Troubleshoot the Remember Me feature in Two-Step Verification

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The "Remember Me for 30 Days" feature makes Two-Step Verification more convenient. If you're having a problem using it, try the following.

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If you never see the "Remember Me" option

If your phone goes straight to a push or call, you may have chosen the "Automatically send me a..." option when adding a device after being auto-enrolled in Two-Step Verification. We don't recommend choosing this option because it prevents Remember Me from showing up!

To get the ability to "Remember Me," you'll have to turn the "Automatically" option off. Here's how:

1. When it tries to automatically push or call you, click the cancel button in the blue bar at the bottom.
2. Click "My Settings and Devices" on the left
3. Now you will have to verify - choose the method you prefer (like push, call, or passcode) and verify.
4. Uncheck the "Automatically send me a" checkbox
5. Scroll down and click "Done"
After completing these steps, you'll be back at the verification prompt, and you'll be able to check the "Remember Me" option.

If you see the "Remember Me" option but it doesn't work, the Remember Me feature remembers your current computer browser for 30 days as long as you don't clear your cookies. Here are some of the settings that might cause issues with the Remember Me feature, such as the screen freezing as it unsuccessfully tries to save the cookie.

**Private Browsing Modes**
Are you using an Incognito Window (Chrome) or Private Window (Firefox)? These browsing modes don't remember anything you do - that's their job! Also, separate browsing profiles such as those in Chrome will not remember settings from other profiles.

**Browser Privacy Settings**
Do you have tight browser privacy settings without an exception for Duo? If so, your browser may be unable to create a cookie to track your "Remember Me" option. Here's where to find that option. Note that the cookie comes from the site duosecurity.com, so even if you allow cookies from "sites you've visited" or brown.edu, it may be blocking this cookie. Here are the formats of the cookies for different browsers.

**In Chrome:**

1. You should be able to click this link while in Chrome: `chrome://settings/content`, or Open your Preferences, click the Show advanced Settings link at bottom, look for the Privacy section, click the Content Settings button.
2. The easiest option is to check "Allow local data to be set." However, if you would like a stricter privacy option, you can choose to add an exception for duosecurity.com. Here's a [Chrome article about cookies](#).
**In Firefox:**

1. You should be able to click this link while in Firefox: `about:preferences#privacy`, or go to Preferences, Privacy.
2. In the Privacy section, you can either set it to Firefox Will... Remember History, or if you want to Use Custom Settings for History, make sure Remember Cookies is checked. Here's a Firefox help article about cookies.

**In Safari:**

1. Go to Safari Preferences > Privacy and click Always Allow.
2. Note: Safari 12 for macOS 10.12 or later does not allow setting exceptions for third-party cookies.

**Browser Extensions**

A browser extension you use might interfere with the Remember Me feature. You can temporarily disable an extension and see if that helps. Here are some we found that interfere (if you find any others, leave us a comment below!)

- VisualPing
- Browser extensions that block cookies (such as ad blocking or privacy plugins)

**VPN**

Note: Safari 12 for macOS 10.12 or later does not allow setting exceptions for third-party cookies.

If you're on a Mac and checking the Remember Me feature freezes the login screen in the VPN software, check your Safari security settings. (Even if you never use Safari, you have to look at Safari's settings - the VPN client uses Safari to display the login prompt in VPN).

1. Open Safari
2. Go to Safari > Preferences
3. Go to the Privacy tab
4. Depending on your Safari version, the options will be different.

- If you don't usually use Safari, you can allow the least restrictive privacy options:
  - If you have a section called "Cookies and Website Data," try the option "Always Allow"
  - If you have a section called "Block Cookies and other website data," try the option "Never"
- If you DO usually use Safari, you may not want to open up your privacy settings so much. Doing this requires an additional step:

  - If you have a section called "Cookies and Website Data," try the option "From
If you have a section called "Block Cookies and other website data," try the option "From third parties and advertisers"

THEN open Safari, visit vpn.brown.edu, and log in using the Remember Me feature (this should make it a trusted website)

After doing this, close out of your settings, quit and reopen the VPN software, and try to connect again.

**Phone Apps**

When you are signing in through an app instead of a web browser, the app might interfere with your ability to Remember Me. Here are some known issues. We are working with the vendors of these apps - for now, just leave Remember Me unchecked in these apps.

- Workday app