



Guide to Two-Factor Authentication

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Duo Mobile on iOS

The Duo Mobile application makes it easy to authenticate — just tap “Approve” on the login request sent to your iPhone. You can also quickly generate login passcodes, even without an internet connection or cell service.

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Installing Duo Mobile

Find the latest version of Duo Mobile in the [App Store](#).

Supported Platforms: The current version of Duo Mobile supports iOS 11.0 and greater. Support for older

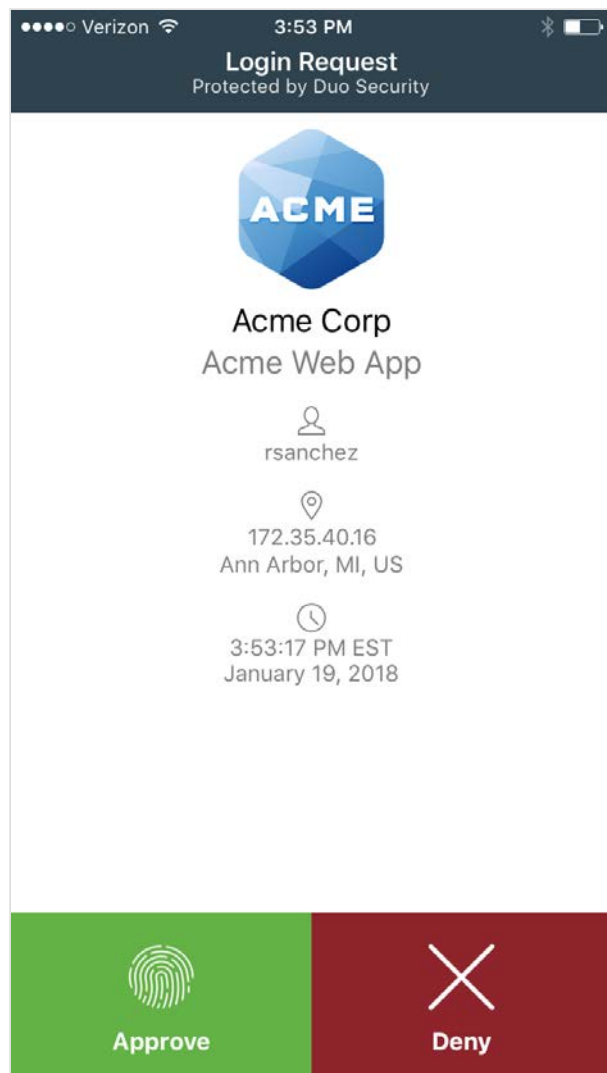
Duo Mobile on iOS 10.0 ended July 28, 2019.

English

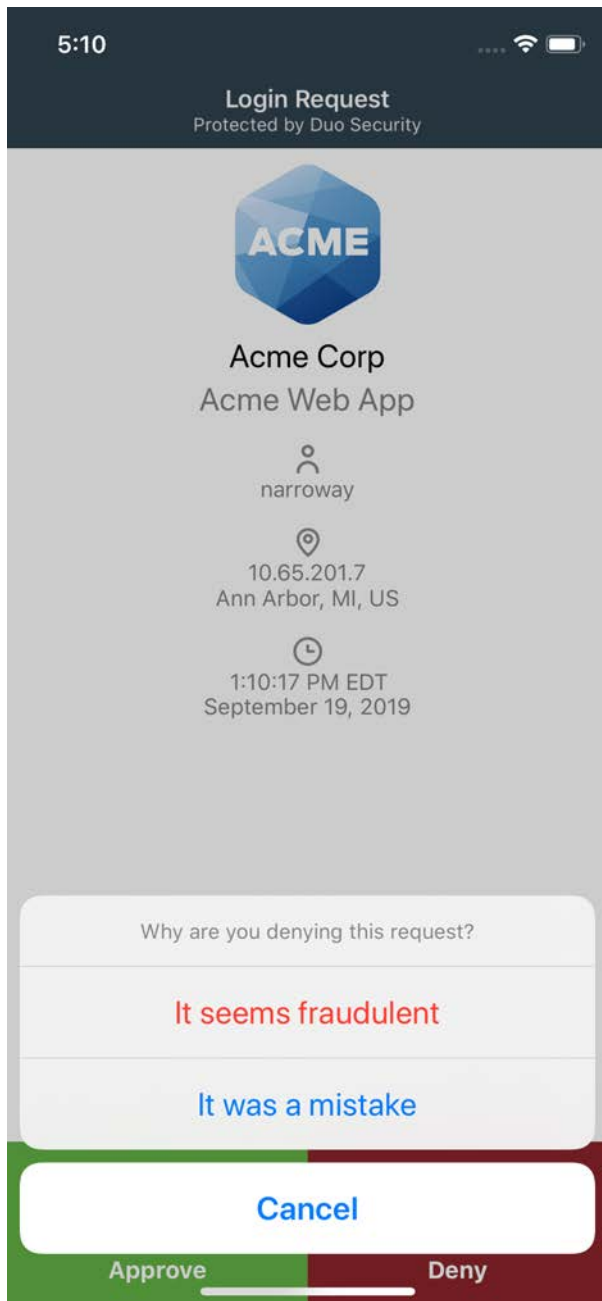
To see which version of Duo Mobile is installed on your device, go to the iOS **Settings** menu, then scroll down and tap **Duo Mobile**. The "System Info" section shows the app version.

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.



