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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.

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. 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. 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 changed 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.
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, released in late January/early February 2022.
2. A new mechanism for delivering the browser-based prompt via an authentication redirect flow that no longer relies on an iframe.

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 applications that do not support the Universal Prompt.

To complement the improved user experience of the Universal Prompt, we also released a redesign of our Duo Mobile application in October 2021. This redesigned version of the app offers similar enhancements to usability, digital accessibility, and the UI.
What Actions Do I Need to Take?

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

1. **Understand what’s changing with Duo’s product** and plan your rollout.
2. **Communicate with end-users and internal stakeholders** to prepare them for the changes. 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.

**Project Timeline**

Refer to this [Duo Knowledge Base article](#) to understand the availability of core components of the Universal Prompt Project.

**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](#), the [Duo Web SDK v2](#), or other applications not in scope for Universal Prompt support. We will let you know well in advance of when these changes will happen, and you will have at least 18 months to plan your transition to supported solutions.
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, a prerequisite for enabling the Universal Prompt UI.
   a. Software updates will become available on a rolling basis.
   b. You may also wish to communicate these updates to your end-users so they understand the minor changes to their authentication experience.
      i. See the section of this guide called “Communication Planning: What Everyone Needs to Know” for guidance.

2. **Enable the Universal Prompt**: Universal Prompt is generally available as of January/February 2022.
   a. When you are ready:
      i. Plan your wider rollout.
      ii. Communicate with your internal stakeholders and end-users.
      iii. Enable the prompt on supported applications.

As part of this project, we also released a **redesigned Duo Mobile in October 2021**.
Overview of Success Planning

Your Universal Prompt rollout begins with success planning. 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.
  - A redesigned Duo Mobile (completed in October 2021).
- 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.
- 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 each application is 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 you are ready. You will continue to have the traditional Duo Prompt in your environment.

- 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.
    - 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 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.

- You can enable the Universal Prompt on existing eligible applications in your environment via the Duo Admin Panel or Duo Admin API. Note that newly created Universal Prompt-capable applications, including Duo Single Sign-On integrations, will default to the Universal Prompt UI. You can choose to disable the new UI and use the traditional prompt until the traditional prompt is eventually deprecated.
  - 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. You can customize our end-user education templates to fit your environment.
  - Resources: “Communication Planning: What Everyone Needs to Know”
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 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.

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.

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 (until you enable the Universal Prompt UI). 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 enabled on an application, the Universal Prompt also functions as part of this redirect authentication flow.
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
- Administrator
- Application Manager
Which applications need to be updated to support the Universal Prompt?
The Universal Prompt is supported on applications that currently show the traditional Duo Prompt in the browser, 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.

Topic: Duo Mobile

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 you have enabled the Universal Prompt in your environment, your end-users will continue to see the current Duo Prompt on eligible applications even after the release of the new Duo Mobile.

Your organization’s Duo administrators have control over enabling the Universal Prompt on a per-application basis for existing applications that support the new prompt. Newly created integrations that are capable of using the Universal Prompt will default to using the Universal Prompt. You can choose to use the traditional prompt if you prefer. To identify which applications in your specific environment support the Universal Prompt, check the Universal Prompt Update Progress report in the Duo Admin Panel.

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. The Universal Prompt may be used on web-based applications that display the current Duo Prompt in browsers, as well as 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](#). For screenshots and documentation on the end-user experience of the Universal Prompt, refer to our [end-user guide](#).

**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 for some authentication methods, such as security key, in order to access “Other options” because most authentication methods are triggered automatically without the user needing to click a button in the prompt.

**Why do I see a “Trust browser?” 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 allow 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. Once a user selects “Yes, trust browser,” they will no longer see the separate screen. Refer to this Duo Knowledge Base article to review the full end-user experience.

How does a user add or edit a device using the self-service portal in conjunction with the Universal Prompt?

The self-service portal, which must be enabled by a Duo administrator on a per-application basis, has also been redesigned as part of the Universal Prompt Project.

Users may add or edit their available devices by going to “Other options” in the Universal Prompt and then selecting “Manage devices.” From there, they will visit a page listing their current devices and be able to add or edit devices.

