Universal Prompt Playbook

Originally released February 18, 2021 | Last updated March 7, 2024

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What is the Universal Prompt Project?

The [Duo Universal Prompt Project](#) is an initiative to provide a simpler and more recognizably branded authentication experience for users while incorporating features to improve your security posture.

The Universal Prompt Project delivered three major changes to Duo's product:

1. A **redesign of Duo's authentication prompt** for applications that display the current Duo Prompt in browsers and select thick-client applications that use single sign-on.
2. A new mechanism for **delivering the browser-based prompt via an authentication redirect flow** that no longer relies on an iframe.
3. A **redesign of Duo Mobile**, launched in October 2021.

What Actions Do I Need to Take?

To prepare, Duo administrators need to:

- ☐ **Enable your help desk to answer questions about the Universal Prompt Project.**
  Resources: [Help Desk Training](#).
- ☐ **Update your eligible Duo-protected applications** to get them ready to support the Universal Prompt. Performing these back-end updates is a prerequisite for enabling the new prompt UI.
  Resources: [Update Your Applications](#).
- ☐ **Communicate with your end-users and internal stakeholders** to get them ready for these changes.
  Resources: [Communication Planning](#).
- ☐ **Activate the Universal Prompt for eligible applications** when it's ready.
  Resources: [Activate the Universal Prompt](#).

Learn More About What's Changing

Universal Prompt:
- [Review what's changing with the Universal Prompt](#)

Required application updates:
- [How to update your eligible applications](#)

Helpful Links

- [Duo administrators' guide to the Universal Prompt](#)
- [Duo administrators' guide to the redesigned Duo Mobile](#)
- [Universal Prompt documentation](#)

Introduction

This guide provides an overview of the changes implemented by Duo's **Universal Prompt Project**, and offers resources and best practices for managing these changes.

This guide includes:
- Duo-developed resources for planning and executing your rollout of the Universal Prompt.
- Templates you can use to educate your end-users about these changes.
- Templates you can use to educate internal stakeholders about the project.
- A list of Universal Prompt Project resources to learn more or get help.

Who is this guide for?
- Duo administrators who need to plan their organization's rollout of the Universal Prompt and prerequisite back-end updates.
- **Note:** This guide was created to highlight best practices for rolling out the Universal Prompt. It is not intended to serve as comprehensive technical documentation. Please refer to our Universal Prompt documentation as needed.

Overview

What is the Universal Prompt Project?

The [Duo Universal Prompt Project](#) is an initiative to provide a simpler and more recognizably branded authentication experience for end-users while incorporating features to improve your organization's security posture.

The [Universal Prompt Project](#) delivered three major changes to Duo's product:

1. A **redesigned authentication prompt** for applications that display the traditional Duo Prompt in browsers and select thick-client applications that use single sign-on, released in late January/early February 2022.
2. A new mechanism for **delivering the browser-based prompt via an authentication redirect flow** that no longer relies on an iframe.
3. A **redesign of Duo Mobile**, completed in October 2021.

The redesigned authentication prompt is called the Duo Universal Prompt to convey the improvements in universal design it represents, including a **streamlined authentication flow** for end-users, **branding customization options** for organizations, **better web accessibility**, and **enhanced language support**.

Beyond the updated look, the Universal Prompt also represents a **technical overhaul**.

We are moving away from the iframe as the mechanism that delivers our browser-based prompt. Instead, we have developed a new **redirect-based authentication flow built on OIDC standards** that allows us to serve the prompt on a Duo-hosted page, moving it out of the application (e.g. iframe).

As of January 29, 2024, all Duo-developed applications have a Universal Prompt update available or have been granted extended support until September 2024. Note that **newly-created eligible applications default to the Universal Prompt UI**, including Duo Single Sign-On integrations. You can choose to disable the new UI and use the traditional prompt.

Our tech partners are also in the process of releasing updated versions of their integrations. To support custom application development, we released version 4 of our [Duo Web SDK](#). Once your Duo-protected applications are upgraded to support the new prompt, activate the new design for end-users.

Note: Not all Duo-protected applications support the new Universal Prompt. Refer to our application scope documentation for a list of applications that do **not** support the Universal Prompt: [Duo Universal Prompt Update Guide: Universal Prompt Application Scope](#).

To complement the improved user experience of the Universal Prompt, we also released a **redesign of our Duo Mobile application in October 2021**. This redesigned version of the app offers similar enhancements to usability, digital accessibility, and the UI.

What Actions Do I Need to Take?

In order to roll out the Universal Prompt, Duo administrators need to:

1. **Understand what's changing with Duo's product** and **plan your rollout**.
2. **Enable your help desk** to answer questions about the Universal Prompt Project.
3. **Update your eligible Duo-protected applications** to get them ready to support the Universal Prompt. Performing these back-end updates is a prerequisite for enabling the new prompt UI.
4. **Communicate with end-users and internal stakeholders** to prepare them for the changes. This guide includes end-user communication templates to help you.
5. **Plan when and how you would like to roll out the Universal Prompt UI** when it becomes available. This guide will help you develop an implementation plan.

Please see the following section, ["Success Planning: Charting Your Course"](#), for guidance on how to get started planning your rollout.

When Will Duo Deprecate Older Versions of the Duo Prompt and Web SDK?

Traditional Duo Prompt
As of March 30, 2024, Duo will no longer support the [traditional Duo Prompt](#) and Duo Prompt delivery via iframe for most applications.

The March 30, 2024 end of support milestone means that:
- Duo teams will no longer be able to troubleshoot issues with the traditional Duo Prompt or the iframe.
- Many [current iframe applications that are "not in scope" for the Universal Prompt](#) will remain available for Duo protection.

For the most up-to-date information about the traditional Duo Prompt end of support, see our [Guide to Traditional Duo Prompt End of Support](#).

For information on the Universal Prompt, feature and application support, changes to the user experience, and more, refer to our [Universal Prompt Update Guide](#).

Web SDK v2
Applications using [Duo Web v2 SDK](#) that depend on the iframe-based traditional prompt for authentication will no longer be supported. Refer to [Duo Web v4 SDK and supporting Universal Prompt documentation](#) to plan your upgrade to frameless integrations.

