

# 2FA with no internet

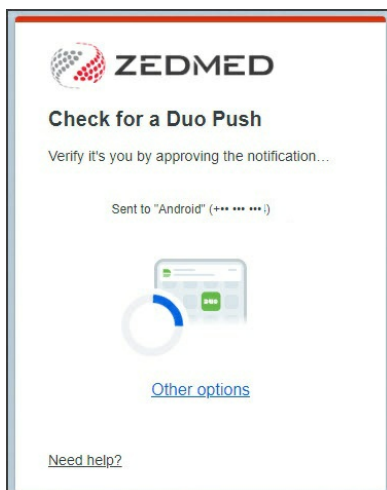
Version: 1.00 | Last Modified on 25/03/2026 8:44 am AEDT

If you do not have a signal on your mobile phone, DUO will not be able to send you an **Approval** request. If this happens, you can use a DUO passcode to log in.

**Note:** If you have no internet due to your phone service, you can enable wireless on your phone and continue using DUO approval requests.

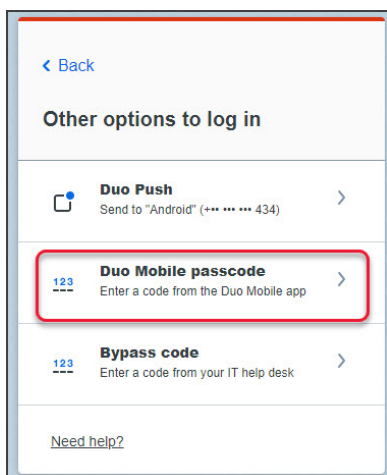
To log into Zedmed Cloud with a passcode:

1. When DUO opens on your desktop, select **Other options**.



2. Select **DUO Mobile passcode**.

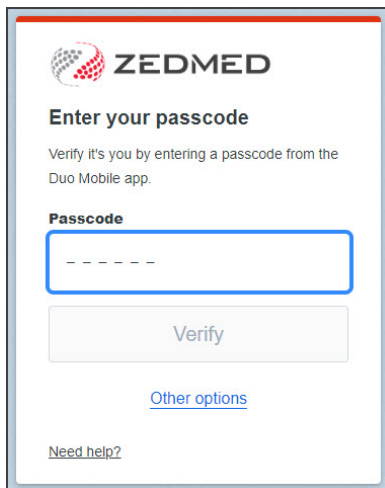
The **Enter your passcode** screen will open.



3. On your phone, open DUO and select the **Offline** option.

This will display a 6-digit number.

4. In the **Enter your passcode** screen on your workstation, enter the 6-digit code shown on your mobile phone.
5. Select **Verify**.



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**Enter your passcode**

Verify it's you by entering a passcode from the Duo Mobile app.

**Passcode**

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Verify

[Other options](#)

[Need help?](#)

6. Select **Yes, this is my device**.
- DUO will log you into Zedmed Cloud.



**ZEDMED**

**Is this your device?**

If you're the only person who uses this device, Duo will remember it for future logins.

Yes, this is my device

[No, other people use this device](#)