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Quick Start: The Universal Prompt Project in One Page

What is the Universal Prompt Project?
The Duo Universal Prompt Project is an initiative to provide a simpler and more recognizably branded authentication experience for users while incorporating features to improve your security posture.

The Universal Prompt Project delivers three major changes to Duo’s product:

1. A redesign of Duo’s authentication prompt for applications that display the current Duo Prompt in browsers and select thick-client applications that use single sign-on.
2. A new mechanism for delivering the browser-based prompt via an authentication redirect flow that no longer relies on an iframe.
3. A redesign of Duo Mobile.

What Actions Do I Need to Take?
To prepare, Duo administrators will need to:

- Communicate with your end-users and internal stakeholders to get them ready for these changes, including the release of a redesigned Duo Mobile app. Resources: Communication Planning.
- Enable your help desk to answer questions about the Universal Prompt Project. Resources: Help Desk Training.
- Update your eligible Duo-protected applications to get them ready to support the Universal Prompt. Performing these back-end updates is a prerequisite for enabling the new prompt UI once it becomes available. Resources: Update Your Applications.
- Enable the Universal Prompt for eligible applications when it’s ready. Resources: Enable the Universal Prompt.

Learn More About What’s Changing

Universal Prompt:
- Review what’s changing with the Universal Prompt

Redesigned Duo Mobile:
- Review what’s changing with the redesigned Duo Mobile

Required application updates:
- How to update your eligible applications

Helpful Links
- Duo administrators’ guide to the Universal Prompt
- Duo administrators’ guide to the redesigned Duo Mobile
- Universal Prompt documentation
Introduction

This guide will provide an overview of the changes coming to Duo as part of our Universal Prompt Project, and offer resources and best practices for planning your rollout of these changes.

This guide includes:

● Duo-developed resources for planning and executing your rollout of the Universal Prompt and a redesigned Duo Mobile app.
● Templates you can use to educate your end-users about these changes.
● Templates you can use to educate internal stakeholders about the project.
● A list of Universal Prompt Project resources to learn more or get help.

Who is this guide for?

● Duo administrators who need to plan their organization’s rollout of the Universal Prompt and prerequisite back-end updates.
● Note: This guide was created to highlight best practices for rolling out the Universal Prompt. It is not intended to serve as comprehensive technical documentation. Please refer to our Universal Prompt documentation as needed.

Which Duo edition does this guide apply to?

● The information in this guide applies to Duo MFA, Duo Access, and Duo Beyond editions.

Recently updated content in this guide:

Overview

What is the Universal Prompt Project?

The Duo Universal Prompt Project is an initiative to provide a simpler and more recognizably branded authentication experience for end-users while incorporating features to improve your organization’s security posture.

The Universal Prompt Project delivers three major changes to Duo’s product:

1. A redesign of Duo’s authentication prompt for applications that display the current Duo Prompt in browsers and select thick-client applications that use single sign-on.
2. A new mechanism for delivering the browser-based prompt via an authentication redirect flow that no longer relies on an iframe.
3. A redesign of Duo Mobile.

We are calling the redesigned authentication prompt the Duo Universal Prompt to convey the improvements in universal design it represents, including a streamlined authentication flow for end-users, branding customization options for organizations, better web accessibility, and enhanced language support.

Beyond the updated look, the Universal Prompt also represents a technical overhaul.

We are moving away from the iframe as the mechanism that delivers our browser-based prompt. Instead, we have developed a new redirect-based authentication flow built on OIDC standards that allows us to serve the prompt on a Duo-hosted page, moving it out of the application (e.g. iframe).

We are in the process of releasing updated versions of Duo-owned applications in order to prepare them to support the Universal Prompt. Our tech partners are also in the process of releasing updated versions of their integrations. To support custom application development, we have released version 4 of our Duo Web SDK. Once your Duo-protected applications have been upgraded to be able to support the new prompt, you will have control over when the new design is turned on for end-users.

Note: Not all applications that deliver a Duo authentication prompt will support the new Universal Prompt. Refer to our application scope documentation for a list of which applications will not support the Universal Prompt.

To complement the improved user experience of the Universal Prompt, we are also releasing a redesign of our Duo Mobile application. This redesigned version of the app will offer similar enhancements to usability, digital accessibility, and the UI. However, the app will be released to users through our usual process of pushing an update to the Apple App Store and Google Play Store, and the timing of this release is not controlled by Duo administrators.
What Actions Do I Need to Take?

In order to roll out the Universal Prompt, Duo administrators will need to:

1. **Understand what’s changing with Duo’s product and plan your rollout** of the Universal Prompt Project.
2. **Communicate with your end-users and internal stakeholders** to prepare them for the changes, including the launch of the redesigned Duo Mobile. This guide includes end-user communication templates to help you.
3. **Enable your help desk to answer questions about the Universal Prompt Project.**
4. **Update your eligible Duo-protected applications** to get them ready to support the Universal Prompt. Performing these back-end updates is a prerequisite for enabling the new prompt UI.
5. **Plan when and how you would like to roll out the Universal Prompt UI** when it becomes available. This guide will help you develop an implementation plan.