The Duo Web SDK v2 repositories were deprecated on July 18th, 2022. [Learn more about how this affects existing applications.](#)

Success Planning: Charting Your Course

Overview of the Universal Prompt Project Phases

Duo administrators need to take action during two phases of the Universal Prompt Project:

1. **Update Your Applications:** In this phase, you will perform back-end updates to eligible applications, a prerequisite for enabling the Universal Prompt UI.
   a. You may also wish to communicate these updates to your end-users so they understand the minor changes to their authentication experience.
      i. See the section of this guide called ["Communication Planning: What Everyone Needs to Know"](#) for guidance.
2. **Activate the Universal Prompt:** Universal Prompt is generally available as of January/February 2022.
   a. When you are ready to roll out the Universal Prompt:
      i. Communicate with your internal stakeholders and end-users.
      ii. Activate the prompt on supported applications.

As part of this project, we also released a **redesigned Duo Mobile in October 2021**.

Overview of Success Planning

Your Universal Prompt rollout begins with success planning. We recommend starting with the following steps.

Step 1: Familiarize yourself with the Universal Prompt Project.

- Review the section "[Overview: What is the Universal Prompt Project?](#)" to understand what is changing in Duo's product.
    - Other resources:
        - [Duo Universal Prompt Update Guide](#)
        - Duo blog: [Easier, More Effective MFA for ALL: The Duo Universal Prompt Project](#)
- Understand how end-users' experience will change for the three components of the project:
    - Back-end application updates.
    - A new Universal Prompt.
    - A redesigned Duo Mobile (completed in October 2021).
- Review the [Universal Prompt Update Progress report](#) in the [Duo Admin Panel](#) to understand which of your applications support the prompt and to check the availability of back-end updates for those applications.

Step 2: Design a Universal Prompt rollout strategy that works for you.

- Develop your change management plan:
    - Identify stakeholders to reach out to as you prepare for your Universal Prompt Project rollout. This could be an IT standards committee, marketing department, CISO, or similar.
    - Review your previously planned work and consider how the Universal Prompt Project fits with your existing priorities.
- Identify which of your Duo applications support the Universal Prompt and check whether back-end updates are available for those eligible applications.
    - Resources:
        - [Universal Prompt Update Progress report](#)
        - See the section of this guide called ["Update Your Applications: Get Ready for the Universal Prompt"](#).
- With your unique change management plan in mind, design a Universal Prompt rollout strategy that works best for your organization. A few questions to ask yourself:
    - *Will all of the Duo-protected applications in your environment that currently show the browser-based authentication prompt be able to support the Universal Prompt?*
        - **If yes:** You can decide whether to activate the Universal Prompt UI on an application-by-application basis. This means you will have both the traditional prompt and the new prompt for a period of time in your environment. However, please note that migration from your current in-scope and out-of-scope applications to Universal Prompt solutions or alternate configurations should be completed prior to the traditional Duo

Prompt end of support on March 30, 2024 or the extended support date for your specific applications, if applicable.

- **If no:** You can activate the Universal Prompt UI for each supported application whenever you are ready. You will continue to have the traditional Duo Prompt in your environment.
  - Resources: [Universal Prompt Application Scope](#)
- *Are your eligible applications ready to update now or not yet?*
  - **If yes:** You can perform [back-end application updates](#) whenever you are ready. This allows you to activate the Universal Prompt for those applications.
  - **If no:** You will need to wait until your applications are ready to update. These back-end updates are a prerequisite for enabling the new prompt.
- *Does your organization have multiple IT teams or stakeholders who need to coordinate on rolling out back-end updates and the Universal Prompt?*
  - **If yes:** Consider how this additional coordination affects your rollout timeline and strategy. An application-by-application rollout of the Universal Prompt may require less coordination than launching the new prompt everywhere at once.
  - **If no:** You have some flexibility to decide a strategy. Refer to the other questions in this section for ideas on what to consider.

Step 3: Begin updating your eligible applications.

- Refer to the [Universal Prompt Update Progress report](#) and the section called [“Update Your Applications: Get Ready for the Universal Prompt”](#) for more information.

Step 4: Prepare your end-users, then activate the Duo Universal Prompt.

- You can activate the Universal Prompt on existing eligible applications in your environment via the Duo Admin Panel or Duo Admin API. Note that **newly-created eligible applications will default to the Universal Prompt UI**, including Duo Single Sign-On integrations. You can choose to disable the new UI and use the traditional prompt.
  - Resources: [“Activate the Universal Prompt: Enhance Your Duo Experience”](#)
- Before enabling the new prompt on an application, prepare your end-users and stakeholders by communicating these changes to their authentication experience. You can customize our end-user education templates to fit your environment.
  - Resources: [“Communication Planning: What Everyone Needs to Know”](#)

Communication Planning: What Everyone Needs to Know

Universal Prompt Project Progress Bar

| Success Planning | Communication | Help Desk Training | Update Applications | Activate the Universal Prompt |

Introduction

Proactive communication prepares your organization and your end-users for changes to Duo as part of the Universal Prompt Project. This section provides links to end-user communication templates you can share with organizational stakeholders, plus some tips on effective communication. A well-executed communication plan **reduces end-user confusion**, **improves understanding of what is changing with Duo** and why, and **reduces questions** to your help desk.

Key Resources

- Duo Knowledge Base article: What is the Duo Universal Prompt?
- Duo documentation: Universal Prompt Update Guide
- Duo blog: Universal Prompt Project series
- See the section of this guide called "Help Desk Training: Preparing Your Team"

Templates

- End-User Education Communication Templates (PDF) (.docx)
  - This document includes suggested wording for communicating with end-users about the authentication redirect flow triggered by back-end application updates, as well as templates for communicating about the Universal Prompt.

How to Create a Communications Plan

Creating a communications plan will help you organize your outreach on the Universal Prompt Project. A few tips on creating a plan:

- **Identify your audiences.**
  - Do you need to communicate with internal stakeholders, such as executive leadership or your help desk, before you communicate with end-users?

