

**DUO  
Multifactor  
Authentication  
(MFA)**



**St. Lawrence  
College**

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

August 2024

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## What is DUO?

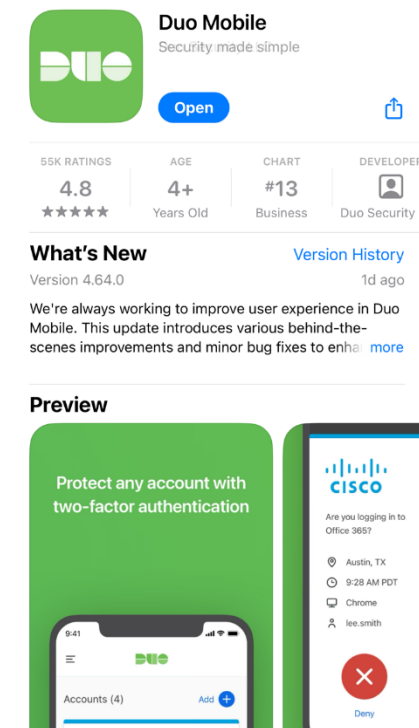
DUO is a security technology that requires a person to use a secondary form of authentication to access their IT account. Even if someone were able to steal your password, they could not easily bypass this second layer of security. This technology allows us to better protect our confidential student 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. If you do not have a compatible device of your own, please contact [slc.me@sl.on.ca](mailto:slc.me@sl.on.ca), or submit a TOPdesk ticket, and we may be able to grant you a bypass code for a specific amount of time (maximum 11 months if necessary).

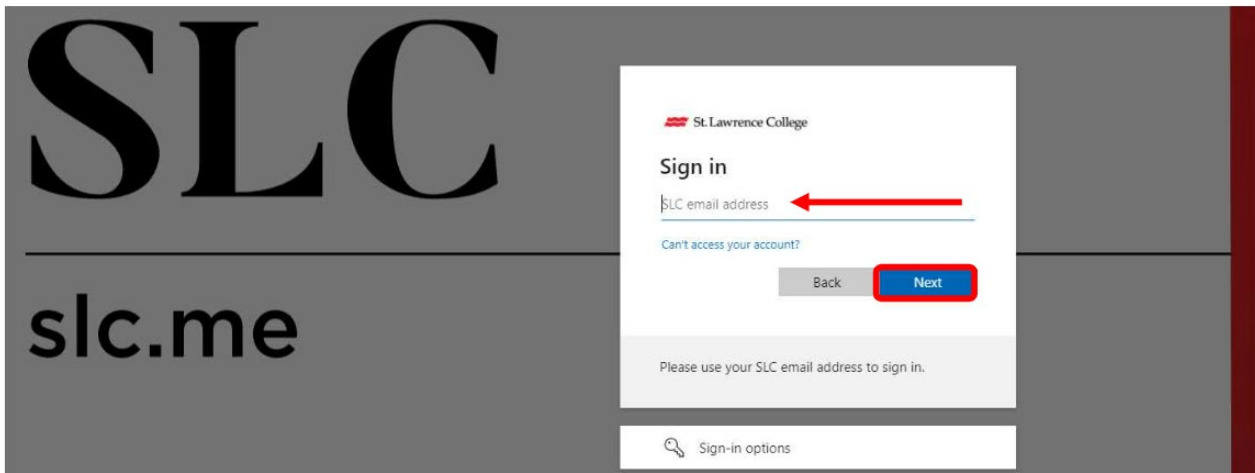
## Installing DUO Mobile on your personal cell phone or tablet

1. Download the DUO mobile app from your mobile phone's App Store (Mac) or Play Store (PC). If DUO is not compatible on your device, please reach out with a screenshot and we will assist you further

