

# Choosing Your Duo Devices

If you would like to know about all of the ways to authenticate with Duo click [here](#) to see a full list of all of the devices you can use and what methods are available for each one.

- [Are you a student with a mobile device that functions on data or WiFi at Swarthmore?](#)
- [Are you a faculty or staff member who works at your desk most of the time?](#)
- [Are you a frequent traveler?](#)
- [Do you forget your mobile device often \(and your keys, glasses, and other handy items\)?](#)
- [Do you work in a place with limited/no mobile reception?](#)
- [Do you work on library/lab/shared area computers often?](#)
- [Worried about losing/breaking your mobile device? \(Who wouldn't be worried?!\)](#)
- [Not finding your "type" here? Worried that you might find yourself stuck? We can help!](#)



Are you a student with a mobile device that functions on data or WiFi at Swarthmore?

## Mobile w/ App (Push)

With the Duo Mobile app installed on your mobile device, you can have Duo send push notifications to your device to complete authentication. Opening the push notification will open the Duo app to a screen that gives you the option to Approve or Deny the authentication request.

## Mobile w/ App (Passcodes)

With the Duo Mobile app installed on your mobile device, you can generate 6-digit, one-time-use passcodes to complete authentication. Open the app on your device and tap the key icon next to your Swarthmore account to generate the code. Once the app is set up with your Duo account, the passcode option will allow you to generate and use passcodes to authenticate even if you are in an area with little to no wifi, data, or cellular service.

**NOTE:** in Duo, a "Passcode" is numerical and is **NOT** the same as your password.

## Mobile (SMS Passcodes)

SMS passcodes can be requested from the Duo authentication screen upon login. You must have an SMS text capable device already registered with Duo to use this option. For authentication, choose the "Enter Passcode" option. A blue bar will appear at the bottom of the authentication window with your option to text you a set of 10 one-time-use passcodes. You can then use the passcodes option to enter one of the codes you were sent via text.

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## Landline/Mobile (Call Me)

When you register a landline or mobile phone as an authentication device you can receive an automated call to that number to complete authentication. The message will inform you that access has been requested to your account and it will tell you which buttons to press to accept or deny that request.

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## Are you a frequent traveler?

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For more in-depth suggestions on how to [prepare yourself for logging in with Duo while traveling \(especially internationally\)](#) [click here](#).

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Printed and saved in your wallet/purse/bag/etc.

Otherwise, contact our Help Desk! They'll have you on your way in no time!

## Not finding your "type" here? Worried that you might find yourself stuck? We can help!

Contact the Help Desk to set up an option that will work for you!

The Help Desk is currently serving our community remotely. We will be answering calls and emails to the Help Desk and Media Services. If we are not able to help you remotely, we will work with you to schedule an on-campus appointment. Below is a list of all of the ways you can contact ITS or find information remotely:

- ITS Support Portal: [support.swarthmore.edu](https://support.swarthmore.edu)
- Email: [support@swarthmore.edu](mailto:support@swarthmore.edu)
- Phone: x4357 (HELP) or 610-328-8513
- Check out our remote resources at [swarthmore.edu/remote](https://swarthmore.edu/remote)
- Check our homepage at [swarthmore.edu/its](https://swarthmore.edu/its)