



University System of Georgia

# Atlanta Metropolitan State College

## Single Sign-on Multifactor Authentication Standard

Office of Management Information Systems

March 22, 2018

Version 2.0

Revision History

v1.0 03.08.18, v2.0 3.22.18

## **I. Overview**

Securing information and information systems remains a core responsibility of the University System of Georgia (USG). USG institutions and the University System Office maintain information that we have both a legal and ethical responsibility to protect. Atlanta Metropolitan State College (AMSC) uses single sign-on solutions (SSO) paired with multi-factor authentication (MFA) to mitigate risk.

Effective March 7, 2018 in compliance with USG requirements and best practices, AMSC implemented the Duo security MFA technology solution. Duo security utilizes your smartphone, mobile phone, landline phone or tablet computer as a secondary authentication device in addition to your user name and password.

DUO security will be to access AMSC applications, systems and services such as OneUSG Connect, Banner, PeopleSoft, etc. by AMSC faculty, staff and students.

## **II. Using DUO Security**

The following pages provide instructions for initiating, installing, accessing and using DUO MFA. You can enroll any smartphone, mobile phone, landline phone or tablet. Duo lets you link multiple devices to your account, so you can use your mobile phone and a landline, two different mobile devices or any combination that is useful to you.

## 1. Enrolling Devices in DUO



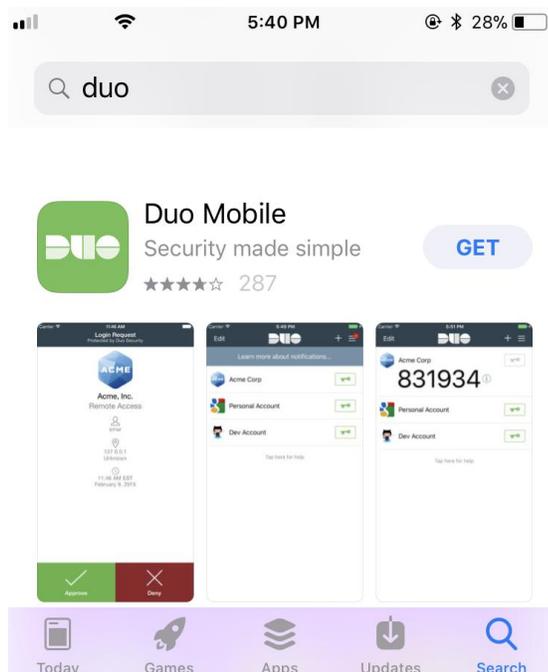
### Pre-enrollment checklist for smartphones and tablets:

Make sure your App Store (iTunes, Google Play or the Windows Store) is properly configured on your device.

Download the Duo Mobile application to your device.

### For iPhone, iPad, and Apple Watch devices:

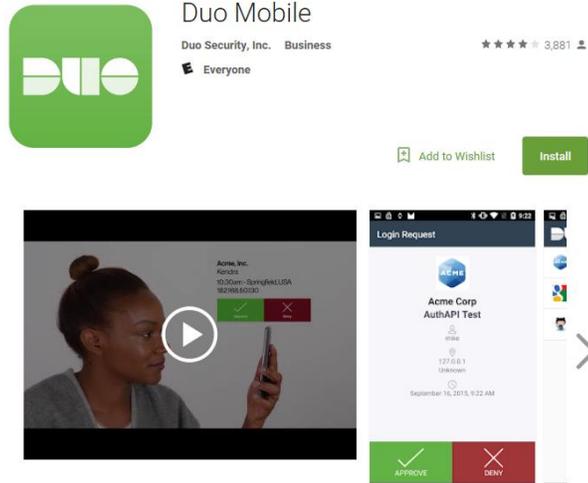
- Launch the iTunes Store on your phone or tablet and search for the [“Duo Mobile” app by Duo Security, Inc.](#)



- Select “Get” and then tap “Install” to download the app.
- Tap “Allow” again when asked if Duo Mobile should be able to send push notifications.
- Tap “OK” when asked Duo would like to access the camera.

## For Android Devices:

- Open the Google Play Store app on your phone and search for the [“Duo Mobile” app by Duo Security, Inc.](#)



Duo Mobile works with Duo Security's two-factor authentication service to make logins more secure. The application generates passcodes for login and can receive push notifications for easy, one-tap authentication.

