

# Using MTA Insight with Duo Authentication

The following conventions are used within this document:

**Duo app** refers to the Duo Mobile app available for iPhone and Android smartphones



**Duo Mobile**  
Duo Security LLC

**Service Desk** sometimes called “the Help Desk”, refers to the MTA IT Service Desk, and can be reached at **646-252-8888**

This document assumes that the following steps have already been completed:

1. Download and install the latest version of MTA Insight on your smartphone (version 1.7.2 or greater).
2. Download and install the Duo app on your smartphone.
3. Activate the Duo app by opening it and adding your MTA-IT account. (If you have trouble, call the Service Desk.)
4. Open the MTA Insight app and try logging in. If the Duo app tells you that you are not enrolled, call the Service Desk (they'll also assist if you have other difficulties using Duo).

**NOTE:** The Duo app is only supported on later versions of Android and iOS.


On Android:

- Version 6 and above supports Duo app and all the authentication options (Push, 6-digit code, etc.)
- For all other versions (5 and below), only the following authentication options are available: text message (SMS) and phone call (mobile or land line).

On iOS (iPhones):

- Version 10 and above supports Duo app and all the authentication options (Push, 6-digit code, etc.)
- For all other versions (9 and below), only these authentication options are available: text message (SMS) and phone call (mobile or land line).


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MTA  
Insight

☐ Remember me

Problems signing in? [Click here](#)  
IT Service Desk: 646-252-8888  
Version 1.7.2



**⚠ Not enrolled in Duo**  
Access is not allowed because you are not enrolled in Duo. Please contact your organization's IT help desk.

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

If you have installed the Duo app on your device but are not yet enrolled with Duo for MTA use, you'll see a message instructing you to contact the Service Desk.

Once enrolled, Duo offers several ways to verify your identity, but by default it will send a one-time "passcode" by text to your mobile device for you to enter in the Duo app.

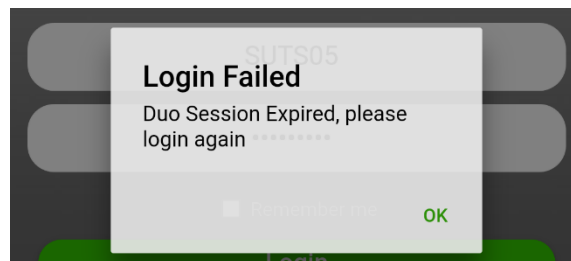
## Using MTA Insight with Duo Authentication

The first screenshot shows the 'Send a text passcode' screen. It includes the MTAIT Service First logo, a heading 'Send a text passcode', and instructions: 'Verify it's you by sending a text passcode to "Android" (\*\*\*\*\*3748)'. A 'Send a passcode' button is present, along with links for 'Other options' and 'Need help?'. The second screenshot shows the 'Enter your passcode' screen with a 'Passcode' input field containing dashes and a 'Verify' button. The third screenshot shows the same 'Enter your passcode' screen but with the passcode '1776092' entered in the input field.

You may be asked whether to “Trust this browser”. You’ll be able to log in either way, but if you share your mobile device then the best choice is usually “No”.

The first screenshot shows the 'Trust this browser?' screen. It includes the MTAIT Service First logo, a heading 'Trust this browser?', and text: 'You won't need to log in as often from this browser.' There are two buttons: 'Yes, trust browser' and a link for 'No, do not trust browser'. The second screenshot shows the 'Success!' screen with a green checkmark icon and the text 'Logging you in...'.

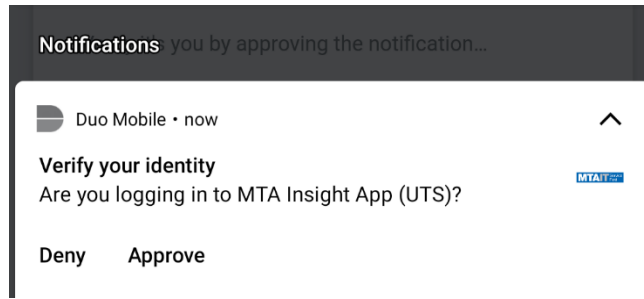
It is possible to take too long before entering the passcode and still see that “Success!” message, but then see “Login Failed – Duo Session Expired, please login again”.



