

DUO Multifactor Authentication (MFA)



St. Lawrence College

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

September 2023

What is DUO?

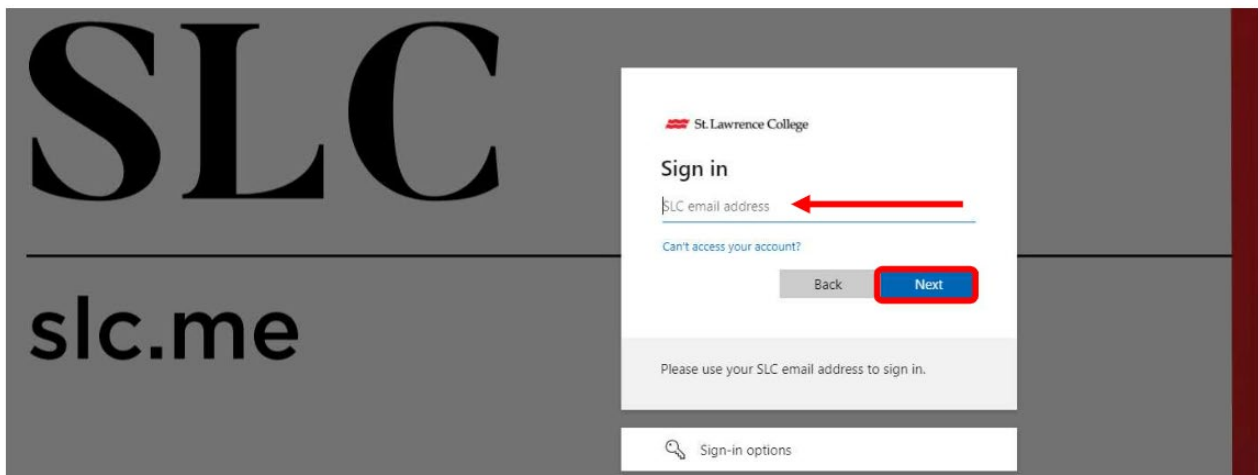
DUO is a security technology that requires a person to use a secondary form of authentication to access their IT account. Even if someone were able to steal your password, they could not easily bypass this second layer of security. This technology allows us to better protect our confidential student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

DUO – SLC Security Authentication

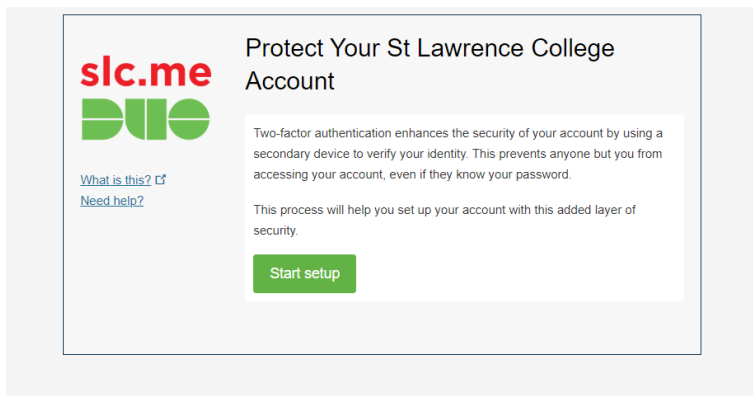
As a matter of security, all SLC users, including applicants, students, staff, and faculty **must** be enrolled in DUO in order to access their network accounts. Without DUO, you will not be able to proceed past the initial login screen.

Setting up DUO on your Personal Device/Cell Phone

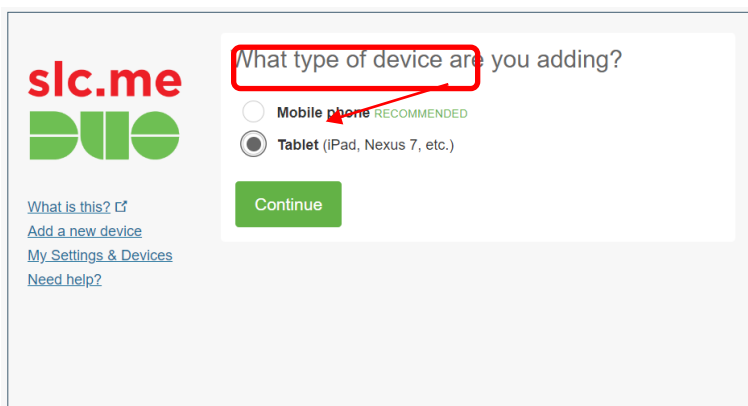
1. While you are setting up your cell phone, you will actually have to initiate the process from your computer/laptop. You will see a QR code on your computer as you walk through the process.
2. To begin, you will need to go to the SLC.me landing page <http://slc.me> on your computer.
3. You will be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



