UMass Boston Multi-Factor Authentication

How to Troubleshoot “Remember me for 30 days”

Try this first: If you are using Internet Explorer, go to Tools, select Internet Options, uncheck the “Delete browsing history on exit” box, and click OK. “Remember me...” should now work as expected. If not, please use the solution below:

If your browser is set to block or delete all cookies, the “Remember Me” feature will not work. To fix this, allow "duosecurity.com" as a trusted exception:

Internet Explorer
1. In Internet Explorer, click “Tools”
2. Select “Internet Options” from the drop down menu
3. Select the “Privacy” tab and click “Sites”
4. In the “Address of website” text box, type: duosecurity.com
5. Click “Allow” then “OK”
6. Click “OK” again to close the Internet Properties window

Firefox
1. In Firefox, click the menu button (i.e. 3 horizontal lines near the top right of the window)
2. Select “Options”
3. On the left navigation bar, select “Privacy & Security”
4. Under History, click “Exceptions” placed next to Accept cookies from sites
5. In the “Address of website” text box, type: duosecurity.com
6. Click “Allow”
7. Click “Save Changes” and close the Options tab

Chrome
1. In Chrome, click the menu button (i.e. 3 dots near the top right of the window)
2. From the drop-down list, select Settings.
3. Scroll to the bottom of Settings and click the advanced settings link
4. Under the Privacy heading, click “Content settings... “
5. Click “Cookies”
6. Next to “Allow”, click Add
7. In the “Site” text field, type: [*].duosecurity.com
8. Click “Add” and close the Settings tab

Safari:
1. In Safari, click “Safari” and select “Preferences” from the drop down menu
2. Select the “Privacy” tab
3. Check “Allow from websites I visit” and close the Preferences tab

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