

Common Duo Issues on iOS

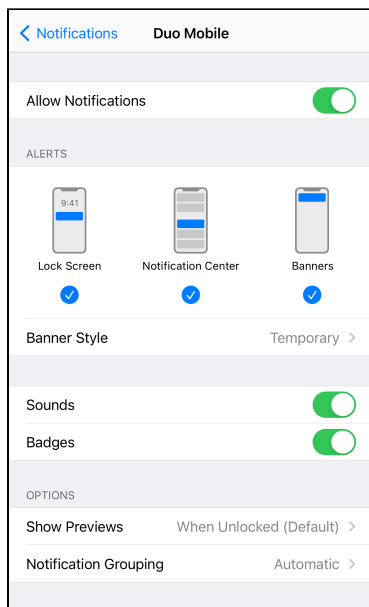
Common Duo Issues on iOS

On this page:

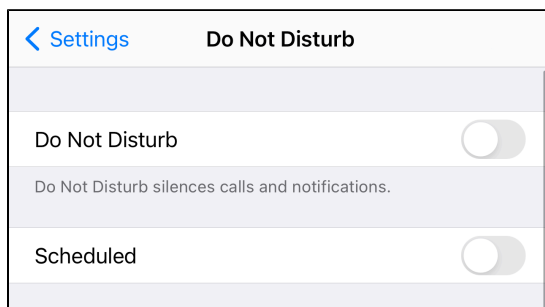
[Not receiving push notifications](#)
[Duo page in Touchstone is blank](#)
[Duo phone call not coming through or rings and hangs up immediately](#)
[See Also](#)

Not receiving push notifications

1. Make sure notifications are enabled on the device.
Open Settings > Notifications > Duo Mobile > Allow Notifications is On



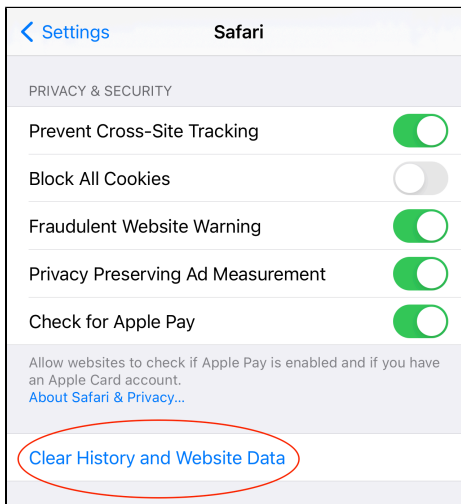
2. Make sure Do Not Disturb (iOS 14 and older) or Focus (iOS 15) is not enabled
Open Settings > Do Not Disturb (iOS 14 and older) or Settings > Focus > Do Not Disturb (iOS 15)



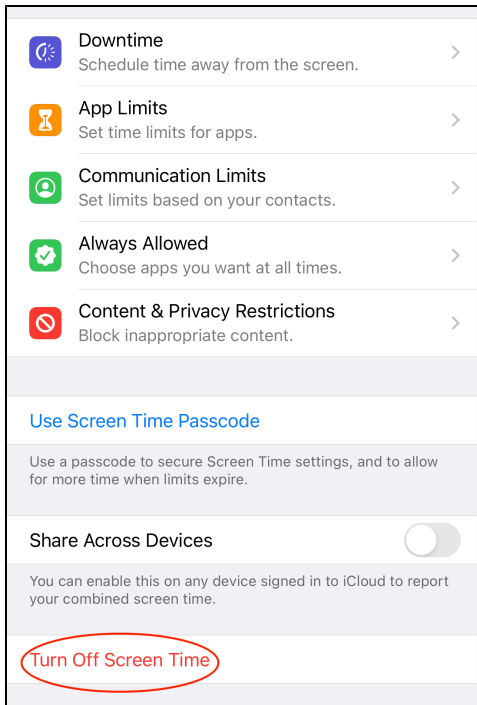
Duo page in Touchstone is blank



1. Clear cache and cookies within Safari. The MIT Atlas Mobile App uses Safari as the in-app browser.
Open Settings > Safari > Clear History and Website Data (Button will go from blue to gray when pressed)

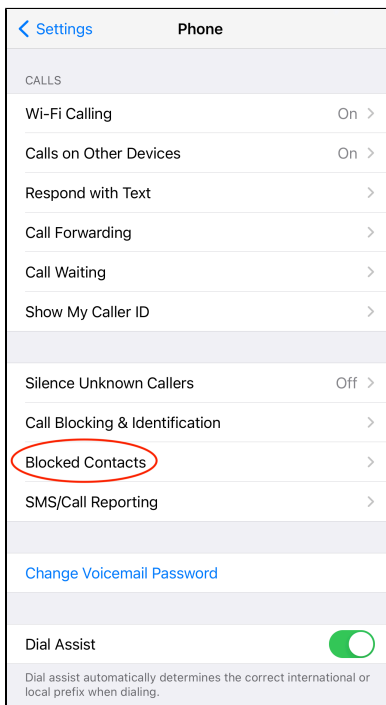


2. Disable parental control and content restrictions within Screen Time
Open Settings > Screen Time. Make sure no restrictions are enabled in each category or Turn Off Screen Time



Duo phone call not coming through or rings and hangs up immediately

1. Make sure Duo phone number is not blocked
Open Settings > Phone > Blocked Contacts



Duo calls from many different phone number.. Confirm all phone numbers within Blocked Contacts are ones you meant to block. Delete if you do not recognize.

See Also

- [How do I resolve Duo Prompt display issues related to iOS or macOS content restrictions?](#)
- [Duo Authentication Landing Page](#)