Information Technology Services (ITS)
General Information

Nov 8, 2023

Duo Mobile is an essential tool for multi-factor authentication, which helps keep your information and our systems safe. The app is recommended for authenticating with Maricopa systems and services.

We wanted to take a moment to notify you that, **effective February 8th, 2024**, Duo Mobile will only provide full support for Apple iOS 15 and Android 11 or newer operating systems (OSes). Further, this change means that Duo Mobile will no longer support Apple iOS 14 and Android 10 on that date. We are sending this message to ensure you have all the necessary information and guidance to use Duo Mobile without any issues.

Why is this Change Happening?

This change is because Apple and Google frequently release updates to their operating systems, and older OSes eventually go out of support and stop receiving essential security and other updates. Duo engineering teams can continue building more user-friendly and secure features by focusing on newer technology and leveraging enhancements with newer mobile operating systems.

How Does this Change Impact You?

If you use an older mobile device with Apple iOS 14 or Android 10 or earlier, you will no longer receive maintenance fixes or security updates for Duo Mobile. Additionally, you won't be able to download the latest version of Duo Mobile on devices running Apple iOS 14 or Android 10 or earlier from the Apple App Store or Google Play store.

If available, you will need to download a supported version of your operating system that can support the newer app versions released after February 8, 2024.

Other Important Details to Know
It is important to note that end-of-support does **not** mean end-of-life for applications running on devices with older operating systems.

- Users will continue to be able to authenticate using Duo Push on already-installed versions of Duo Mobile
- As a result of these changes, Duo technical support and engineering teams will no longer offer troubleshooting support, bug fixes, or security updates for these devices.

To ensure optimal security and access to the latest features and improvements, we highly recommend that users run the latest version of Duo Mobile on a supported operating system, even though the authentication will still work otherwise.