Duo Codes for Backup

⚠️ This page contains outdated information. See updated information in our new Knowledge Base: Category: Duo Two-Factor Authentication

❓ Unknown Attachment

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 are not near your registered device, or your device is missing or not working. 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.

If you cannot follow these instructions (your phone cannot receive a text message, for example), please visit or call the ITS Helpdesk. If you call, please be prepared to coordinate a video call with us so we can verify your identity.

⚠️ IMPORTANT

These are backup codes for use if your phone is not available. It is very important to write them down and store them somewhere safe (like a wallet).

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

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

2. The page below should appear.
   - If Duo automatically pushes to your phone, click "Cancel" at the bottom of the screen.
   - 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 text a set of one-time use codes to your phone.
5. IMPORTANT: 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).
7. 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-including unused ones.