

Duo Multi-Factor Authentication (MFA): The Duo Mobile App on iPhone

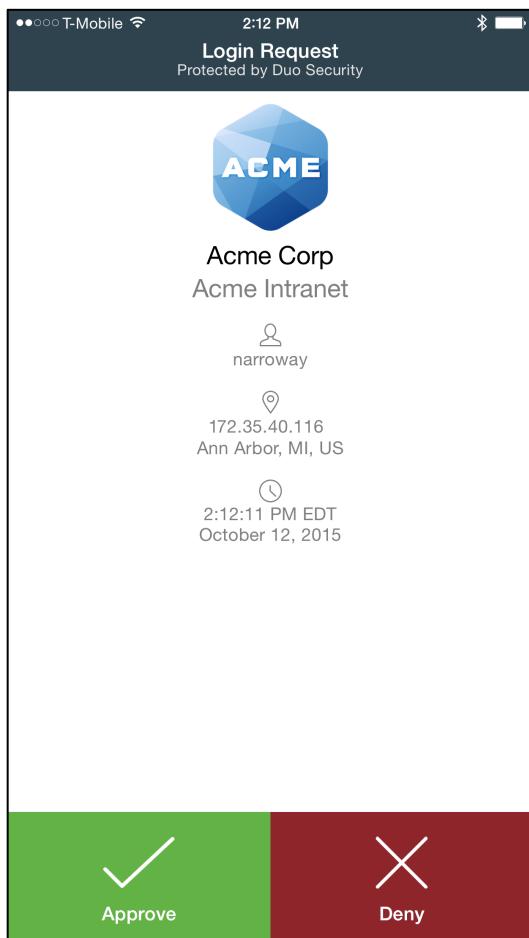
The Duo Mobile application makes it easy to authenticate – just tap “Approve” on the login request sent to your iPhone. You can also quickly generate login passcodes, even without an Internet connection or cell service.

Supported Platforms: The current version of Duo Mobile supports iOS 6.0 and greater. Older releases of iOS can install Duo Mobile v3.1.0 from the App Store.

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

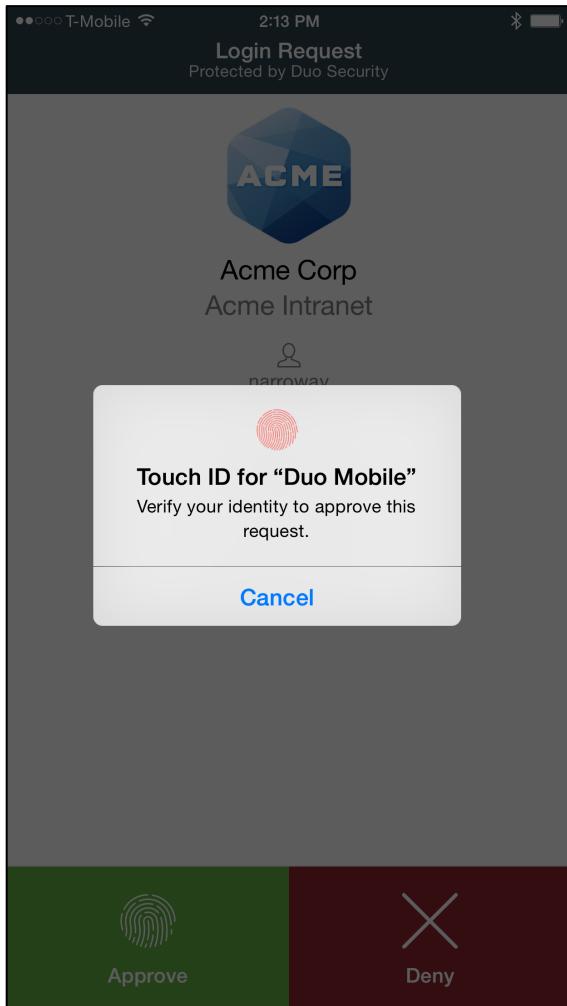
Duo Push is the easiest and quickest way of authenticating. You'll get a login request sent to your phone – just press “**Approve**” to authenticate.



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.

Touch ID

Duo Mobile for iOS also supports Touch ID for Duo Push-based logins; an additional layer of security to verify your users' identities. 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).

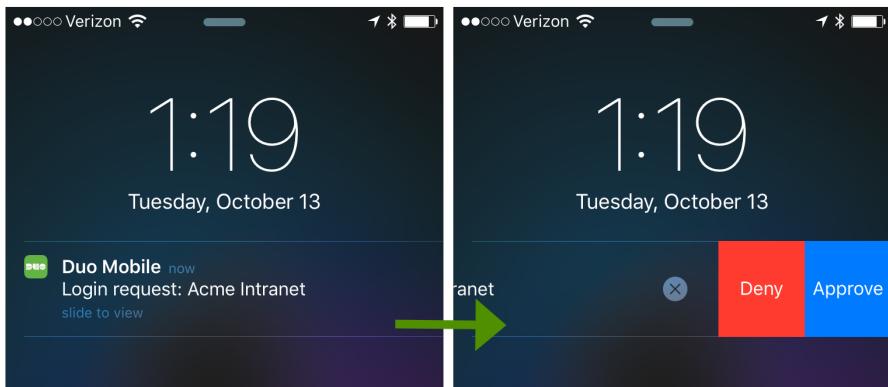


If you're not able to scan your fingerprint using the TouchID sensor you can also approve the Duo authentication request using the device's passcode (the same one you use on the iOS lock screen).