Please see the following section, “Success Planning: Charting Your Course”, for guidance on how to get started planning your rollout.

When Will Duo Deprecate Older Versions of the Duo Prompt and Web SDK?

Duo has not announced a timeline for deprecating the traditional version of the **browser-based Duo Prompt** or the **Duo Web SDK v2**. We will let you know well in advance of when these changes will happen, and you will have ample time to plan your transition.

Note that the Universal Prompt will not reach “generally available” status until it supports features for all Duo editions, a process that will take several months.
Success Planning: Charting Your Course

Overview of the Universal Prompt Project Phases

Duo administrators will need to take action during two phases of the Universal Prompt Project to:

1. **Update Your Applications**: In this phase, you will perform back-end updates to eligible applications. Performing these back-end updates is a prerequisite for enabling the Universal Prompt UI. Software updates will become available on a rolling basis. You may also wish to communicate these updates to your end-users so they understand the minor changes to their authentication experience. See the section of this guide called “Communication Planning: What Everyone Needs to Know” for guidance on describing these changes to end-users.

2. **Enable the Universal Prompt**: In this phase, you will have the opportunity to participate in a preview for the redesigned prompt. When you are ready, you will plan your wider rollout, communicate with your internal stakeholders and end-users, and then enable the prompt on supported applications.

As part of this project, we will also release a **redesigned Duo Mobile**. You will have the opportunity to participate in a **public preview** for the redesigned app. Before the redesigned app launches to everyone, we recommend that you communicate with your internal stakeholders and end-users. The Duo Mobile application will roll out to users as a regular software update through the Apple App Store and Google Play Store. **The timing of this release is not controlled by Duo administrators.**

Overview of Success Planning

Success planning is where you begin designing your Universal Prompt rollout. We recommend starting with the following steps.

**Step 1: Familiarize yourself with the Universal Prompt Project.**
● Review the section “Overview: What is the Universal Prompt Project?” to understand what is changing in Duo’s product.
  ○ Other resources:
    ■ Duo Universal Prompt Update Guide
    ■ Duo blog: Easier, More Effective MFA for ALL: The Duo Universal Prompt Project
● Understand how end-users’ experience will change for the three components of the project: back-end application updates; a new Universal Prompt; and a redesigned Duo Mobile.
  ○ See screenshots and an overview of the changes in our Preparing for the Universal Prompt change management slidedeck.
● Review the Universal Prompt Update Progress report in the Duo Admin Panel to understand which of your applications will support the new prompt and to check the availability of back-end updates for those applications.

Step 2: Develop your change management plan.

● Identify which stakeholders within your organization you will reach out to as part of preparing for the Universal Prompt Project rollout. This could be an IT standards committee, marketing department, CISO, or similar.
  ○ Resources: Preparing for the Universal Prompt change management slidedeck.
● Review your already-planned work and consider how the Universal Prompt Project fits with your existing priorities.
● Identify which of your Duo applications will be able to support the Universal Prompt and check whether back-end updates are available for those eligible applications.
  ○ Resources:
    ■ Universal Prompt Update Progress report
    ■ See the section of this guide called “Update Your Applications: Get Ready for the Universal Prompt”.
● Design a Universal Prompt rollout strategy that works best for your organization. A few questions to ask yourself:
  ○ Will all of the Duo applications in your environment that currently show the browser-based authentication prompt be able to support the Universal Prompt?
    ■ If yes: You can decide whether to enable the Universal Prompt UI on an application-by-application basis as soon as it’s ready. This means you will have both the traditional prompt and the new prompt for a period of time. Or you could wait to enable the Universal Prompt UI for all your applications at the same time, effectively retiring the traditional prompt in your environment.
    ■ If no: You can enable the Universal Prompt UI for each supported application whenever it is ready. You will continue to have the traditional Duo Prompt in your environment, too.
      ● Resources: Universal Prompt Application Scope
  ○ Are your eligible applications ready to update now or not yet?
    ■ If yes: You can perform back-end application updates whenever you are ready. This will allow you to enable the Universal Prompt for those applications when it is released.
- If no: You will need to wait until your applications are ready to update. These back-end updates are a prerequisite for enabling the new prompt.
  - Does your organization have multiple IT teams or stakeholders who will need to coordinate on rolling out back-end updates and the Universal Prompt?
- If yes: Consider how this additional coordination will affect your rollout timeline and strategy. An application-by-application rollout of the Universal Prompt may require less coordination than launching the new prompt everywhere at once.
- If no: You have some flexibility to decide a strategy. Refer to the other questions in this section for ideas on what to consider.

**Step 3: Begin updating your eligible applications.**

- Refer to the Universal Prompt Update Progress report and the section of this guide called “Update Your Applications: Get Ready for the Universal Prompt” for more information.

