Getting Started with

FAQ

What is Duo?

Duo is a product that we use to secure SOU accounts with MFA (multi-factor authentication). Our network accounts at SOU grant us access to important student information, financial data, critical systems, and more, which is why securing them is so vital. Passwords are vulnerable because they can be breached through phishing scams, keyloggers, hacks of outside websites, and sticky notes "hidden" at desks, just to name a few risks. **Thankfully MFA can secure your SOU account even if your password becomes compromised** because it requires that you use something you have, such as a Duo authentication device, in addition to something you know, such as your SOU password.

Is Duo secure?

Duo is as secure as the security of your Duo authentication devices, such as your personal smartphone, your office landline, or a hardware token attached to your key ring. If someone stole one of these devices, they would still need to know your SOU password to be able to log in as you.

What if I need help with Duo?

You can contact your Computing Coordinator or the IT Helpdesk for assistance with Duo. You can look up your Computing Coordinator's phone number at https://support.sou.edu/kb/articles/who-is-my-computing-coordinator and the helpdesk can be reached at 541-552-6900.

What if I don't have any of my Duo authentication devices with me and I need to log in?

Call the IT Helpdesk right away at 541-552-6900. We can issue you a temporary code to use to log in.

Enabling Duo

Enabling Duo is easy! Start by logging in to InsideSOU, then follow the steps below and reference the screenshot provided.
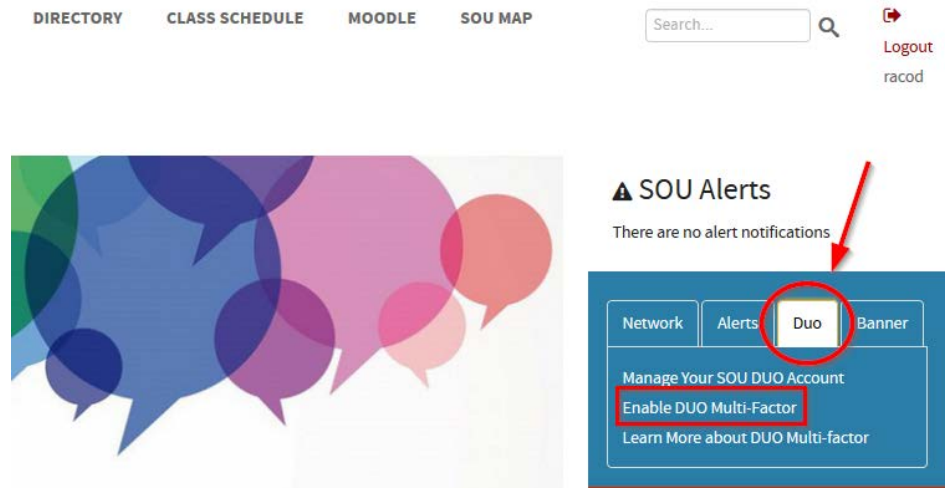
1. Click on the **Duo tab** in the blue box in the top-right region of the screen.
2. Click on **Enable Duo Multi-Factor**.
3. On the next page that opens, click the button that reads **Enable DUO Security**.
4. Wait for the confirmation that Duo is now enabled, and then proceed back to InsideSOU to add Duo authentication devices to your account, which will be covered in the next section of this handout.

# Adding Duo Authentication Devices

After enabling Duo on your account, you need to configure Duo to use at least one authentication device. The more devices you add, the more likely you are to never be without an authentication device when you need one. You have the following options for authentication devices:

- **Smartphone (Recommended)**.
- Regular cell phone.
- Landline phone, such as your office phone or a home phone.
- Hardware token

The instructions below will cover adding a smartphone for use with Duo, but the instructions are very similar for the other options. If you need help with a specific option, contact your Computing Coordinator.

Begin by returning to the Duo tab in InsideSOU and clicking the **Manage Your SOU DUO Account** link.
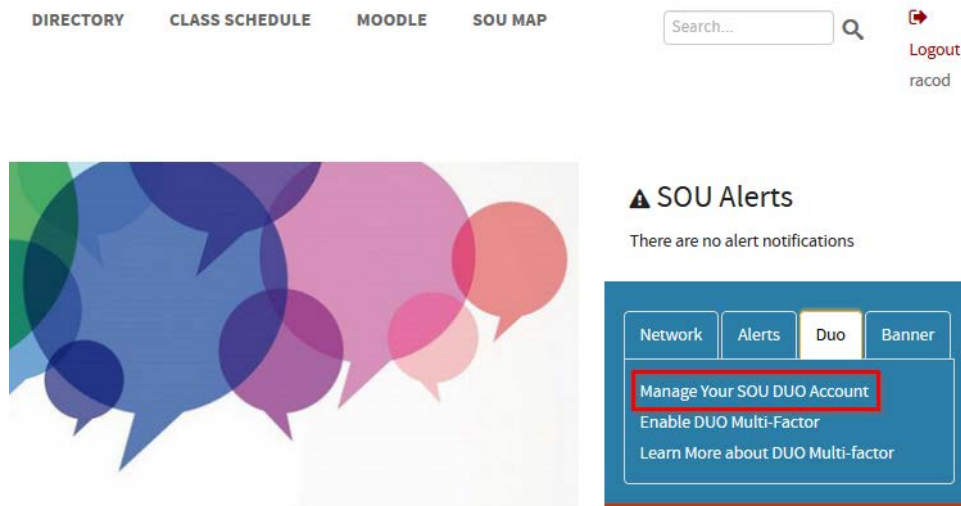
1. Click **Start setup** to begin enrolling your device.
2. Choose what type of device you want to add to Duo. For now, select **Mobile phone**.
3. Enter your phone number, then double-check that you entered it correctly, check the box, and click **Continue**.

