DUO Multifactor Authentication (MFA)

This is a manual that contains pertinent information about adding the DUO security feature to your SLC account.

May 2024

DUO Multifactor Authentication

What is DUO?

DUO is a security technology that requires a person to use a secondary form of authentication to access their IT account. Even if someone were able to steal your password, they could not easily bypass this second layer of security. This technology allows us to better protect our confidential student and staff information. It also allows us to secure St. Lawrence College's IT network.

DUO – SLC Security Authentication

As a matter of security, all SLC students, staff, and faculty **must** be enrolled in DUO to access their network accounts. Without DUO, you will not be able to proceed past the initial login screen. Staff, if you do not have a compatible device of your own, please contact your manager to make other arrangements to access DUO. Students, please contact slc.me@sl.on.ca if your device is not compatible.

## Setting up DUO on your Personal Device/Cell Phone

1. While you are setting up your cell phone, you will have to initiate the process from your computer/laptop. You will see a QR code on your computer as you walk through the process.
2. To begin, you will need to go to the SLC.me landing page http://slc.me on your computer.
3. You will be able to login with your SLC email address and password. Remember that your SLC email address ends with '@sl.on.ca' (for staff) and '@student.sl.on.ca' (for students). Click on 'Next'.

St. Lawrence
College
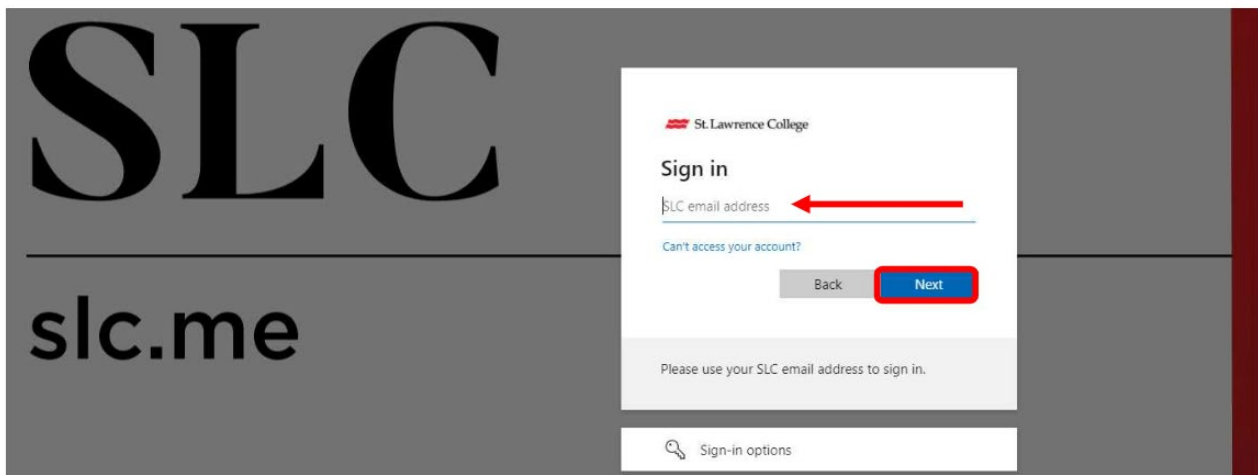
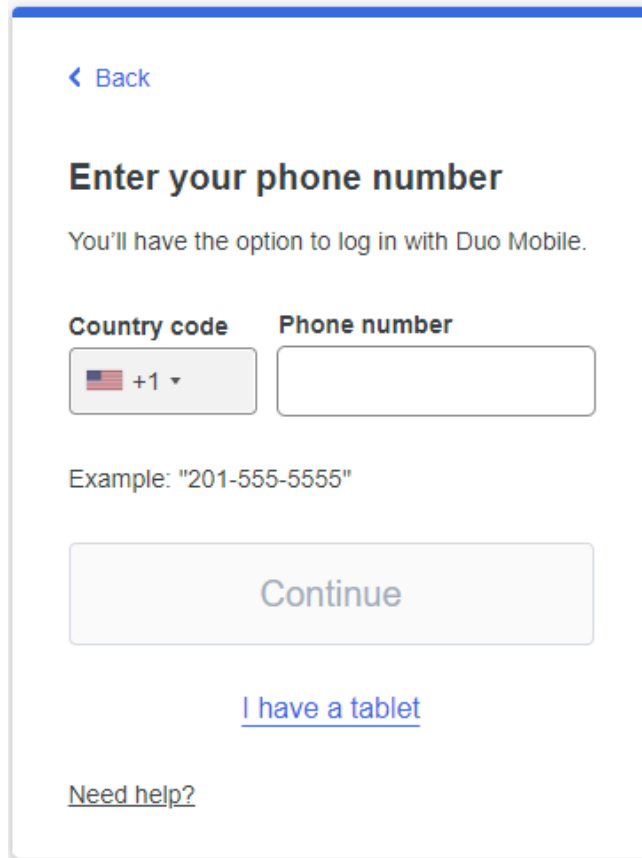4. You will now be presented with a DUO prompt. Click on 'Get Started'
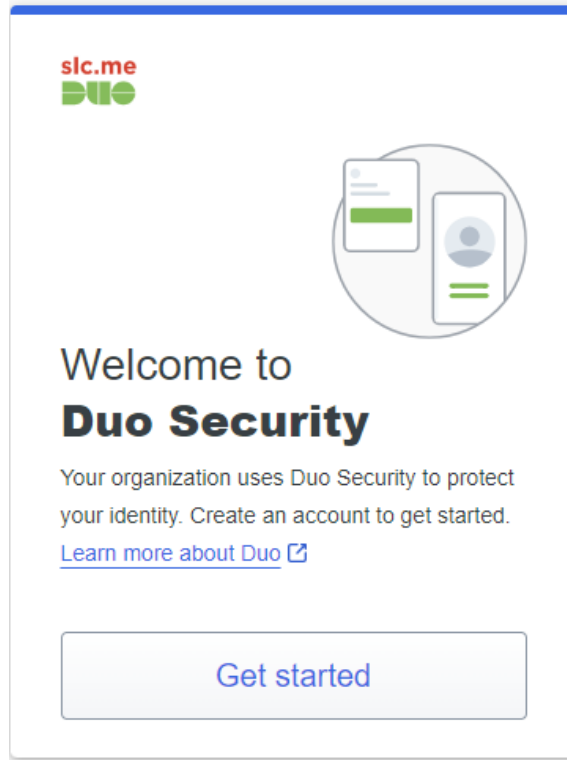
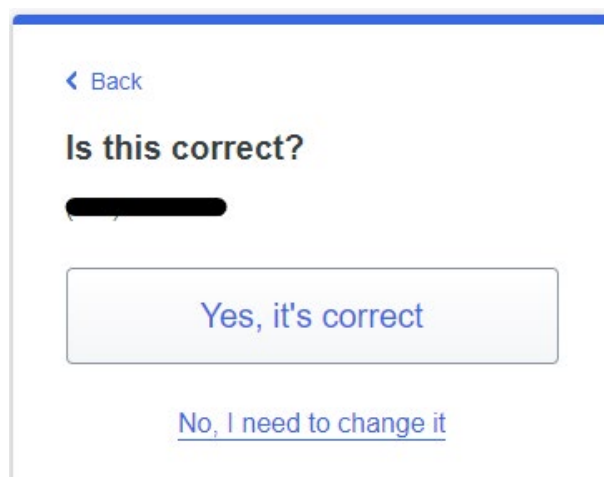5. Click on the recommended "Duo Mobile" option.
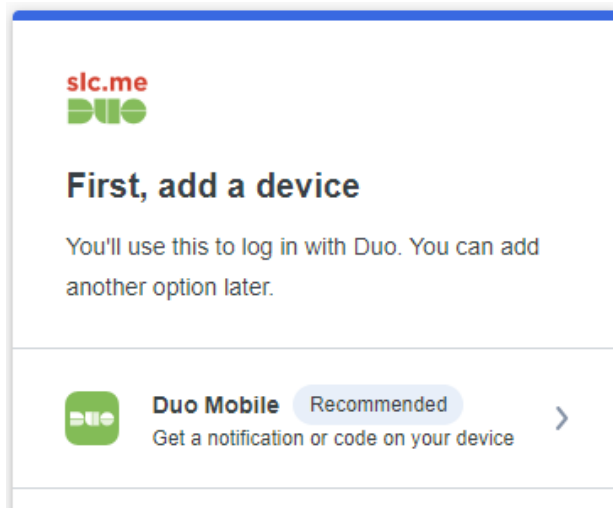
6. Enter your phone number here (starting with choosing your appropriate country code from the drop-down field), following the example provided in the prompt. After inputting your number, click "Continue".

    a. Note, that if your phone number is associated with another SLC account, then you will have to choose the "I have a tablet" link from the prompt.

b. Alternatively, you can choose "I have a tablet", if your device does not have a phone number, such as using an Apple or Android tablet device.