- ○ What information is most important to share with each audience? See the [Templates](#) section for wording you can customize for your environment.
- **Evaluate your end-users' expectations.**
  - ○ How far in advance do you usually communicate UI changes or software updates to help your end-users feel comfortable with the change?
  - ○ Do your end-users tend to notice details like a new URL that is part of a user login flow? You may need to proactively communicate about the authentication redirect flow triggered by back-end application updates that are part of this project, especially if you have trained your end-users to be on high alert for phishing attempts. Refer to the **End-User Communication Templates** in the [Templates](#) section of the guide for sample wording.
- **Review your rollout plan and identify pertinent details.**
  - ○ **If you are performing updates on an application-by-application basis**, you may choose to narrow your mailing list to end-users for only those applications.
  - ○ **If you are performing updates to all of your applications at once**, you may instead choose to do a broader communication.
  - ○ Identify where your rollout plan **intersects with major milestones** of the Universal Prompt Project. Do you need to communicate about back-end updates and the new prompt at the same time, or at different times?

Help Desk Training: Preparing Your Team

Introduction

Your help desk team plays an important role in helping end-users become familiar and comfortable with the changes introduced by the Universal Prompt Project. It's important to inform them about the project early in the process so they can be prepared to field questions. Keep in mind that if you plan a phased rollout of the Universal Prompt, end-users will encounter both the traditional Duo Prompt and the Universal Prompt in different applications for a period of time. **Your help desk may want to develop simple strategies for diagnosing which prompt a user is asking a question about so they can appropriately assist** and reassure end-users that this scenario is expected. This section of the guide covers some questions your help desk may receive or have about the Universal Prompt Project.

Frequently Asked Questions
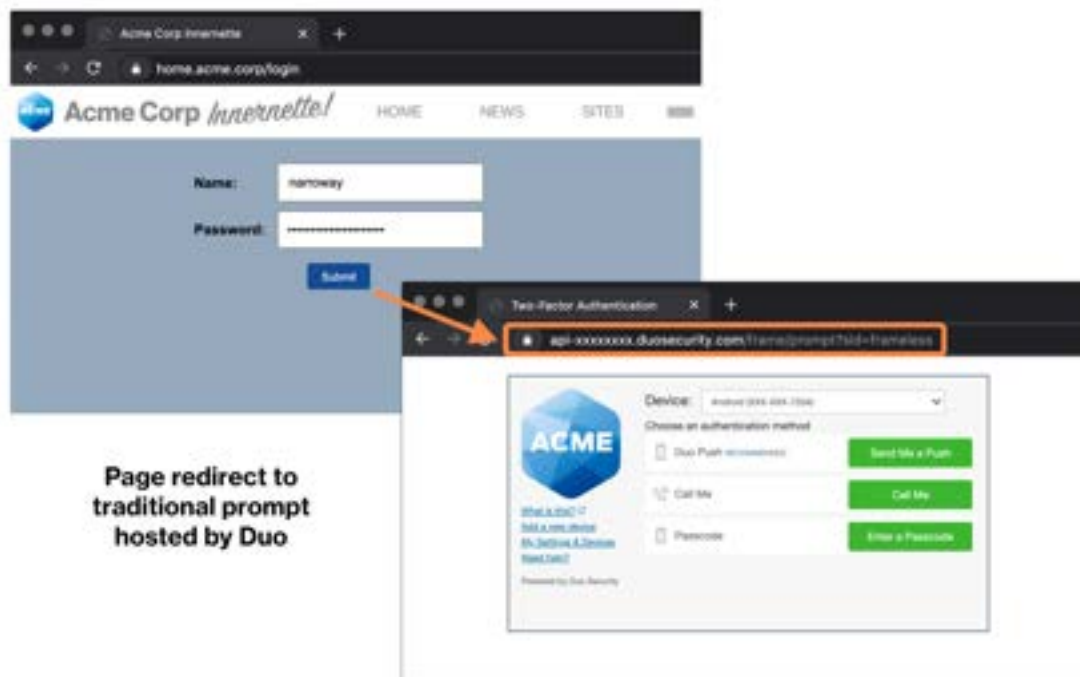
Topic: Application Updates

Why do I see a redirect to a Duo webpage when authenticating into an application?
Once an application is updated to support the Universal Prompt UI, it will display the traditional Duo Prompt on a Duo-hosted page via a redirect until you activate the Universal Prompt UI. An end-user might notice that the prompt no longer appears in the context of an iframe wrapper. Instead, users will be redirected to a Duo-hosted page to authenticate with the prompt and then redirected back to the application they are logging into. Once it is activated on an application, the Universal Prompt also functions as part of this redirect authentication flow.

Traditional Duo prompt displayed in an iframe:

Duo traditional prompt in iframe on page hosted by the application
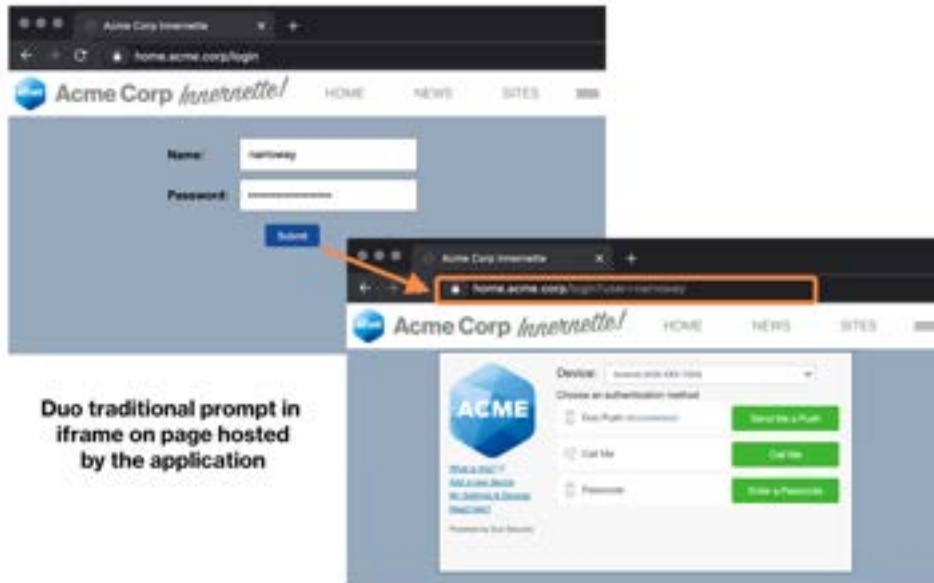
New: Page redirect to traditional Duo prompt hosted by Duo (no iframe):

Page redirect to traditional prompt hosted by Duo

Which Duo administrator roles can view the Universal Prompt Update Progress report?

