

# FINRA

## Multi-factor authentication (MFA)

### Troubleshooting Tips Guide

7/30/25

#### Troubleshooting Tips

1. [Issue: How to link to one or more accounts to the same phone number.](#)
2. [Issue: User does not see the 'Continue to MFA' screen in EWS when logging in.](#)
3. [Issue: User cannot find "Other Options" anywhere on their MFA screen.](#)
4. [Issue: User does not see the FINRA-Compliant MFA options after selecting "Other Options".](#)
5. [Issue: User cannot install the Duo Mobile Application.](#)
6. [Issue: User cannot see Duo Mobile App notifications on smart phone or tablet.](#)
7. [Issue: User does not know what a Security Key is or how to purchase one.](#)
8. [Issue: User does not know how to activate a Security Key.](#)
9. [Issue: User does not know if the Duo Mobile App is installed on their smart phone or tablet.](#)
10. [Issue: User at \*\*Service Provider\*\* has over 100 accounts.](#)

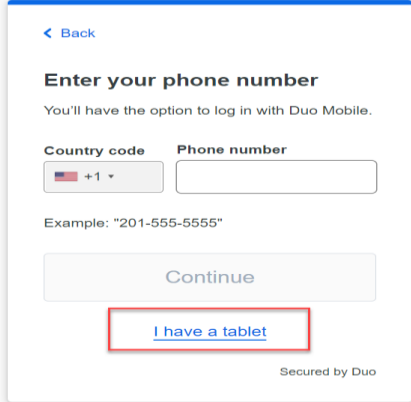
## Troubleshooting Tip #1

**Issue:** How to link to one or more accounts to the same phone number.

### Actions Required:

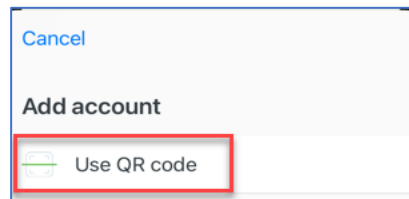
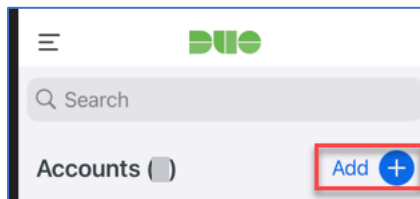
#### Option A – Tablet

1. Click on “I have a tablet”.



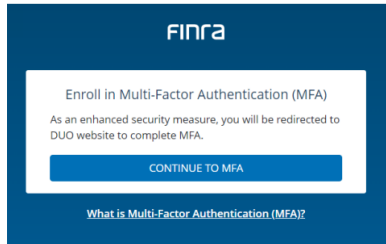
A screenshot of a web-based form for Duo Mobile setup. At the top left is a blue back arrow and the text '< Back'. The main heading is 'Enter your phone number' in bold. Below it is the text 'You'll have the option to log in with Duo Mobile.' There are two input fields: 'Country code' with a dropdown menu showing '+1' and a flag icon, and 'Phone number' with an empty text box. Below these fields is the text 'Example: "201-555-5555"'. At the bottom of the form is a 'Continue' button and a link labeled 'I have a tablet' which is highlighted with a red rectangular box. At the very bottom, it says 'Secured by Duo'.

2. Open the DUO mobile app, select Add (+) on the top right, and select “Use QR code” option to scan the QR and link the account.



## Troubleshooting Tip #2

**Issue:** User does not see the 'Continue to MFA' screen in EWS when logging in.

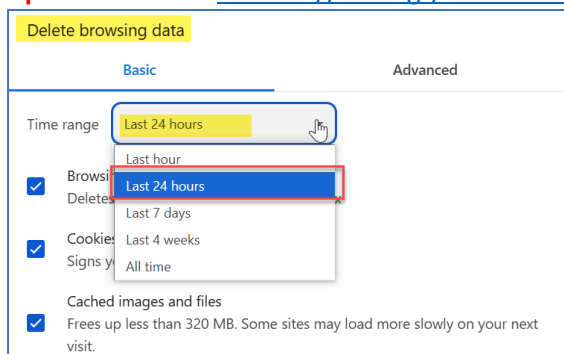


**Reason:** If the same computer and browser are used within a 24-hour timeframe to access FINRA systems, the user will not be allowed to access MFA until the 24 hours are up.