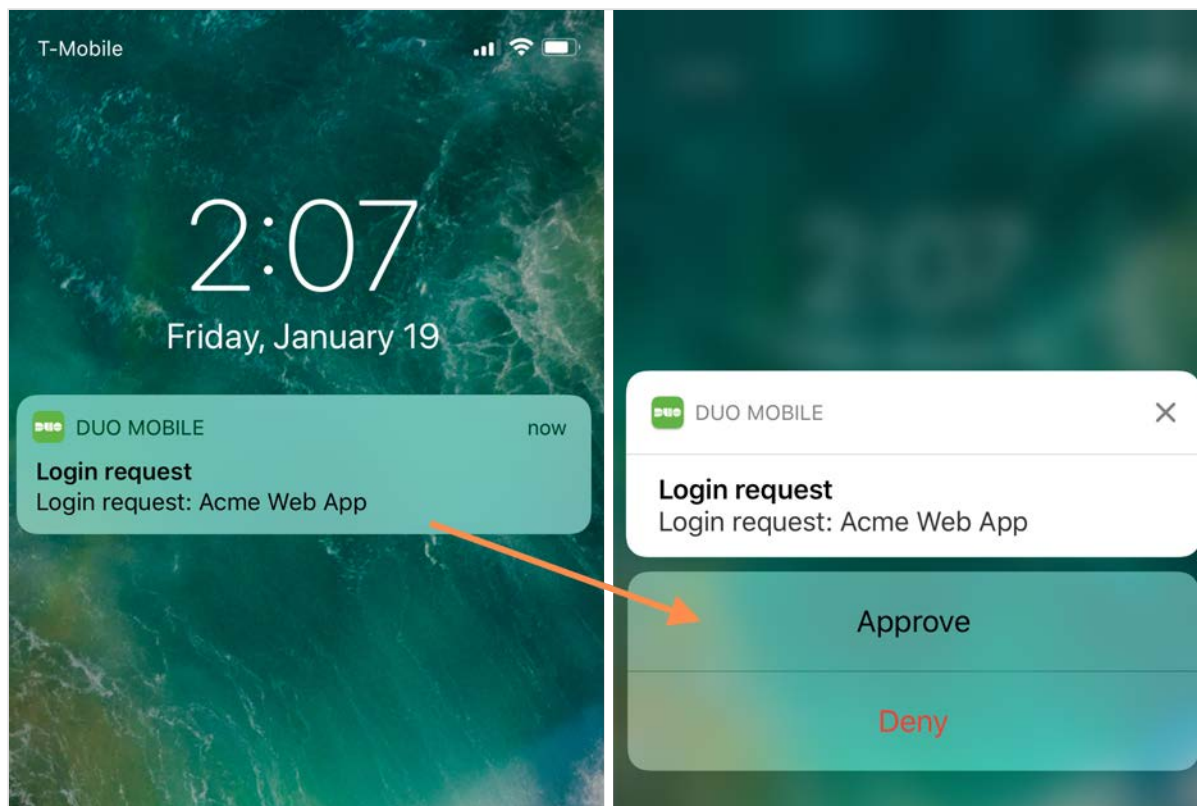
If you get a login request that you weren't expecting, press **Deny** to reject the request. You'll be given the ability to report it as fraudulent, or you can tap **It was a mistake** to deny the request without reporting it.