4. Choose your smartphone's operating system.
5. Install Duo Mobile. You will find the app for free in the Google Play Store on Android and within the App Store on Apple's iPhone.
6. Activate Duo Mobile by giving the Duo app permission to use your smartphone's camera. This will only be used once to scan the QR code on your screen to link the Duo app to your SOU Duo account. After that, you can go to your app permissions on your smartphone and remove Duo's access to your camera if you wish. Contact your Computing Coordinator if you'd like help with doing that.
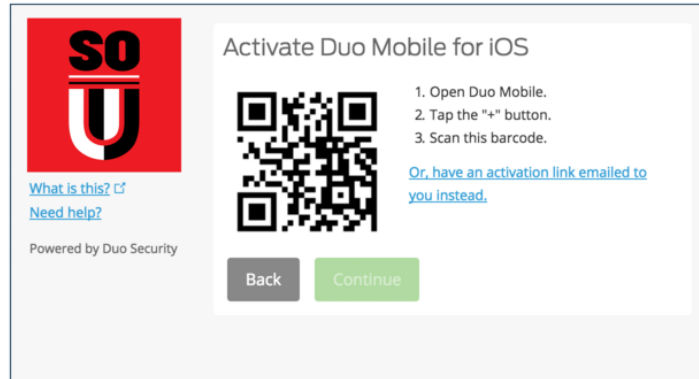
The "Continue" button is clickable after you scan the barcode successfully.
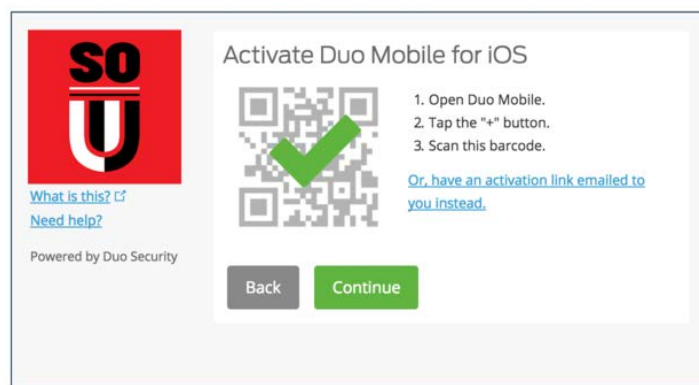
Can't scan the barcode? Click **Or, have an activation link emailed to you instead** and follow the instructions.

Configure Device Options (optional)

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" 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).

SOU DUO Management Portal
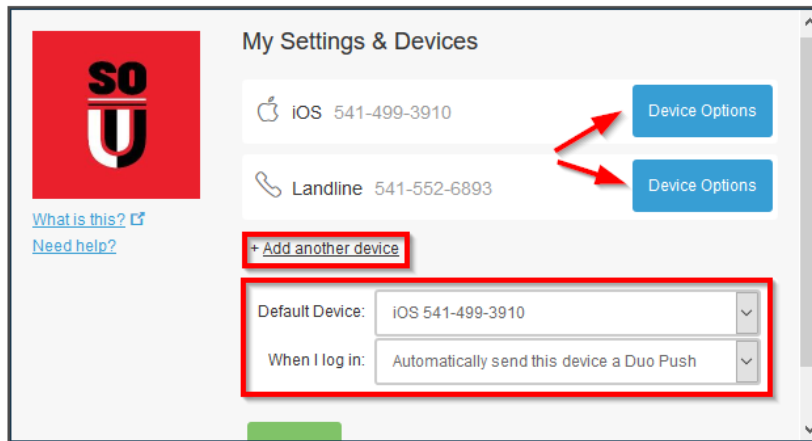
Click **Continue** to login to proceed to the Duo Prompt.

Congratulations! Your device is ready to approve Duo 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.

Using Passcodes within the Duo Mobile App

If you do not have reception on your smart phone in order to receive a push notification or a call, you can still authenticate in Duo using a passcode generated by the Duo app. The passcode is synced up with the Duo system ahead of time so it doesn't require a signal on your phone to work.

All you have to do to find the passcode is tap on the key icon within your Duo app. That will display the six-digit passcode that you can enter by selecting the **Enter a Passcode** option on the Duo login prompt.