The Universal Prompt Update Progress report tracks which of your applications is eligible for the Universal Prompt Project and their update status. The following Duo administrator roles can view the Update Progress report in the Duo Admin Panel:

- Owner
- Administrator
- Application Manager

- Read-Only

Only the Owner, Administrator, and Application Manager roles can make changes on the report page.

Which applications need to be updated to support the Universal Prompt?
The Universal Prompt is supported on applications that currently show the traditional Duo Prompt in the browser, with some exceptions. To review which Duo two-factor authentication (2FA) offerings are **not in scope** for the Universal Prompt, refer to our documentation: Duo Universal Prompt Update Guide: Universal Prompt Application Scope. The Universal Prompt Update Progress report in the Admin Panel will display which of the applications in your environment are eligible to be used with the Universal Prompt.

Topic: Universal Prompt

What are the differences between the traditional Duo Prompt and the new Universal Prompt?
The Universal Prompt is a visual and technical redesign of the traditional Duo Prompt. The Universal Prompt may be used on web-based applications that display the current Duo Prompt in browsers, as well as select thick-client applications that use single sign-on.
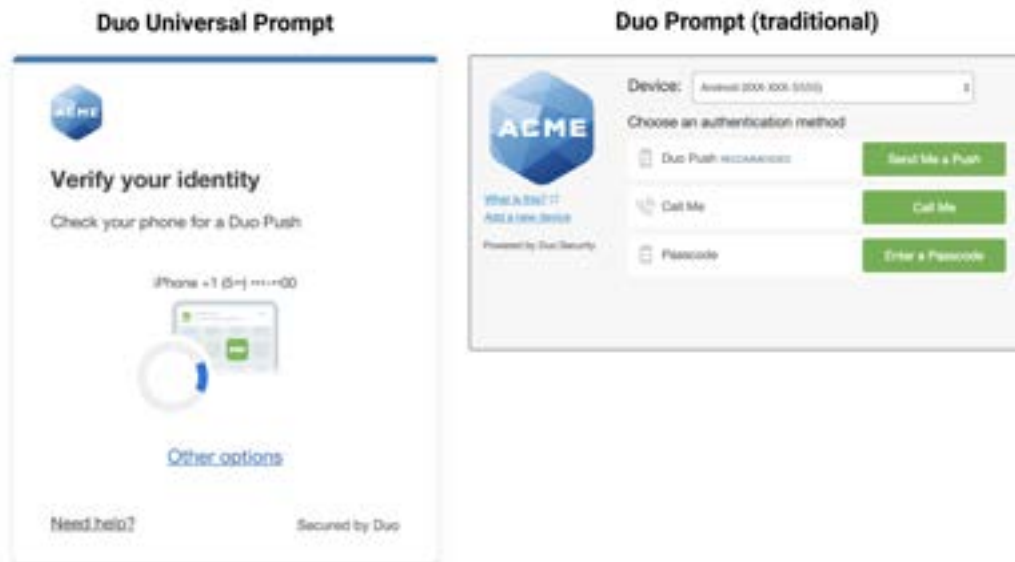
End-users will likely notice four major changes when using the Universal Prompt:

Note: Starting with D285, Duo administrators can use the authentication experience user setting to allow individual users to choose from a list of authentication methods rather than Duo's default automatic device selection.

1. **Last-used authentication method:** The Universal Prompt remembers a user's last-used authentication method (e.g. Duo Push, security key, TouchID, etc.) and displays that option by default. Users will not see other available login methods until they click "Other options."

2. **Automatic Duo Push:** Once a user lands on the Universal Prompt, it automatically sends a Duo Push to their device without needing to click a button (if they use Duo Push).
3. **Updated visual appearance:** The Universal Prompt has been visually redesigned with a simplified interface.
4. **Support for more languages:** The Universal Prompt supports [many additional languages](#). The prompt interface uses browser or OS language settings to determine a user's preferred language.

For a comparison of the traditional Duo Prompt and the Universal Prompt, see this help article: [What are the differences between the traditional Duo Prompt and the Universal Prompt?](#). For screenshots and documentation on the end-user experience of the Universal Prompt, refer to our [end-user guide](#).

How do end-users access other options to log in?

By default, the Universal Prompt displays the most recently used authentication method. They can access other authentication method options by clicking "Other options." The last-used authentication method is based on a stored cookie and is specific to the browser and application.

Note that a user may have to cancel the login request for some authentication methods, such as security key, in order to access "Other options." Most authentication methods are triggered automatically without user action

