Duo Universal Prompt

3/23/2022

Duo is one of the multi-factor authentication tools that the University uses to keep UNC's systems safe and stay ahead of security threats. In February 2022, Duo released a [new version of its Web-based prompt](#) that improves accessibility and can automatically send to the last authentication method you used to authenticate - speeding up the process. The new version has a different look with some changes in functionality so the change will be noticeable to faculty, staff, and students. This is a continuation of Duo's efforts to increase accessibility and improve usability, which started last year with the mobile app update.

Who this change affects

All faculty, staff, students, affiliates, and retirees using UNC's single sign on and Duo to access University applications and resources.

When the change is happening

You'll see the new Duo prompt starting May 10, 2022.

Noteworthy aspects of the change

Currently, when you need to verify with Duo the prompt displays within a UNC page. Going forward, it will be clear that you're going to a page hosted by Duo with a duosecurity.com URL.

Other changes included with the new Duo prompt are that it will:

- Show you authentication options for all the devices you have set up.
- Replace the "Remember me for 12 hours" checkbox with a "Yes, trust browser" button that appears after authenticating. The options have the same result.
- Default to the most recent authentication method, and if that is a push, it will automatically send a push.
- Honor browser default languages, including Spanish and Japanese.

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Current Duo Prompt	Updated Duo Prompt

Current Way to Reduce Authentications Before Authenticating	Future Way to Reduce Authentications After Authenticating

What we're doing

- Updating help.unc.edu documentation.
- Conducting extensive testing to ensure a seamless transition.

Additional Resource

Duo's Guide for its Updated Prompt