

# Duo Multi-Factor Authentication (MFA): Traveling? Let's say...

## You've installed the Duo Mobile App when you enrolled your device...

- **And you have Internet access:**

In a perfect situation where you have Internet access, and the Duo mobile phone application installed, activated and running on your mobile device (smartphone or tablet), the 'push' method is best.

- **But you have NO Internet access:**

If you are on the plane and your phone is in airplane mode (no access to anything) you can still authenticate with Duo using a passcode. Just select the key symbol on the Duo Mobile App screen and generate a passcode.

*This process takes place only on your device and requires no Internet or phone access.*

When you place that code in the Duo MFA webpage, Duo MFA will understand it and allow you to use it to authenticate.

## You never installed the Duo Mobile App...

- **But you do have phone service on your mobile phone:**

While the passcode option will not be available, you will be able to receive either an SMS text or a phone call from Duo to verify your authenticity.

- **And you don't have phone service:**

Do you have a hardware token? Hardware tokens\* perform the exact same function as the passcode function in the Duo Mobile App, only they are stand-alone hardware devices. If you don't have a hardware token, then your only option is to borrow a phone and call the UMIT Service Desk at (305) 284-6565 and they can provide you with a passcode.

*(\*Note: tokens are only available for active UM faculty, staff, and students.)*

In order to facilitate a seamless authentication process with Duo MFA, there are various authentication options available when traveling:

	Duo Mobile App is installed	Internet connection	Phone Service	Example
Push notification via the Duo Mobile App	Required	Required	Not required	Connected to Starbucks's WiFi network
Generate a passcode from the Duo Mobile App	Required	Not required	Not required	Flying on an airplane
A phone call from Duo	Not required	Not required	Required	Call to a landline
A text message from Duo	Not required	Not required	Required	No smartphone
Request a passcode from the UMIT Service Desk	Not required	Not required	Not required	I left my phone at home
Use a Duo Hardware Token	Not required	Not required	Not required	I regularly work from a place with unreliable Internet access