Yale Information Technology Services

Multifactor Authentication at Yale

Traveling? Let's say…

You've installed the Duo Mobile App when you enrolled your device

And you have internet access

In a perfect situation where you have internet access, and the Duo mobile phone application installed, activated and running on your mobile device (smartphone or tablet), the 'push' method is best.

And you have phone service but no internet

While the Duo Mobile App requires the internet, you will be able to receive either an SMS text or a phone call from Duo to verify your authenticity.

But you have NO internet access OR phone service

If you are on the plane and your phone is in airplane mode (No access to anything) you can still authenticate with Duo using a passcode. Just select the key symbol on the Duo Mobile App screen and generate a passcode.

This process takes place only on your device and requires no internet or phone access.

When you place that code in the Duo webpage, Duo will understand it and allow you to use it to authenticate.

You never installed the Duo Mobile App

But you do have phone service on your mobile phone

While the passcode option will not be available, you will be able to receive either an SMS text or a phone call from Duo to verify your authenticity.

And you don't have phone service

Do you have a hardware token? Hardware tokens perform the exact same function as the passcode function in the Duo Mobile App only they are stand-alone hardware devices. If you don't have a hardware token then your only option is to borrow a phone and call the helpdesk at 203-432-9000 and they can provide you with a passcode.

How can I get a token?

Tokens will be issued via the walk-in centers. Users can visit a location, provide identification, and a token will be issued to them. In some cases, tokens will also be issued to IT Partners who can distribute to their local community.