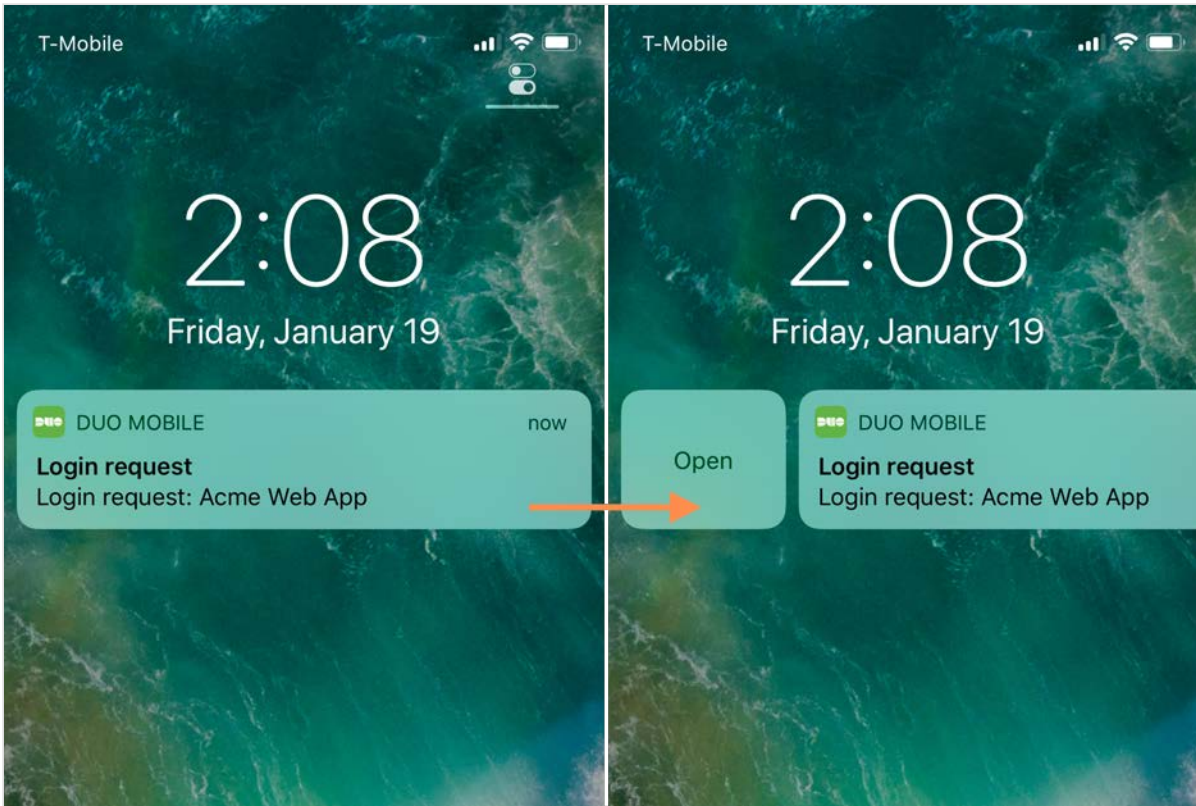
Duo Push and Notifications

You can respond to Duo Push requests from the iOS lock screen or banner notification starting with Duo Mobile version 3.8. The actions presented to you when you respond to the notification depend on your organization's Duo policy settings, such as whether or not you can approve the login request without PIN or biometric verification.

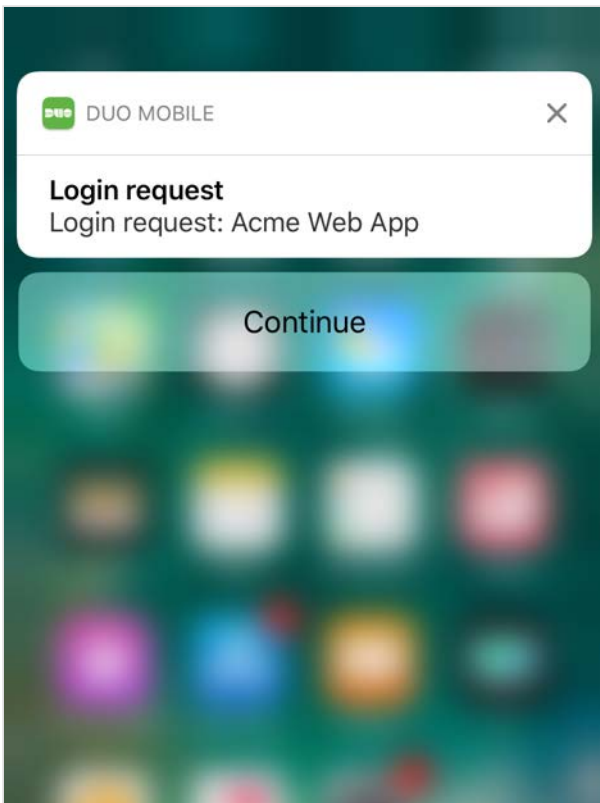
On Apple devices that support 3D Touch, performing a firm longpress on the Duo Mobile notification from the lock screen reveals the "Approve" or "Deny" actions. Tap an action and supply your passcode or biometric verification (face or fingerprint) to complete the action.



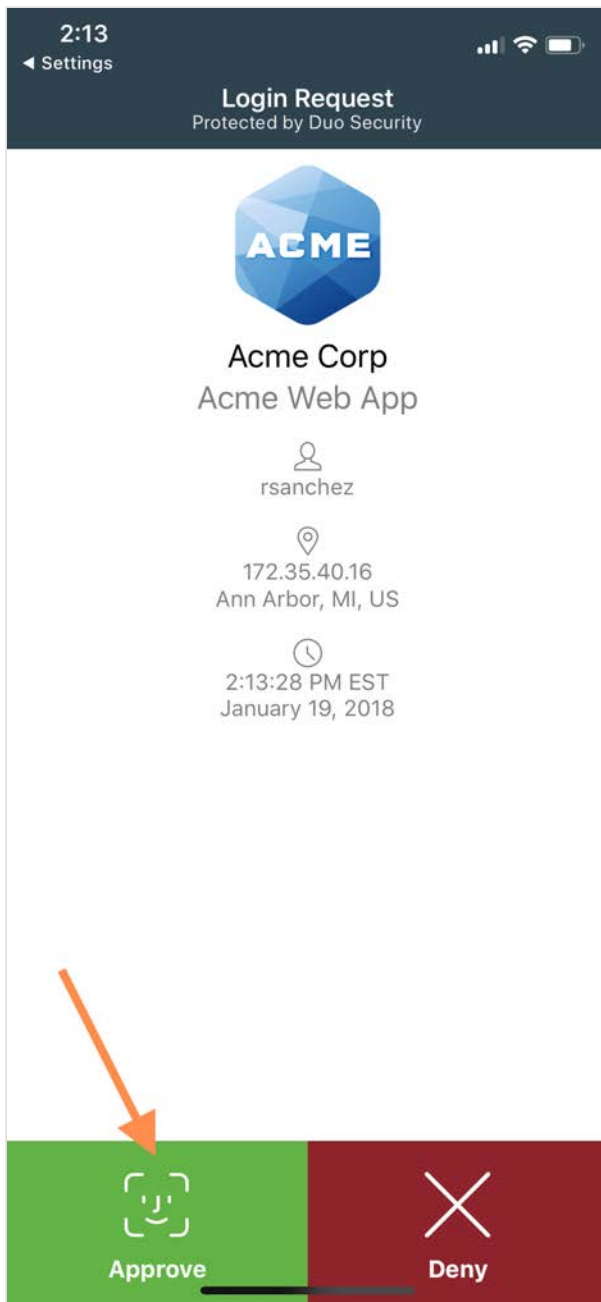
On devices that do not feature 3D Touch, swipe left on the lock screen Duo Mobile notification to reveal additional actions.



