

FAQ (2FA)

What should I do if I encounter a problem with authentication?

If you do not receive a push notification on your cell phone, please check whether your cell phone is in sleep mode or airplane mode. Push notifications are not sent in these modes. Simply open the app and see if you can authenticate yourself there.

Also, make sure your phone has mobile data, otherwise the Duo app will not work.

What should I do if I've locked myself out of Duo?

To be unlocked, you need to go to the IT Service Desk with a valid ID. The staff will then unlock your account.

How does the transfer to a new mobile device work?

If you have the option (such as with a Google Pixel) to easily transfer your data to the new mobile device (and you're also keeping your SIM card), all you need to do is launch the app on the new device and follow the prompts. Your account will be transferred automatically.

Otherwise, **don't uninstall the DUO app** on your old mobile device right away. In the settings, there's an option called "Mit neuem Telefon verbinden" that allows you to generate a QR code.

Finally, you can also perform a new onboarding process for the device. To do this (similar to the first time), log in to OWA and, on the OWA screen (after entering your username/password), select "Weitere Optionen" followed by "Geräte verwalten". If the phone number of the new device (i.e., the SIM card) remains the same, the old device will be overwritten.

Can I add multiple mobile devices to my 2FA account?

Yes, that's possible. See [the instructions](#).

How can I set up a second TU BS account in the Duo app?

You cannot use one mobile number for two accounts. Simply select the "Tablet verwenden" option and follow the steps. Then you can set up the second TU BS account in the Duo app.

How can I access my second mobile device?

If you have registered multiple mobile devices and want to access the one listed second, for example, you can enter <password> followed by <push2> in the VPN password field. <push2> represents the second element. To see which phone is listed where, log in to OWA and click on "weitere Optionen" where the second factor is requested.

For OWA or SSO, you can go to **[Weitere Optionen]** and select the desired device.

How can I install the desktop application on Linux devices?

Unfortunately, this is not currently possible.

Does the application collect anonymized user data?

No anonymized user data is collected in the application; this feature has been disabled.

Can i connect to VPN via a second Factor?

Yes it's now possible to connect to VPN with a one time login via SSO, more [here](#).

Which Version of iOS or Android do I need to install the Duo Mobile App on my phone?

For iOS you need Version 16.0 or later and for Android Version 11 or later to install and use the Duo Mobile Application.

Are Mail Apps like outlook, thunderbird etc. also affected by 2FA?

No, only the OWA is affected with a second factor the Apps do not change after your 2FA setup

Can i use another second factor App other than Duo Mobile on my phone?

No you cannot use any other Application on your phone.

What do I have to do when i lose my phone or my Token?

When losing your phone or your Hardware Token, you'll have to come to the IT Service Desk in person with your ID on you to get a one time use Bypass Code or if you're still willing to use it to get another Token.

If your Token is not working anymore or the battery is out please take it with you when obtaining a new one.

Can I connect a YubiKey to the VPN?

Yes, it's possible to use a YubiKey as a second factor via the gateway: vpngate.tu-braunschweig.de/saml.

Please note that no support is offered for using personal YubiKeys.

Can I edit my devices with only the DUO Desktop Application?

Yes.

Is it possible to use passkeys?

Yes it is possible to use and configure passkeys on your own.

How do I add a second passkey?

Log in to OWA or SSO with the device where the passkey works and navigate to the Cisco DUO self-service area. There, please add a new device. This time, however, do not use Windows Hello, but select "Security Key" and use the QR code function. This is the top option. Scan this QR code with your mobile phone camera and follow the instructions on the device. You can then also authenticate with the passkey from the second device.

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