

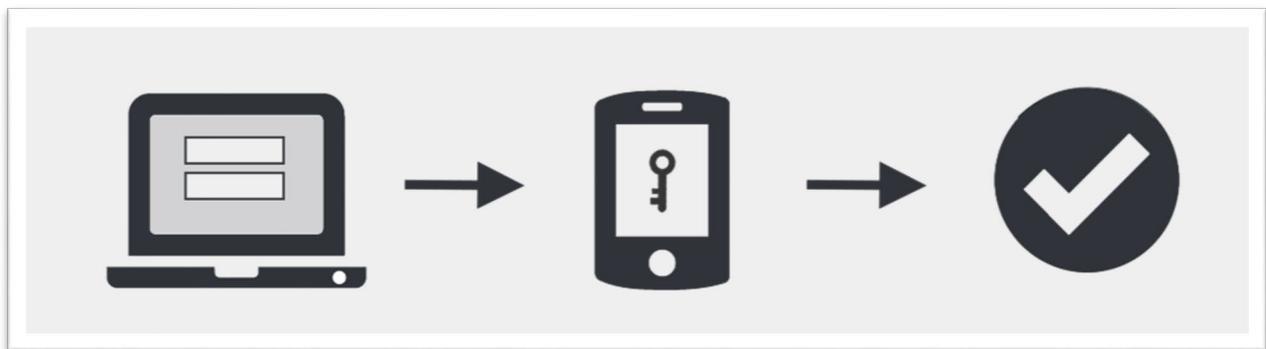
This guide will provide information about multifactor authentication (MFA) and assist in setting up Duo Mobile to securely access College of Coastal Georgia applications that require MFA.

If you do not possess a mobile device or need further assistance, please contact Technology Services Helpdesk at 912-279-5760 or support@ccga.edu.

WHAT IS TWO-FACTOR AUTHENTICATION?

Two-factor authentication adds a second layer of security to your online accounts. Verifying your identity using a second factor (like your phone or one-time-password token) prevents anyone but you from logging in, even if they know your password.

HOW IT WORKS



1. Enter username and password as usual
2. Use your phone to verify your identity
3. Securely logged in

Once you've enrolled in Duo you're ready to go: You'll login as usual with your username and password, and then use your device to verify that it's you.

No mobile phone? You can also use a tablet, or a hardware token. Duo lets you link multiple devices to your account, so you can use your mobile phone and a hardware token, two different mobile devices, etc.

WHY DO I NEED THIS?

Passwords are increasingly easy to compromise. They can often be stolen, guessed, or hacked — you might not even know someone is accessing your account.

Two-factor authentication adds a second layer of security, keeping your account secure even if your password is compromised. With Duo Push, you'll be alerted right away (on your phone) if someone is trying to log in as you.

This second factor of authentication is separate and independent from your username and password — Duo never sees your password.

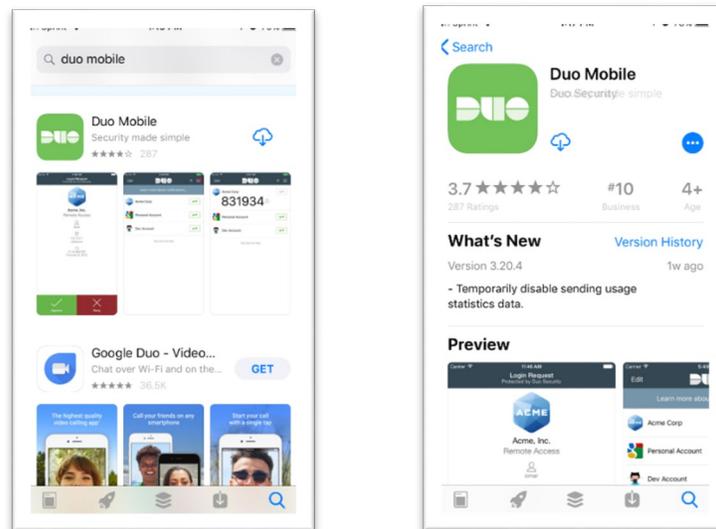
SUPPORTED DEVICES

- iOS
- Android
- Windows Phone
- Cell Phones & Landlines
- Hardware Token

DOWNLOAD THE DUO MOBILE APP

Duo Mobile is an app that runs on your smartphone and helps you authenticate quickly and easily. Without it you'll still be able to log in using a text message or token, but for the best experience we recommend that you use Duo Mobile.

