Authenticating via Phone Call

This article is for faculty, students, and staff who wish to authenticate via phone call.

1. On the 2FA screen, click Call Me. Your phone will be automatically called if you chose that default authentication method in your settings.
2. A blue bar at the bottom of the screen will indicate the phone number being dialed.
3. Answer the phone.
4. Click the pound key (#) to authenticate.
5. If you were not trying to access a system that requires 2FA, press the asterisk key (*) to report fraud.

Related Articles

- Reactivating the Duo Mobile App with New Phone (Same Phone Number)
- Authentication Method Overview
- Generating an Alternative Passcode for Forgotten/Lost Devices
- Logging In with 2FA
- Authenticating Using a Passcode