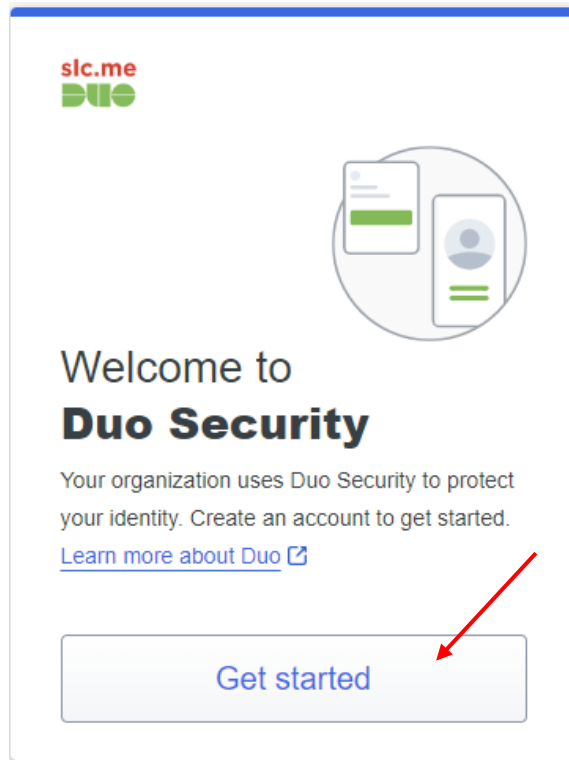


## Setting up DUO on your laptop/computer

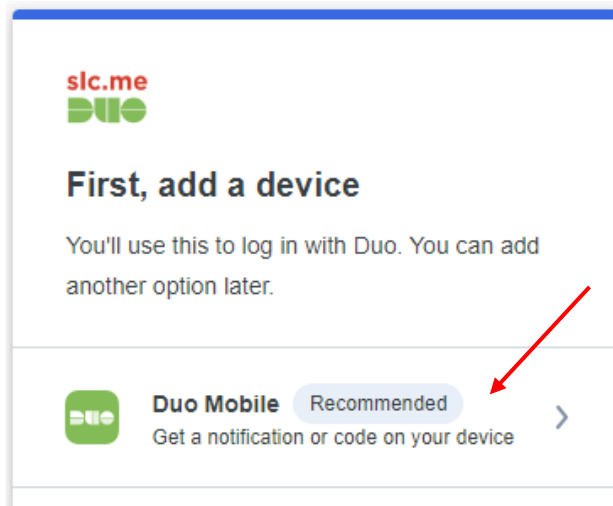
1. Once the DUO mobile app is downloaded onto your phone, open a browser of your choosing on your laptop/computer. (i.e. Chrome, Safari, Firefox, Edge...)
2. To begin, you will need to go to the SLC.me landing page <https://slc.me> on your computer.
3. You will be able to login with your SLC email address and password. Remember that your SLC email address ends with '@student.sl.on.ca'. Click on 'Next'.



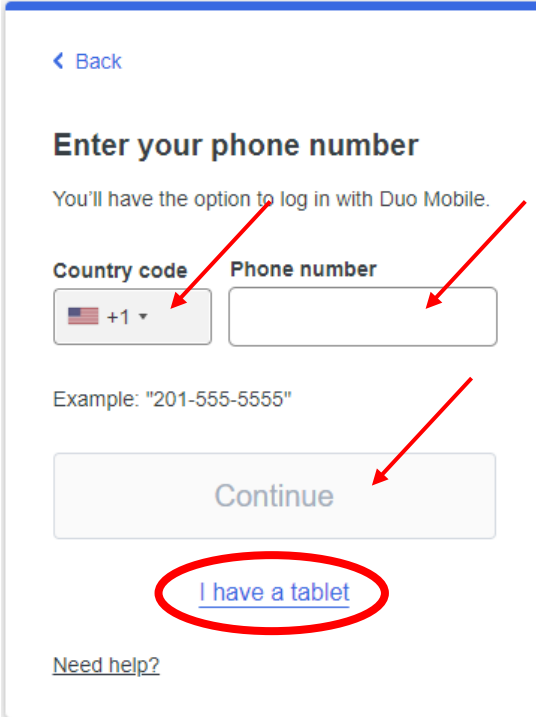
4. You will now be presented with a DUO prompt. Click on 'Get Started'



5. Click on the recommended "Duo Mobile" option.



6. Enter your phone number here, by clicking on 'Country code' and changing it to 'Canada'.



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### Enter your phone number

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

Country code Phone number

+1

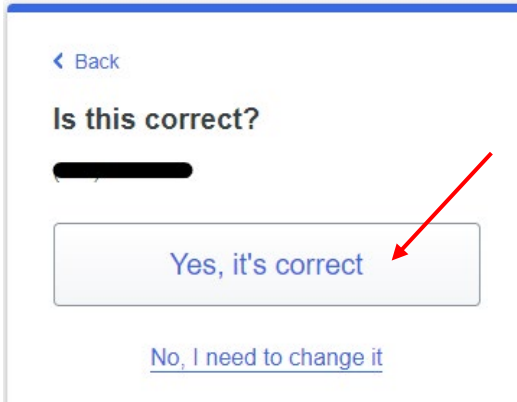
Example: "201-555-5555"