### Why do I see the prompt, "Is this your device?" after I log in with the Universal Prompt?

If a [Remembered Devices policy](#) is enabled by a Duo administrator, end-users are prompted to verify that Duo can remember this browser on their device. In the Universal Prompt, this message appears on a separate screen after users complete 2FA. This additional step is designed to encourage users to take advantage of this feature to reduce the number of times they need to perform Duo 2FA for the set time period. Once a user selects "Yes, trust browser," they will no longer see the separate screen. Refer to our [Guide to the remembered devices workflow in the Duo Universal Prompt](#) to review the full end-user experience.
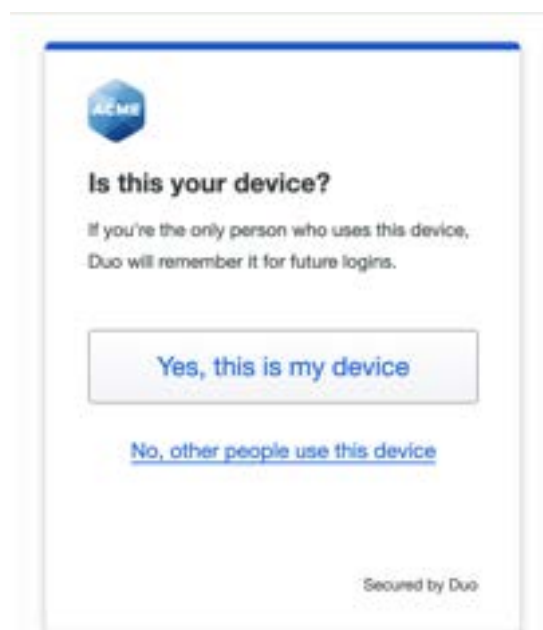
How does a user add or edit a device using the self-service portal with the Universal Prompt?
The self-service portal, which must be enabled by a Duo administrator on a per-application basis, was also redesigned as part of the Universal Prompt Project. Users can add or edit their available devices by going to "Other options" in the Universal Prompt and selecting "Manage devices." From there, they will visit a page listing their current devices and be able to add or edit devices.
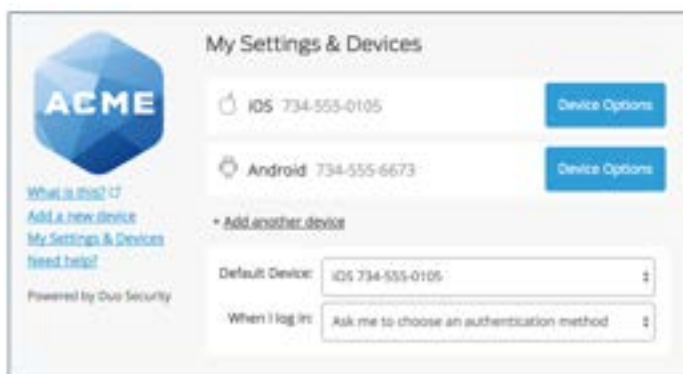
Note that the "Manage devices" workflow now occurs in a separate page rather than within the frame of the prompt itself like in the traditional Duo Prompt.
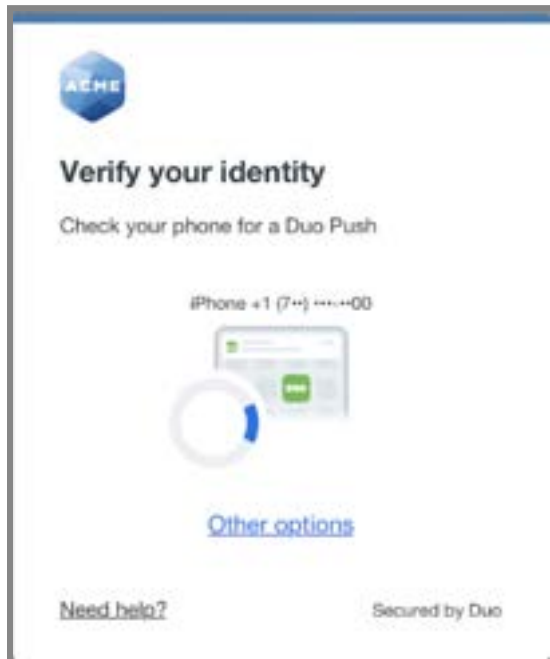
Select "Other options"
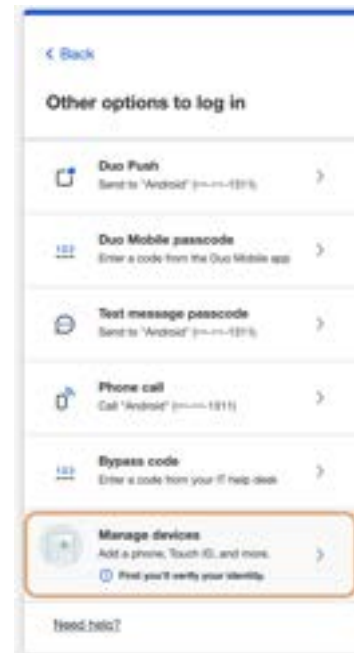
Then select "Manage devices"

Device management in the traditional Duo Prompt (within the frame of the prompt)

*Device management in the Universal Prompt (a separate page)*

Which Duo administrator roles have permission to customize Universal Prompt branding?
Owner and Administrator-role Duo admins can make changes on the Custom Branding section of the Settings page in the Duo Admin Panel. All administrator roles except Billing can view the branding preview, but not make changes.

Can I preview my custom branding before rolling it out to all users of the Universal Prompt?
Yes. When configuring your custom branding look-and-feel for the Universal Prompt, eligible Duo administrator roles can preview the selected accent color and background color or image from within the Custom Branding section of the Settings page in the Duo Admin Panel. In addition, administrators can choose to test that configuration with specific individual users by using the "Test with some users" field on that page. If you are running a branding test, you will see your Draft Branding on the Settings page, in addition to whatever previous live branding (or default) you started with. Once you roll out the changes to all users, the Draft Branding preview will disappear from the page.

☐ **Test custom branding:** If applicable, configure a custom logo, background color or image, and color bar to be used as custom branding for the Universal Prompt. You can assign specific users to view the draft branding before publishing it to all users.
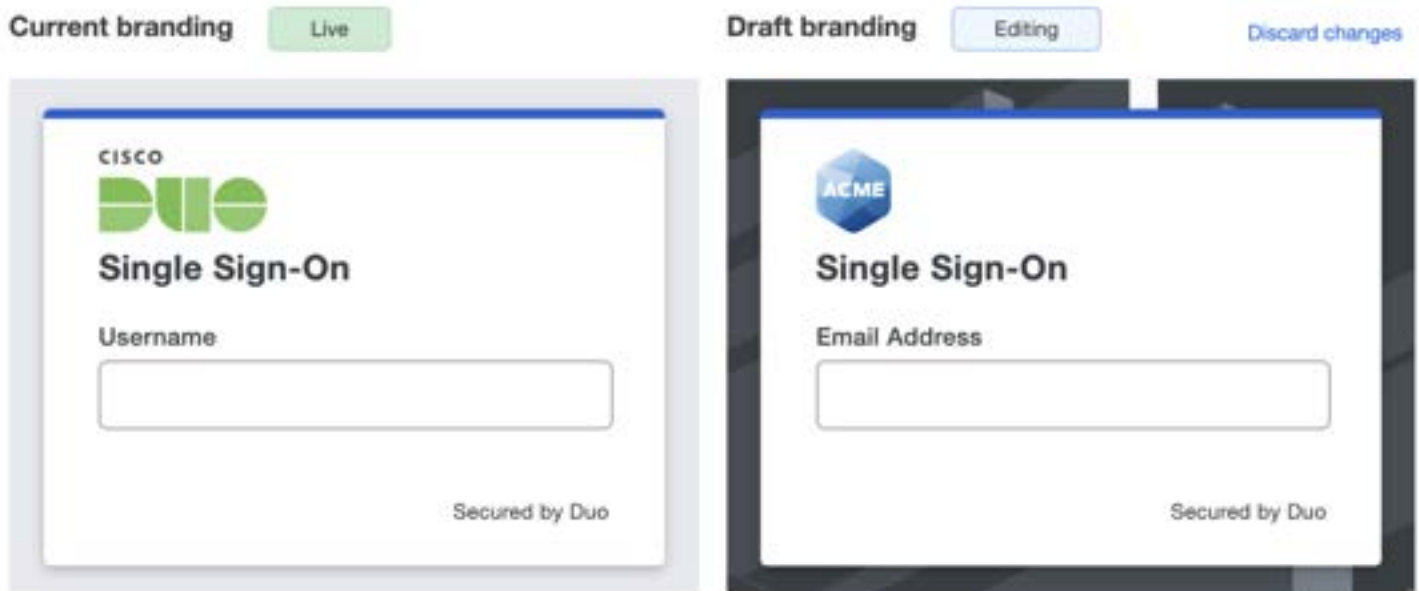
Update Your Applications: Get Ready for the Universal Prompt

