Duo Security – FAQ

What is Duo, and why does NWTC use it?

Duo is a security application that requires NWTC employees to provide a second form of verification prior to accessing certain systems. NWTC, along with other universities and organizations are using Multi-Factor Authentication (MFA) to provide better security and protect critical information systems.

Who is required to use Duo at NWTC?

All NWTC employees, partners, student workers and 3rd parties (others) that access certain NWTC information systems protected with Duo.

What Applications require Duo when logging in?

- Off-site (off-campus) access to the following systems
    - **Office 365** (Outlook/Email, SharePoint/Hub, OneDrive)
    - **Off Campus Software** (VMware/Virtual Desktops)
    - **Global Protect VPN**
- On-site (on-campus) AND off-site (off-campus) access to the following systems
    - **PeopleSoft HR**
    - **Duo Device Portal**

What options are available for MFA at NWTC?

- Duo push notification using the Duo Mobile App on a smartphone or tablet *(recommended option).*
- Passcode using the Duo Mobile App on a smartphone or tablet.
- Duo Phone call (landline, office phone, home phone, cell phone).
- Hardware Key, see the Duo Recommendations Guide for details.

Can I use text messages/SMS with Duo at NWTC?

No, this option is not available.

Will I need to use Duo when logging onto my PC?

You do not need to use Duo when logging onto NWTC computers.

How do I setup Duo?

Refer to our Getting Started guide located here.

Can I setup multiple devices to use with Duo?

Yes, multiple device types can be used for MFA. Refer to our Getting Started guide located here.

**Can I receive an automatic MFA push-notification to my device instead of being prompted?**

Yes, please refer to the "Default Device" section of our Getting Started guide located here.

Can I use my personal phone for Duo?

Yes. If you have a smart phone you can install the Duo Mobile app, or you can use it as a regular phone line when logging in with Duo.

**I already use the Duo Mobile App, can I use it for NWTC?**

Yes, however you still need to enroll with Duo for NWTC. On step 7 of page 4 in the Getting Started Guide, you will need to click the "plus sign" in your Duo app to add NWTC.
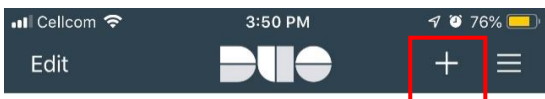
If you use Duo app notifications, always make sure you read the contextual information contained on the app notification to make sure you're logging into the correct app and that the login is legitimate.

If I use my personal device, can NWTC or Duo access my device and data?

No. NWTC takes your privacy seriously. Neither NWTC or Duo will have access to your device or stored data. Additionally, NWTC chose to opt-out of usage analytics.
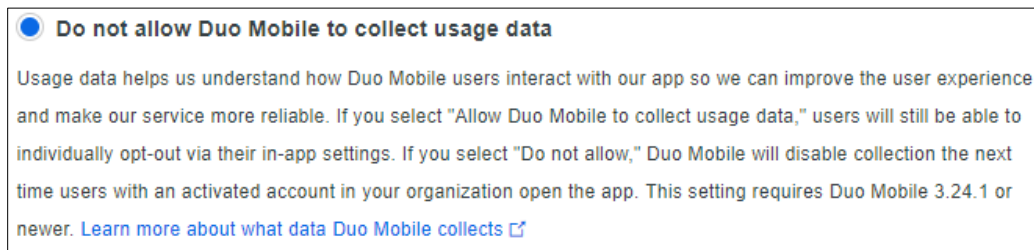
Duo's privacy policy can be found here - https://help.duo.com/s/article/4683?language=en_US.

What if I don't want to use my personal device?

We have two options we would recommend:

1. You can set up Duo to call your desk phone, personal, or other phone(s). The disadvantage to this option is if your phone is not available, you won't be able to get access to systems protected by Duo.

2. You can request a hardware token (security key) from the NWTC Help Desk. This is a small device, like a grocery store key tag you can attach to a key ring or just carry with you. This token device will generate a 6-digit code

you will need to enter on screen when prompted. The advantage for you is you can carry the device wherever you go. NWTC employees with a College issued mobile device are not eligible for a hardware token. For more information about eligibility, see the Duo Recommendations Guide.

Can Duo remember my device?

Yes. When signing into Office 365 you may check the box to remember your device for 60 days. This feature is not available for PeopleSoft HR, VMWare, or Global Protect VPN.

I own a Yubikey (hardware key), can I use that?

Some YubiKeys will work with Duo. Please refer to the "Security Key" section of our Getting Started guide located here. To check if your hardware key is compatible with Duo contact the Help Desk.

I don't have cellular service, how can I login?

Using the Duo Mobile App on your smart phone or tablet will allow you to generate a code to use while logging in. A landline or other phone may be used to gain access to systems protected by Duo.

Why do I always have to open the Duo mobile app to approve login requests?

The Duo mobile app can send a push notification to your device's home screen. Please check that app notifications are enabled for Duo Mobile within your phone settings.

Why do the Duo push notification to my smartphone sometimes take over a minute?

Having a weak signal or internet connection can delay Duo push notifications to your smartphone. To check if this is the issue, try accessing the NWTC website from your phone. This is likely the cause if the page takes a very long time to load. In this situation we would recommend using the six-digit passcode within the Duo mobile app. Passcodes do not require connectivity or internet access.

I don't have my device with me, how can I login?

Contact the NWTC Help Desk for assistance by phone at (920) 498-6800.

Does Email work with the built in Mac mail app when using Duo?

You must have MacOS **10.14** installed if you want to use the built-in mail app with your NWTC email account when duo is enabled. Another option is to use the official Outlook desktop Application from Microsoft. If you need help installing this, please check with the NWTC Help Desk.

What versions of iOS or Android are supported for the Duo Mobile App?

- Android 6 or newer
- iOS 10 or newer

I received a new cell phone, how can I set it up for use with Duo?

Please refer to the "Add A Device" section of our Getting Started guide located [here](#). Do not wipe or erase your old cell phone until after Duo has been setup on your new phone.

Email stopped working on my Phone, what should I do?

Try updating the password in your email app first. If that does not work, you will need to remove and re-add your email profile. For assistance, contact the NWTC Help Desk.

Why did I get a Duo push notification or phone call even though I did not recently login?

Please report this to the NWTC Help Desk right away.

Account Lockouts

If you fail to login to a Duo-protected application more than 10 times without completing the required MFA verification, your account will be temporarily locked-out. You may try again to login after 10-15 minutes or contact the Help Desk for assistance.

Where can I get additional help with Duo?

1. Please refer to the NWTC MFA [website](#) for recommendations and documentation.
2. Duo also has a Common Issues section on their [website](#).
3. To provide feedback about Duo Security and MFA please contact [Anne Koors](#) or [Nate Wesolowski](#).
4. For further assistance, contact the Help Desk at (920) 498-6800 or help.desk@nwtc.edu.

NWTC IIT HelpDesk
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