Continue

[I have a tablet](#)

[Need help?](#)

7. After inputting your number (with area code), 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. You can also choose "I have a tablet", if your device does not have a phone number, such as using an Apple or Android tablet device.
8. 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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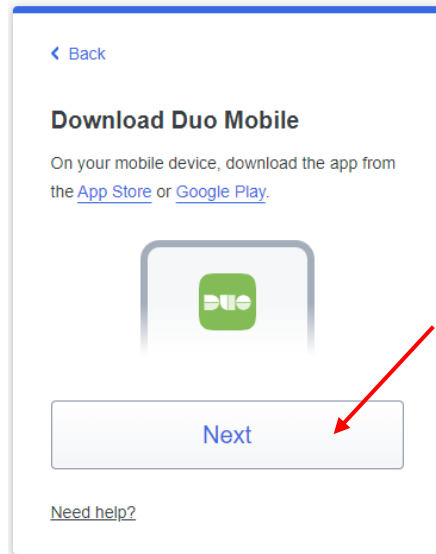
### Is this correct?

██████████

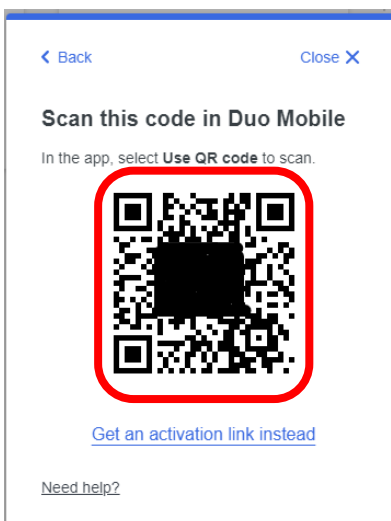
Yes, it's correct

[No, I need to change it](#)

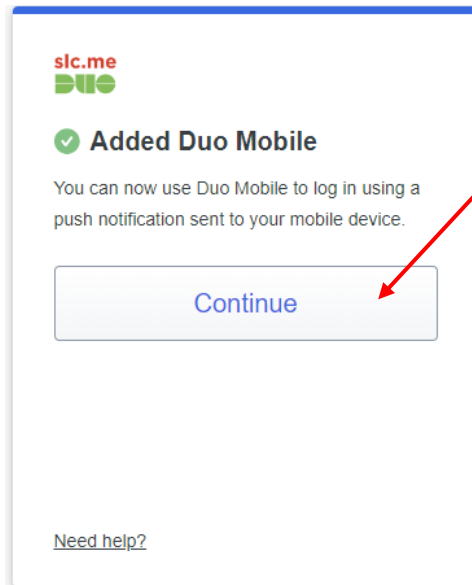
9. At this point, the system will prompt you to download and install the Duo Mobile app, if you haven't done that already.
  - a. As previously mentioned, the DUO mobile app is available from the App Store (Apple) or Google Play (Android).



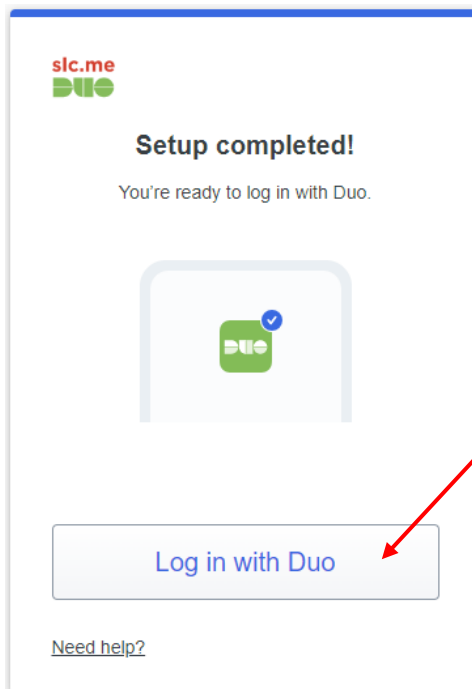
10. The prompt will now give you a QR code to scan from the mobile app:
  - a. Open Duo Mobile on your cell phone/device.
  - b. Click the "Add +" button in the upper right corner of the app.
    1. Provide the app permission to use your camera, if prompted.
  - c. Choose "Use QR code" when prompted.
  - 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.
    1. 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.



