification Center", find the "Duo Mobile" app in the list, and assure the Alert Style is set to "Banners" or "Alerts", and that "Sounds" and "Show on Lock Screen" are enabled.

If you are expecting a notification but it does not arrive, open the Duo Mobile app and pull down on the screen to check for pending notifications. Duo Push notifications expire after ~60 seconds.