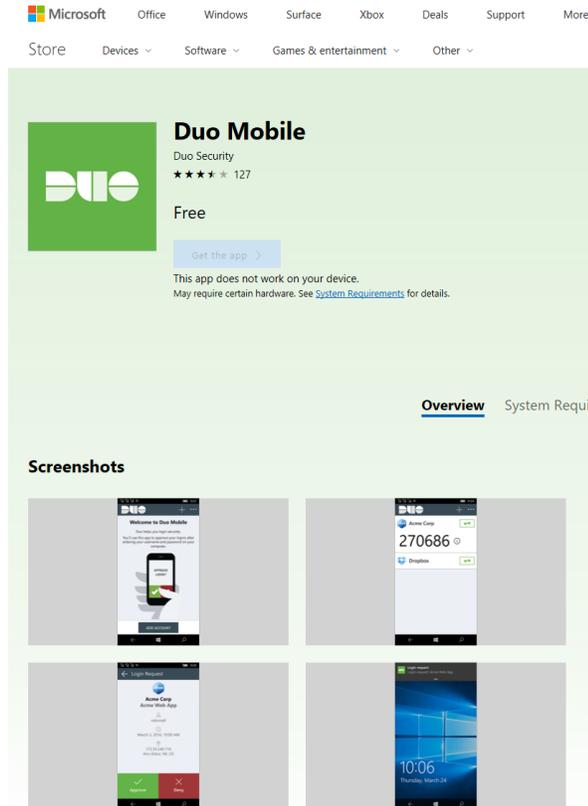
Additionally, you can use Duo Mobile to manage two-factor authentication for other application and web services that make use of passcodes.

[READ MORE](#)

- Install the Duo Mobile app.
- You will have to tap “OK” when asked if Duo Mobile should be able to send push notifications.
- Tap “OK” when asked Duo would like to access the camera.

## For Windows Phones:

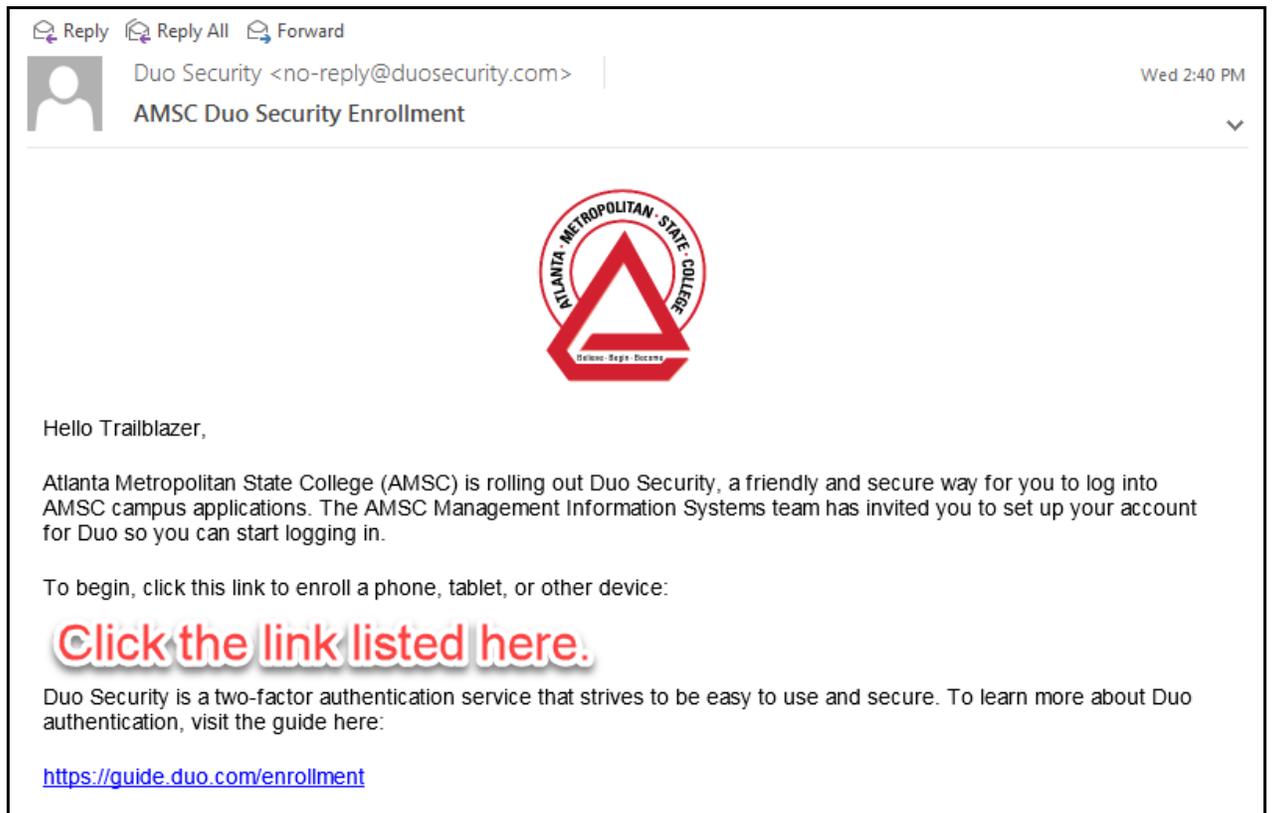
- Open the Windows Store on your phone and search for the [“Duo Mobile” app by Duo Security, Inc.](#)



