

# Duo: Intermittent push and passcode issues

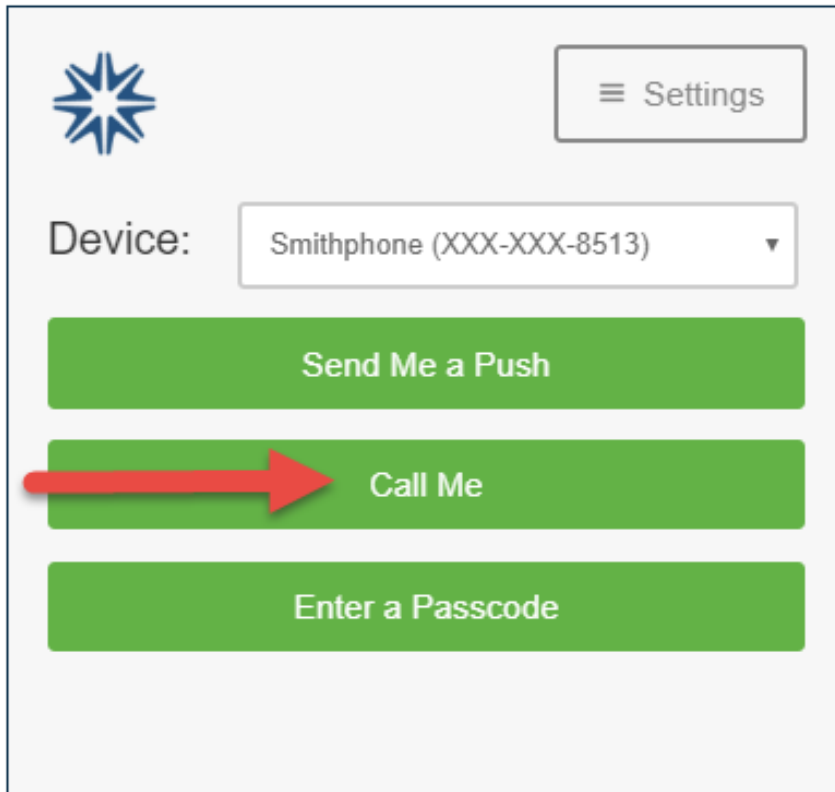
## Problem

My Duo push and passcode options work only intermittently.

## Solution

This might indicate that you have a weak connection at times.

1. First, select "Call Me" if you need to log in immediately. (See image.) After you answer the call, press any key on your phone as instructed.
2. Follow up by calling Cisl at 303-497-2400 if the intermittent problems continue. Your phone may need to be reactivated.



The image shows a screenshot of the Duo mobile application interface. At the top left is a blue starburst logo. At the top right is a 'Settings' button with a hamburger menu icon. Below the logo, the text 'Device:' is followed by a dropdown menu showing 'Smithphone (XXX-XXX-8513)'. There are three large green buttons stacked vertically: 'Send Me a Push', 'Call Me', and 'Enter a Passcode'. A red arrow points to the 'Call Me' button.

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