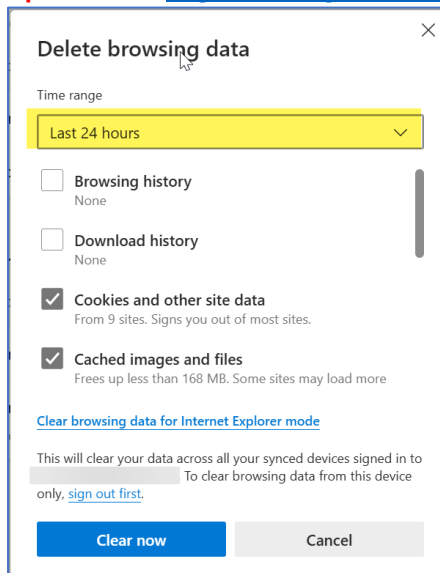
### Actions Required:

1. Clear the cache in the existing browser for minimum of 'Last 24 Hours', or;

**Open CHROME** - <chrome://settings/clearBrowserData>



**Open EDGE** - <edge://settings/clearBrowserData/clear>



2. Use a different browser (e.g. Edge, Firefox, Chrome, Safari)
3. Once either option is completed, log in again and you should see the 'Continue to MFA' screen in EWS.

### Troubleshooting Tip #3

**Issue:** User cannot find “Other Options” anywhere on the MFA screen.



**Reason:** Phone call, SMS text, and fingerprint/facial recognition do not require Duo Mobile App to be installed. User needs to install Duo Mobile App for Duo Push and Duo Mobile Push and add their account. *Note: Security Key does not require the Duo Mobile App.*

#### Actions Required:

1. If user does not have the Duo Mobile App installed on their smart phone or tablet, they need to download the Duo Mobile App either from App (Apple) Store (iOS) or Google Play Store (Android).



#### App Store (iOS)

- Tap the App Store icon to open the App.
- At the bottom right, use the Search feature and type in Duo Mobile
- Click on Duo Mobile and click ‘Get’ to install Duo Mobile App on your device



#### Google Play Store (Android)

- Tap the Google Play Store icon to open the App.
- Use the Search feature and type in Duo Mobile
- Click on Duo Mobile and click ‘Install’ to install Duo Mobile App on your device

2. After logging in and clicking on ‘Continuing to MFA’, complete the start-up enrollment process by clicking the ‘Get Started’ button on Duo Mobile App screen. For more information, see [MFA Guide \(Section 1\)](#) How to Enroll in FINRA Entitlement Program MFA.

At the Duo Website to complete MFA, click **Get started**.



## Troubleshooting Tip #4

**Issue:** User does not see the FINRA-compliant MFA options listed below after selecting “**Other Options**”.

1. **Duo Verified Push** Notifications on their smart phone or tablet
2. **Duo Mobile Passcode** Notifications on the Duo application
3. **Security Key** Verification using a supported USB security key *Note: Security Key does not require the Duo Mobile App*

**Reason:** If user does not have the Duo Mobile App installed on their smart phone or tablet, they will not see the FINRA MFA-compliant options of Duo Push and Duo Mobile Passcode in “**Other Options**”. User needs to install Duo Mobile App and add their account.

### Actions Required:

1. If user does not have the Duo Mobile App installed on their smart phone or tablet, they need to download the Duo Mobile app either from App (Apple) Store (iOS) or Google Play Store (Android).



#### App Store (iOS)

- Tap the App Store icon to open the App.
- At the bottom right, use the Search feature and type in Duo Mobile
- Click on Duo Mobile and click ‘Get’ to install Duo Mobile App on your device



#### Google Play Store (Android)

- Tap the Google Play Store icon to open the App.
- Use the Search feature and type in Duo Mobile
- Click on Duo Mobile and tap ‘Install’ to install Duo Mobile App on your device

2. After logging in and clicking on ‘Continuing to MFA’, complete the start-up enrollment process by clicking the ‘Get Started’ button on Duo Mobile App screen. For more information, see [MFA Guide \(Section 1\)](#) How to Enroll in FINRA Entitlement Program MFA.

At the Duo Website to complete MFA, click **Get started**.



**Troubleshooting Tip #5**

**Issue:** User cannot install the Duo Mobile Application.

**Reason:** Android or iPhone Operating System version is End-Of-Life.

**Actions Required:**

1. **Smartphone Operating System** - a specific release or update of that operating system

**End-of-life Operating System version for Android is 10 and for iPhone it is iOS 14.** Users having these versions or older will NOT be able to download the Duo Mobile App.

To view your smart phone or tablet version, select 'Settings' and use the Search feature and type in 'Version'.

Version of Operating System for iPhone or Android device needs to be upgraded, or; need a new iPhone or Android device with the latest version of the Operating System.

## Troubleshooting Tip #6

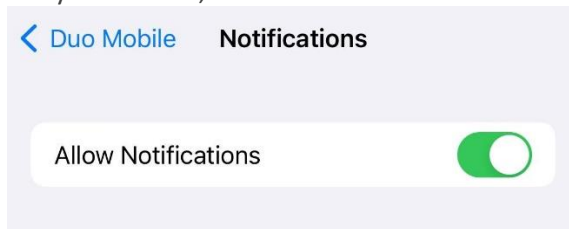
**Issue:** User cannot see Duo Mobile App notifications on smart phone or tablet.