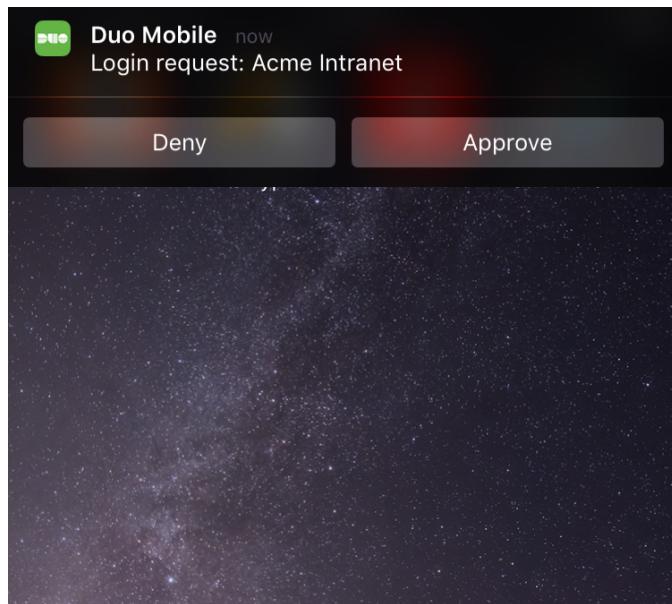
Duo Push and Notifications

You can respond to Duo Push requests from the iOS lock screen or banner notification starting with Duo Mobile version 3.8

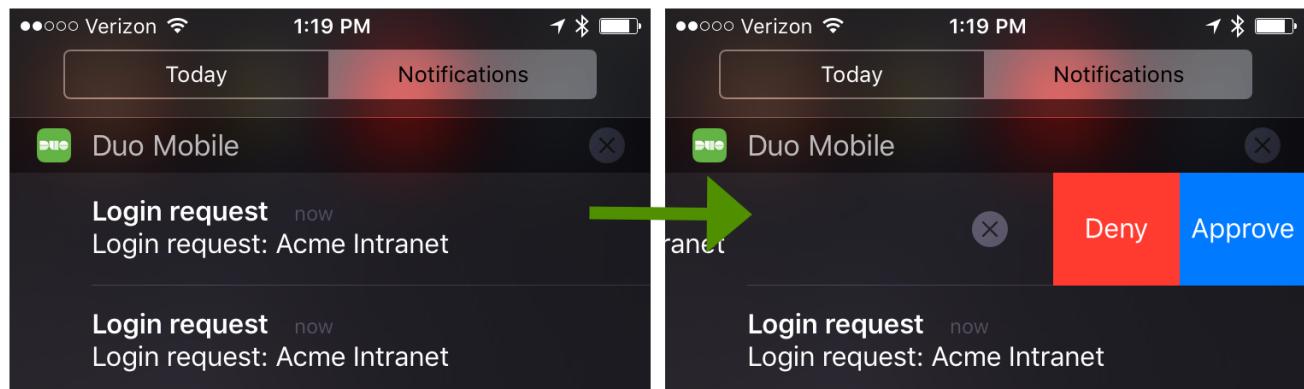
Swipe left on the lock screen Duo Mobile notification to reveal "**Deny**" and "**Approve**" actions.



Swipe down on the Duo Mobile banner notification received when your screen is unlocked to approve or deny the request.