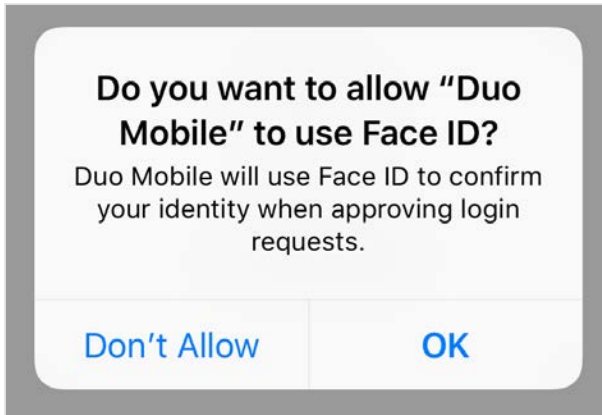
When your screen is unlocked, long-press or swipe down on the Duo Mobile banner notification received to reveal the authentication actions.



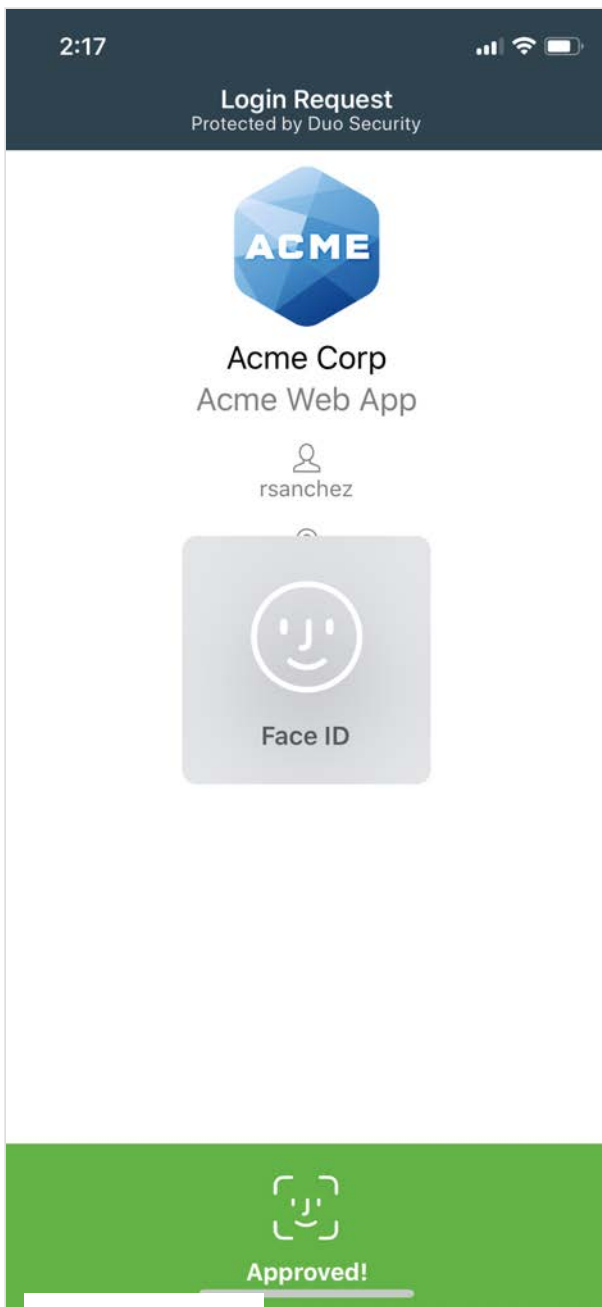
You can approve Duo authentication requests with Face ID on your iPhone X with Duo Mobile 3.19 and later. If your Duo admin requires biometric verification when approving Duo requests you'll see the Face ID icon in the Duo Push request.



The first time you receive a Duo Push request on your iPhone X that requires biometric verification, you'll be prompted to grant Face ID permission to the Duo Mobile app. Tap **OK** to proceed.