Note that the “Manage devices” workflow now occurs in a separate page rather than within the frame of the prompt itself, in contrast to the traditional Duo Prompt.
Select “Other options”  
Then select “Manage devices”  

Device management in the traditional Duo Prompt  
(within the frame of the prompt)  

Device management in the Universal Prompt  
(a separate page)  

Which Duo administrator roles have permission to customize Universal Prompt branding?  
Owner and Administrator-role Duo admins can make changes on the Custom Branding section of the Settings page in the Duo Admin Panel. All administrator roles except Billing can view the branding preview but not make changes.  

Can I preview my custom branding before rolling it out to all users of the Universal Prompt?
Yes. When configuring your custom branding look-and-feel for the Universal Prompt, eligible Duo administrator roles can preview the selected accent color and background color or image from within the Custom Branding section of the Settings page in the Duo Admin Panel. In addition, administrators can choose to test that configuration with individual users you specify, using the “Test with some users” field on that page. If you are running a branding test, you will see your Draft Branding on the Settings page, in addition to whatever previous live branding (or default) you started with. Once you roll out the changes to all users, the Draft Branding preview will disappear from the page.

☐ Test custom branding: If applicable, configure a custom logo, background color or image, and color bar to be used as custom branding for the Universal Prompt. You can assign specific users to view the draft branding before publishing it to all users.
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 when you’re ready. 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 supported on applications that currently show the traditional Duo Prompt in the browser, 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.

The Universal Prompt is generally available as of January/February 2022. You can enable it for eligible applications via the Admin Panel or Admin API.

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, Java, Go, PHP, and C# (.NET) are available with Web SDK 4. 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.
- The Universal Prompt is generally available as of January/February 2022. You can enable it for eligible applications via the Admin Panel or Admin API.
- 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 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 in the redesigned Duo Mobile.

Note that the release of the redesigned Duo Mobile is not dependent on the release of the Universal Prompt. Unless your organization has enabled 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 will 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.

**The Duo Mobile Rollout**

The launch of the redesigned Duo Mobile occurred in **October 2021**.

Refer to these resources for help in updating your internal documentation:

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**: Update any Duo Mobile documentation you have created.
   - Resources: Refer to these editable [Duo Mobile UI templates](#).

4. **Understand**: Note that the release of the redesigned Duo Mobile is **not** dependent on the release of the Universal Prompt. Unless your organization has enabled 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

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 Universal Prompt became generally available in January/February 2022.

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.
1. Improve the authentication experience.

To further reduce end-user friction and to encourage use of the most secure authentication methods, the Universal Prompt features 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](https://www.w3.org/WAI/WCAG21/). 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.
2. Update our technical implementation.

To future-proof the Duo authentication prompt, the Universal Prompt features the following technical improvements:

- **Authentication redirect flow:** The Universal Prompt is 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 Allowed Hostnames). You 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 features the following customization options:

- **Branding elements**: The Universal Prompt offers 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 adds 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)
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

General Availability
The Universal Prompt is generally available as of January / February 2022. It is your choice when to enable it on existing Duo-protected applications eligible to use it.

Note that newly created eligible applications will default to the Universal Prompt. You can revert to the traditional Duo Prompt if you prefer.

The Universal Prompt provides feature parity for Duo’s MFA and Access editions; Beyond edition endpoint features and policies are still under development. The Universal Prompt will fall back to the current Duo Prompt UI to complete workflows required for Duo Beyond edition features that have not yet been built into the new prompt.

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**: You can enable the Universal Prompt on eligible applications as part of internal testing for your organization. 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**: Enable the new experience for your end-users via the Admin Panel on a per-application basis.

**Testing Tips**

Here are some ideas for testing the new experience in your environment:

- **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 policies, test those use cases to see the end-user experience.
- **Test other languages**: If applicable, test the Universal Prompt experience in other languages.
- **Test self-enrollment**: Try out the updated in-line self-enrollment experience.
- **Add or update a device**: If applicable, test the process for adding or managing a device after enrollment, using the self-service portal.
- **Test the Device Health app flow**: If applicable, review the workflows associated with device health checks provided by the Device Health app.

**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.
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
- Universal Prompt End User Guide

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
- What are the differences between the traditional Duo Prompt and the Universal Prompt?
- Which applications support the Duo 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