

**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.

July, 2022

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.

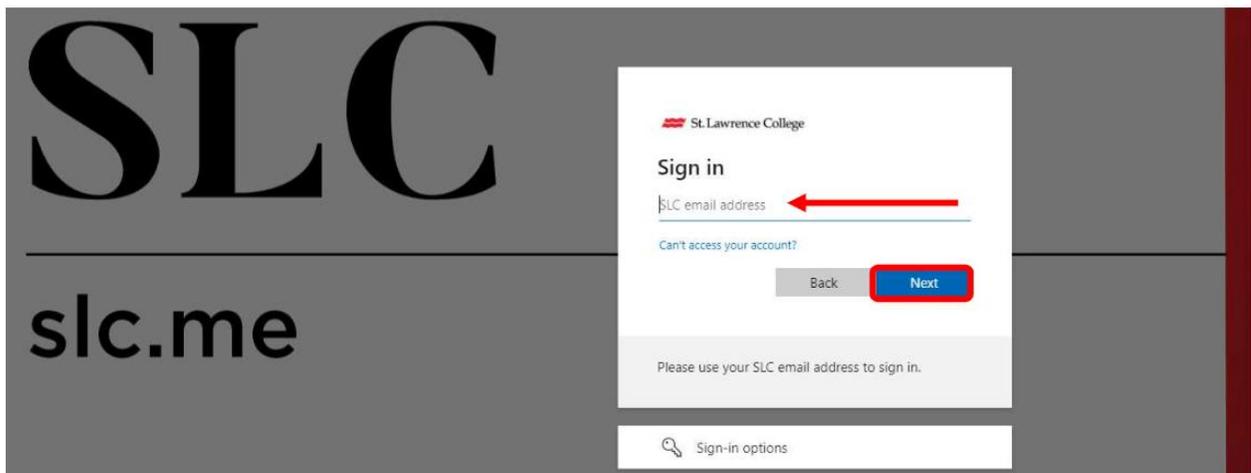
DUO – SLC Security Authentication

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

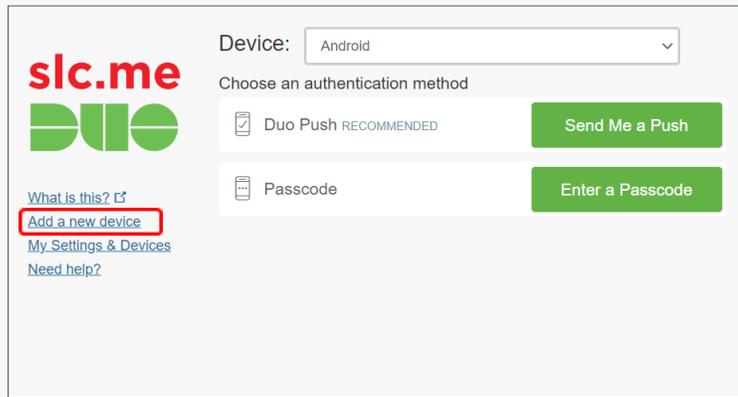
The IT Service Desk will assign new employees a temporary DUO bypass code that will be active for 1 month. You should use this bypass code to get DUO mobile set up on your personal cell phone/device. If you do not have a compatible device of your own, please contact your manager to make other arrangements to access DUO.

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 email address and password. Remember that your SLC email address ends with '@sl.on.ca' Click on 'Next'

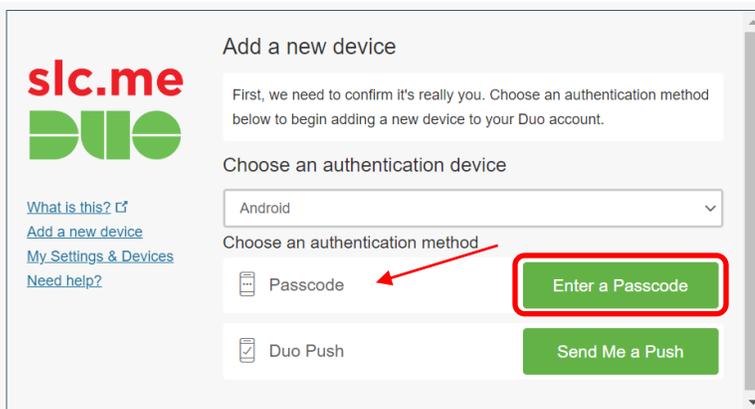


4. You will now be presented with a DUO screen.
5. **Do not** authenticate; instead, click on 'Add a new device' on the left side of the window



