

Troubleshooting Guide (Answers to common issues)

I don't have my Duo device (phone, etc) with me. How do I login?

- Contact [AC IT Helpdesk](#) at 936-633-5208, and after confirming your identity, they can provide you with a one-time passcode that you can use until you have access to your device again.
- It is also recommended that you enroll multiple devices, such as a smart phone and a tablet or landline phone to reduce the chances that you cannot access a device in order to use MFA. Please follow our step-by-step guide to [add another device](#).

Why am I not seeing Duo Mobile pushes on my mobile device?

- Ensure that you are sending the push to your device by pressing "Send Me a Push" when you are trying to authenticate.
- Ensure that your device is connected to the internet via wifi or mobile data.
- The display of messages is device-dependent and differs between Android and Apple (iOS) devices. If Duo has sent a Push request to your mobile device but the message is not visible, swiping down on your home screen should display the request.
- Otherwise, you can open the Duo Mobile app and any pending authentication requests will display.
- If you have difficulty receiving push notifications to your mobile device please see:
 - [Troubleshooting Duo Push notification issues on iOS devices](#)
 - [Troubleshooting Duo Push notification issues on Android devices](#)

I have stopped receiving push notifications on Duo Mobile

- Duo Mobile requires that your authentication device has a data connection to the Internet via Wi-Fi or your service provider's cellular data network to receive push notifications. To ensure that you have a connection, you can try the following:
 - Restart your device.
 - Ensure that the time and date on your device are correct.
 - Enable airplane mode and then disable airplane mode to force the device to reconnect to a network.
 - If you are connected to a weak wifi network, you can try disabling wifi to utilize your cellular data connection.
 - To confirm a network connection, try visiting a website that you've never been to before (so it isn't cached on your device).
 - Should none of these actions help, see the Duo Knowledge Base for additional iOS and Android troubleshooting steps.
 - ♦ [iOS Troubleshooting](#)
 - ♦ [Android Troubleshooting](#)

I lost my phone, or it was stolen

- Because of the potential for the exposure of personal data and saved passwords, losing your smart phone is a serious problem that extends beyond Duo. It is recommended that your first priority be to work with your carrier to wipe or disable your lost device as soon as possible.
- In regard to Duo, if you lose the device you registered with Duo as your two-factor authentication device, you need to contact the [AC IT Help Desk](#) at 936-633-5208.
- The administrator will remove the device(s) you have registered with Duo and send an enrollment email to set up a new device.
- If you have some devices registered with Duo that you want to save, the administrator can delete only the lost device. He/she can also add a new device for you; however, this can only be done for landlines – e.g., your office phone – and the administrator will necessarily need to establish your identity beyond a reasonable doubt before proceeding.

My hardware token stopped working or it was lost/stolen

- If your hardware token stopped working or has been lost or stolen, please contact the AC IT Help Desk at 936-633-5208.
- It is the responsibility of the hardware token user to report any lost or stolen hardware tokens as soon as possible to ensure they are removed from your account.

I have Duo Prompt display issues on iOS or Mac OS device

When logging in, after entering your username and password, the Duo prompt does not display as expected. Symptoms include:

- A grey box with no options instead of the Duo Prompt.
- The message "Session Expired".
- The following error appears: "You cannot browse this page at "duo.com" because it is restricted."

To resolve these issues:

- Make sure that JavaScript is enabled in Safari on your macOS or iOS device.
- Disable content restrictions on the device

For instructions see the following Duo article; [How do I resolve Duo Prompt display issues related to iOS or macOS content restrictions?](#).

Why is my account locked?

If you enter an incorrect code too many times, your account can become locked. If this happens, you will see the following error:

"Your account has been locked out due to excessive authentication failures. Please contact your administrator."

This error may result from any code being entered incorrectly multiple times, or attempting to

use an invalid code (previously used, or expired). This could be a backup code, a bypass code, a code from a hardware token, or a code from Duo Mobile.

If you do not have a valid code or device for authentication, please contact [AC IT HelpDesk](#) at 936-633-5208 to gain access to your account.

If you have a valid means to gain access to your account such as via Duo Mobile Push, you can try to use this. Your account will remain locked for a period of time after which it will become unlocked and you will be able to authenticate.

If your account is/was locked and you did not initiate the MFA authentication requests (you did not submit the incorrect codes), please contact [AC IT HelpDesk](#) at 936-633-5208 as this indicates your password is known to an unauthorized third party.

I see “Access is not allowed because you are not enrolled.” What should I do?

If you have attempted to sign on to a system (Gmail, Google Drive, etc) which requires authentication by Multi-Factor Authentication (MFA) and you have not yet enrolled in Duo MFA, you will see the following error:

"Access is not Allowed because you are not enrolled in Duo."

To enroll in Duo MFA, follow the [enrollment guide](#).

Once you are enrolled, you will be able to access applications which require MFA.