

Duo Multi-Factor Authentication (MFA): The Duo Mobile App on BlackBerry

The Duo Mobile application makes it easy to authenticate – just tap “**Approve**” on the notification sent to your BlackBerry. You can also quickly generate login passcodes, even without an Internet connection or cell service.

Supported Platforms: The current version of Duo Mobile supports BlackBerry 10 and BBOS 4.5.0 and greater.

Activating Duo Mobile

Duo Mobile has to be activated to link it to your account. During the setup process you'll get a text message with a link in it. Just tap the link to activate the application. Some BlackBerry models may require you to restart your phone before the activation link will work. If the link appears as plain text and can't be tapped, reboot your phone and try again.

If you get a new phone and need to re-activate Duo Mobile, contact your administrator and have him or her send you a new activation link.

Note: Duo Mobile for BlackBerry can currently only be activated for one account at a time.

Duo Push

Duo Push is the easiest and quickest way of authenticating. You'll get a login request sent to your phone – just press “**Approve**” to authenticate.



If you get a login request that you weren't expecting, press **Deny** to reject the request. You'll be given the ability to report it as fraudulent, or you can tap **It was a mistake** to deny the request without reporting it.

Passcodes

Just tap **Generate Passcode** to get a one-time passcode for login. This works *anywhere*, even in places where you don't have an Internet connection or can't get cell service.

