

DUO Mobile MFA FAQ Sheet

What do I need to do to prepare for the DUO rollout?

You may review the district information resources [here](#) but we ask that you wait until DUO Mobile prompts you to enroll.

What is DUO Mobile?

DUO Mobile is a smartphone application that provides a method to authenticate you when logging into devices or systems. It is similar to the Microsoft or Google authenticator app.

Why use DUO Mobile?

The Auburn School District utilizes many different systems and services that rely on username and passwords for access. DUO Mobile was researched and found to be the most universal solution that is compatible with mostly all of the logins you may use. This solution was chosen in order to avoid needing many different methods and smartphone apps for all of the different accounts you may use.

Is this mandatory?

Yes. In order to have and use district user accounts, we must ensure we are following best practices and meeting compliance, regulatory and insurance requirements to protect those accounts and the systems they access.

Is using this app considered using my personal phone to conduct district work?

Not exactly. The DUO Mobile app is simply allowing your smartphone to be used as a source of identification. It is much the same way you use your driver's license or social security card to prove your identity.

Is there an alternative to using the app?

Absolutely. For those individuals who do not have a smartphone, or are unable to install the app on their smartphone, we have an alternate method we can configure for you.

What is MFA?

MFA stands for Multi-Factor Authentication, which combines something you know (like your password) with something you have (like the app on your personal cell phone or an assigned hardware token) in order to verify your identity. Using MFA prevents unauthorized access to your accounts in the event that your password is stolen.

What does DUO Mobile protect?

DUO Mobile protects your ASD security accounts: ASD email (also your Windows device login), ASD Google, Skyward-Qmlativ.

Why can't I just get texts with a code?

Current cyber security best practice for MFA is to use an app, like DUO Mobile, or a related token (like the DUO Hardware token). Text based authentication (SMS) can be intercepted by a bad actor and is, of the MFA options available, the least secure.

When will I be prompted to approve a login?

DUO Mobile will prompt you when you log in to a new device or if DUO needs to reauthenticate one of your accounts (e.g. email, Google account, Skyward-Qmlativ).

How often will I be prompted?

DUO Mobile will require you to authenticate every 30 days, for each device and account.

Do I need cell service for DUO to work?

No. Although the push notifications rely on cell service to work, a backup method of typing in your 6 digit passcode from the app does not rely on wifi or cell service.

Do I need to keep the Microsoft authenticator or Google Authenticator app on my phone?

A: For ASD services, no. However, if you use the Microsoft Authenticator for any personal business, you will want to keep it. Contact helpdesk for help understanding if you can safely remove the Microsoft Authenticator, after you are enrolled in DUO Mobile.

What do I do if I forget my phone or hardware token at home?

A: Call Helpdesk 253-931-4940 to get a bypass token for use till EOD. After 5pm, the bypass code will no longer work and you will have to use your phone or hardware token again.

Is my 6 digit access code on my DUO Mobile app or DUO HardwareToken always the same?

A: No. The 6 digit access code in either the DUO Mobile app or DUO Hardware Token changes every 30 seconds.

What if I need to move to a different computer/device during the day? (Itinerant staff, teachers providing coverage, use of common workspaces, etc.)

A: Make sure you bring your cell phone or DUO Hardware Token with you as you will probably get prompted to authenticate, if you haven't used that computer/device in the last 30 days.

Does DUO Mobile work if I do not have a cell signal and/or no wifi (airplane mode)?

A: Yes. When you do not have a cell signal and/or no wifi (airplane mode) your DUO Mobile app will provide you a 6 digit access code that you can use when a push notification is not available.

What if I am trying to load DUO Mobile onto my iPhone and do not know my Apple ID or Apple ID password?

A: Please obtain your Apple ID and Apple ID password by following these [helpful instructions from Apple Support](#).

What if the app I downloaded does not look like the ones in the instructions?

A: Download the correct DUO Mobile app from the [Apple App Store](#) or [Google Play Store](#). If you get stuck, call Helpdesk at 253-931-4940.

What if I enabled Google 2-step verification on my ASD Google account?

A: We recommend that, once your ASD Google account is enrolled in DUO, you disable Google 2-step verification using these [directions](#).

How do I name the accounts in the DUO Mobile app?

A: Please follow these [helpful instructions](#) on naming your accounts in DUO Mobile.

What if I get a new cell phone and my DUO Mobile app no longer works?

A: Call our [helpdesk](#) at 253-931-4940, option 1, for help.

Why am I getting “double prompted” to authenticate on my cell phone?

A: Follow these [instructions](#) to adjust your Microsoft online profile to use the DUO Mobile authenticator as a “default”. If you are not using the Microsoft Authenticator for any other account, you should be able to delete it. If you have questions, call our [helpdesk](#) at 253-931-4940 for help.