

Duo Push: The Best Way to Authenticate

Duo Push is an authentication request you'll receive as a notification on your smartphone. It's **quicker, easier, more secure**, and **cheaper** than receiving text messages or phone calls.

To use **Duo Push**, you will need to have the **Duo Mobile app** installed and activated.

Why is push the best authentication method?

It's quicker than a text or a phone call



- ▶ Authenticating with a text message requires waiting to receive the text, reading a passcode, and then typing it in.
- ▶ Phone calls require actually answering the phone, listening to the recording, and using the dial pad to approve the login.
- ▶ Duo Push is as simple as approving a notification on your smartphone.

It's more secure



- ▶ Duo Push uses cutting-edge end-to-end encryption that SMS and phone calls can't.
 - ▶ The Duo Push screen displays detailed information about the application and source device that initiated the authentication request.
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Frequently Asked Questions

How much data does a Duo Push use?

- ▶ *Almost none.* 500 pushes to your device will use 1 MB of data in total. This is roughly equivalent to loading one webpage on your smartphone.



Does installing the Duo Mobile app give up control of my phone?

- ▶ No. Duo Mobile has no more access or visibility into your phone than any other app. Duo Mobile **cannot** read your emails or track your location, it **cannot** see your browser history, and it **requires your permission** to send you notifications. Lastly, Duo Mobile **cannot** remotely wipe your phone.

Why does the Duo Mobile app need to access my camera?

- ▶ Duo Mobile **only** accesses your camera when scanning a QR code during activation.

What if I don't have a Wi-Fi connection or cellular reception?

- ▶ No problem. Tap the  (iOS) or  (Android) icon in the Duo Mobile app to generate an authentication passcode. You do not need an internet connection or a cellular signal to generate these passcodes.

What if my push alerts aren't coming through?

- ▶ Try these easy troubleshooting steps for [iOS](#), [Android](#), [Windows Phone](#), or [BlackBerry](#).
- ▶ Still not working? [Reactivate](#) Duo Mobile or contact your help desk.