**Step 4: Prepare your end-users, then enable the Duo Universal Prompt.**

- We strongly encourage you to try the Universal Prompt in your environment by participating in the public preview phase for the new prompt before it is released. During public preview, you will be able to enable the Universal Prompt on existing eligible applications in your environment via the Duo Admin Panel or Duo Admin API. Note that when it is made available for preview, the Universal Prompt will not yet be feature-complete for all Duo editions. Features will be added on a rolling basis.
  - Resources: “Enable the Universal Prompt: Enhance Your Duo Experience”
- Before enabling the new prompt on an application, prepare your end-users and stakeholders by communicating these changes to their authentication experience. Use or customize our provided end-user education templates to fit your environment.
  - Resources: “Communication Planning: What Everyone Needs to Know”
Introduction

Proactive communication will help prepare your organization and your end-users for changes to Duo as part of the Universal Prompt Project. This section provides links to end-user communication templates and a short presentation you can share with organizational stakeholders, plus some tips on effective communication. A well-executed communication plan will reduce end-user confusion, improve understanding of what is changing with Duo and why, and cut down on questions to your help desk.

Key Resources

- Duo Knowledge Base article: "What is the Duo Universal Prompt?"
- Duo documentation: Universal Prompt Update Guide
- Duo blog: Universal Prompt Project series
- See the section of this guide called "Help Desk Training: Preparing Your Team"

Templates

- End-User Education Communication Templates (PDF) (docx)
  - This document includes suggested wording for communicating with end-users about the authentication redirect flow triggered by back-end application updates, as well as templates for communicating about the Universal Prompt and redesigned Duo Mobile.
- Preparing for the Universal Prompt Change Management Slidedeck (PDF)
  - This presentation provides an overview of the changes to Duo, with a focus on communicating with your organizational leadership or other stakeholders. Use as-is or adapt the content for your environment.

How to Create a Communications Plan

Creating a communications plan will help you organize your outreach on the Universal Prompt Project. A few tips on creating a plan:
Identify your audiences.
- Do you need to communicate with internal stakeholders, such as executive leadership or your help desk, before you communicate with end-users?
- What information is most important to share with each audience? See the Templates section for wording you can customize for your environment.

Evaluate your end-users’ expectations.
- How far in advance do you usually communicate UI changes or software updates to help your end-users feel comfortable with the change?
- Do your end-users tend to notice details like a new URL that is part of a user login flow? You may need to proactively communicate about the authentication redirect flow triggered by back-end application updates that are part of this project, especially if you have trained your end-users to be on high alert for phishing attempts. Refer to the End-User Communication Templates in the Templates section of the guide for sample wording.

Review your rollout plan and identify pertinent details.
- If you are performing updates on an application-by-application basis, you may choose to narrow your mailing list to end-users for only those applications.
- If you are performing updates to all of your applications at once, you may instead choose to do a broader communication.
- Identify where your rollout plan intersects with major milestones of the Universal Prompt Project. Do you need to communicate about back-end updates and the new prompt at the same time, or at different times?
Help Desk Training: Preparing Your Team

Introduction

Your help desk team will play an important role in helping end-users become familiar and comfortable with the changes introduced by the Universal Prompt Project. It’s important to inform them about the project early in the process so they can be prepared to field questions. Keep in mind that if you plan a phased rollout of the Universal Prompt, end-users will encounter both the traditional Duo Prompt and the Universal Prompt in different applications for a period of time. Your help desk may want to develop simple strategies for diagnosing which prompt a user is asking a question about so they can appropriately assist and reassure end-users that this scenario is expected. This section of the guide covers some questions your help desk may receive or have about the Universal Prompt Project. We will update these FAQs as the project progresses.

Frequently Asked Questions

Topic: Application Updates

Why do I see a redirect to a Duo webpage when authenticating into an application?

Once an eligible application is updated to get it ready to support the Universal Prompt UI, it will display the traditional Duo Prompt on a Duo-hosted page via a redirect. An end-user might notice that the prompt no longer appears in the context of an iframe wrapper. Instead, users will be redirected to a Duo-hosted page to authenticate with the prompt and then redirected back to the application they are logging into. Once it is released and enabled on an application, the Universal Prompt will also function as part of this redirect authentication flow.

Current Duo Prompt displayed in an iframe:
Which Duo administrator roles can view the Universal Prompt Update Progress report?
The Universal Prompt Update Progress report tracks which of your applications is eligible for the Universal Prompt Project and their update status. The following Duo administrator roles can view the Update Progress report in the Duo Admin Panel:

- Owner
Only the Owner and Administrator roles may make changes on the report page.

**Which applications need to be updated to eventually support the Universal Prompt?**
The Universal Prompt is coming to applications that show the traditional Duo Prompt in the browser today with some exceptions. Refer to the Application Scope section of the Universal Prompt documentation for details. In addition, the Universal Prompt Update Progress report in the Admin Panel will display which of the applications in your environment are eligible to be used with the Universal Prompt once it is available.

**Topic: Duo Mobile**

**What is different about the onboarding experience with the redesigned Duo Mobile?**
The redesigned app provides a simpler welcome screen for new users, clearer instructions for setting up notifications in order to receive a Duo Push, and a practice mode to orient users to performing 2FA. Shown below are the notification instructions.

What is different about the Duo Mobile activation experience with the redesigned Duo Mobile?
The redesigned app now provides more explanation for why Duo Mobile briefly needs access to the user’s camera when using a QR code to link their account. See the new “Add your account” screen shown below. This change is designed to address any privacy concerns end-users may have before asking for camera permission. As in previous versions of Duo Mobile, the app uses the device camera only to add accounts via QR code. It will never access photos on a device and only uses the camera when scanning a QR code.

