



## Update May Be Required to Use Latest Version of DUO Account Authentication

To prepare for new security requirements from our authentication provider, we are asking that you ensure the DUO Mobile app and your cell phone are updated and running the most current version of operating systems.

**To check you are up to date, please navigate to your phone settings and check for any required software updates. Once this is complete, you should do a secondary check within the Android Play Store or Apple App Store by searching for the DUO Mobile app and performing the update if shown. The current version of the app is 4.103 or 4.104**

Please be sure to perform updates regularly to avoid any issues! Once the new security requirement takes effect for the DUO app, users operating on out-of-date versions will lose access to the Push option when completing a DUO authentication. The CALL ME option should still be available regardless.

We encourage you to visit our website or call us at 1-850-488-7311 with any questions or concerns.



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