UM Single Sign-On (SSO) Known Issues

The University of Miami has been made aware of the following issues with UM Single Sign-On (SSO) authentication:

**Duo Multi-Factor Authentication (MFA) mobile issues on iPhone:**

**iPhone Version Affected:**
All iPhones with iOS v11.3 installed

**Mobile Applications Affected:**
Adobe Creative Cloud app
Box app
Hubspring (The Hub) app
Google Drive app
MediTract app

**Description of Issue:**
While accessing a Duo-protected mobile app on iOS 11.3, the user may not be able to authenticate using Duo Mobile app after switching to the Duo Mobile app to approve the ‘Login request.’ This only affects mobile apps on an iPhone. Any SSO login session from a PC or Laptop is not affected.

**Temporary Workaround:**
As per Duo security, please take the following steps after you receive the Duo Push notification:

1. “Force touch” (Press hard on the notification and hold) to show the “Approve” and “Deny” actions instead of tapping it to open the Duo mobile app.

2. Use “Passcode” or “Receive Phone Call” to authenticate and avoid switching to the Duo Mobile app.
Additional Recommendations:

1. To be able to receive the Duo Mobile app notification, please go to your iPhone's Settings, select “Duo Mobile,” select “Notifications,” and then switch on “Allow Notifications” as well as have them set to “Persistent.”

For more information, please visit: https://help.duo.com/s/article/4344?language=en_US