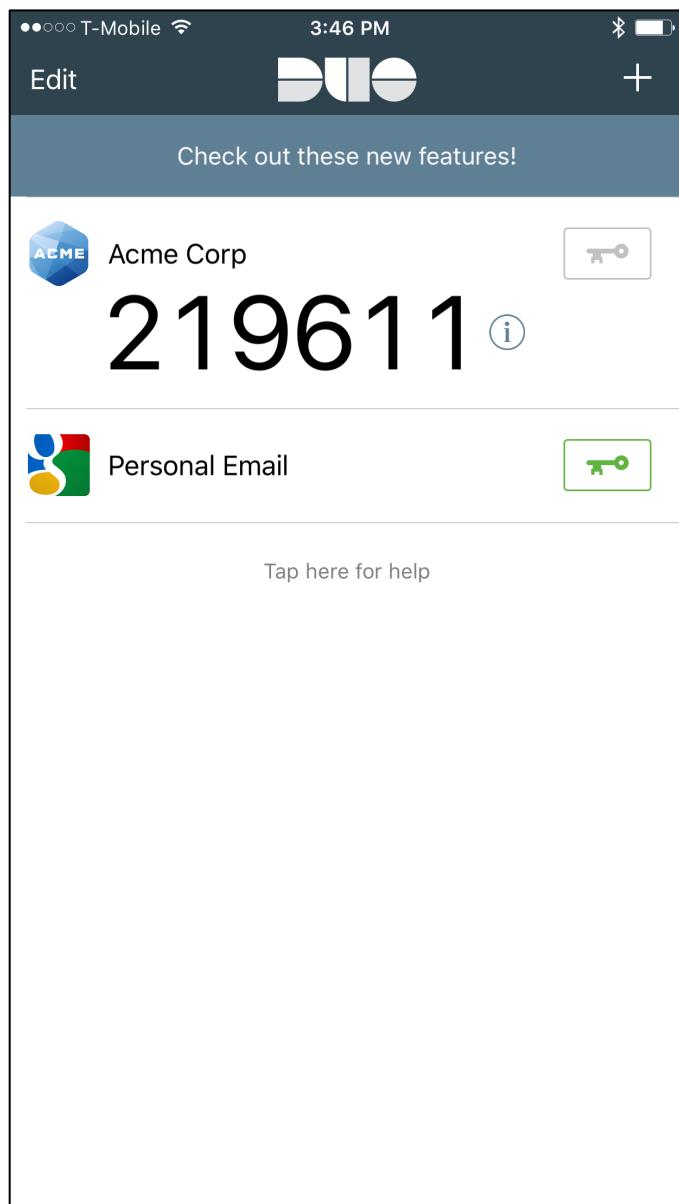


If you missed the banner notification you can still approve the Duo request. Swipe left on the missed notification in the notification tray to approve or deny the authentication request.



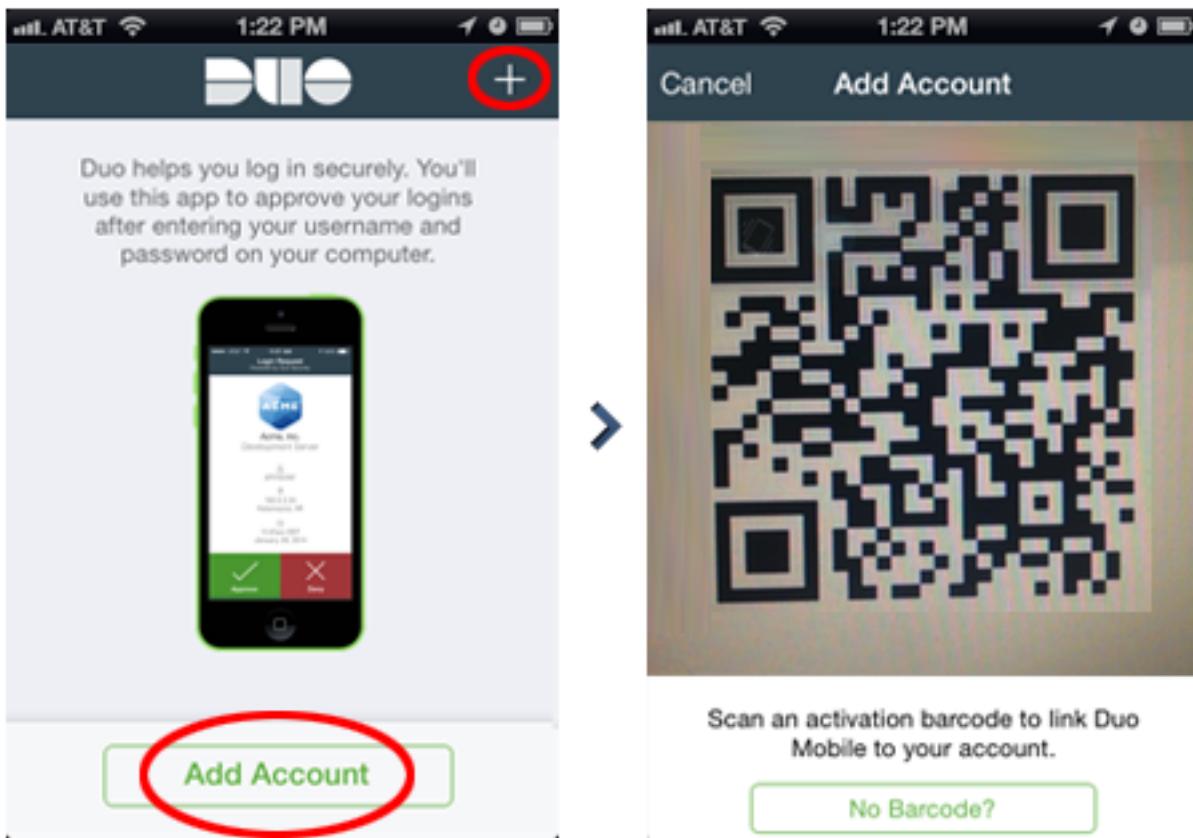
Passcodes

Just tap the key button to generate a passcode. This works *anywhere*, even in places where you don't have an Internet connection or can't get cell service.



Adding Accounts to Duo Mobile

During the setup process you'll see a barcode to scan. Tap "**Add Account**" (or the plus button in the upper right). Scan the barcode to add the account to Duo Mobile.



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. The iCloud backup can't be used to migrate your Duo accounts to a new phone. See Apple's guide to enabling iCloud backup for more information.