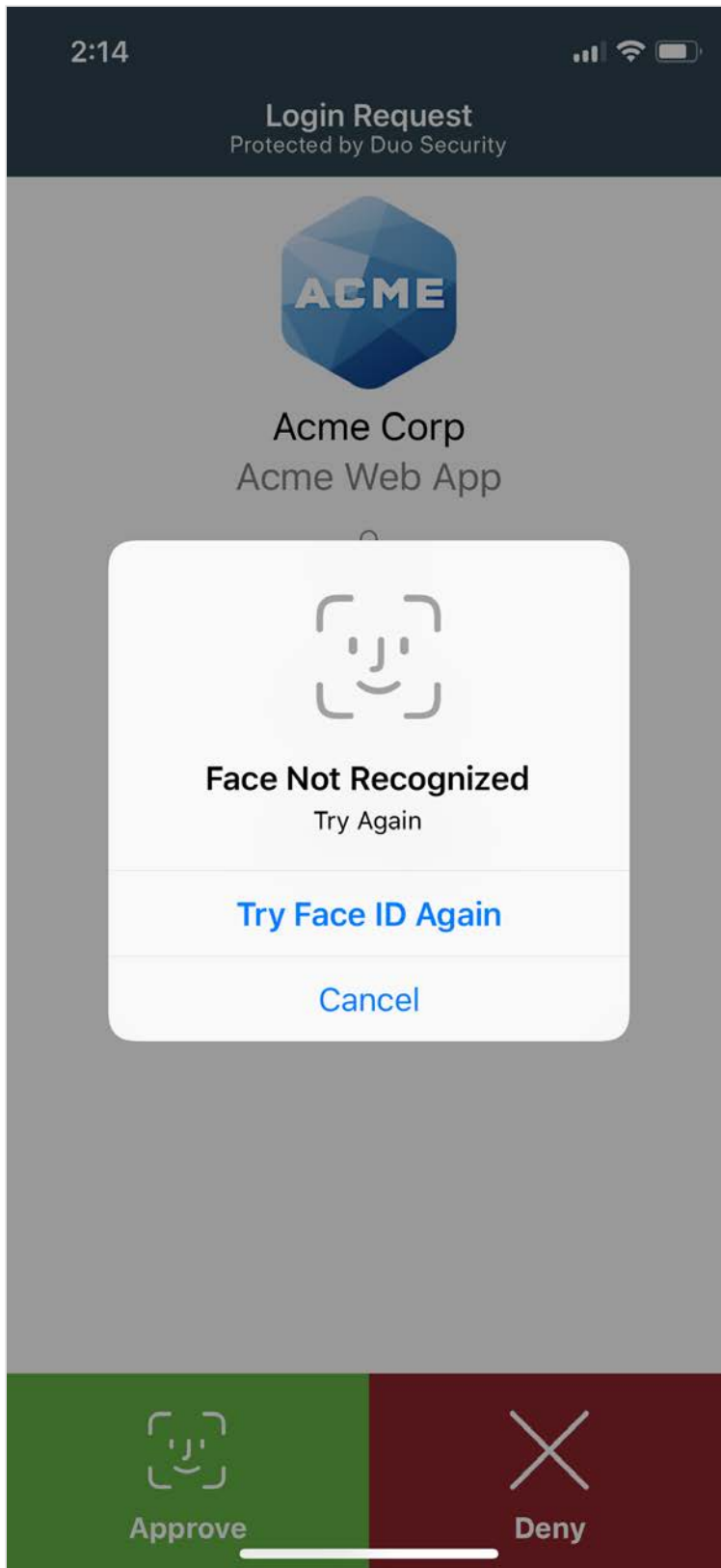


Scan your face in the same manner that you use to unlock your iPhone X to approve the Duo login request.



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If your first try isn't successful, tap **Try Face ID Again** to scan your face again.

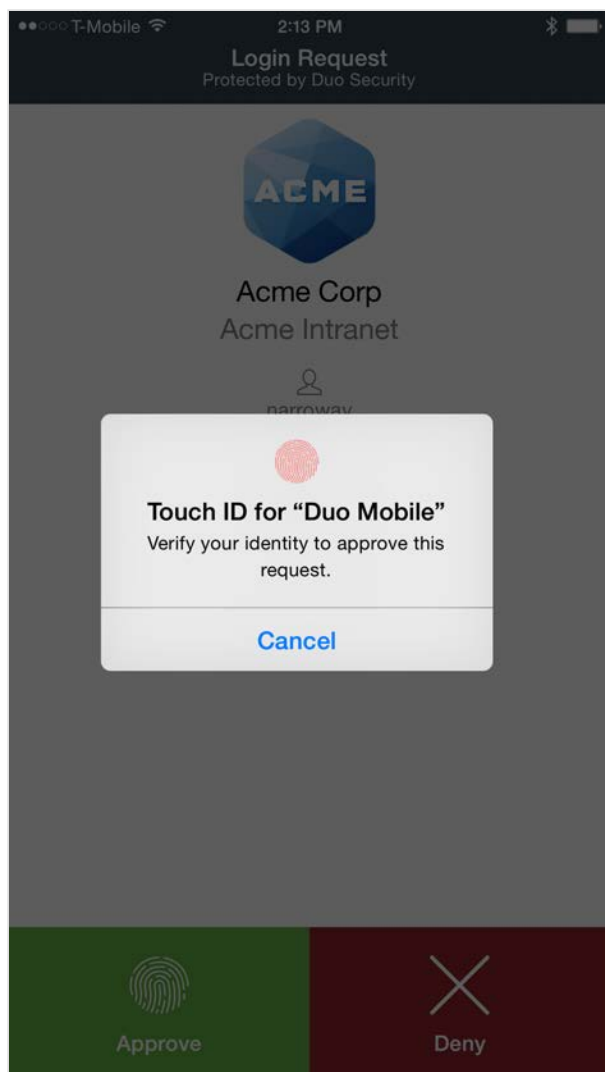


If you're not able approve the login request with Face ID you can tap **Cancel** and approve the Duo authentication request using the device's passcode.

English

Touch ID

Duo Mobile 3.7 and later for iOS also supports Touch ID for Duo Push-based logins as an additional layer of security to verify user identity. If you're using a Touch ID capable iOS device you'll see a Touch ID prompt each time you authenticate via Duo Mobile (if required by your administrator).



If you're not able to scan your fingerprint using the TouchID sensor you can also approve the Duo authentication request using the device's passcode by tapping **Cancel**.