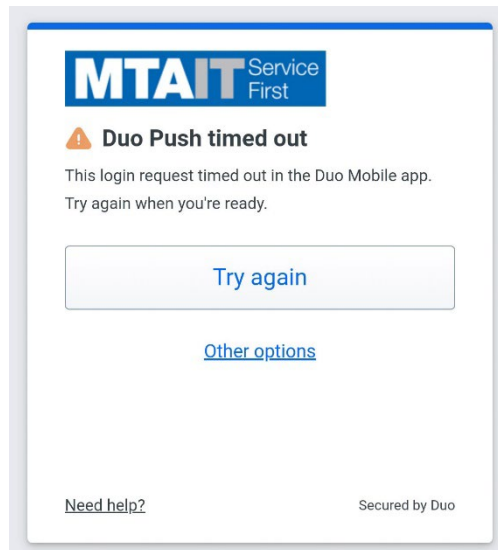
Nothing else to do except start again from the beginning. There is, however, a faster way to log in, with less typing/tapping.

You can have a “push” sent directly to the Duo app. It will appear on your smartphone as a notification, or the app screen will open allowing to you to Approve the login attempt.

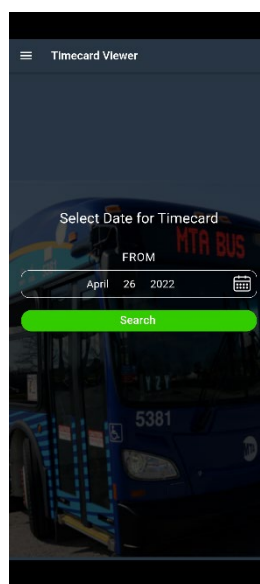
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Even if you take too long to respond and “timeout”, it is easy to try again.

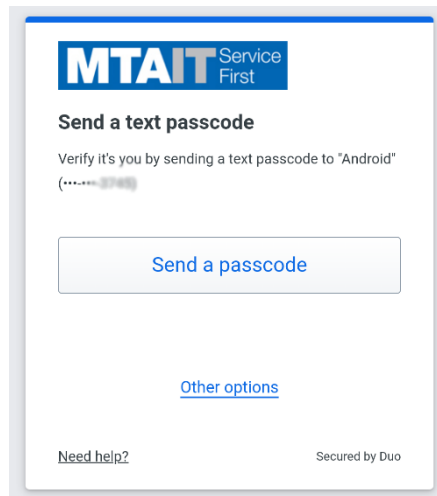


Once Duo has verified your identity, the message will close so you can use MTA Insight.

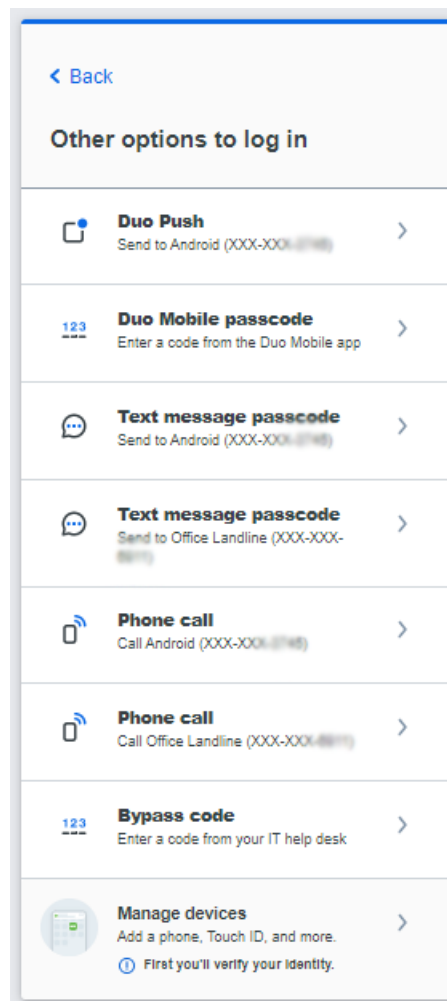


## Using MTA Insight with Duo Authentication

To choose other methods, use the “Other options” link that appears on the Duo screen when prompted to send a text passcode.



You will see the options that are available. Choose one to start authenticating, following any prompts provided.



## Using MTA Insight with Duo Authentication

For instance, if you choose “Duo Push”, the “Check for a Duo Push” screen will open to alert you to expect a notification on your device that will prompt you to **Approve** the login request.

