How to Switch
from Using SMS/Phone Calls
to Duo Mobile App

MARICOPA
COMMUNITY COLLEGES

This document provides information on Duo two-factor authentication, specifically how to switch from using SMS (text messages) or phone calls to using Duo Push notifications through the Duo Mobile application on your tablet or smartphone.

I prefer text/phone notifications and don't want to use the app. Why should I install and use the Duo Mobile application on my tablet or smartphone?

The Duo Mobile app is more secure because it provides end-to-end encryption. SMS (text message) or phone notifications are not encrypted, so it is less secure—making it easier for a bad actor to intercept your Duo authentication code.

The Duo Mobile app also allows for easier and faster verification when contacting the Student Contact Center or the Maricopa County Community Colleges District (MCCCD) Technology Helpdesk. You can use the Duo Mobile app to verify your identity with just one click of a button.

MCCCD constantly reviews existing security policies and updates them periodically to ensure all systems are in compliance.

How does using the Duo Mobile app benefit me as a student or employee?

By changing your Duo two-factor authentication method to Duo Push notifications, you can feel confident your Duo authentication code is being sent to you using end-to-end encryption. Using text message or phone call for Duo two-factor authentication is the least secure method due to the lack of encryption and the ability of a bad actor to intercept the code.

How long will this process take to set up?

Setting up and switching to the Duo Mobile app takes only a couple of minutes.

What if I experience an issue with switching?

If you experience any issues and would like assistance with setting up your device, please reach out to your **Local Help Desk Resource.**

Where can I find more information about Duo two-factor authentication?

Additional information regarding Duo can be found at maricopa.edu/duo.

Why are there options for SMS/phone notifications if Duo Push is the preferred method?

SMS/phone notifications are necessary in cases where students may not have access to a smartphone.

I still don't want to use (or can't use) the Duo Mobile app. What are my options?

A security key is a great option if you don't want to download the Duo Mobile app.

Security keys, also known as hardware tokens, are available at your campus bookstore and offer a more secure method for two-factor authentication, as they are not as vulnerable to attacks from bad actors.

Please see maricopa.edu/duo for more information on security keys.

I already set up Duo with a fingerprint or face scan on my laptop. Why would I need to set up authentication in the Duo app?

If you are using biometric authentication, this method is highly secure and is not easily replicated or stolen. However, biometric authentication only works on the device where you set it up. We still recommend you download and set up the Duo Mobile app on your smartphone in case you need to log in to another computer on campus or are required to take tests/quizzes using a secure browser.

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Step-by-step instructions on how to switch to the Duo Mobile app for two-factor authentication.



Download and install the Duo Mobile app on your phone or tablet: "IOS" or "Android". **Note:** Duo application logo shown to the left for reference.
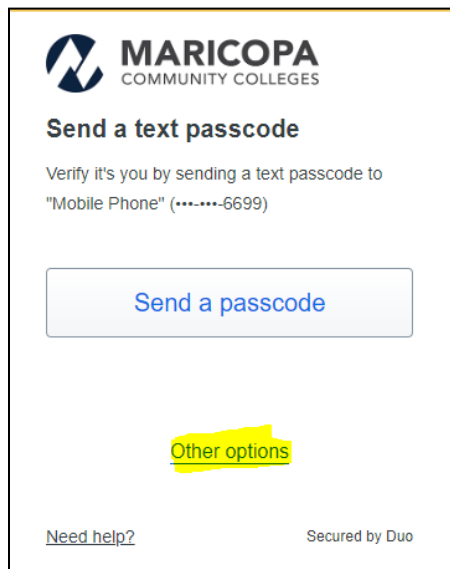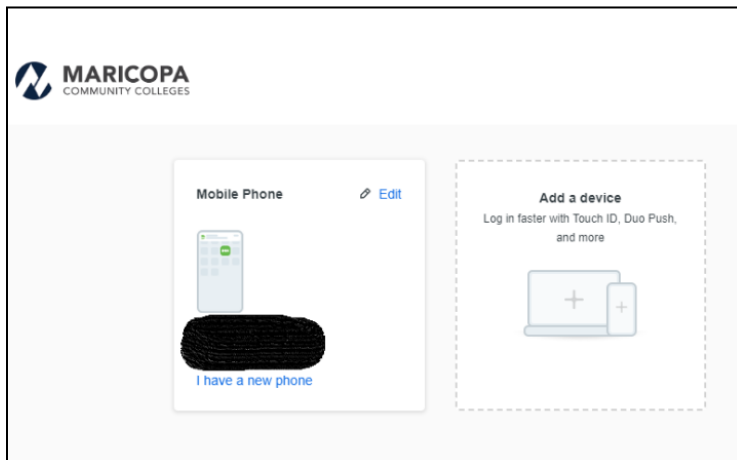

On a computer, go to 'https://myapps.microsoft.com' and sign into your MCCCD account, and when prompted for Duo, select, "Other Options"

Please note: If you are using a MCCCD Device with single sign-on enabled, you may need to open a private window in your browser.