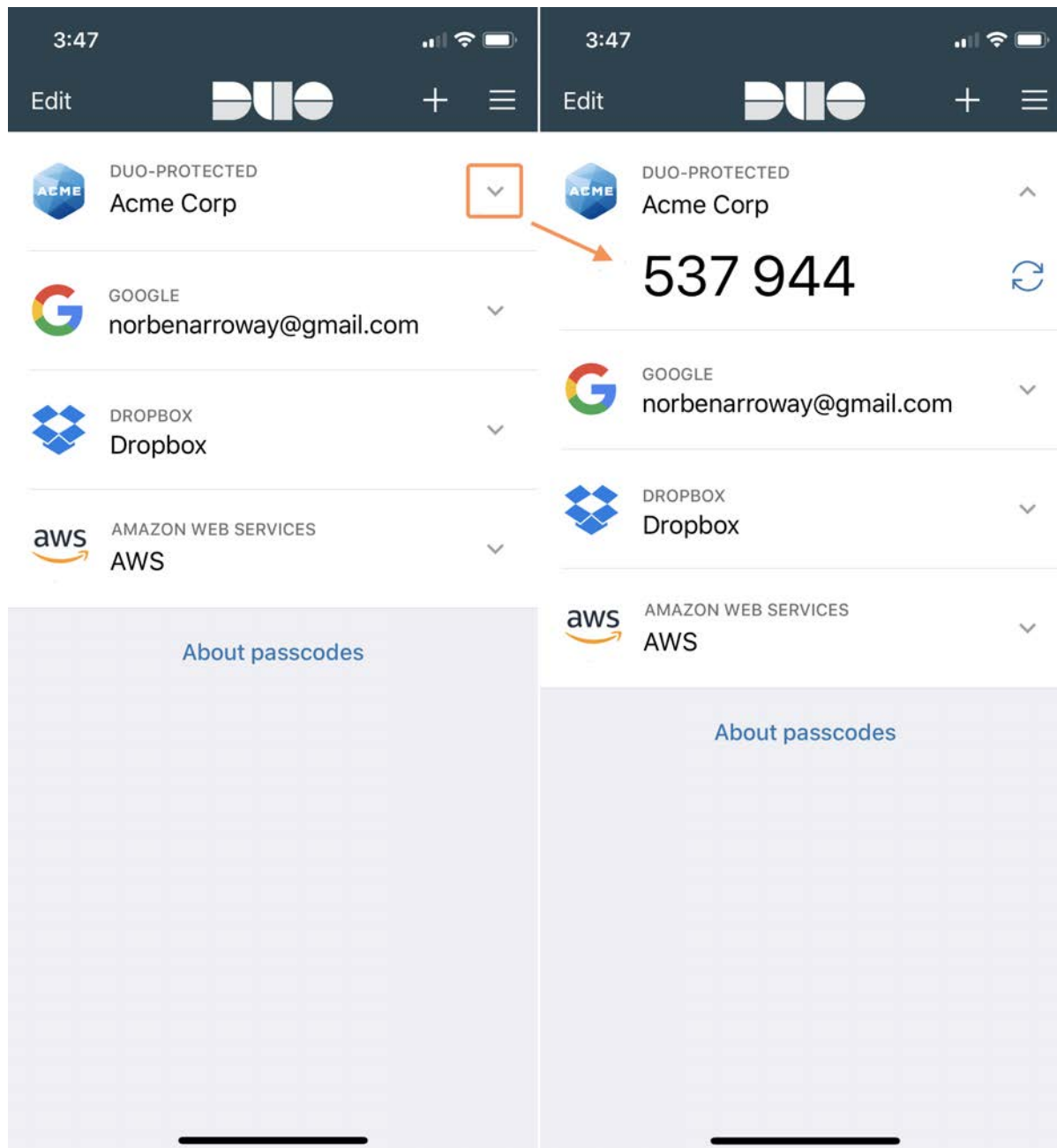
Apple Watch

See our [Apple Watch guide](#).

Passcodes

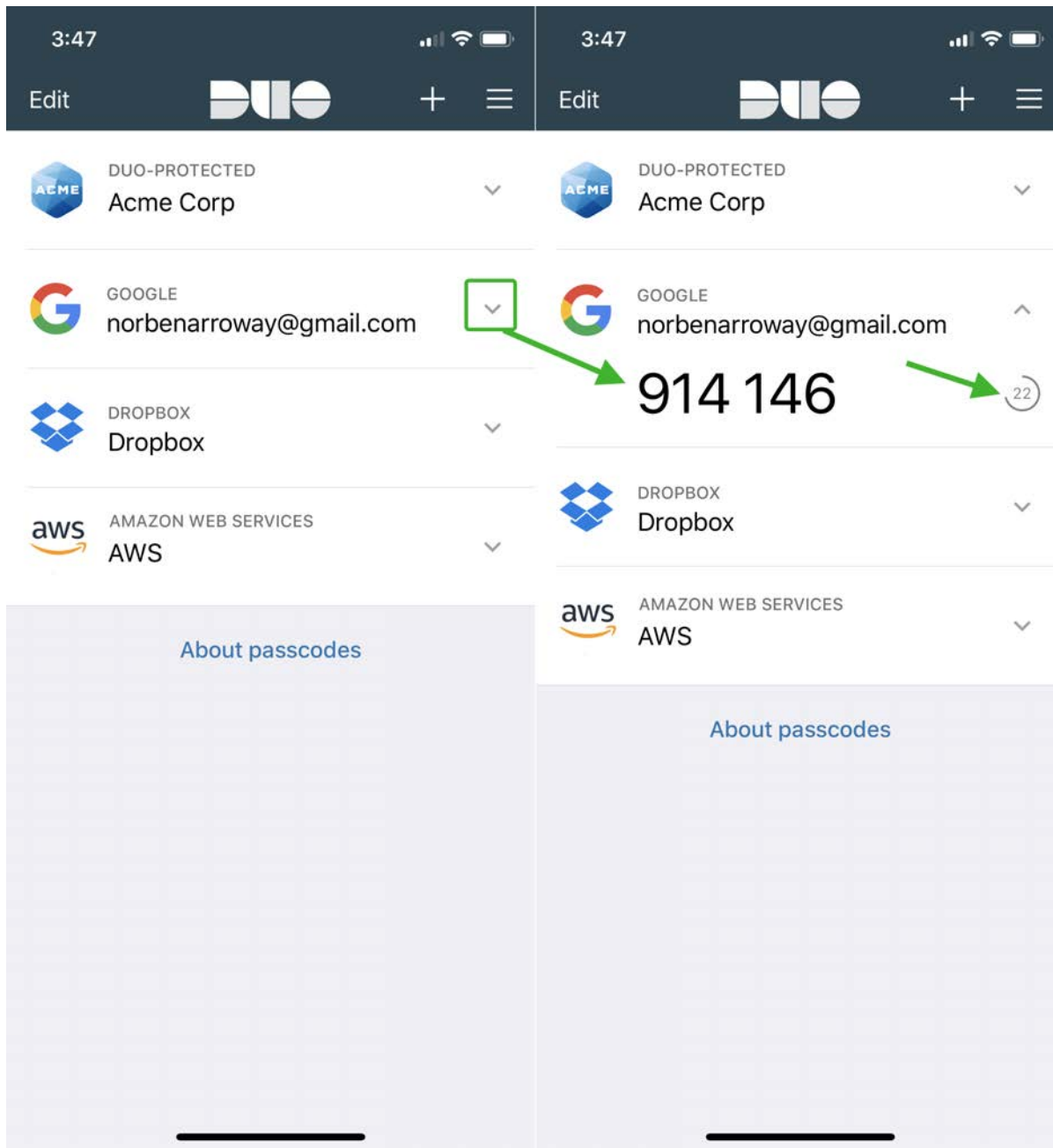
Tap the down indicator to get a one-time passcode for login. This works *anywhere*, even in places where you don't have an internet connection or can't get cell service.

