

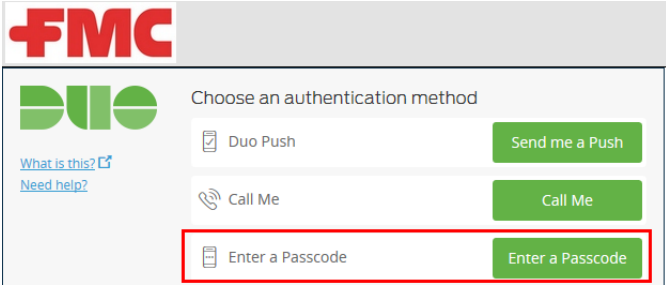
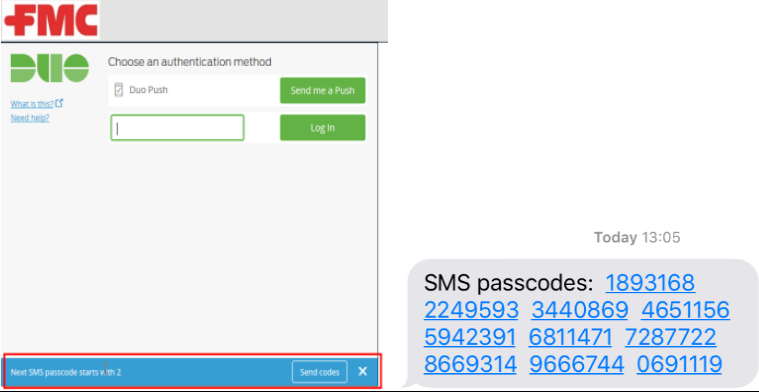
DUO Security Frequently Asked Questions:

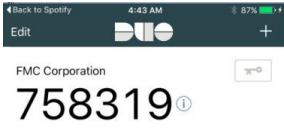
If you have any questions or need assistance, please contact your local site IT support representative or your regional IT service support group

North America and Asia: Helpdesk@fmc.com : +1 888-852-3270

Europe: Helpdesk@fmc.com : +45 88 300 199

South America: Service.Desk@fmc.com :+55 19 3115 4505

QUESTION	ANSWER
<p>I don't have a smart phone OR I have smart phone but limited space to install DUO Mobile Application</p>	<ul style="list-style-type: none"> ▪ A text based mobile phone can be enrolled and used with the service. ▪ Steps 1 & 2, can be skipped in the instructions since no App needs to be installed ▪ Choose "Other" device type on Step 7. ▪ When ready to login, Click Enter a Passcode and click 'Send codes.'  
<p>I don't have an FMC company owned mobile device.</p>	<ul style="list-style-type: none"> ▪ A personal smart or mobile device can be used for this service. ▪ There is no real charge for the Push Notification when using WIFI and a very small data use when on mobile data. ▪ Text messages can incur charges internationally. Where a smart device is not available and international travel is expected, a hardware token can be requested.
<p>I sponsor an external vendor or company who requires remote access to</p>	<ul style="list-style-type: none"> ▪ Contractors and other non-FMC users must also enroll in the second factor authentication process to continue to use remote access.

<p>the FMC computing environment to work.</p>	<ul style="list-style-type: none"> ▪ The sponsor should forward the instructions to enroll their mobile devices or request hardware tokens to be sent to them. ▪ Contractors with multiple users sharing a single remote connection to FMC, can use a hardware token or work with local site IT resources to enroll their individual devices for remote access. During the login process, they will have the option to select which device to send the second factor notification to. ▪ A sponsor can also generate 10 Passcodes via SMS and forward to the contractor to provide 10 consecutive logins with the Passcodes. The System will specifically mention the beginning number of the code to be used. If all the codes have been used, another set of 10 SMS Passcodes can be generated. <p style="text-align: center;">Today 13:05</p> <div style="border: 1px solid #ccc; border-radius: 10px; padding: 10px; background-color: #f0f0f0; width: fit-content; margin: 10px auto;"> <p>SMS passcodes: 1893168 2249593 3440869 4651156 5942391 6811471 7287722 8669314 9666744 0691119</p> </div>
<p>How do I requested a Hardware Token</p>	<p>Contact your local IT resource, call or email your regional corporate service support teams:</p> <ul style="list-style-type: none"> ▪ North America and Asia: Helpdesk@fmc.com : +1 888-852-3270 ▪ Europe: Helpdesk@fmc.com : +45 88 300 199 ▪ South America: Service.Desk@fmc.com :+55 19 3115 4505
<p>I have enrolled in the service, but have a new mobile phone or lost the token in the Application.</p>	<ul style="list-style-type: none"> ▪ When a device is replaced but with the same number; Passcode based login can still be used to get in. ▪ To activate a DUO security token for a new or empty smart phone application, contact your local site IT support resources or the regional support service centers listed above to get the new device activated for use with the service.
<p>I have enrolled in the service, but changed my mobile phone or change my mobile number.</p>	<p>Contact your local site IT support resources or the regional support service centers listed above and inform them of the change. The support resource will delete your enrollment and will request you to re-enroll using the same procedure.</p>
<p>I have enrolled in the service, but I don't have Internet service or Cell service on my mobile.</p>	<p>Software token can be used. Just tap the key button on the DUO Mobile App to generate a code.</p>  <p>The screenshot shows the DUO Mobile App interface. At the top, it says 'Back to Spotify', '4:43 AM', and '87%' battery. Below that, there's an 'Edit' button, the DUO logo, and a '+' icon. Underneath, it says 'FMC Corporation' and a large passcode '758319' with a small '1' in a circle next to it. There's also a small icon of a phone with a signal strength indicator.</p>
<p>I have enrolled in the service, but lost my mobile device.</p>	<p>Contact your local site IT support resource or the regional support centers listed above and inform them about the lost device. The support team will delete our existing phone registration and will provide you with an emergency bypass code. The bypass code will provide temporary access for a set period of time, usually a day to allow a new device to be enrolled.</p>

<p>I have enrolled in the service, but want to register additional device.</p>	<p>Contact your local site IT support resource or the regional support centers listed above and provide them with the necessary details: mobile number, type of device (Mobile/Landline) and Platform (Android, Apple, Windows Phone, etc). If this is a mobile phone, support will send an activation instruction via SMS. Landline can be used as second factor immediately after support added it.</p>
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