

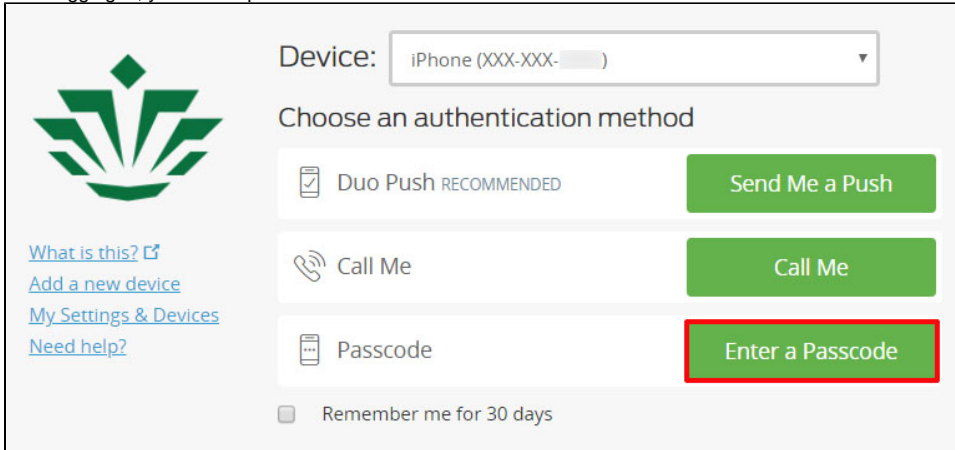
How do I use Duo if I don't have an internet connection on my mobile device?

Tell Me

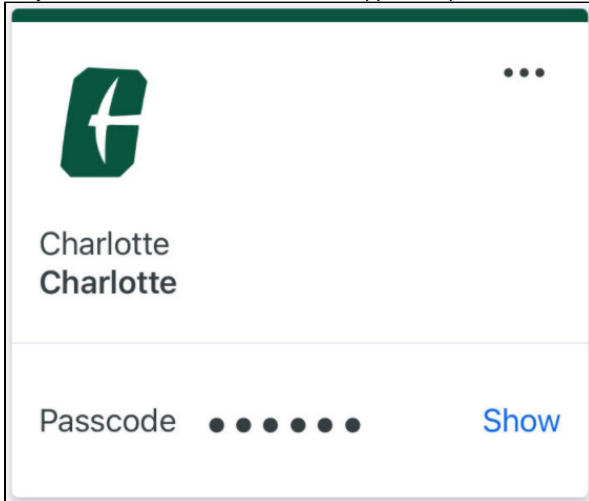
Through the Duo app, you can generate an authentication passcode even if you are not connected to the internet

 You can test this functionality by switching your mobile device into airplane mode.

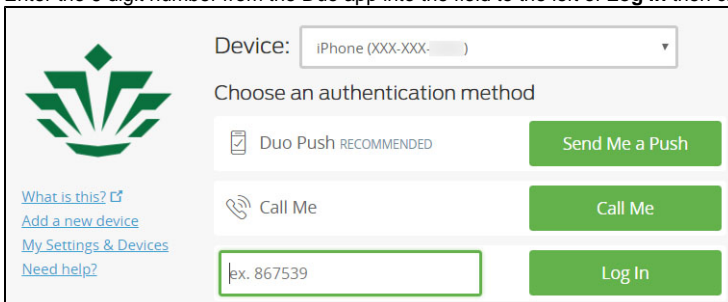
1. When you log into a University service that requires Duo, you will be prompted to log in using your NinerNET credentials
2. After logging in, you will be presented with the Duo authentication - click **Enter a Passcode**



3. On your mobile device, launch the Duo app and tap **Show** in the Charlotte section - a 6 digit number will be visible



4. Enter the 6 digit number from the Duo app into the field to the left of **Log In** then click **Log In**



5. The Duo authentication will complete

Related FAQs

- [An Infographic: Answering 7 Questions About Using Duo 2-Factor Authentication from Student Employees](#)
- [An Infographic: Answering 7 Questions About Using Duo 2-Factor Authentication from Faculty](#)
- [How do I setup Duo on multiple devices for a generic Gmail account that has multiple users?](#)
- [What are the Duo best practices?](#)
- [How do I use the Get Duo Code page?](#)