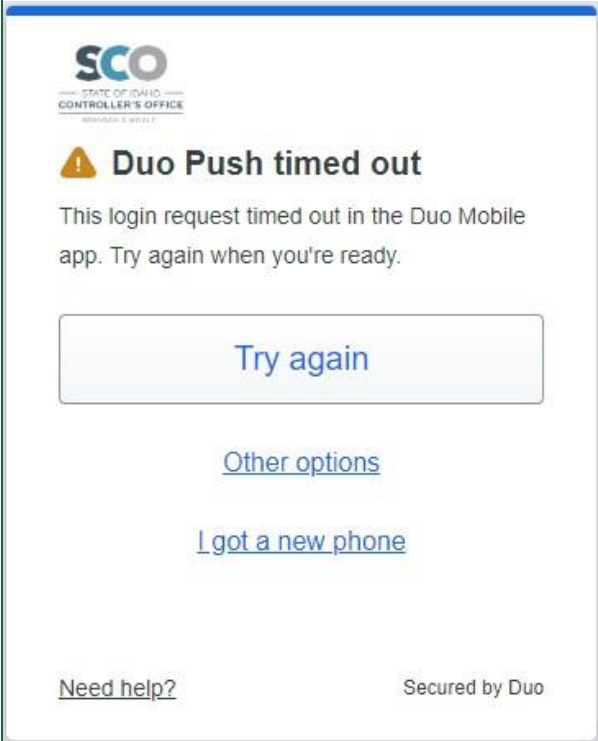



# DUO - Issues, Errors, and Troubleshooting

 <p><b>SCO</b> STATE OF IDAHO CONTROLLER'S OFFICE</p> <p><b>⚠ Duo Push timed out</b></p> <p>This login request timed out in the Duo Mobile app. Try again when you're ready.</p> <p><a href="#">Try again</a></p> <p><a href="#">Other options</a></p> <p><a href="#">I got a new phone</a></p> <p><a href="#">Need help?</a> <span>Secured by Duo</span></p>	<p>If you do not fulfill your DUO Push Authentication method within 60 seconds, you may receive this error. A similar error will show up in the DUO Mobile app as well.</p> <p>Select TRY AGAIN, make sure your registered device is in-hand and ready, and try your authentication again.</p> <p>If your smartphone does not seem to be getting the DUO Push after Two(2) tries, select OTHER OPTIONS, and choose another authentication option such as DUO Mobile Passcode or Text message passcode. This will prevent your account from being locked after Three(3) failures.</p> <p>There is also a quick link for setting up a new phone if that applies to you.</p>
<p>If you do not fulfill your DUO Push or SMS passcode authentication fast enough, you will eventually be returned to this screen. Please just start the authentication over again and fulfill the DUO authentication step faster.</p> <p>The text in red states:</p> <p><b>A RADIUS challenge failure occurred. Please try again.</b></p>	 <p><b>SCO Enterprise Dashboard Sign-in</b></p> <p><b>A RADIUS challenge failure occurred. Please try again.</b></p> <p>StateID</p> <p>Password</p> <p><a href="#">Sign In</a></p> <p><a href="#">Forgot your password?</a></p> <p><a href="#">New User? Register here.</a></p>



**Account locked**

Your account has been locked. There were too many attempts to verify your identity without success. Please contact your IT help desk.

**Contact for help**

Please contact your organization's IT help or support desk.

If you fail to satisfy your DUO Push or Passcode methods Three (3) times in a row, you will receive this error.

This account lockout lasts for Two(2) hours.

Select DISMISS, then contact the SCO ServiceDesk at servicedesk@sco.idaho.gov via your Authorized Primary or Alternate email address to request a DUO Account Unlock. Include your StateID in the email.

If you attempt to authenticate to DUO when your DUO account is LOCKED OUT, you will receive this error.

