

## 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.