Am I required to use two-factor authentication?
Once you have been automatically enrolled in Duo, you will be required to use two-factor authentication.

Do I have to use Duo every time I log in to the myTC Portal?
Duo allows you to remember a device for 7 days. You can approve any computer that you commonly use and will not be required to provide multi-factor authentication confirmation for 7 days. For example, if you have a desktop and a laptop, you can approve both computers as trusted devices and not have to confirm your identity with a phone for 7 days.

Can I set up Duo on more than one phone?
You are encouraged to set up Duo on more than one phone in case you forget a phone at home or are not at your office phone. When you are doing your initial setup, you may add as many phones as you like (landline and/or mobile). After that, when you are logging in you can choose which line Duo will send the authentication request to (via smart phone app, SMS text message, or phone call depending on what you chose).

I have a new phone and the Duo app stopped working. What should I do?
If you get a new phone, even if the Duo app is restored from a cloud backup, it will lose its association with your account. If the phone number of your new phone is the same, you can still authenticate using the phone call or sms option, but the push option will not work until re-activated.
You can re-activate your new phone with the Manage devices option. First, ensure that you still have access to any of the phone numbers enrolled in Duo. Set the authentication option to Phone Call and then select Manage devices. The phone you chose should ring, and you will need to answer, and hit any key to authenticate. From here, you can select the phone number of your new phone (assuming it’s the same phone number) and under Actions, select Activate Duo Mobile. This will prompt you to scan in a new QR code from the Duo app.
If you have difficulties with this process, you can contact the Service Desk for assistance at 212.678.3300 or servicedesk@tc.columbia.edu

Can I use the Duo app internationally?
The Duo smart phone app is designed to work internationally. If you install the app, it can generate the required code without need of either a telephone signal or data plan, and it can do this anywhere in the world. If you have a signal and data plan, the app makes two-factor authentication as easy as a pushing a single button, but if you don’t have one of those two things, you can use the app to generate a six digit code and enter that manually.

What if I forget my phone at home?
Please contact the Service Desk for assistance at 212.678.3300 or servicedesk@tc.columbia.edu. They will verify your identity and provide a temporary passcode. We encourage you to then go into manage devices and add an additional phone.

What if I lose my phone?
Please contact the Service Desk immediately and we will lock your Duo account to prevent malicious activity.
What if I don’t have a cell phone?
If you don’t have a cell phone, Duo allows you to use your landline phone. You would receive an automated phone call that requires you to hit any button to confirm your identity.

What if I don’t have a data plan on my phone? What if I don’t have a connection?
The Duo smart phone app provides options that work without a data plan, a texting plan or even a connection, if necessary. The app can generate the required code without need of either a telephone signal or data plan, and it can do so anywhere in the world. If you have a signal and data plan, the app makes two-factor authentication as easy as a pushing a single button, but if you don’t, you can use the app to generate a six-digit code and enter that instead.