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Enter your phone number

You'll have the option to log in with Duo Mobile.

Country code   **Phone number**

🇺🇸 +1 ▾

Example: "201-555-5555"

Continue

I have a tablet

Need help?

7. You may be prompted to confirm your number on the next screen. Verify that it is correct, or choose "No, I need to change it" for another opportunity to enter it.

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## Is this correct?

Yes, it's correct

No, I need to change it

8. At this point, the system will prompt you to download and install the Duo Mobile app.
    a. For SLC staff who have a corporate phone, the Duo Mobile app will already be on your device. For other devices, you will need to download the app.
    b. The app is available from the App Store (Apple) or Google Play (Android).
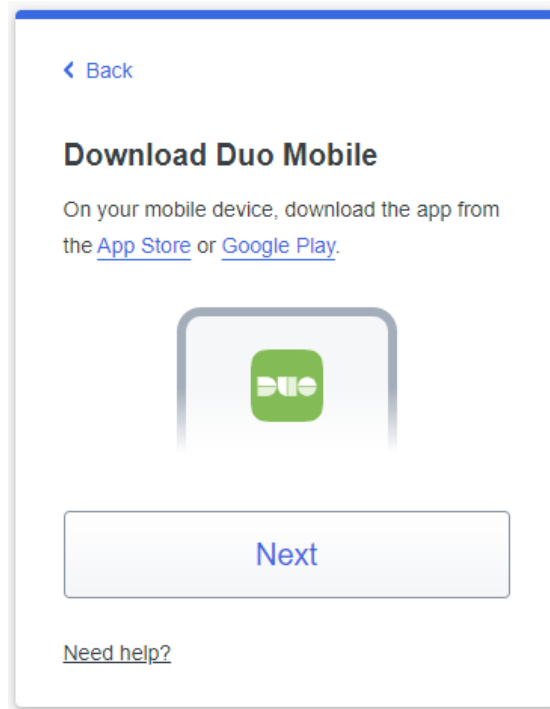

9. The prompt will now give you a QR code to scan from the mobile app:
    a. Open Duo Mobile on your device.
    b. Click the "Add +" button in the upper right corner of the app.
        i. Provide the app permission to user your camera, if prompted.
    c. Choose "Use QR code" when prompted.
    d. Point your camera toward the on-screen QR code, taking care to center it in the frame – being 8 to 12 inches away is a good starting point.
        i. If anything is blocking the on-screen QR code, such as your mouse cursor or another window, then the app will not be able to read the code. Be sure nothing is blocking any part of the QR code.
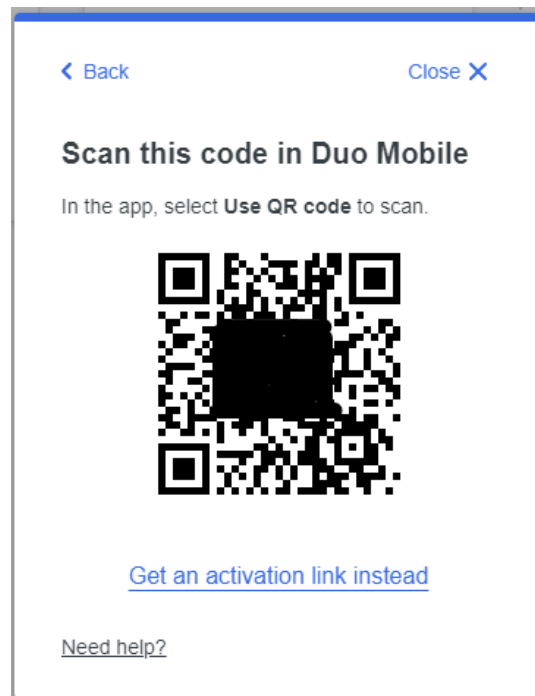
10. Once your app scans the QR code, you can provide the account with a name within the app. This is optional but is recommended. Click "Save" on the app.

