

## Duo Security (2FA) Frequently Asked Questions

### **1. What is two-factor authentication?**

Two-factor Authentication (2FA) adds an extra layer of security to your username and password process. It combines something you know (your username and password) with something you have (e.g., mobile phone, tablet, text message, landline phone) to verify your identity. This extra step adds significant security protection to your account.

### **2. Who is required to use Duo Two-Factor Authentication?**

Any user who has access to the Human Resources Portal/Employee Self-Service and/or the Financial Portal must enroll for Duo.

### **3. How often do I need to use Two-Factor Authentication?**

RCUH has configured Duo to allow you to remember your personal computer that you logged into the Duo secured application for up to seven (7) days. If you logged in from a private workstation that you trust, you can select the option "Yes, this is my device" to remember your device. If you are using a public workstation that other people use, please click "No, other people use this device". If you do not select to remember your device, then you will need to use Duo two-factor authentication each time you log in.

### **4. I am already registered for Duo with the University of Hawai'i. Do I still need to register with RCUH?**

Yes. Because UH and RCUH have separate Duo instances, you'll need to enroll to access RCUH systems. However, you can use the same Duo Mobile application on your smart device.

### **5. Why do I need to register for both Financial and HR portals?**

The Financial Portal and HR Portal/Employee Self-Service are two different systems which is why you must set up both accounts with Duo. You can use the same smart device and Duo Mobile application for both accounts.

### **6. I don't have a smartphone or tablet. How can I use Duo two-factor authentication?**

If you do not have a smartphone or tablet, please email [rcuh@rcuh.com](mailto:rcuh@rcuh.com) to discuss alternate two-factor authentication options.

## 7. Can I still use Two-Factor Authentication if my device doesn't have a data plan or cellular access?

Yes, you can. Launch the Duo Mobile application on your smartphone or tablet and generate a passcode. You can then enter this passcode into the application to continue logging in. Additionally, most cell phones have the ability to connect to WiFi. The internet connection provided by a WiFi hotspot will allow you to use the Duo Mobile application.

## 8. Why is Duo Mobile the only option being offered?

Duo Push (via Duo Mobile) is the best authentication method. It's quicker than a text or phone call and more secure as it uses cutting-edge end-to-end encryption that SMS and phone calls can't. [Click here to learn more about Duo Push/Mobile.](#)

## 9. Does Duo work internationally?

Duo does work internationally, but is not supported in the following countries/regions:

- Cuba
- North Korea
- Iran
- Sudan
- Syria
- Crimea region
- Sevastopol region
- Donetsk region
- Luhansk region

## 10. My smartphone/tablet with the Duo Mobile application has been lost or stolen. What are my next steps?

Contact the Finance or HR Help Desk immediately to report that your device was lost or stolen. They can remove the device from Duo and assist you with setting up another security device in Duo.

- [Financial Portal](#): (808) 956-0509/956-0505/956-0516; [rcuh@rcuh.com](mailto:rcuh@rcuh.com)
- [HR Portal/ESS Help Desk](#): (808) 956-8900; [hrhelpdesk@rcuh.com](mailto:hrhelpdesk@rcuh.com)

## 11. What happens if I buy a new phone?

If you possess a new smartphone, you'll need to reactivate Duo Mobile. You can enroll the new device by contacting the respective help desk to send you a new activation link.

## 12. How do I add a second device/phone number to Duo?

When logging in to the Financial Portal or HR Portal/ESS, click the “Other options” link on the authentication page to view the list of available methods, or to use an alternative method. Click “Manage devices” at the end of the list to enter the device management portal. The device management portal enables you to view, edit, or add devices. You will need to complete 2FA verification prior to accessing this page.

You can click “I have a new phone” if you need to enroll a new device using the same phone number. Click “edit” if you need to rename or delete a device (Note: you cannot delete a device if it's your only 2FA device). Click “add a device” to add an additional device/phone number.

## 13. I have stopped receiving push notifications on Duo Mobile.

You may have trouble receiving push requests if there are network issues between your phone and our service. Many phones have trouble determining whether to use the WiFi or cellular data channel when checking for push requests, and simply turning the phone to airplane mode and back to normal operating mode again often resolves these sort of issues (if there is a reliable internet connection available). Similarly, the issue may be resolved by turning off the WiFi connection on your device and using the cellular data connection.

### ADDITIONAL RESOURCES:

- **Troubleshooting Push Notifications on Android Devices:**  
[https://help.duo.com/s/article/2050?language=en\\_US](https://help.duo.com/s/article/2050?language=en_US)
- **Troubleshooting Push Notifications on iOS Devices:**  
[https://help.duo.com/s/article/2051?language=en\\_US](https://help.duo.com/s/article/2051?language=en_US)
- **Additional help with Common Issues:**  
<https://guide.duo.com/common-issues#lost-phone>