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.