11. The Duo prompt on your computer will automatically update to a "Added Duo Mobile" as soon as you scan your QR code. Click "Continue"
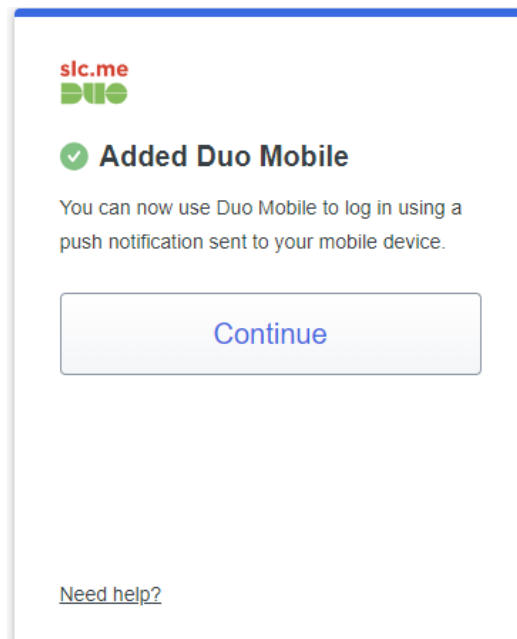
12. Click "Log into Duo".
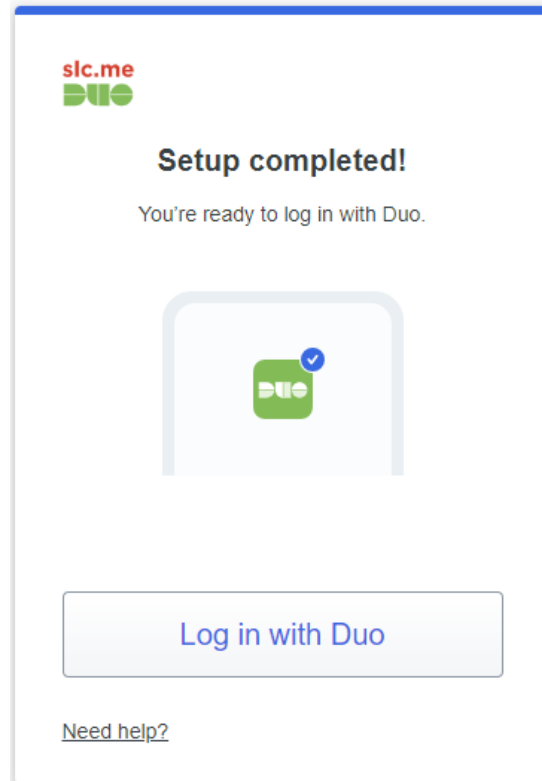
13. You will receive a push notification to your device. Once accepted on your device, you should be logged into your SLC account.

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If Duo Push is not available on your device, or if you want to update settings on your Duo profile, you can choose "Other options" from the bottom of the Duo prompt. This is only available during the logon process.

You are presented with a list of choices if you have chosen "Other options" from the Duo prompt, including:

- Duo Push: sends a push notification to your device.
- Duo Mobile Passcode: this will give you a temporary passcode to authenticate and is useful if your device does not have data (such as cellular or wifi) available to receive a push notification.
- Bypass code: if you don't have the device you setup Duo with initially, you can receive a temporary bypass code from the IT Service Desk. That code can be entered here.
- Manage devices: here, you will be able to add or edit any devices associated with Duo. You will need to verify your identity with a push notification or passcode to enter the management tool.
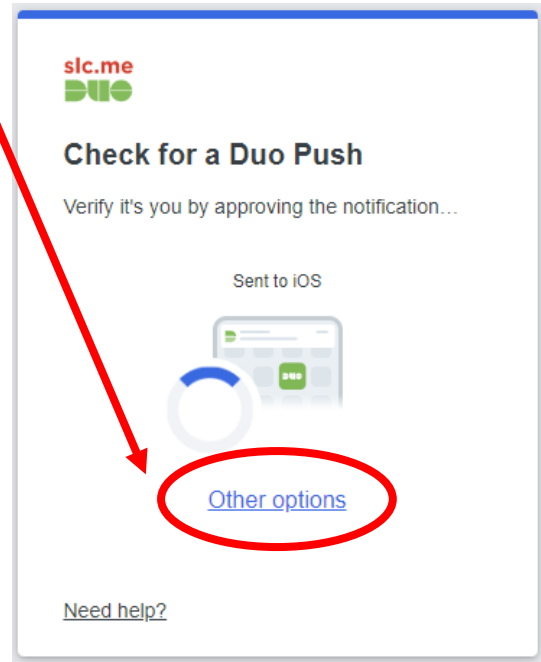
If you have any questions or concerns, for students contact the Student IT Service Desk at ext. 1000 or slc.me@sl.on.ca, for staff and faculty you can submit a TOPdesk service request at ITS-Can't Find It? - Self-Service Portal (topdesk.net) or call x4357 for urgent issues.