Benefits of Updating

Updating your eligible applications to get them ready to support the Universal Prompt means you can adopt the new prompt when you're ready. Updating your applications also brings other benefits, including:

- Improved and simplified hostname security by moving the traditional Duo Prompt out of an iframe. No need to manually configure hostname validation in the updated (iframe-less) authentication redirect flow.
- Improved end-user experience with WebAuthn authenticators.
- Dedicated Duo API that reliably checks for Duo service availability.

Eligible Applications

The Universal Prompt is supported on applications that currently show the traditional Duo Prompt in the browser, with some exceptions.

See which applications are **not** in scope for the Universal Prompt in our Universal Prompt Application Scope documentation. Learn more about which applications currently support the Universal Prompt.

To identify which applications in your specific environment support the Universal Prompt, check the Universal Prompt Update Progress report in the Duo Admin Panel.

Understanding the Update Process

There are three categories of application updates:

1. **Automated updates:** Some applications can be automatically updated by Duo or our technology partners without requiring any work from you. Once updated, these applications will display a status of "Ready to Activate" in the Universal Prompt Update Progress report. This label indicates the application is ready to support the Universal Prompt UI.
   - *Level of effort:* None.
2. **Installer updates:** Some applications require a manual transition by updating an installer to the newest version. When a new version of these applications is released, they will display a status of "Update required" in the Universal Prompt Update Progress report.
   - *Level of effort:* Low.
3. **Web SDK updates:** Applications that use our Web SDK to add Duo two-factor authentication need to be updated to use the latest SDK, version 4. These applications will display a status of "Update required" in the Universal Prompt Update Progress report.
   - *Level of effort:* Medium.

We are working closely with our technology partners to coordinate updates to their Duo integrations. Applications that do not yet have an available update will appear in the Universal Prompt Update Progress report with a status of **Waiting on App Provider.** Note that applications developed by third parties frequently use the Duo Web SDK and can be updated to use the latest SDK, version 4. If you use a third-party application, contact the application developer to request an update to Web SDK 4.

How you can help: Expedite these updates with our tech partners by submitting a formal feature request asking that your application provider support the Duo Universal Prompt.

Plan Your Update

- Check the Universal Prompt Update Progress report in the Duo Admin Panel to identify which of your applications need to be updated or reconfigured to work with the Universal Prompt.
  - Applications in the report with the status "Update required" are ready to be updated. These might be Duo-owned applications, partner integrations, or your custom applications that use the Duo Web SDK.
  - Applications with the status "Migration or reconfiguration required" need to migrate to an alternate Duo solution or configuration for continued operation. An application with this status will not have a Universal Prompt section in its details page and will instead show a banner warning about the traditional prompt end-of-support with links to recommended alternate configurations.
    - Note that currently, this status alert will still appear even after already completed the required migration or reconfiguration steps.
- Check the Duo documentation for instructions on updating Duo-owned integrations.

- Check with the application provider for instructions on updating partner-built integrations.
- Prioritize which applications to update first. You may wish to start with lesser-used applications or applications with primarily technical users (such as your IT team).
- Test the update in a test environment if possible. If you are using any Duo policies or settings to bypass the Duo Prompt, such as Trusted Networks, you may want to change those for the purposes of testing. This allows you to view the prompt and the authentication redirect behavior triggered by the application update.
- Before rolling out the change to end-users, consider whether you need to proactively communicate changes to their experience. See the section of this guide called "Communication Planning: What Everyone Needs to Know" for advice.
- Once an update for an application is complete and you authenticate with the updated application, its status in the Update Progress report will change to **"Ready to Activate"** to indicate it is ready to support the Universal Prompt.
- The Universal Prompt is generally available as of January/February 2022. You can activate it for eligible applications via the Admin Panel or Admin API.
- Evaluate outcomes and continue working through your prioritized list of applications for future updates.

Tips for Updating Custom Applications

- Inventory your custom applications that use the Duo Web SDK.
- Prioritize which applications to update to SDK 4 first. Consider lesser-used applications to start with. A good time estimate for the update process is to consider how much effort was required to implement the Duo Web SDK the first time.
  - Currently, Python, Java, Go, PHP, and C# (.NET) are available with Web SDK 4. To use a different language or to create your Duo integration without using one of our SDKs, see the Duo OIDC Auth API.
- Set your test criteria, such as browser / device compatibility.
- Test in a sandbox environment, if possible. Invite IT staff or other technical users to help you evaluate if the updated application meets your test criteria.
- Communicate with your application's end-users before rolling the update to production.
- Once an update for an application is complete and you authenticate with the updated application, its status in the Update Progress report will change to **"Ready to Activate"** to indicate it is ready to support the Universal Prompt.
- The Universal Prompt is generally available as of January/February 2022. You can activate it for eligible applications via the Admin Panel or Admin API.
- Evaluate outcomes and continue working through your prioritized list of applications for future updates.

Activate the Universal Prompt: Enhance Your Duo Experience

Universal Prompt Project Progress Bar

| Success Planning | Communication | Help Desk Training | Update Applications | Activate the Universal Prompt |

Introduction

The Universal Prompt represents a technical overhaul with **additional security benefits**. The Universal Prompt is delivered via a new redirect-based authentication flow built on OIDC standards that allows us to serve the prompt on a Duo-hosted page, moving it out of the application (e.g. iframe).