On your mobile device search the Google Play Store or Apple Store for “Duo Mobile” and download the app.



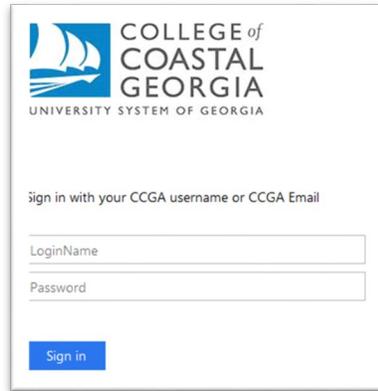
Follow the platform-specific instructions on the screen to install Duo Mobile. After installing the app, follow the enrollment instructions below.

ENROLLING YOUR PHONE OR TABLET IN DUO

Duo prompts you to enroll the first time you log into a protected web application when using a browser or client application that shows the interactive Duo web-based prompt. Alternatively, you might receive an email or text from your organization's Duo administrator with an enrollment link.

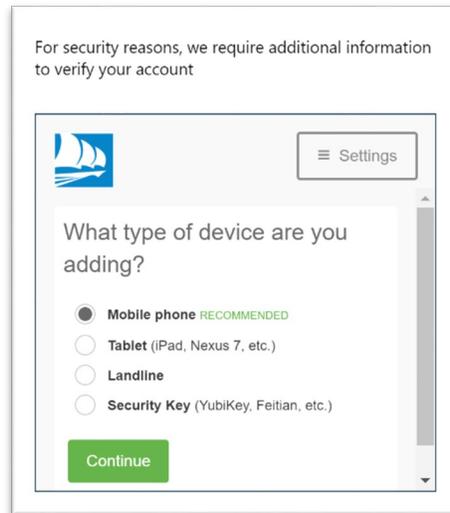
For the widest compatibility with Duo's authentication methods, we recommend recent versions of Chrome and Firefox. Using your PC's web browser(preferably Chrome), navigate to a CCGA Multi-factor authentication system. This would be any system that requires multi-factor authentication such as OneUSG or Office365 email.

1. Enter your CCGA username and password into the appropriate field and click, **Sign In**.



The image shows a login form for the College of Coastal Georgia. At the top left is the CCGA logo, which consists of a blue square with a white sailboat icon. To the right of the logo, the text reads "COLLEGE of COASTAL GEORGIA" in a bold, sans-serif font, with "UNIVERSITY SYSTEM OF GEORGIA" in a smaller font below it. Below the logo and text, there is a line of text: "Sign in with your CCGA username or CCGA Email". Underneath this text are two input fields: the first is labeled "LoginName" and the second is labeled "Password". At the bottom left of the form is a blue button with the text "Sign in" in white.

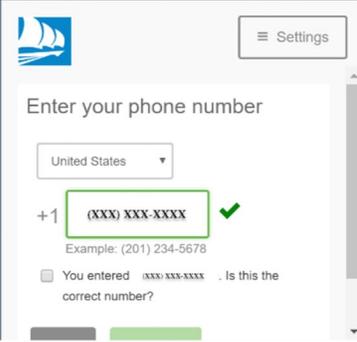
2. Select the type of device you'd like to enroll and click **Continue**. We recommend using a smartphone for the best experience, but you can also enroll a security key, or iOS/Android tablets.



The image shows a device selection form. At the top, there is a line of text: "For security reasons, we require additional information to verify your account". Below this text is a form with a white background and a light gray border. In the top left corner of the form is the CCGA logo. In the top right corner is a button with a hamburger menu icon and the text "Settings". The main text of the form asks "What type of device are you adding?". Below this text are four radio button options: "Mobile phone RECOMMENDED" (with a green checkmark), "Tablet (iPad, Nexus 7, etc.)", "Landline", and "Security Key (YubiKey, Feltian, etc.)". At the bottom left of the form is a green button with the text "Continue".