**Old experience**

**New experience**

**Will I need to restore my accounts or settings once Duo Mobile is updated?**
No. All of your protected accounts will be automatically present in Duo Mobile after the update. You do not need to re-add anything. In addition, all of your existing settings, such as for Duo Restore for third-party accounts like Instagram or Facebook, will also carry over automatically.

**Duo Mobile has been updated to the redesigned version. Why do we still see the traditional Duo Prompt in our environment?**
The release of the redesigned Duo Mobile is not dependent on the release of the Universal Prompt. Unless your organization is participating in a preview program for the Universal Prompt, your end-users will continue to see the current Duo Prompt on eligible applications even after the release of the new Duo Mobile.

Once the Universal Prompt is released, your organization’s Duo administrators will have control over enabling it on a per-application basis. To identify which applications in your specific environment will support the Universal Prompt, check the [Universal Prompt Update Progress report](#) in the Duo Admin Panel.
**Why is the Approve button now on the right in the redesigned Duo Mobile?**

It’s an established UI pattern in system dialogues to place positive actions on the right and negative actions on the left. Users rely on these patterns to respond quickly to interfaces. Placing the Approve button on the right in the redesigned app follows this best practice. In addition, Duo’s usability testing of the redesigned app showed that this updated button placement was successful for end-users.

**Topic: Universal Prompt**

**What are the differences between the traditional Duo Prompt and the new Universal Prompt?**

The Universal Prompt is a visual and technical redesign of the traditional Duo Prompt. Once it is released (or as part of a preview phase), the Universal Prompt may be used on web-based applications that display the current Duo Prompt in browsers and select thick-client applications that use single sign-on. To review which Duo 2FA offerings are **not in scope** for the Universal Prompt, refer to our [documentation](#).

End-users will likely notice four major changes when using the Universal Prompt:

1. **Last-used authentication method**: The Universal Prompt remembers a user’s last-used authentication method (e.g. Duo Push, security key, TouchID, etc.) and displays that option by default. Users will not see other available login methods until they click “Other options.”
2. **Automatic Duo Push**: Once a user lands on the Universal Prompt, it will automatically send a Duo Push to their device without needing to click a button (if they use Duo Push).
3. **Updated visual appearance**: The Universal Prompt has been visually redesigned with a simplified interface.
4. **Support for more languages**: The Universal Prompt supports English, Spanish, French, German, and Japanese. The prompt interface will use browser or OS language settings to determine a user’s preferred language.
For a comparison of the traditional Duo Prompt and the Universal Prompt, see [this Duo Knowledge Base article](#).

**How does an end-user access other options to log in?**

By default, the Universal Prompt displays the authentication method that the end-user most recently used. They can access other options to log in by clicking “Other options.” The last-used authentication method is browser- and application-specific and based on a stored cookie.

Note that a user may have to cancel the login request in order to access “Other options” because most authentication methods are triggered automatically without the user needing to click a button in the prompt. In other words, the Universal Prompt will automatically send a Duo Push, display the UI prompt to trigger TouchID or a security key, or begin a phone call or SMS authentication if one of those methods is the current default.

**Why do I see a “Trust this browser for … ” prompt after I log in with the Universal Prompt?**

If a [Remembered Devices policy](#) is enabled by a Duo administrator, end-users will be prompted to check a box allowing their browser to be remembered for the specified period of time. In the Universal Prompt, this message appears on a separate screen shown to users after they complete 2FA. This additional step is designed to encourage more users to use this feature, reducing the number of times they need to perform Duo 2FA for the set time period.
Update Your Applications: Get Ready for the Universal Prompt

Benefits of Updating

Updating your eligible applications to get them ready to support the Universal Prompt means you will be able to adopt the new prompt as soon as it’s available. Updating your applications also brings other benefits, including:

- Improved and simplified hostname security by moving the traditional Duo Prompt out of an iframe. No need to manually configure hostname validation in the updated (iframe-less) authentication redirect flow.
- Improved end-user experience with WebAuthn authenticators.
- Dedicated Duo API that reliably checks for Duo service availability.

Eligible Applications

The Universal Prompt is coming to applications that show the Duo Prompt in the browser today, with some exceptions.

See which applications are not in scope for the Universal Prompt in our documentation. Learn more about which applications currently support the Universal Prompt.

To identify which applications in your specific environment will support the Universal Prompt, check the Universal Prompt Update Progress report in the Duo Admin Panel.

Understanding the Update Process

There are three categories of application updates:
1. **Automated updates:** Some applications can be automatically updated by Duo or our technology partners without requiring any work from you. Once updated, these applications will display a status of **New Prompt Ready** in the Universal Prompt Update Progress report. This label indicates the application is ready to support the Universal Prompt UI.
   - Level of effort: None.

2. **Installer updates:** Some applications require a manual transition by updating an installer to the newest version. When a new version of these applications is released, they will display a status of **App Update Ready** in the Universal Prompt Update Progress report.
   - Level of effort: Low.

