2FA TROUBLESHOOTING

DOWNLOAD DUO MOBILE

App Store

Google Play

GET SUPPORT

If you are still having issues using the Duo Mobile app, contact the ITS Service Desk.

850-644-4357
help.fsu.edu

HAVING AN ISSUE WITH DUO MOBILE?

There are multiple ways to authenticate with 2FA, but the Duo Mobile app is the quickest and easiest method. If you are having trouble using Duo Mobile, check out these common 2FA issues and troubleshooting tips.

SYNC YOUR DUO MOBILE APP

If you are not seeing the **Send Me a Push** option when you authenticate with 2FA, you need to reactivate the Duo Mobile app. This happens if you get a new phone or if you downloaded the app after your 2FA account was already set up.

DOUBLE CHECK YOUR REGISTERED DEVICES

See which devices you have registered for 2FA and make sure your default device is a cellphone or other mobile device you always have with you.
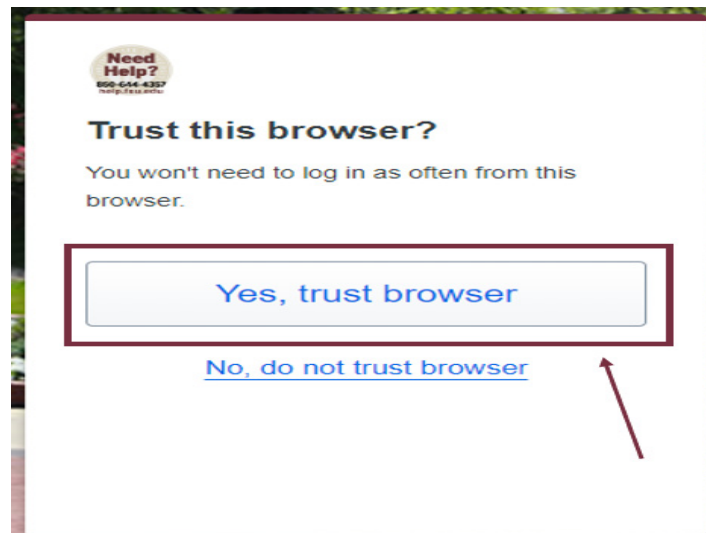
Check Your Devices

TURN ON NOTIFICATIONS FOR DUO MOBILE APP

If the Duo Push notification is not appearing on your device, you may have to adjust app permissions. Go to your device settings and turn on notifications for Duo Mobile.

Test Duo Notifications

CLICK THE "TRUST MY BROWSER" BOX

Click the **Trust My Browser** box on the 2FA pop-up window to bypass 2FA for one month at a time. If the box is not appearing for you, you may need to click **Cancel** and then check the box.

Need Help?
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Trust this browser?

You won't need to log in as often from this browser.

Yes, trust browser

No, do not trust browser