February 2026 Update: Duo Security-Tulane’s Multifactor Authentication (MFA)

Wed, 02/04/2026 - 09:00
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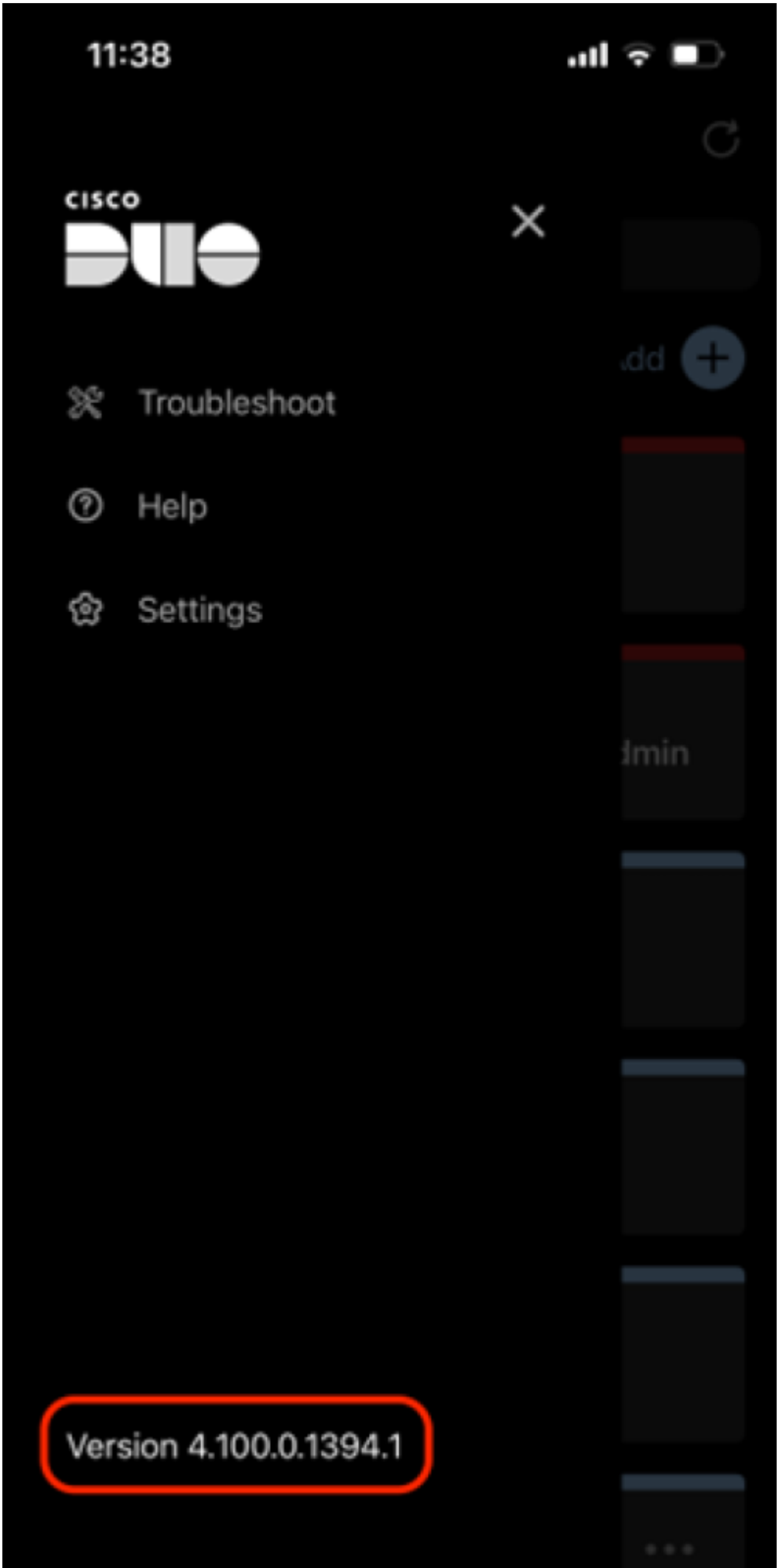
11:38
CISCO
DUO
Troubleshoot
Help
Settings
Version 4.100.0.1394.1

Duo Security- Tulane's Multifactor Authentication (MFA) provider used when accessing email, VPN, and most other cloud applications- has announced an important update that will affect anyone using the Duo Mobile App for Multifactor Authentication.

To ensure users are not locked out of Tulane resources, all users should check their Duo Mobile App version.

Any Duo Mobile App that is not on version 4.85.0 or later (4.102.0.0 is ok since it is a later version than 4.85.0) by the end of February will be unable to use the Duo Mobile App for authentication and will be blocked from any resources protected by MFA.

To check your Duo Mobile App Version and Install Updates:

1. Open the Duo Mobile application on your device.

2. Tap the three lines in the upper left corner of the application to open the menu.

3. The version number will be at the bottom of the menu screen.

If the version of Duo Mobile is lower than 4.85.0 later (4.102.0.0 is a later version than 4.85.0), then please update the app in the Apple App Store or Google Play Store by searching for Duo Mobile. If there is an available update for the Duo Mobile app, the button will be labeled as Update. Otherwise, if the button displays Open, it indicates that there are no pending updates available.

Outdated Devices:

To update the Duo Mobile App, all devices must be at or above iOS 16 or Android 11. Older devices on earlier OS versions will not be able to update the Duo Mobile App and will lose MFA functionality at the end of February.

If you need assistance updating your device or checking your version, then please contact the Service Desk or IT Security.

Contact the IT Service Desk
support.tulane.edu | help@tulane.edu | 504-988-8888
Hours | Mon - Fri 7:00 AM - 7:00 PM | Sat - Sun 8:30 AM - 5:00 PM

Tulane Information Security | security@tulane.edu