This section covers the changes you can expect to see in the Universal Prompt compared with the traditional browser-based Duo Prompt, a summary of the steps to roll out the new prompt, and recommendations on how to communicate these changes to your end-users.

Traditional Duo Prompt vs. Universal Prompt: What's Different?

The redesign of the traditional Duo Prompt for web-based applications focuses on three key areas for improvement. Let's look at an overview of the features of the Universal Prompt.
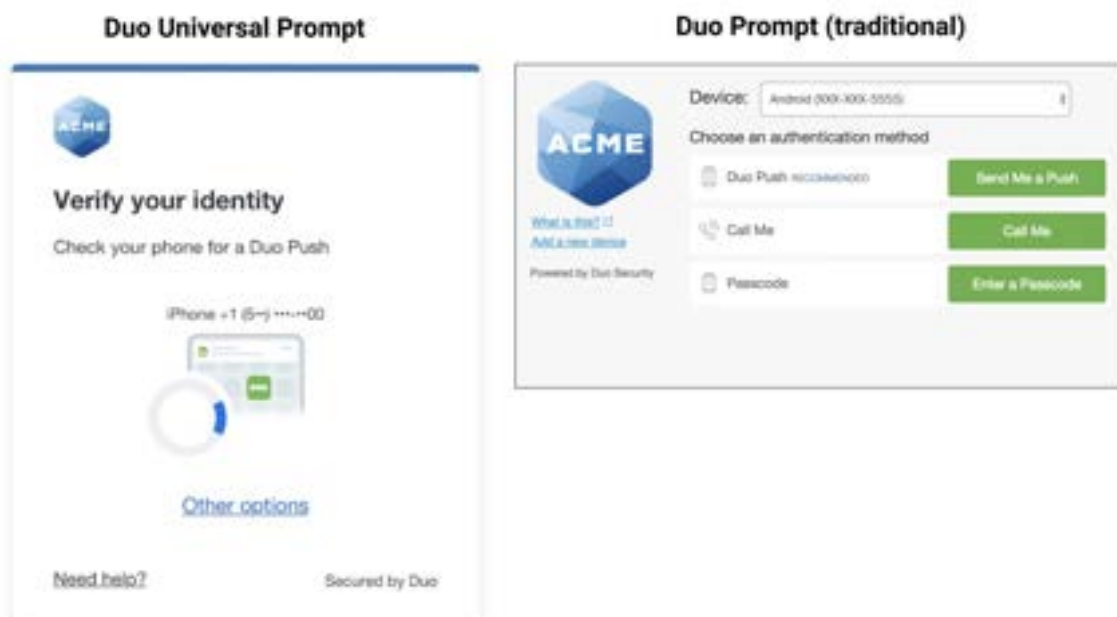
1. Improve the authentication experience.

To further reduce end-user friction and to encourage use of the most secure authentication methods, the Universal Prompt features the following changes:

- **Streamlined UI:** The Universal Prompt provides a more modern and streamlined user interface that displays options to users only when they need them, removing visual clutter from the prompt itself. For example, rather than seeing multiple authentication options simultaneously in the prompt, a user will instead see their last-used method and can select "Other options" to choose another one.
- **Default to last-used authentication method:** To make the end-user authentication experience feel simpler and faster, the Universal Prompt defaults to the authentication method a user most recently used in that browser for that application. (Most end-users use only one authentication method.)
  - **Note:** Starting with D285, Duo administrators can use the authentication experience user setting to allow individual users to choose from a list of authentication methods rather than Duo's default automatic device selection.
- **Automatic Duo Push:** If you use Duo Push to authenticate, you will no longer need to click a button to send a push notification to your device. When Duo Push is the authentication method in use, the Universal Prompt sends the push notification automatically by default without needing to configure this behavior.
- **Subtle encouragement for users to select a more-secure authentication method:** The available authentication methods displayed to users in the prompt are organized to list the most secure and user-friendly methods first, including Touch ID, security key, and Duo Push (if allowed by your configured policy settings and depending on the access device's capabilities).
- **Enhanced web accessibility:** The Universal Prompt is designed to meet Web Content Accessibility Guidelines (WCAG) 2.1 at the AA level. Accessibility improvements include improved color contrast, reducing the number of primary actions per page to enhance the experience for screen reader users, and honoring users' accessibility settings by removing animations from the Universal Prompt where indicated. Read more about these accessibility improvements on the Duo blog.
- **More helpful messaging:** The Universal Prompt features contextual user and error messages that are written in plain language and displayed more visibly within the prompt for better user comprehension. Where applicable, error messages include instructions on how to solve the problem or what caused it.

2. Update our technical implementation.

To future-proof the Duo authentication prompt, the Universal Prompt features the following technical improvements:

- **Authentication redirect flow:** The Universal Prompt is delivered via a new redirect-based authentication flow built on OIDC standards that allows us to serve the prompt on a Duo-hosted page, moving it out of the application (e.g. iframe). Users may notice a brief redirect to a Duo-hosted page where they can authenticate with the prompt, then get automatically redirected back to the application they are logging into.
- **No need for hostname validation:** The updated authentication flow removes the need for manual hostname validation (also known as allowed hostnames). You no longer need to configure hostname

validation for applications using the Universal Prompt because these security benefits are included by default. Old settings no longer have an effect.
- **Increased interoperability:** By moving to an OIDC standards-based approach and away from Duo's proprietary technology, the Universal Prompt offers enhanced interoperability and a more standardized experience for end-users across your application ecosystem.

