

To ensure continued secure access to your accounts are protected by Multi Factor Authentication, please ensure to update the **Duo Mobile** app on your mobile device.

Examples of Applications that are protected by Duo with Multi Factor Authentication:

- Outlook E-mail
- Citrix
- VPN
- Applications on the corporate Staff Portal pages

Please note some applications do not prompt for Multi Factor Authentication while on site but will when you are when off site.

Duo Mobile will require users to be on a version **higher than 4.85.0** on the app to support an update to Duo. This update is necessary due to a certificate authority (CA) bundle expiry. The certificate update helps to maintain secure, uninterrupted authentication services.

How to Check Your Duo Mobile App Version

1. Open **Duo Mobile**.
2. Tap the **menu icon** at the top-left of the screen (≡).
3. Look to the bottom of the menu panel that just opened. It should say Version then followed by a set of numbers (**Version: #.#.#.#**).

Note: If the version is **4.85.0 or lower**, then an update will be required.

What You Need to Do

1. Open either the App Store if using an Apple device or Google Play if using an Android device.
2. Search for **Duo Mobile**.
3. If you have an option for **Update** tap on this then the app would install a newer version.

Unable to update?

If you are unable to update the application, please review the following:

- Ensure your device operating system is up to date.
- Confirm you are signed into the correct Apple ID or Google account depending on your device being Apple or Android.
- Verify you have available storage space on your device.

If your device is no longer supported or you continue to experience issues, please contact the **Help Desk** as soon as possible. They can assist with troubleshooting, device compatibility questions, or setup alternative authentication options if needed.

Why This Matters

If the app is not updated, you may experience issues with push notifications or authentication approvals due to the DigiCert CA bundle expiry.

We recommend enabling automatic updates for the app if you have the option to avoid any service interruptions with Duo Mobile.

If you have any questions or need assistance, please contact our Help Desk by phone at **(807) 684-6411** or by email at help@tbh.net

Ensure this information is distributed / posted for all affected staff.

Questions or comments? Contact TBRHSC/SJCG Help Desk
(807) 684-6411 | 1-888-291-9636 | help@tbh.net