3. **Web SDK updates:** Applications that use our Web SDK to add Duo two-factor authentication will need to be updated to use the latest SDK, **version 4**. These applications will display a status of **App Update Ready** in the Universal Prompt Update Progress report.
   - Level of effort: Medium.

For Duo-owned applications, we will release updates as we complete them. We are also working closely with our technology partners to coordinate updates to their Duo integrations. Applications that do not yet have an available update will appear in the Universal Prompt Update Progress report with a status of **Waiting on App Provider**. Note that applications developed by third parties frequently use the Duo Web SDK and can be updated to use the latest SDK, version 4. If you use a third-party application, contact the application developer to request an update to **Web SDK 4**.

**How you can help:** Expedite these updates with our tech partners by submitting a formal feature request asking that your application provider support the Duo Universal Prompt.

**Plan Your Update**

- Check the **Universal Prompt Update Progress** report in the Duo Admin Panel to identify which of your applications will need to be updated to support the Universal Prompt.
  - Applications in the report with the status of **App Update Ready** are ready to be updated. These might be Duo-owned or partner integrations, or custom applications that use the Duo Web SDK.
- Check [the Duo documentation](#) for instructions on updating Duo-owned integrations.
- Check with the application provider for instructions on updating partner-built integrations.
- Prioritize which applications to update first. You may wish to start with lesser-used applications or applications with primarily technical users (such as your IT team).
- Test the update in a test environment if possible. If you are using any Duo policies or settings to bypass the Duo Prompt, such as Trusted Networks, you may want to change those for the purposes of testing. This will allow you to view the prompt and the authentication redirect behavior triggered by the application update.
- Before rolling out the change to end-users, consider whether you need to proactively communicate changes to their experience. See the section of this guide called “**Communication Planning: What Everyone Needs to Know**” for advice.
Once an update for an application is complete, its status in the Update Progress report will change to **New Prompt Ready** to indicate it is ready to support the Universal Prompt.

- Evaluate outcomes and continue working through your prioritized list of applications for future updates.

### Tips for Updating Custom Applications

- Inventory your custom applications that use the Duo Web SDK.
- Prioritize which applications to update to **SDK 4** first. Consider lesser-used applications to start with. A good time estimate for the update process is to consider how much effort was required to implement the Duo Web SDK the first time.
  - Currently, Python and Java are available with Web SDK 4, with more languages to be added. To use a different language or to create your Duo integration without using one of our SDKs, see the [Duo OIDC Auth API](#).
- Set your test criteria, such as browser / device compatibility.
- Test in a sandbox environment, if possible. Invite IT staff or other technical users to help you evaluate if the updated application meets your test criteria.
- Communicate with your application’s end-users before rolling the update to production.
- Once an update for an application is complete, its status in the Update Progress report will change to **New Prompt Ready** to indicate it is ready to support the Universal Prompt.
- Evaluate outcomes and continue working through your prioritized list of applications for future updates.
Duo Mobile Launch: Take Advantage of New Features

Introduction

With the upcoming release of version 4.0.0 of Duo Mobile for iOS and Android, we set out to make the login experience even better while improving awareness of the purpose and value of two-factor authentication.

This section covers the changes you can expect to see in the redesigned Duo Mobile, tips on preparing for the release of the new version of the app, and recommendations on how to communicate these changes to your end-users.

Note that the release of the redesigned Duo Mobile is not dependent on the release of the Universal Prompt. Unless your organization is participating in a preview program for the Universal Prompt, your end-users will continue to see the current Duo Prompt on eligible applications even after the release of the new Duo Mobile.

The redesigned app is designed to function seamlessly with both the current and Universal prompts.

Key Resources

- See the sections of this guide called “Communication Planning: What Everyone Needs to Know” and “Help Desk Training: Preparing Your Team”
- UI templates for Duo Mobile you can customize with your logo and use to update your documentation

Overview of Duo Mobile Changes

The redesign of Duo Mobile focuses on three key areas for improvement, as well as an overall updated look-and-feel to complement the Universal Prompt. Here are the changes you can expect to see in the application’s design and function.

1. Improve the authentication experience.

To improve the user experience of logging in, the updated Duo Mobile features the following changes:

- **Card-based design**: A new card-based design to display accounts that works for both an average end-user with only one account, and users with multiple accounts.
- **Button color, shape, and placement**: We have updated the Approve / Deny button color, shape, and placement on the authentication screen. In the new design, the button colors better align with color contrast standards. The buttons will now appear as round instead of square, and we have moved the Approve button to the right of the Deny button, to follow established UI patterns.
- **More visible in-app alerts**: Many users ignored or did not notice in-app alerts in the current version of the application due to their placement at the bottom of the screen. In the updated app, alerts and help text appear at the top of the screen for better visibility. To enhance the value of these messages, they will appear only when the information is most relevant.
- **Simplified navigation**: The side menu will now separate Settings from other features like Accounts and Security Checkup, to make it easier to navigate.
2. Educate and support end-users during the enrollment process.
To help end-users enroll in Duo easily and quickly, the updated Duo Mobile features the following changes:

- **Clearer welcome screen**: When setting up Duo Mobile, users will now see a clearer welcome screen to guide them through protecting their first account, or restoring their accounts if they have used Duo Mobile in the past and need to set up a new phone.