3. Select your country from the drop-down list and type your phone number. Use the number of your smartphone or cell phone that you'll have with you when you're logging in to a Duo-protected service.
 - Double-check that you entered it correctly, check the box, and click **Continue**.

For security reasons, we require additional information to verify your account (



Enter your phone number

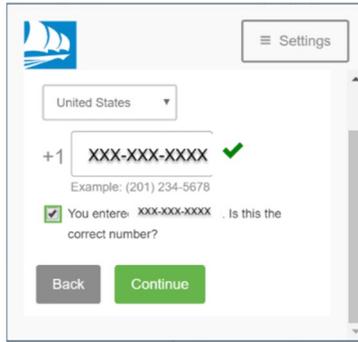
United States

+1 (XXX) XXX-XXXX ✓

Example: (201) 234-5678

You entered (XXX) XXX-XXXX. Is this the correct number?

For security reasons, we require additional information to verify your account (



United States

+1 XXX-XXX-XXXX ✓

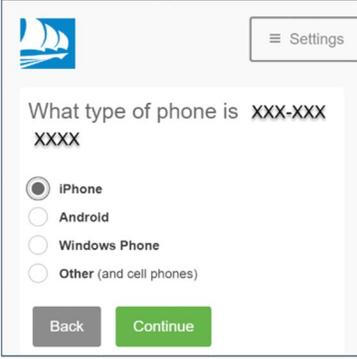
Example: (201) 234-5678

You entered XXX-XXX-XXXX. Is this the correct number?

Back Continue

4. Choose your device's operating system and click **Continue**.

For security reasons, we require additional information to verify your account (



What type of phone is XXX-XXX XXXX

iPhone

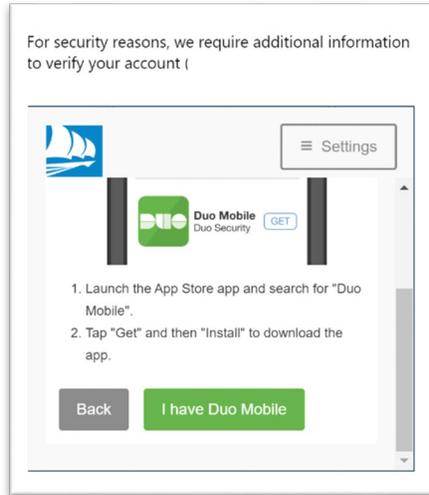
Android

Windows Phone

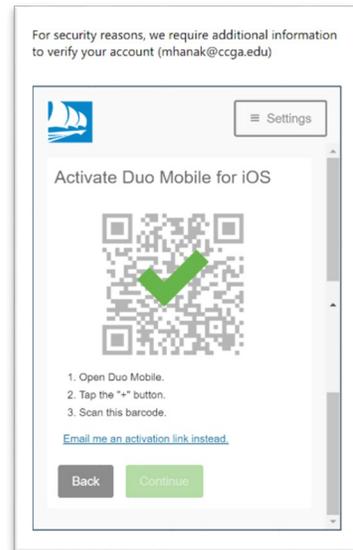
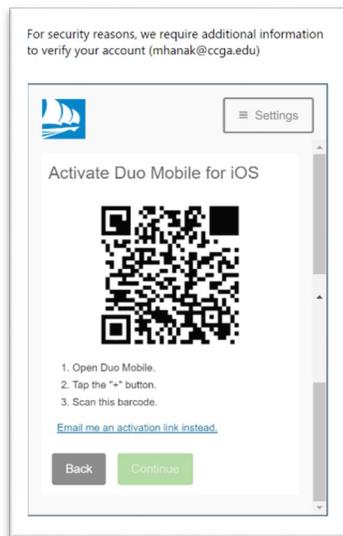
Other (and cell phones)

Back Continue

5. If you have the App downloaded already, click **I have DUO Mobile**. If you have not downloaded the app, see the section on downloading DUO Mobile.

