Duo Troubleshooting

My primary device is not available

If your primary device is not available to authenticate through, then you can use your backup device if you have one configured. To do this you would click on Device in the Duo screen and select your backup device before you select an authentication method. For additional information please see the document Duo Managing Settings.

If you don’t have a backup device configured than you can generate emergency bypass codes that can be used to authenticate.

My account is locked

If you enter a code too many times incorrectly, your account may become locked. Call 1-HELP to have it unlocked.

My Duo screen is blank or flashing

Older versions of Chrome, especially those with the LastPass extension, may prevent the Duo interface from loading. To fix this problem, try installing the most current version of Chrome.

I lost or broke my hardware token

If your token is lost or broken, call 1-HELP to report the missing token and request a new one. Generate bypass codes to use until you receive the replacement token.

My hardware token code is not working

Upside Down Token

Tokens occasionally display codes that look valid even when upside down. Make sure that you see only digits (not letters) and that the green button is on the left side of the token as you look at it.
**Out-of-sync Token**

The codes that tokens generate can get out of sync with the Duo authentication system. Your token may get out of sync if:
- The button was pressed repeatedly within a short period of time
- The token generated numbers that were not used
- The token was not used for over a month
- The battery is dying (token batteries should last 2-5 years)
To fix an out-of-sync token, contact 1-HELP.

**My Duo screen shows “Undefined” Error Message**

If the Duo Security authentication screen displays an “Undefined” error, most likely your session timed out after staying idle for too long. Refresh the page or open a new browser window and try again.

**I need to order a hardware token**

Please contact your IT Representative to determine if a hardware token is needed. Hardware tokens can only be ordered in person at an OIT walk-in location or by video call. This is so that they can match a token to a specific person. There is no charge for this token but there is a limited supply.

**I want to use my own token**

You can purchase and setup your own U2F token. A U2F token plugs into your USB port on your computer and when the button is pressed it sends a signed response back to Duo to authenticate your login. You must have a supported browser (Chrome 41 or later or Opera 40 or later) and an available USB port.

**I need to change my Duo settings**

The Duo settings are accessible at [my-account.umn.edu](http://my-account.umn.edu) or by going to your MyU page, clicking on your name in the upper right header and selecting My Account.
Report a Lost or Stolen Device

In addition to disabling it, if your Duo-enrolled device is lost or stolen, report it to the Technology Help service desk as soon as possible at 612-301-4357 (1-HELP).