Troubleshooting

- Unable to Access Duo Mobile
- Unable to Enroll in Duo

Unable to Access Duo Mobile

If you lost your phone or are unable to access Duo Mobile, please reach out to IT Support who will work with you to put in temporary measures to ensure you can continue to gain access to George & Bell services.

Unable to Enroll in Duo

If you receive the following error when clicking on the link provided within the Duo enrollment email, please reach out to IT Support. This occurs when your account is configured to bypass Duo's multi-factor authentication requests; commonly implemented when you're unable to use the Duo Mobile app.

logging you in.png

Image not found or type unknown