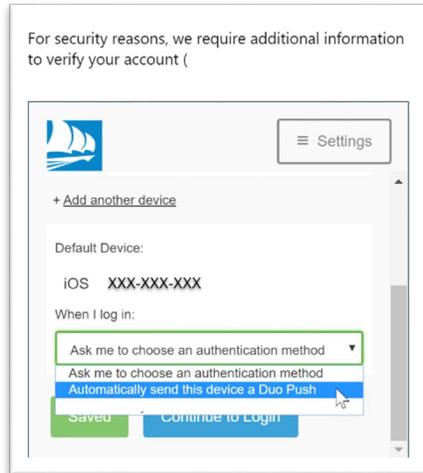


6. Activating the app links the app to your account so you can use it for authentication. On iPhone, Android, and Windows Phone activate Duo Mobile by scanning the barcode with the app's built-in barcode scanner. Open the app on your device and scan the code with the camera.

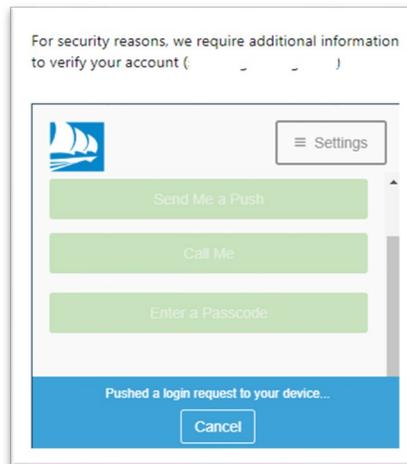


7. You can use **Device Options** to give your phone a more
descriptive name, or you can click **Add another device** to start the enrollment process again and add a second phone or another authenticator.

If this is the device you'll use most often with Duo then you may want to enable automatic push requests by changing the **When I log in:** option and changing the setting from "**Ask me to choose an authentication method**" to "**Automatically send this device a Duo Push**" and click **Save**. With one of the automatic options enabled Duo automatically sends an authentication request via push notification to the Duo Mobile app on your smartphone or a text to your device (depending on your selection)



8. Click **Continue to login** to proceed to the Duo Prompt.

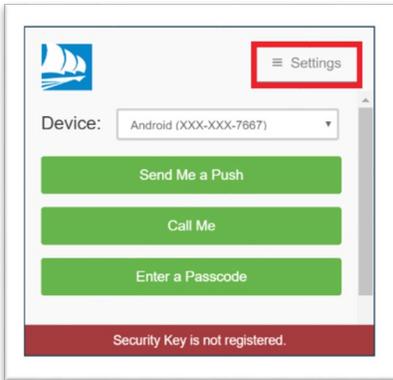


Congratulations!

Your device is ready to approve Duo push authentication requests. Click Send me a Push to give it a try. All you need to do is tap Approve on the Duo login request received at your phone.

Managing Your Devices and Settings

Duo self-service portal is an enabled feature that allows you to manage your devices and settings. If you enabled the option to automatically send you an authentication request via push or phone call, you'll need to cancel the push or phone call in progress before you can click the "My Settings & Devices" link.



Accessing your devices and settings

1. To manage your devices, choose an authentication method and complete two-factor authentication (you may need to scroll down to see all authentication options). You can't get in to the device management portal if you do not have access to any enrolled devices.
2. After authenticating you'll see the device management portal. This is where you can enroll a new device by clicking **Add another device** and following the device enrollment steps, or reactivate, edit, or delete your existing devices.
3. To exit My Settings & Devices, click the **Done** button below your listed devices or click your organization's logo on the left (or the Duo logo if shown).

If you authenticate with more than one device, you can specify which you would like to be the default. Click the **Default Device:** drop-down menu and pick your default device for authentication. Click **Save** if you're done making changes.

If this is the device you'll use most often with Duo then you may want to enable automatic push requests by changing the **When I log in:** option and changing the setting from "Ask me to choose an authentication method" to "Automatically send this device a Duo Push" or "Automatically call this device" and click **Save**. With one of the automatic options enabled Duo automatically sends an authentication request via push notification to the Duo Mobile app on your smartphone or a phone call to your device (depending on your selection).