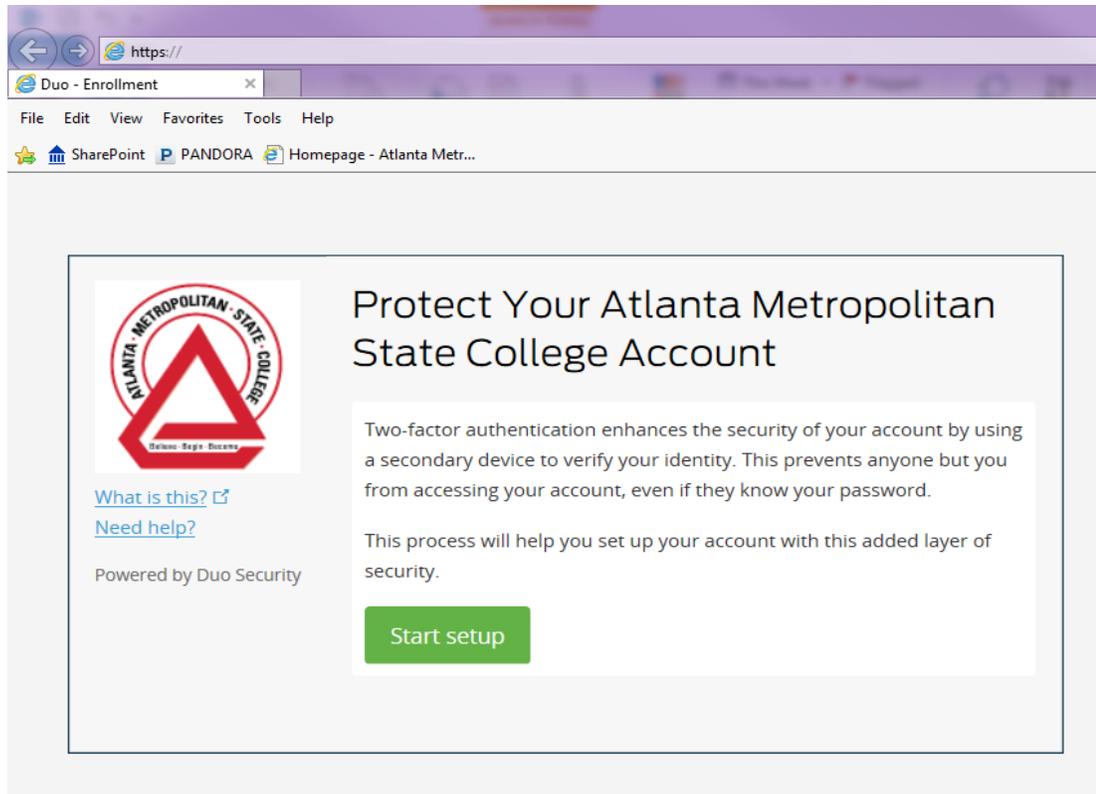
- Install the Duo Mobile app.
- You will have to tap “OK” when asked if Duo Mobile should be able to send push notifications.
- Tap “OK” when asked Duo would like to access the camera.

## 2. Getting Started with DUO

Find the DUO enrollment email sent to your official AMSC email account as depicted below. The sender will be [Duo Security <no-reply@duosecurity.com>](mailto:no-reply@duosecurity.com). **If you do not see the email, please check your clutter or junk mail folder.** It is a valid communication and you should continue with the enrollment process per the communication.



