**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.

**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.