11. Once your app scans the QR code, you can provide the account with a name within the app. Typically, 'St. Lawrence College' is already auto populated for you. Leaving it as populated is optional but recommended. Click "Save" on the app.
12. The Duo prompt on your computer will automatically update to a "Added Duo Mobile" as soon as you scan the QR code. Click "Continue"



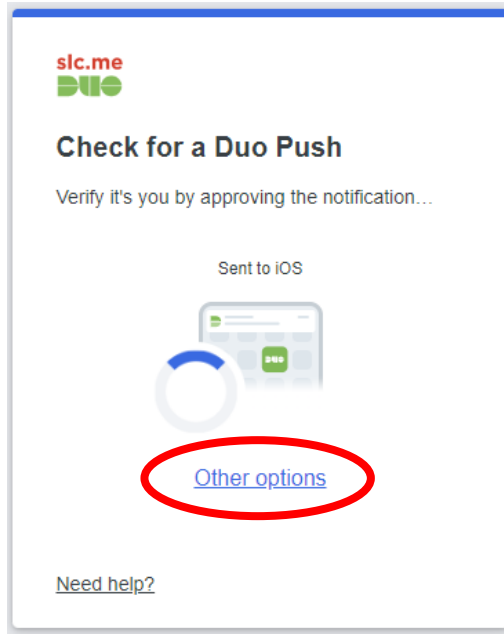
13. Click "Log into Duo".





14. You will receive a push notification to your device. If it is you attempting to log into the slc.me portal, go ahead and click on 'Accept'. If you ever are prompted, but you are not the one attempting to log into your slc.me portal, then click on 'Deny'. Once accepted on your device, you should be logged into your slc.me portal.

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.



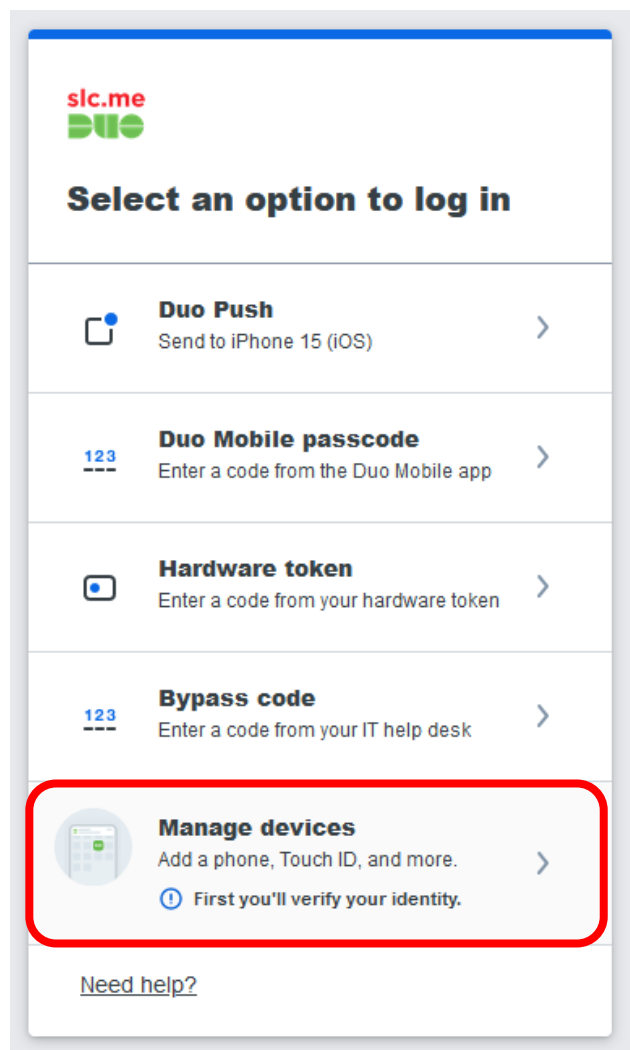
You are presented with a list of choices if you have chosen "Other options" from the Duo prompt, including:

- a. Duo Push: sends a push notification to your phone/device.
  - b. 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 Wi-Fi) available to receive a push notification.
  - c. 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.
  - d. 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 this management tool.
15. If you have any questions or concerns, please contact the Student IT Service Desk at ext. 1000 or [slc.me@sl.on.ca](mailto:slc.me@sl.on.ca), or you can submit your own IT self-service TOPdesk ticket at: <https://slc.topdesk.net>