- **End-user education**: New onboarding screens to support the enrollment process make it easier to understand how to set up accounts using a QR code and why Duo Mobile briefly needs access to a device’s camera; how and why to allow notifications from the app in order to complete a Duo Push (for iOS users); and a “practice mode” that demonstrates the purpose of two-factor authentication to new 2FA users.

- **Enrollment completion**: The onboarding workflow has also been updated with more guidance for end-users who may get confused about how to complete their Duo device enrollment when switching between the Duo Prompt on their computer, and the Duo Mobile application.

- **Encouragement to enable account restore features**: End-users will also be encouraged to set up Duo’s account restore features for both Duo-protected accounts and third-party accounts (such as Facebook, Instagram, or Snapchat), to make it easier to transition to a new device in the future.
3. Expand the usability of Duo Mobile with enhanced language and accessibility support.

- **A more accessible app:** The redesigned app meets color contrast ratios, provides better support for users of screen readers, and adds a landscape view and variable font sizes to accommodate users’ needs and preferences. The app also adds buttons for hidden actions like reordering accounts.
- **Language support:** Duo Mobile previously supported English, French, and German, and recently added Spanish and Japanese. Language settings in the app leverage the user’s language preference from the OS.

**What is not changing?**
The core functionality of Duo Mobile is not changing. You will continue to be able to:

- Receive a Duo Push.
- Use passcodes.
- Add, edit, reorder, and remove accounts.
- Backup and restore accounts.
- Use dark mode.
- And anything else you can do in the current version of the app.
Preparing for the Duo Mobile Rollout

The latest version of Duo Mobile will be released to users through our usual process of pushing an update to the Apple App Store and Google Play Store.

The timing of this release is not controlled by Duo administrators. However, we will notify you via email far in advance of when Duo Mobile version 4.0.0 will be released.

To prepare for the rollout of the redesigned app, we recommend taking the following steps:

1. **Learn:** Review the changes to the app.
   - Resources: See the section titled “Overview of Duo Mobile Changes.”
2. **Update:** Consider enabling **Duo Mobile Instant Restore** if you do not already use it. This feature makes it easier for end-users to recover their Duo-protected accounts when they get a new device. Learn more about account restore options in the Duo Knowledge Base.
3. **Document:** Make a plan to update any Duo Mobile documentation you have created.
   - Resources: Refer to these editable **Duo Mobile UI templates**.
4. **Communicate:** Let your end-users know about the upcoming changes.
   - Resources: End-User Education Communication Templates (PDF) (docx); “Communication Planning: What Everyone Needs to Know”
5. **Understand:** Note that the release of the redesigned Duo Mobile is not dependent on the release of the Universal Prompt. Unless your organization is participating in a preview program for the Universal Prompt, your end-users will continue to see the current Duo Prompt on eligible applications even after the release of the new Duo Mobile. The redesigned app is designed to function seamlessly with both the current and new prompts.

Take Advantage of New Features

The release of the redesigned Duo Mobile also provides opportunities to educate your end-users. Here are a few ideas for outreach campaigns.

**Increasing Duo Push adoption:** If you have end-users in your environment who have been reluctant to use Duo Push, the launch of the redesigned app may provide an opportunity to educate them on the value of Push as a secure and convenient authentication method. The Duo Push experience is now even simpler and faster.

Resources: [Guide to Promoting Duo Push](#)

**Securing user behavior around Duo Push:** If you want to educate end-users on how to review their authentication attempt details before approving a Duo Push, consider a communications campaign to highlight features in the redesigned app designed to support secure user behavior, such as:

- Updated wording on the authentication approval screen that asks “Are you logging in to [application name]?”
- A simpler approval screen that lists the user's location, time, browser, username, and any custom data sent by the application the user is logging into (such as a key/value pair).

Note that the name you give to Duo-protected applications in the Duo Admin Panel is also the name that end-users will see on the login request screen for Duo Mobile. Consider updating your application names to make sure they are user-friendly.

**Improving users' account restore experience:** The redesigned Duo Mobile makes it easier to set up and understand Duo's account restore options so end-users can reconnect their existing accounts when they get a new device. First, we recommend enabling Instant Restore in the Duo Admin Panel to allow users to seamlessly restore Duo-protected accounts.

Next, you could consider a communications campaign to your users encouraging them to set up Duo Restore for Third-Party Accounts if they use Duo to protect their online service accounts (such as social media) with a mobile-generated passcode.

Resources: [Guide to Duo Restore for Duo Mobile account recovery](#) (for administrators); [Guide to Duo Restore](#) (for end-users)
Enable the Universal Prompt: Enhance Your Duo Experience

### Universal Prompt Project Progress Bar

- Success Planning
- Communication
- Help Desk Training
- Update Applications
- Enable the Universal Prompt

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**Introduction**

The Duo Universal Prompt is a **visual and technical redesign** of Duo’s core authentication experience for web-based applications that display the current Duo Prompt in browsers, as well as select thick-client applications that use single sign-on.

