

# FAQ

## **1. What is Duo Multi-factor Authentication?**

A. Two-Factor or Multi-factor authentication is an additional layer of security to be used after you have logged in with your ID and password. Invesco has moved to Duo to offer Push notification through your personal or corporate mobile device. Push is more secure and convenient for business partners. If you are unable to use Push because you own a cell phone then you have the option to select Call-back. Push and Passcodes are only available to smart phones and tablets.

## **2. Why am I not receiving a Duo Push?**

A. Check your mobile device screen lock is enabled and that you have not muted notifications to the Duo Mobile app. Also review the following troubleshooting guides [IOS](#), [Android](#).

## **3. I have changed my handset and no longer have Duo installed.**

A. Please contact the Technology Services Desk and request a Duo Re-activation. They will send you an SMS to re-activate.

## **4. I have lost my phone, what should I do?**

A. Notify the Technology Service Desk as soon as possible so they can issue you a temporary passcode and delete the phone associated with your account.

## **5. When I try and log in I get an "Access Denied" message.**

A. This occurs when either your Corp ID, password, Duo Passcode has been entered incorrectly, or you didn't reply to a Duo Push or answer Call-back. Try carefully re-entering the details to ensure they were typed correctly. If the problem persists contact the Technology Service Desk for further assistance.

## **6. Why is my access different between my personal PC and my Invesco laptop?**

A. Your Invesco laptop has built in security, so we can allow this to connect to the Invesco network just as if you were sitting at your desk. However, PC's and laptops that haven't been supplied by Invesco may not meet the same high corporate security standards, so to protect your data these devices will only have access to via the connect portal.

## **7. What level of support can I expect if I have an issue accessing the connect portal on my personally owned device?**

A. Invesco can only provide best effort support to address problems with your personally owned device. This will encompass verifying that there is no issue with the connect Portal itself, verifying your Duo, your login ID & password are functioning properly and walking you through installing the necessary software.