

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