Important Information Related to Resolving Potential Duo Callback Feature Issue

The University is experiencing intermittent issues with Duo Callback authentication phone calls from cell phone service providers. The calls are occasionally mistakenly flagged as "Scam Likely" or something similar. Please note that this is a known issue affecting some users and the “scam” warning can be safely ignored.

Duo uses the phone number +1 888-275-2085 to contact users when the Callback authentication method is requested. This method appears to be only affecting users accessing UTEP Webmail, PeopleSoft, and UTEP’s GlobalProtect VPN application from off-campus. To resolve this potential issue we highly recommend saving this phone number in your cell phone’s contact list so that you can easily confirm that the callback number is legitimate. Aside from Duo callback calls, Duo also sends text messages (SMS) to users from the number 386-732. This number is used for sending installation and activation instructions via SMS to users registering or experiencing issues on their device, as well as when users request passcodes be sent to their phone (an option available after clicking on “Enter a Passcode” within the Duo prompt). Thus, saving this 6-digit code number as a contact on your cell phone is also recommended.