The name “Universal Prompt” was chosen to convey the following universal design improvements:

- A streamlined authentication flow for end-users
- Branding customization options for organizations
- Better web accessibility
- Enhanced language support

In addition, the Universal Prompt represents a technical overhaul with **additional security benefits**. The Universal Prompt will be delivered via a new redirect-based authentication flow built on OIDC standards that allows us to serve the prompt on a Duo-hosted page, moving it out of the application (e.g. iframe).

This section covers the changes you can expect to see in the Universal Prompt compared with the traditional browser-based Duo Prompt, tips on preparing your rollout of the new prompt, and recommendations on how to communicate these changes to your end-users.

**Traditional Duo Prompt vs. Universal Prompt: What’s Different?**

The redesign of the traditional Duo Prompt for web-based applications focuses on three key areas for improvement. Let’s look at an overview of the features of the Universal Prompt.
Note that the details below describe a feature-complete Universal Prompt; **when the Universal Prompt first becomes available to preview ahead of its release, it will not yet be feature-complete.** Refer to [this Knowledge Base article](#) for more information.

1. **Improve the authentication experience.**
   
   To further reduce end-user friction and to encourage use of the most secure authentication methods, the Universal Prompt will feature the following changes:

   - **Streamlined UI:** The Universal Prompt provides a more modern and streamlined user interface that displays options to users only when they need them, removing visual clutter from the prompt itself. For example, rather than seeing multiple authentication options simultaneously in the prompt, a user will instead see their last-used method and can select “Other options” to choose another one.

   - **Default to last-used authentication method:** To make the end-user authentication experience feel simpler and faster, the Universal Prompt defaults to the authentication method a user most recently used in that browser for that application. (Most end-users use only one authentication method.)

   - **Automatic Duo Push:** If you use Duo Push to authenticate, you will no longer need to click a button to send a push notification to your device. When Duo Push is the authentication method in use, the Universal Prompt sends the push notification automatically by default without needing to configure this behavior.

   - **Subtle encouragement for users to select a more-secure authentication method:** The available authentication methods displayed to users in the prompt is organized to list the most-secure and user-friendly methods first, including Touch ID, security key, and Duo Push (if allowed by your configured policy settings and depending on the access device’s capabilities).

   - **Enhanced web accessibility:** The Universal Prompt is designed to meet [Web Content Accessibility Guidelines (WCAG) 2.1 at the AA level](#). Accessibility improvements include improved color contrast, reducing the number of primary actions per page to enhance the experience for screen reader users.
and honoring users’ accessibility settings by removing animations from the Universal Prompt where indicated. Read more about these accessibility improvements on the Duo blog.

- **More helpful messaging:** The Universal Prompt features contextual user and error messages that are written in plain language and displayed more visibly within the prompt for better comprehension. Where applicable, error messages include instructions to the user on how to solve the problem or what caused it.

![Universal Prompt Diagram](image)

*Traditional Duo Prompt: User must select Send Me a Push to initiate a Duo Push notification*

![Universal Prompt Diagram](image)

*Universal Prompt: A user will automatically receive a Duo Push notification on their phone (if they are using push as their preferred recent authentication method)*

2. **Update our technical implementation.**

To future-proof the Duo authentication prompt, the Universal Prompt will feature the following technical improvements:
● **Authentication redirect flow:** The Universal Prompt will be delivered via a new redirect-based authentication flow built on OIDC standards that allows us to serve the prompt on a Duo-hosted page, moving it out of the application (e.g. iframe). Users may notice a brief redirect to a Duo-hosted page where they can authenticate with the prompt and then get automatically redirected back to the application they are logging into.

● **No need for hostname validation:** The updated authentication flow removes the need for manual hostname validation (also known as Hostname Whitelisting). You will no longer need to configure hostname validation for applications using the Universal Prompt because these security benefits are included by default, and old settings will no longer have an effect.

● **Increased interoperability:** By moving to an OIDC standards-based approach and away from Duo’s proprietary technology, the Universal Prompt offers enhanced interoperability and a more standardized experience for end-users across your application ecosystem.

3. **Add value through customizable visual elements as well as support for more languages.**

To expand the usefulness of the Duo authentication experience, the Universal Prompt will feature the following customization options:

● **Branding elements:** The Universal Prompt will offer three customizable visual elements for Duo administrators:
  1. A logo.
  2. A full-page background image that appears behind the prompt.
  3. A color that appears as a bar at the top of the prompt.

● **Expanded language support:** The current Duo Prompt supports English, French, and German. The Universal Prompt will add support for Spanish and Japanese, relying on the end-user’s preferred language selection from their browser or operating system rather than a setting configured by a Duo administrator.

![Traditional Duo Prompt: Logo is customizable.](image-url)
Comparing the Traditional and Universal Prompts
Refer to [this Duo Knowledge Base article](#) for an in-depth comparison of the differences between the traditional browser-based Duo Prompt and the Universal Prompt.

Supported Applications
Not all applications that deliver a Duo authentication prompt will support the new Universal Prompt. Refer to [our application scope documentation](#) to understand the scope of the Universal Prompt Project. This [Duo Knowledge Base article](#) lists the specific applications that currently support the Universal Prompt.

Project Timeline
You will have the opportunity to participate in a preview of the Universal Prompt experience before it becomes generally available.