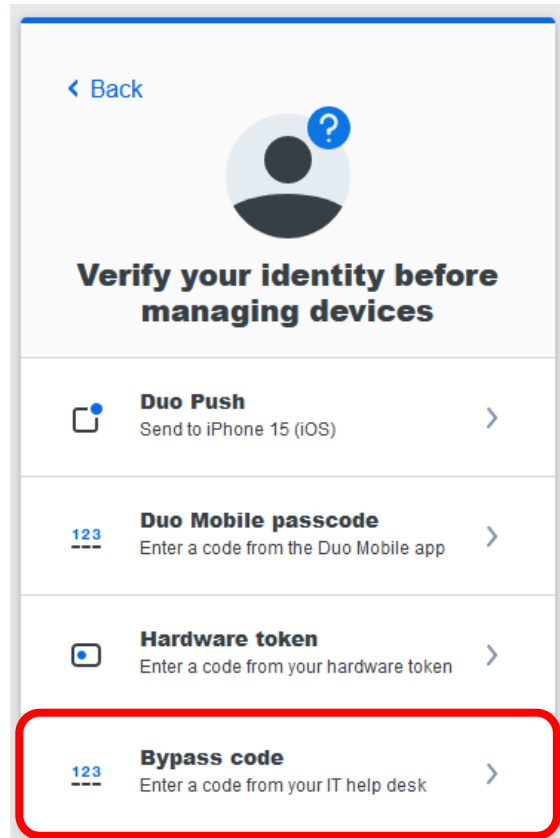
## Did you get a new phone, and DUO isn't working anymore?

If you got a new cell phone, DUO likely isn't working anymore. This is the case even if you kept the same phone number. You can reach out to the IT Service Desk for a temporary DUO bypass code.

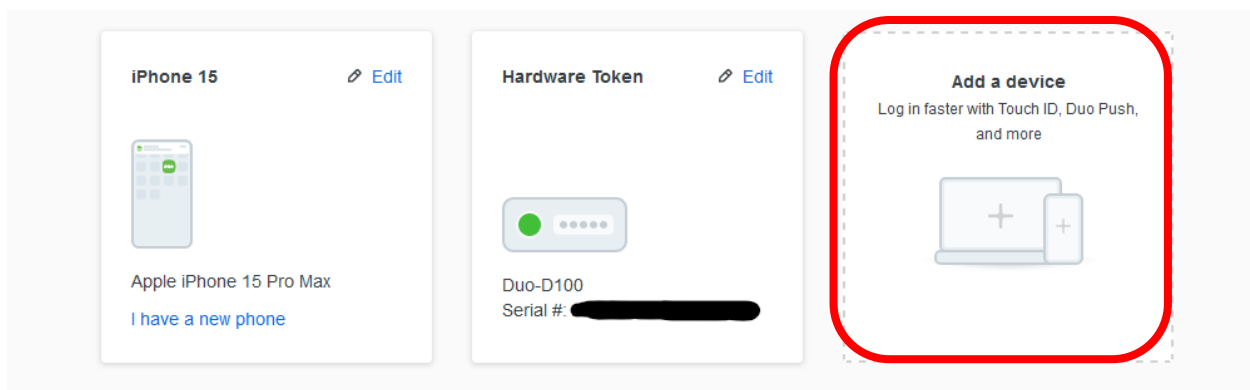
1. Once DUO mobile pops up, you will need to add your new device.
  - a. Choose "Other options" from the Duo Prompt.
  - b. Choose "Manage devices" from the list.



2. On the next screen, please choose Bypass Code, to enter the temporary bypass code you received from the IT Service Desk, which will verify your identity.



3. From the tiles, find your current phone/device and choose "I have a new phone".
  - a. You can also choose to "Add a device" from the tile on the far-right.
  - b. If the mobile phone option does not work, then click the tablet option. (It will prompt you to select the type of tablet you are adding. IOS if it is Apple and Android for any other)



8. You will see the phone number of the account you just added alongside other numbers and settings.
  - a. Remove any previous devices and tokens to avoid further confusion. **Please do not delete the account you just added.**
  
9. Click on 'Send me a push' and click 'Accept' in your DUO mobile app (the system may send you this Push automatically). **You will now have access to your SLC.me portal.**

**You have now set up your Duo Mobile!** Each time you sign in you will just need to send yourself a push and click accept. If a DUO notification pops up while you're not signing in, please click the deny option.

## Having Issues? Contact Us:

If you have any questions or concerns, please contact the Student IT Service Desk at ext. 1000 or [slc.me@sl.on.ca](mailto:slc.me@sl.on.ca), or you can submit your own IT self-service TOPdesk ticket at: <https://slc.topdesk.net>