Duo Codes for Backup

While using your cell phone or land line for two-factor authentication (2FA) is the easiest way to use Duo, it is good to have a contingency plan in the event that you do not have cell service, are not near a registered land line, or happen to lose your phone. The easiest way to do this is to have Duo text you a list of codes that you can write down and keep in a safe place, like your wallet or purse.

In order to do this, follow the below instructions, also demonstrated in this video:

1. Go to https://login.carleton.edu/
   1. Find the “Duo Two-Factor Authentication” section
   2. Click on “Manage your phones and devices”

2. The page below should appear.
   1. If Duo automatically pushes to your phone, click “Cancel” at the bottom of the screen.
   2. If Duo does not automatically push to your phone, proceed to the next step.
3. Click on “Enter a Passcode” but do NOT type in a passcode.

4. In the lower right corner, click on “Text me new codes”. This will send to your phone a list of codes.

5. Now that you have a list of codes, write them on a piece of paper to keep in your wallet or purse. Because these are backup codes, they are for use when your phone or primary device is unavailable. It is important to keep these in a place that can be accessed in the absence of your phone or cell service.

6. You can now click "Send Me a Push" to log in (or you can just close the page).

Congratulations! You now have a reliable offline list of codes! Once you use them up, you can repeat the steps in order to get more codes. Any new set of codes invalidates all old codes.