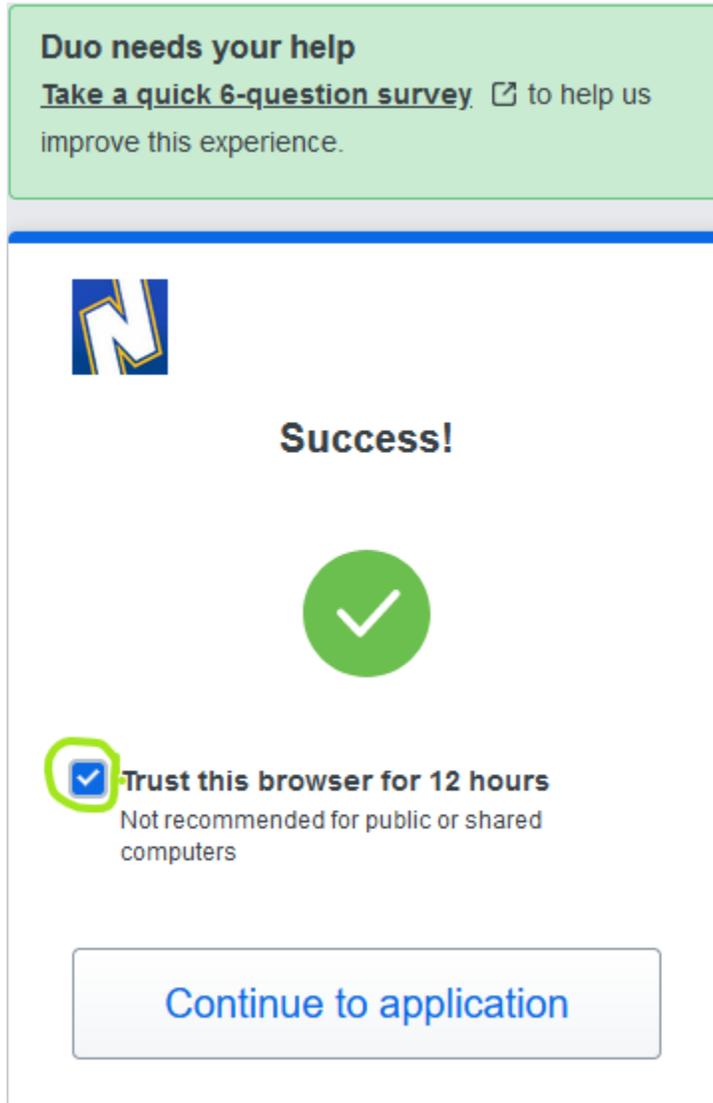


Duo MFA Remembering a Connection Guide

The Duo MFA solution is configured to allow Duo to remember application connections you **Approve** of for 12 hours. Follow the steps below while authenticating to Nmail and Banner applications (NEIUWorks and Employee Self-Service portal)