3. Add value through customizable visual elements as well as support for more languages.
To expand the usefulness of the Duo authentication experience, the Universal Prompt features the following customization options:

- **Branding elements:** The Universal Prompt offers three customizable visual elements for Duo administrators:
    1. A logo.
    2. A full-page background image that appears behind the prompt.
    3. A color that appears as a bar at the top of the prompt.
- **Expanded language support:** The current Duo Prompt supports English, French, and German. The Universal Prompt adds support for many additional languages, relying on the end-user's preferred language selection from their browser or operating system rather than a setting configured by a Duo administrator. Read more about language support in this Knowledge Base article.
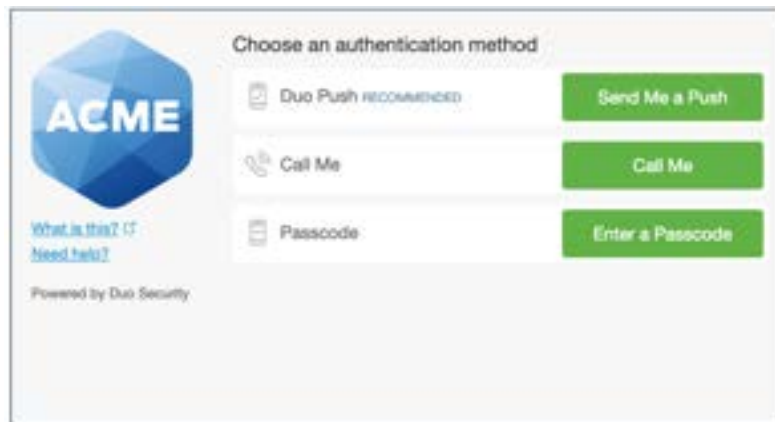
Traditional Duo Prompt: Logo is customizable.
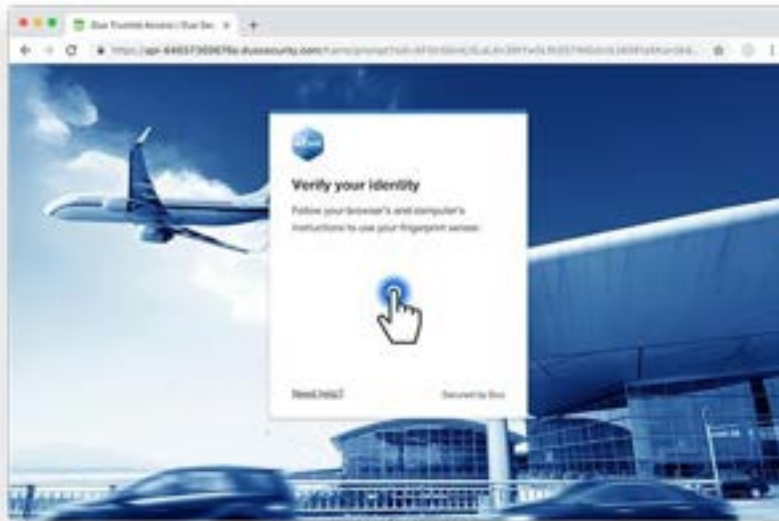
Universal Prompt: Logo, color bar, and background image are customizable.

Comparing the Traditional and Universal Prompts

Refer to this Duo Knowledge Base article for an in-depth comparison of the differences between the traditional browser-based Duo Prompt and the Universal Prompt.

Supported Applications

Not all applications that deliver a Duo authentication prompt support the new Universal Prompt. Refer to our application scope documentation to understand the scope of the Universal Prompt Project. This Duo Knowledge Base article lists the specific applications that currently support the Universal Prompt.

Summary: Your Universal Prompt Rollout

In summary, we recommend taking the following steps to roll out the Universal Prompt:

1. **Learn:** Review the changes to the Duo authentication prompt experience and identify the applications in your environment that support the Universal Prompt.
   - Resources: Success Planning: Charting Your Course and What are the Differences Between the Traditional Duo Prompt and the Universal Prompt?
2. **Update:** Perform any needed updates to the applications in your environment that support the Universal Prompt.
   - Resources: Update Your Applications: Get Ready for the Universal Prompt
3. **Preview:** You can activate the Universal Prompt on eligible applications as part of internal testing for your organization. Please note that the Universal Prompt is activated on a per-application basis for all users of that application and is not restricted by Duo user groups.
   - Resources: Testing Tips
4. **Document:** Make a plan to update any Duo Prompt-related documentation you have created.
5. **Communicate:** Let your end-users know about the upcoming changes based on when you activate the Universal Prompt in your environment.

- ○ Resources: End-User Education Communication Templates ([PDF](#)) ([.docx](#)); ["Communication Planning: What Everyone Needs to Know"](#)
6. **Launch:** [Activate the new experience](#) for your end-users via the Admin Panel on a per-application basis.

Testing Tips

Here are some ideas for testing the new experience in your environment.

- ☐ **Activate the new UI:** Select an application in your environment that is ready to support the Universal Prompt and activate the new UI. You may wish to start with lesser-used applications or applications with primarily technical users (such as your IT team).
- ☐ **Test multi-factor authentication:** Authenticate with the new UI using different factors. If you use an [authentication methods policy](#) to limit allowed authentication methods for the test application, you may need to update your settings to test all the authentication methods available in your environment.
- ☐ **Test the Remembered Devices flow:** If not already using, configure a [Remembered Devices policy](#) for the application and test the new Remembered Devices flow.
- ☐ **Test other policies:** If using other policies, test those use cases to see the end-user experience.
- ☐ **Test other languages:** If applicable, test the Universal Prompt experience in other languages.
- ☐ **Test self-enrollment:** Try out the updated in-line [self-enrollment experience](#).
- ☐ **Add or update a device:** If applicable, test the process for [adding or managing a device](#) after enrollment, using the self-service portal.
- ☐ **Test the Device Health app flow:** If applicable, review the workflows associated with device health checks provided by the [Device Health app](#).

Duo Support & Helpful Resources

Refer to these resources for more information about the Universal Prompt Project.

Documentation
- [Universal Prompt Update Guide](#)
- [Universal Prompt Update Progress report](#)
- [Universal Prompt End-User Guide](#)

Knowledge Base
- [What is the Duo Universal Prompt?](#)
- [Guide to reading the Universal Prompt Update Progress report in the Duo Admin Panel](#)
- [Guide to the Duo Universal Prompt for Duo Administrators](#)
- [What are the differences between the traditional Duo Prompt and the Universal Prompt?](#)
- [Which applications support the Duo Universal Prompt?](#)
- [Guide to traditional Duo Prompt end of life](#)

Blog Posts
- [Easier, More Effective MFA for All: The Duo Universal Prompt Project](#)
- [Breaking Up with the iFrame: Introducing Our New Developer Tooling](#)
- [Making Duo Even Easier: Improving UX with the Universal Prompt Project](#)
- [A Truly Universal Prompt: Accessibility for All](#)
- [Make It Your Own: Brand Customization with Our Universal Prompt](#)