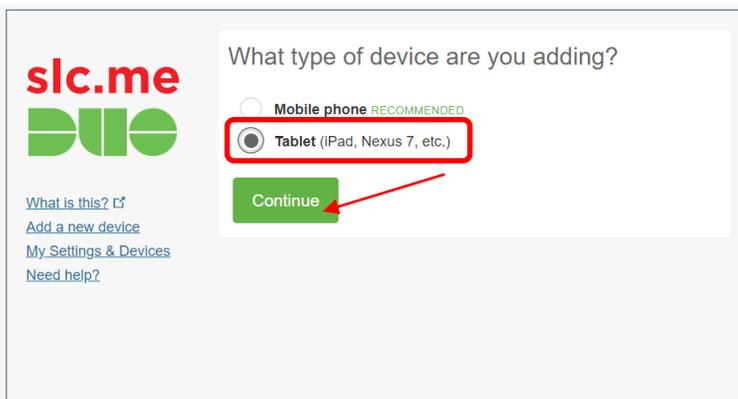
The screenshot shows the slc.me DUO login interface. On the left, there are links: 'What is this?', 'Add a new device' (highlighted with a red box), 'My Settings & Devices', and 'Need help?'. The main area has a 'Device:' dropdown set to 'Android'. Below it, under 'Choose an authentication method', there are two options: 'Duo Push RECOMMENDED' with a 'Send Me a Push' button, and 'Passcode' with an 'Enter a Passcode' button.

6. When it asks you to prove you are 'You', you can use the temporary DUO bypass code provided to you by IT. Then select 'Log In'



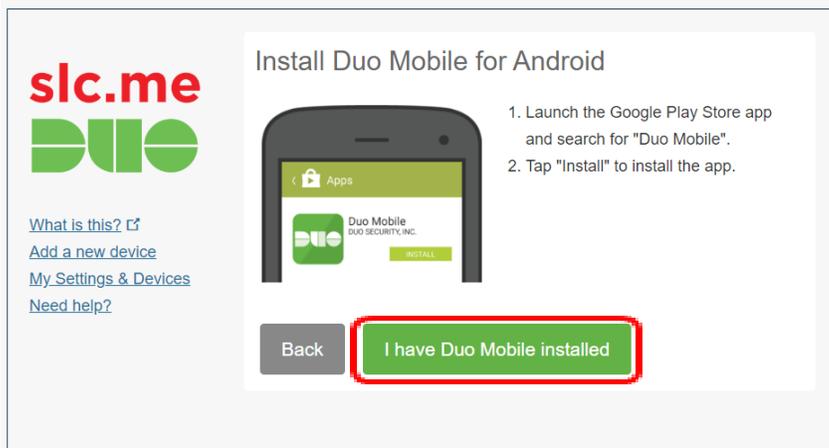
The screenshot shows the 'Add a new device' screen. It includes the slc.me DUO logo and links: 'What is this?', 'Add a new device', 'My Settings & Devices', and 'Need help?'. The main content area says 'Add a new device' and 'First, we need to confirm it's really you. Choose an authentication method below to begin adding a new device to your Duo account.' There is a 'Choose an authentication device' dropdown set to 'Android'. Below that, under 'Choose an authentication method', there are two options: 'Passcode' (with a red arrow pointing to it) and 'Duo Push'. The 'Enter a Passcode' button is highlighted with a red box.

7. Then you should be able to continue to add your new device. Please add your cell phone as a 'Tablet' even though it may recommend otherwise. Click on 'Continue'.

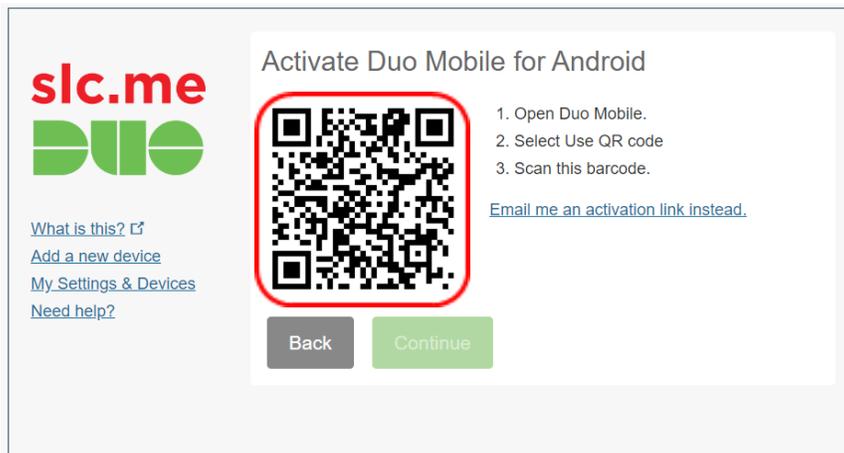


The screenshot shows the 'What type of device are you adding?' screen. It includes the slc.me DUO logo and links: 'What is this?', 'Add a new device', 'My Settings & Devices', and 'Need help?'. The main content area asks 'What type of device are you adding?' and has two radio button options: 'Mobile phone RECOMMENDED' and 'Tablet (iPad, Nexus 7, etc.)' (highlighted with a red box). Below the options is a 'Continue' button, which is also highlighted with a red box and has a red arrow pointing to it.

8. It will ask you to indicate whether you have an iOS (iPhone) or Android.
9. Then it will prompt you to make sure you have downloaded the Duo Mobile App from the AppStore or PlayStore. Once you've done this, you can scroll down, and click 'I have Duo Mobile installed'



10. 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. 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'.

11. 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.
12. 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.

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