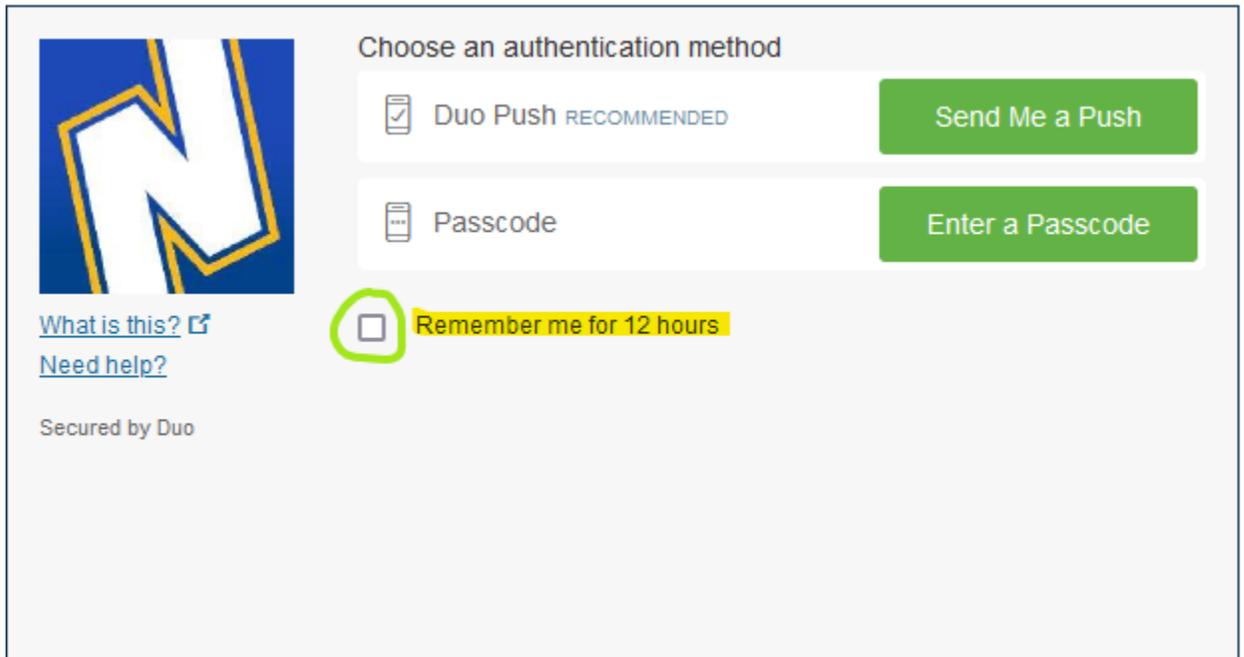
1. For Nmail

The option selection page on the browser will appear once you have successfully approved MFA via either your Duo Mobile App or have entered a passcode to confirm. Check the *'Remember me for 12 hours'* (see below) on the following page and click *'Continue to application'*. Do not wait for too long as the application authentication and approval process will timeout.

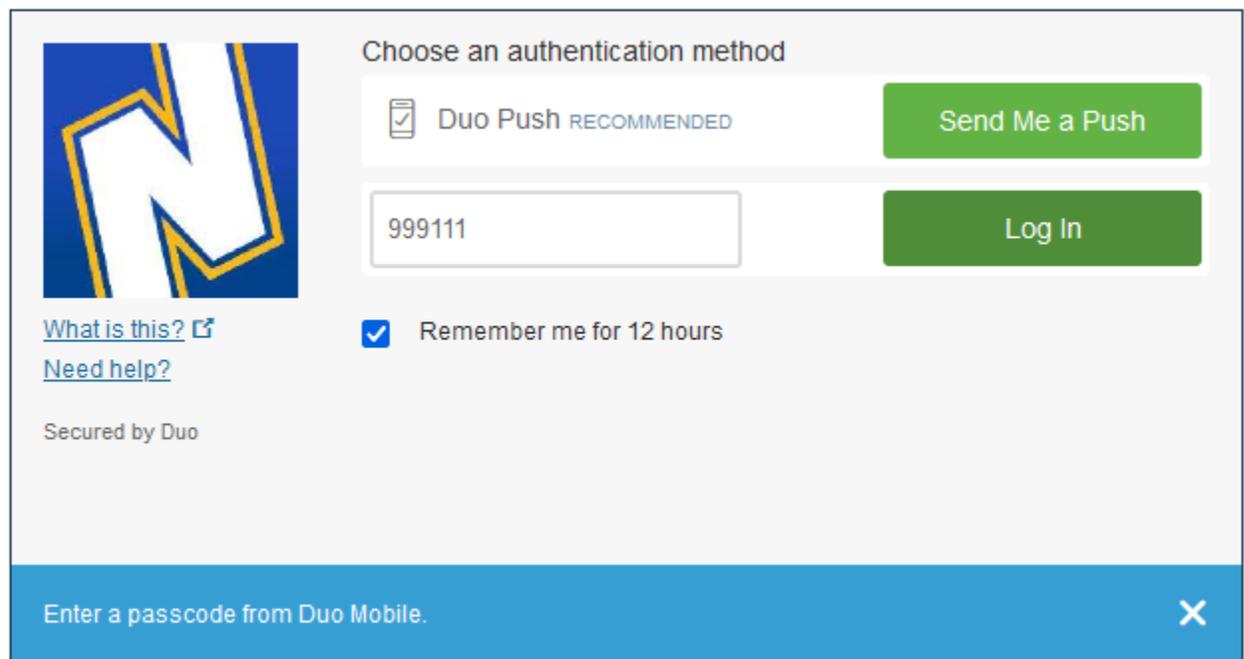


2. **For Banner applications** (NEIUWorks and Employee Self-Service portal)

The option appears on the first Duo authentication method page. Check the *'Remember me for 12 hours'* (see below) and then choose your preferred authentication method to successfully approve MFA via your Duo Mobile App or enter a passcode and click the **'Log in'** button. Do not wait for too long as the application authentication and approval process will timeout.



This screenshot shows the initial Duo authentication page. On the left is a logo with a stylized 'N' and the text 'Secured by Duo'. Below the logo are links for 'What is this?' and 'Need help?'. The main heading is 'Choose an authentication method'. There are two options: 'Duo Push RECOMMENDED' with a 'Send Me a Push' button, and 'Passcode' with an 'Enter a Passcode' button. At the bottom, there is a checkbox labeled 'Remember me for 12 hours' which is highlighted with a red circle.



This screenshot shows the same Duo authentication page after the user has interacted with it. The 'Remember me for 12 hours' checkbox is now checked. The 'Passcode' option is selected, and a text input field contains the passcode '999111'. The 'Log In' button is visible. A blue banner at the bottom of the page reads 'Enter a passcode from Duo Mobile.' with a close button (X) on the right.