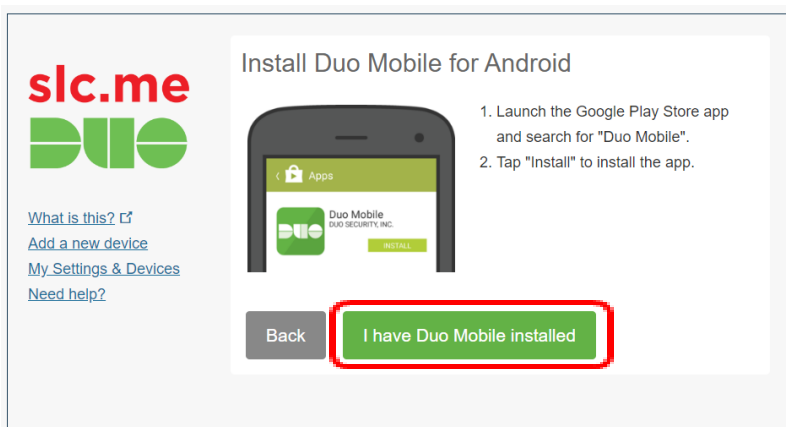
4. You will now be presented with a DUO screen. Click onto “Start Setup”



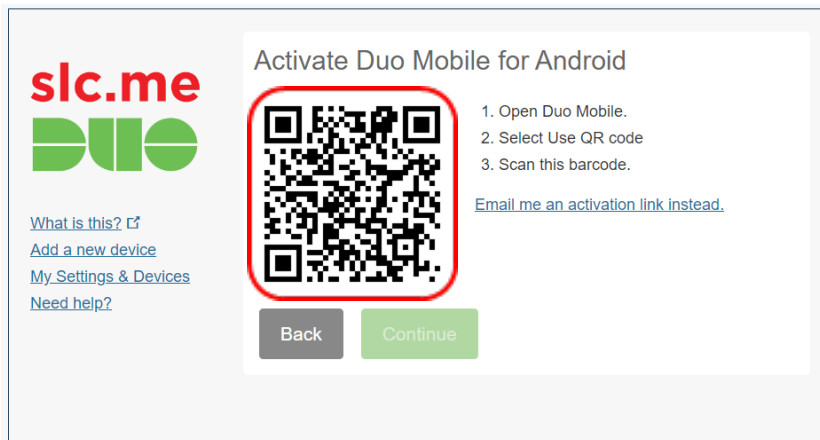
5. Then you should be able to continue to add your new device. Please add your cell phone as a **‘Mobile Phone’**. If your cell phone is already associated with another SLC account (such as students who are working as bursary staff), you can choose **‘Tablet’** to continue through the setup. Click on ‘Continue’.



6. The system will ask you to indicate whether you have an iOS (iPhone) or Android device.
7. You will be prompted to make sure you have downloaded the Duo Mobile App to your cell phone (or other device like an iPad) before proceeding. You will be able to find the App from the AppStore (iOS) or Play Store (Android). Once you’ve downloaded the App on your device, click ‘I have Duo Mobile installed’



8. The next screen will display a QR code. You will then need to open the DUO app on your cell phone/device, and click the '+' in the top right-hand corner, in order to add that phone/device. Alternately, your cell phone may prompt you to 'Use a QR code'. Make sure that the full QR code is visible on the computer screen, and that the pointer/arrow isn't accidentally sitting on top of it. Then hold your cell phone about 12" away from your computer monitor, so the phone will scan the QR code. You may need to allow the App to access your camera for this step.



You will notice a green check mark will appear over the QR code, and a 6-digit number will be populated on the DUO app on your phone. You can close the DUO app on your phone, and then scroll down on your computer screen and select 'Continue'.

9. Scroll down to the bottom of the next screen, and select 'Continue', without making any changes. Leaving this screen, without making changes, will allow you to always choose which authentication method works best for you at any given time. Most of the time, it will be a push to your phone, but sometimes you may want to enter a passcode.

10. The last screen will prompt you to log in by choosing one of the authentication methods. Choose 'Send Me a Push', and if you have notifications turned on for your phone, you will be notified that you have a message from the DUO app. You can simply tap on that message, and then click on 'Yes, it's me' to allow yourself access.
11. If you get a slc.me DUO notification on your cell phone (or other device) asking 'Are you logging in to SLC Azure AD?', and you have not requested to push an authentication to your device, make sure to 'Deny' the request. You do not want to inadvertently allow someone else to access your account.

If you encounter any issues, please contact the IT Service Desk at x4357 or ITS@sl.on.ca