**Reason:** Duo Mobile App notifications have not been enabled or allowed on the smart phone or tablet

### Actions Required:

1. On smart phone or tablet, go to Apps, open Duo Mobile App and select Notifications.  
To check if push notifications are enabled for Duo Mobile App and re-enable them if needed, follow these steps:

1. On the iPhone or Android, open **Settings**.
2. Select **Notifications**.
3. Scroll down and select **Duo Mobile**.
4. If the "Allow Notifications" option is already selected, deselect it and select it again. If it was not yet selected, select it.



5. Fully close Duo Mobile App and open Duo Mobile App again.

## Troubleshooting Tip #7

**Issue:** User does not know what a Security Key is or how to purchase one.

*Note: Security Key does not require the Duo Mobile App.*



**Reason:** Not able to use personal smart phone or tablet.

### **Actions Required:**

A **Security Key** is a digital service on a personal device or a physical device that allows users to authenticate through the MFA process. If a user decides to purchase and use a physical security key, MFA is completed by inserting the security key into the USB port on the computer and, if needed for the model used, the user taps the security key or presses the security key button.

You must have a supported security key. Duo MFA supports WebAuthn/FIDO2 security keys such as those offered by Yubico and Feitian.

**Note:** U2F-Only security keys such as Yubikey NEO-n are not supported with Firefox.

- FINRA does not endorse any specific security key vendor or model and recommends that organizations perform adequate testing to ensure that the device they intend to use is compatible with Duo MFA for FINRA.
- Please refer to the information below for a list of Security Keys compatible with Duo MFA, along with detailed instructions on how to add one:

<https://www.yubico.com/works-with-yubikey/catalog/duo/#compatible-yubikeys>

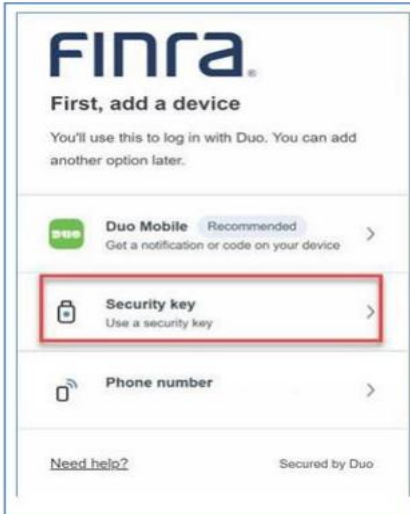
<https://guide.duo.com/universal-enrollment#add-security-key>

## Troubleshooting Tip #8

**Issue:** User does not know how to activate a Security Key.

**Note:** Security Key does not require the Duo Mobile App.

1. Select Security Key as your MFA device.



2. Insert your security key into the USB port on your computer.



3. Click **Continue**.
4. Tap or press the button while the Security Key is flashing. If the time limit of 60 sec has passed, unplug the Security Key, plug in again and tap it while it is flashing.




5. A message will appear confirming that your enrollment is successful.

### Troubleshooting Tip #9

**Issue:** User does not know if the Duo Mobile App is installed on their smart phone or tablet.

#### Actions Required:

To determine if user has the Duo Mobile App  installed on smart phone or tablet, check to see if the Duo Mobile App icon displays in their Apps listing, or confirm thru the App Store or Google Play Store.

#### App Store (iOS)



- Tap the App Store icon to open the App.
- At the bottom right, use the Search feature and type in Duo Mobile
- Click on Duo Mobile:
  - if it has 'Get', user will need to click 'Get' and install Duo Mobile App on their device
  - If it has 'Update', user already has the Duo Mobile App installed on their device

#### Google Play Store (Android)



- Tap the Google Play Store icon to open the App.
- Use the Search feature and type in Duo Mobile
- Click on Duo Mobile and tap 'Install' to install Duo Mobile App on your device
  - if it has 'Install', user will need to click 'Get' to install Duo Mobile App on their device
  - If it has 'Update', user already has Duo Mobile App installed on their device

### Troubleshooting Tip #10

**Issue:** User at **Service Provider** has over 100 accounts.

**Reason:** User needs to select a FINRA-compliant option and add each account manually.

1. **Duo Verified Push** Notifications on their smart phone or tablet
2. **Duo Mobile Passcode** Notifications on the Duo application
3. **Security Key** Verification using a supported USB security key

#### Actions Required:

##### For Service Providers

- Accounts can only be added manually – whether you're using a security key or DUO Mobile App on a smart phone/tablet. This applies even if you're adding the maximum limit of 100 accounts to a single device. Follow instructions in [MFA Guide](#).

**Other MFA Information can be found at:**

[MFA Web Page and FAQs](#)

[MFA Guide](#)

If you still need assistance enrolling or using MFA, contact the FINRA Support Center at (301) 590 6500.