During the public preview phase, you will be able to turn on the Universal Prompt for eligible applications after you complete any required back-end updates. See [Update Your Applications: Get Ready for the Universal Prompt](#).

Public Preview Begins August 2021
At the start of public preview in early August 2021, the Universal Prompt will support most Duo MFA edition features, including:

- Multi-factor authentication
- MFA edition policies

In addition, the Universal Prompt will support:

- The ability to upload a custom logo to the prompt.
• Spanish and Japanese, in addition to existing support for English, German, and French.

Other features are under development and not yet available to preview. During this active development period, the Universal Prompt will fall back to the current Duo Prompt UI to complete workflows required for Duo Access and Duo Beyond edition features that have not yet been built into the new prompt. For more details, refer to this Duo Knowledge Base article.

When Will Duo Deprecate Older Versions of the Duo Prompt and Web SDK?
Duo has not announced a timeline for deprecating older versions of the browser-based prompt or Web SDK v2. Refer to the Overview section of this guide for more information.

Planning Your Universal Prompt Rollout
To prepare for the release of the Universal Prompt, we recommend taking the following steps:

1. Learn: Review the changes to the Duo authentication prompt experience and identify the applications in your environment that will support the Universal Prompt.
   ○ Resources: Success Planning: Charting Your Course and What are the Differences Between the Traditional Duo Prompt and the Universal Prompt?
2. Update: Perform any needed updates to the applications in your environment that will support the Universal Prompt.
   ○ Resources: Update Your Applications: Get Ready for the Universal Prompt
3. Preview: As part of a public preview phase, you can enable the Universal Prompt on your eligible applications. Note: The Universal Prompt is enabled on a per-application basis for all users of that application and is not restricted by Duo user groups.
   ○ Resources: Testing Tips
4. Document: Make a plan to update any Duo Prompt-related documentation you have created.
5. Communicate: Let your end-users know about the upcoming changes based on when you enable the Universal Prompt in your environment.
   ○ Resources: End-User Education Communication Templates (PDF) (docx); “Communication Planning: What Everyone Needs to Know”
6. Launch: As part of a preview phase or once the Universal Prompt is generally available, you can enable the new experience for your end-users via the Admin Panel on a per-application basis.

Testing Tips
If you are participating in a preview of the Universal Prompt, here are some ideas for testing the new experience in your environment.

Core Authentication Experience Checklist:

☐ Enable the new UI: Select an application in your environment that is ready to support the Universal Prompt and enable the new UI. You may wish to start with lesser-used applications or applications with primarily technical users (such as your IT team).
☐ **Test multi-factor authentication:** Authenticate with the new UI using different factors. If you use an **authentication methods policy** to limit allowed authentication methods for the test application, you may need to update your settings to test all the authentication methods available in your environment.

☐ **Test the Remembered Devices flow:** If not already using, configure a **Remembered Devices policy** for the application and test the new Remembered Devices flow.

☐ **Test other policies:** If using other MFA edition policies such as **authorized networks**, test those use cases to see the end-user experience.

☐ **Test other languages:** If applicable, test the Universal Prompt experience in other languages.

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**Frequently Asked Questions**

**I do not have any Universal Prompt-capable applications in my environment. How can I test the new prompt?**

You can create a test application. This Duo Knowledge Base article lists the specific applications that currently support the Universal Prompt. One simple test case would be to set up **Duo Central** (you do not need to set up Duo Single Sign-On to do this) because it supports the Universal Prompt UI without needing to perform any manual updates.

**I would like to preview the Universal Prompt but I am an Access or Beyond customer. Can I still participate?**

Yes. However, be aware that at the start of public preview, the Universal Prompt will not yet be feature-complete for all Duo editions. During this active development period, the Universal Prompt will fall back to the current Duo Prompt UI to complete workflows required for Duo Access and Duo Beyond edition features that have not yet been built into the new prompt. For more details, refer to this [Duo Knowledge Base article](https://kb.duo.com/).
Duo Support & Helpful Resources

Refer to these resources for more information about the Universal Prompt Project.

Documentation

- Universal Prompt Update Guide
- Universal Prompt Update Progress report

Knowledge Base

- What is the Duo Universal Prompt?
- Guide to reading the Universal Prompt Update Progress report in the Duo Admin Panel
- Guide to the Duo Universal Prompt for Duo Administrators
- Guide to the Duo Mobile public preview program
- Guide to Duo Mobile version 4.0.0
- What are the differences between the traditional Duo Prompt and the Universal Prompt?
- Which applications support the Duo Universal Prompt?
- Which Duo edition features are supported during the public preview phase of the Universal Prompt?

Blog Posts

- Easier, More Effective MFA for All: The Duo Universal Prompt Project
- Breaking Up with the iFrame: Introducing Our New Developer Tooling
- Making Duo Even Easier: Improving UX with the Universal Prompt Project
- A Truly Universal Prompt: Accessibility for All
- Make It Your Own: Brand Customization with Our Universal Prompt
Coming Soon

As the Universal Prompt Project progresses, we will add new sections to this guide, as well as other tips and best practices for Duo administrators from our Customer Success & Support team.