Then select "Manage Devices"
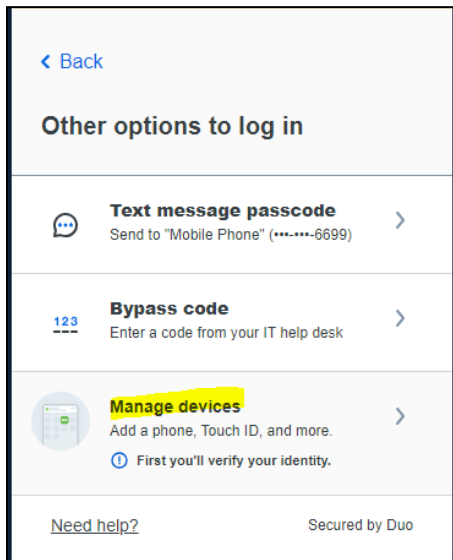
After selecting "Manage Devices," select your method of Duo authentication and authenticate. This step is necessary in order to let the system know that you are giving permission to edit which devices are allowed to authenticate your logins.

You should now be at the Duo Device Management portal.

Select "Add a device"

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Select "Duo Mobile"

Enter the phone number to your smartphone and click "Add phone number"

On the next prompt, verify the phone number is correct then click "Yes, it's correct"

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You will then be prompted to confirm ownership of the phone number. Click "Send me a passcode"

A passcode will then be sent via SMS/text to your device. Type the passcode into the prompt and click "Verify"
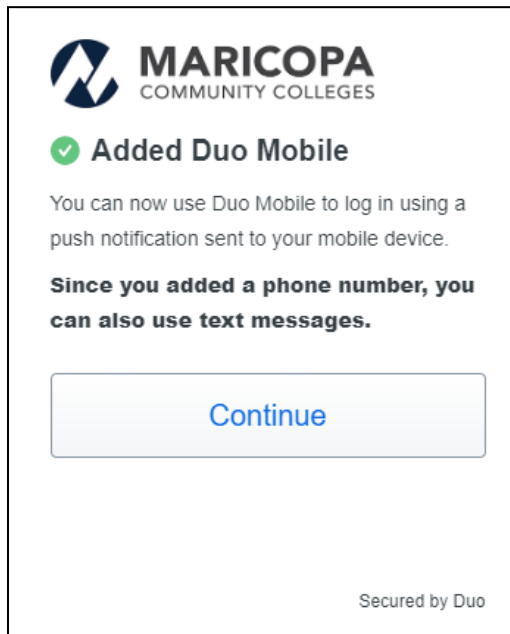
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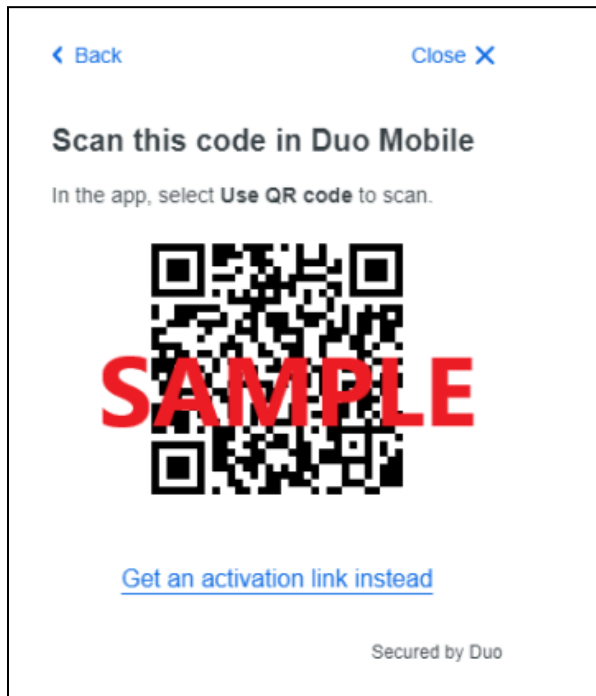
You will then be prompted to download the Duo app. Since we already did that in the first step, click "Next"

You will then be given a QR Code to scan with the application.

Open the Duo Mobile app on your device. Click on "Set up account"

Then select "Use a QR Code"

Scan the QR code that is displayed on your screen.
In the Duo app, click "Save"

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You should then get a prompt on your computer screen that you added Duo Mobile successfully. Click "Continue"

After this, the next time you log in to a MCCCD system protected by Duo, you will be prompted on your smartphone to approve a Duo notification. Hit "accept" on the device and that is it!

If for some reason you are not receiving the Duo notification to accept, please ensure that notifications are enabled on your device. You can also manually open the Duo application for the notifications to appear.

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