I get a grey bar when trying to login with Archpass Duo while on iOS or Mac?

Problem

iOS has configurable content restrictions that can potentially prevent the DUO Prompt from displaying correctly. If you see a gray box instead of the Duo Prompt on their iPhone, iPad, or Mac please follow the steps below for your device.

Solution

If the user does not want to fully disable content restrictions, you can add duosecurity.com to the whitelist within the content restriction page on the iOS device. This will allow the Duo Prompt to display even if content restrictions are enabled.

For users on iOS 12 or later:

1. Go to Settings > Screen Time > Content & Privacy Restrictions > Content Restrictions > Web Content
2. Uncheck Unrestricted Access

For earlier versions of iOS:

1. Go to settings > General > Restrictions > Websites.
2. To completely disable content restrictions, uncheck Limit Adult Content.

For users on a Mac:

1. Go to System Preferences
2. Click Parental Controls
3. Click on the image of the padlock in the bottom left corner (user may be prompted to type in his or her computer password once doing this)
4. On the left-hand side of the screen, click whatever user is available (most users will probably only have “Guest User” listed)
5. Click on “Web” in the main part of the menu
6. Click “Allow unrestricted access to websites”

Related articles

- Using Duo without Wifi or Mobile connection while traveling.
- Texting Duo Passcodes before traveling
- How can I switch Duo authentication to a new device?
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- Information Security

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