If the account is a Duo native account (meaning you enrolled this device into Duo and activated the app for Duo Push), then the passcode shown is valid until used. Tap the arrows to generate a new Duo passcode.



If the account is a third-party OTP account (meaning you logged into another service like Gmail and added this device as an authenticator app), then you'll see a 30 second countdown indicator on the right. If you don't use that passcode before it expires then a new passcode is generated and the countdown begins

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If you need to use the passcode from Duo Mobile in another mobile app simply tap the passcode to copy the currently shown code and paste it into the other app.

Adding Accounts to Duo Mobile

During the setup process you'll see a barcode to scan ([it looks like this](#)).

Tap "Add Account" (or the plus button in the upper right). Scan the barcode to add the account to Duo Mobile.



Security Checkup

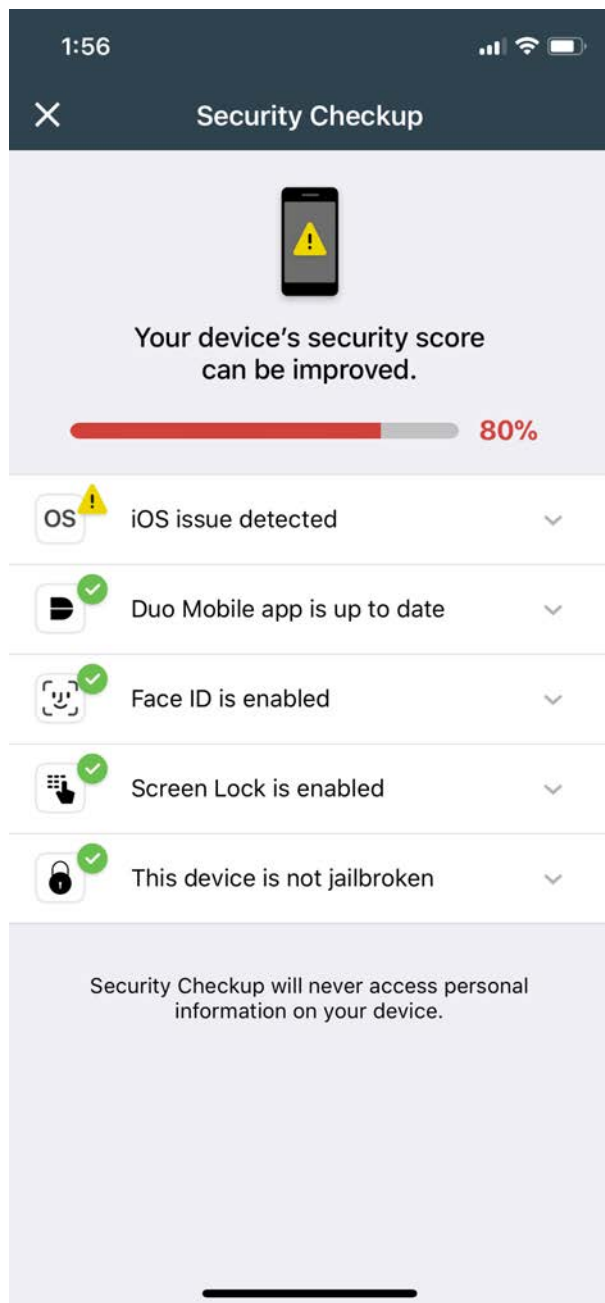
Duo Mobile's Security Checkup verifies device settings against Duo's recommended security settings, and lets you know if any of your device's settings don't match.

This iOS device has up-to-date software and all of Duo's recommended security settings configured:

English



This iOS device doesn't have the latest OS update installed:



Tap on any detected issue to learn more about that particular setting and how you can update your device with the recommended configuration.

Tap the menu and go to **Settings > Security Checkup** in Duo Mobile to view your device's security status at any time.