You may wait the Two(2) hours until it unlocks itself

OR

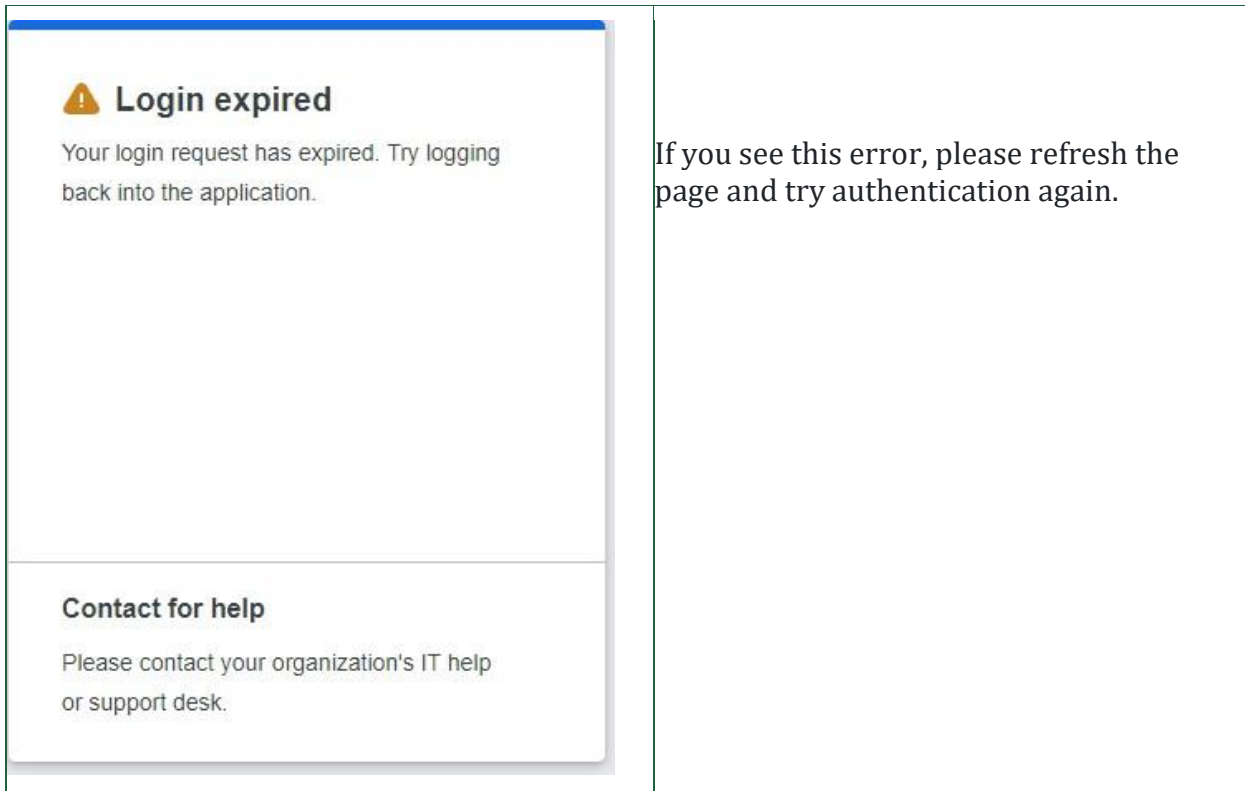
You may contact the SCO ServiceDesk at servicedesk@sco.idaho.gov via your Authorized Primary or Alternate email address to request a DUO Account Unlock. Include your StateID in the email.



**Account locked**

Your Duo account has been locked due to too many failed login attempts. Please contact your IT help desk for assistance.

Secured by Duo



## If your DUO account has been locked out:

Email the SCO ServiceDesk at [servicedesk@sco.idaho.gov](mailto:servicedesk@sco.idaho.gov) via your Authorized Primary or Alternate email address to request a DUO Account Unlock.

If you contact the SCO ServiceDesk by phone, they will need to perform an alternate identity check process before being able to service you.

**Once the ServiceDesk unlocks the account, you can sign-in to the SCO Enterprise Dashboard again and attempt DUO authentication again. Be sure your DUO Registered device is in your hand. If DUO Push has not been working for you, please select another method such as CALL ME or ENTER A PASSCODE.**

## If you lose your registered device:

Email the SCO ServiceDesk at [servicedesk@sco.idaho.gov](mailto:servicedesk@sco.idaho.gov) via your Authorized Primary or Alternate email address to request a DUO Device Delete.

If you contact the SCO ServiceDesk by phone, they will need to perform an alternate identity check process before being able to service you.

**Once the ServiceDesk deletes the device, you can sign-in to the SCO Enterprise Dashboard again and start Device Registration again.**

## If you get a new phone and want to make it your registered device:

- If you no longer have your old phone/registered device, follow the instructions for *If you lose your registered device*.
- If you still have your old phone/registered device, follow the steps below.
- It does not matter whether you have transferred your phone number to the new phone/registered device yet or not.

Sign-in to the SCO Enterprise Dashboard with your StateID and strong password, but stop at the DUO screen. Select the Other Options link, then select Manage Devices, and add your new phone/registered device, using your old phone/registered device to fulfill the MFA request. Once your new phone/registered device is added, you may delete the old phone/registered device.