Duo Remember My Device for 30 Days FAQ

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Updated February 2nd 2022

Currently users are not able to choose the option to “remember me for 30 days” when using Safari. This is a known issue with the Duo API that the Safari uses. This issue applies to all supported versions of Safari at this time.

We can report the following at this time:

- This issue only occurs with Safari (Duo appears to work with Chrome, Edge, and Firefox with all authentication methods with no issues)
- DUO on Safari does work if you choose which option you want to use each time (i.e. Phone, SMS, Push) - it is just “remember me for 30 days” option that is currently not working.
- Duo currently does not have an ETA on when this feature for Safari will be resolved at this time.

On this page:

Q: How do I forget the Duo setting to Remember My Device for 30 Days?
Q: How do I set Duo to prompt me for two-factor authentication only once every 30 days?
Q: I have selected Remember My Device for 30 Days. Why am I still being prompted for Duo authentication?

Q: How do I forget the Duo setting to Remember My Device for 30 Days?

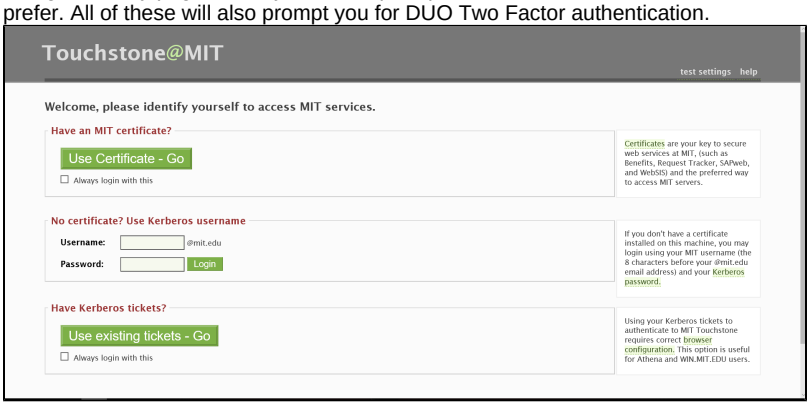
The setting is stored as a cookie named `api-nnnnnnnn.duosecurity.com1` or `duosecurity.com`. Find and delete the cookie in your browser. Upon next launch of a Duo-enabled site, you will be prompted to authenticate with Duo.

For browser-specific instructions on how to access its saved cookies, please see:

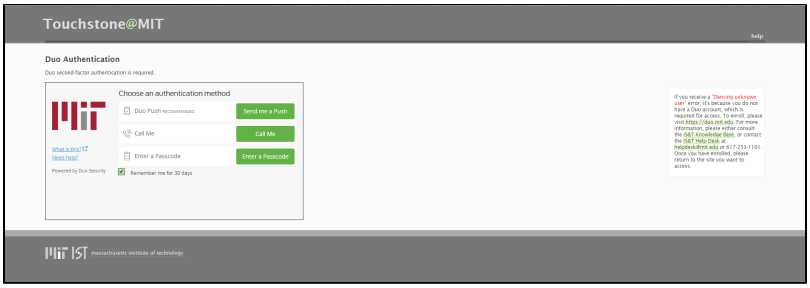
- Firefox
- Google Chrome
- Internet Explorer
- Safari

Q: How do I set Duo to prompt me for two-factor authentication only once every 30 days?

1. Navigate to any page where you will be prompted to authenticate via Touchstone and choose the method of authentication that you prefer. All of these will also prompt you for DUO Two Factor authentication.



2. Once you are in the *Duo Authentication* page, click the check box at the bottom that reads **Remember me for 30 days**.



3. After you have fully authenticated, your browser will not require you to do this again when you come back at a later session (within the 30 day period).

Q: I have selected Remember My Device for 30 Days. Why am I still being prompted for Duo authentication?

The Remember My Device feature relies on a browser cookie from duosecurity.com. Your Internet browser must allow cookies from the duosecurity.com domain to be stored on your computer in order for the feature to work.

- Cookie settings can be found in Safari under **Safari > Preferences > Privacy**
- In Firefox by going to **Firefox > Preferences > Privacy > Firefox Will: Use Custom Settings for History**
- In Internet Explorer at **Tools > Internet Options > Privacy**. Adjust the slider for the Internet zone to allow third-party cookies to be stored.
- In Chrome under **Settings > Show advanced settings > Content settings**