Third-Party Accounts

Duo Mobile supports third-party TOTP accounts, like Google and Dropbox. [Learn more »](#)

English

Removing Accounts

Delete an account by tapping the **Edit** button in the upper left. Then tap the delete icon, tap "Delete", and confirm the deletion.

Pull to Refresh

Check for authentication requests by pulling the account list down. Duo Mobile automatically checks for authentication requests, but if you think you have missed a request, then tap the list of accounts and pull down to refresh.

Backup & Restore

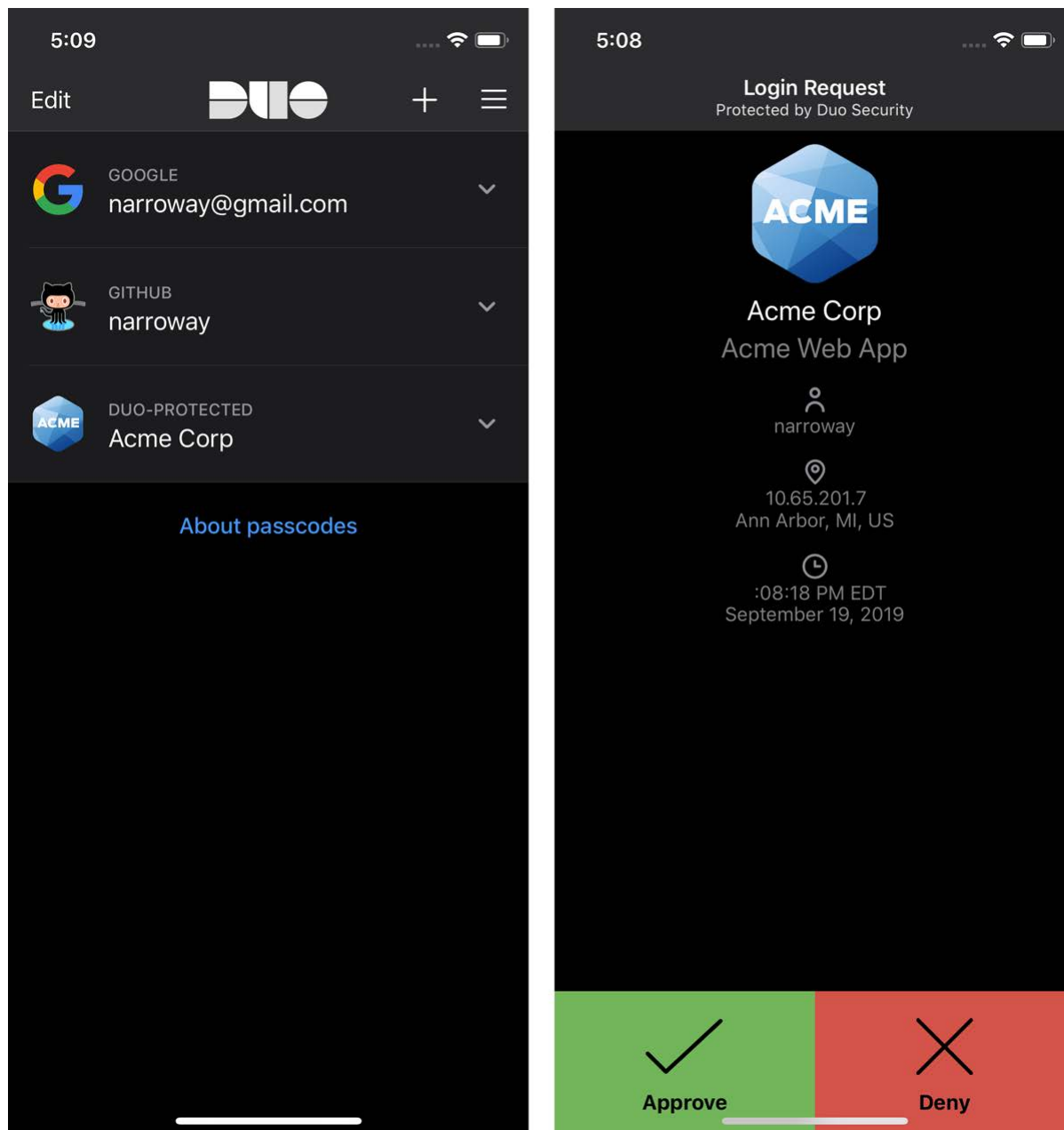
Your Duo Mobile account information is backed up automatically when you enable iCloud Backup on your phone, and can be restored **only** on the same device. This iCloud backup can't be used as is to migrate your Duo accounts to a new phone. See Apple's guide to [enabling iCloud backup](#) for more information.

If your administrator enabled Duo Mobile's backup and restore functionality and you previously backed up your Duo-protected accounts from the app to iCloud you can restore your accounts to Duo Mobile on a new iOS device via the guided recovery process. You can also opt-in to third-party account backup and recovery.

See the full Duo Restore guide for iOS [here](#).

Dark Mode

Duo Mobile supports dark mode on iOS 13 and later as of version 3.29.0.



Duo Mobile's dark mode depends on your iOS system settings. There is no in-app toggle to enable dark mode. If your device has the system-wide dark setting enabled, Duo Mobile automatically switches to dark mode.

You can enable dark mode on Android 10 in a few different ways:

- Go to **Settings** → **Display & Brightness** → **Appearance** and select **Dark**.
- Swipe down on the right side of the screen to open Control Center. Press and hold the Brightness control to access additional options, and tap the **Dark Mode** button.

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English

