How do I use Duo while traveling outside the U.S.?

Tell Me

Faculty/staff and students who are traveling outside of the U.S. have options for using Duo.

If you will have your mobile device:

1. Use the Duo app on your mobile device (phone or tablet) to generate a passcode to use for authentication - see this FAQ for instructions
   1. The Duo app will generate passcodes even if your mobile device is not connected to wifi or a cellular network

If you will NOT have your mobile device (for faculty/staff):

1. If you have access to cell phones or landlines while outside the U.S., that phone can be temporarily enrolled in Duo and used for authentication
   1. See this FAQ for adding devices in Duo
   2. Upon your return, these temporary devices should be removed from Duo - see this FAQ for instructions
2. Use the Get Duo Code page (COMING SOON)
3. Use a FOB - see this FAQ for more information

The Duo Mobile app and Duo fob are subject to Export Control Regulations, contain controlled cryptographic technology, and may not be taken to a U.S. embargoed country: Cuba, Iran, Crimea region of Ukraine, North Korea, and Syria (as of August 2018). Before traveling to any of those countries, you must delete the Duo Mobile app from any devices you will take with you and you must not bring a Duo fob. While traveling, you may use other Duo options described in this FAQ, such as a phone call or passcodes.

If traveling outside of the U.S. with University owned Duo fobs, please complete the Checklist for International Travel with University-Owned Equipment prior to traveling. Please contact the University Export Control Officer (John Jacobs - jljacob2@uncc.edu) before traveling to an embargoed country.

For more options, please contact the IT Service Desk, 704-687-5500, see this web page for hours of operation

Related FAQs

Page: How do I sign up for Duo?
Page: How do I use Duo while traveling outside the U.S.?
Page: Do I need to use Duo every time I login?
Page: An Infographic: Answering 7 Questions About Using Duo 2-Factor Authentication from Student Employees
Page: How do I use the Duo app to generate a passcode?