**Select the enroll link in the enrollment email as depicted above.**

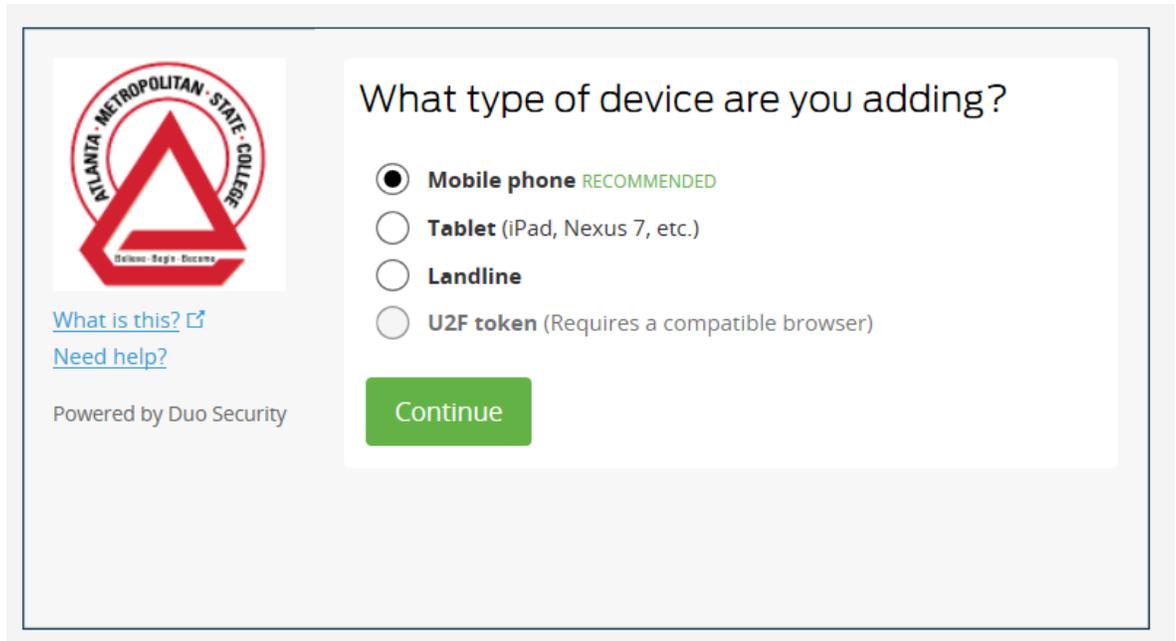


3. **Select the "Start setup" button to begin the Duo setup process on your device.**

On the next screen, you will be prompted to select the type of device you want to enroll in Duo. A smartphone is the recommended device type; however, you may opt to use a tablet, basic cell phone or even a landline.

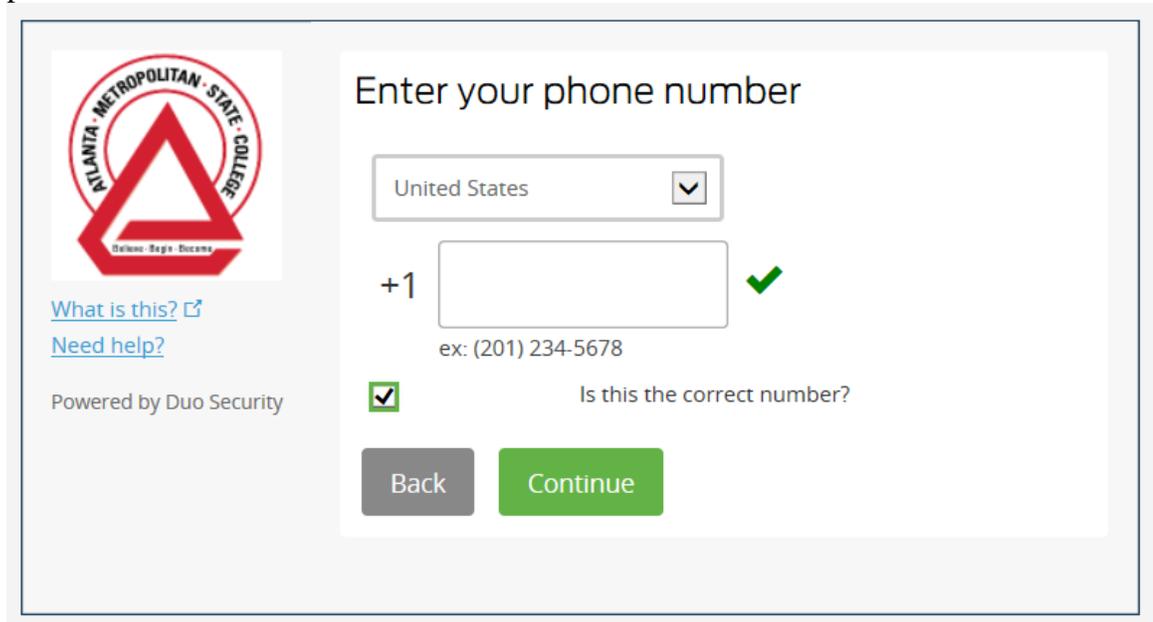
Our example features smartphone set up, which is virtually identical to setup on a tablet.

Adding a backup device is recommended for those times when the device you regularly use is unavailable.



4. **Once you have selected your device you may continue to the next screen, where you will be prompted to select your location and enter your telephone number.**

After entering your telephone number, you will be prompted to confirm that the phone number is correct.



5. **After confirming your phone number, you can continue to the next setup screen where you will select the type of phone you are enrolling.**

  
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Believe. Regard. Succeed.

[What is this?](#) [Need help?](#)

Powered by Duo Security

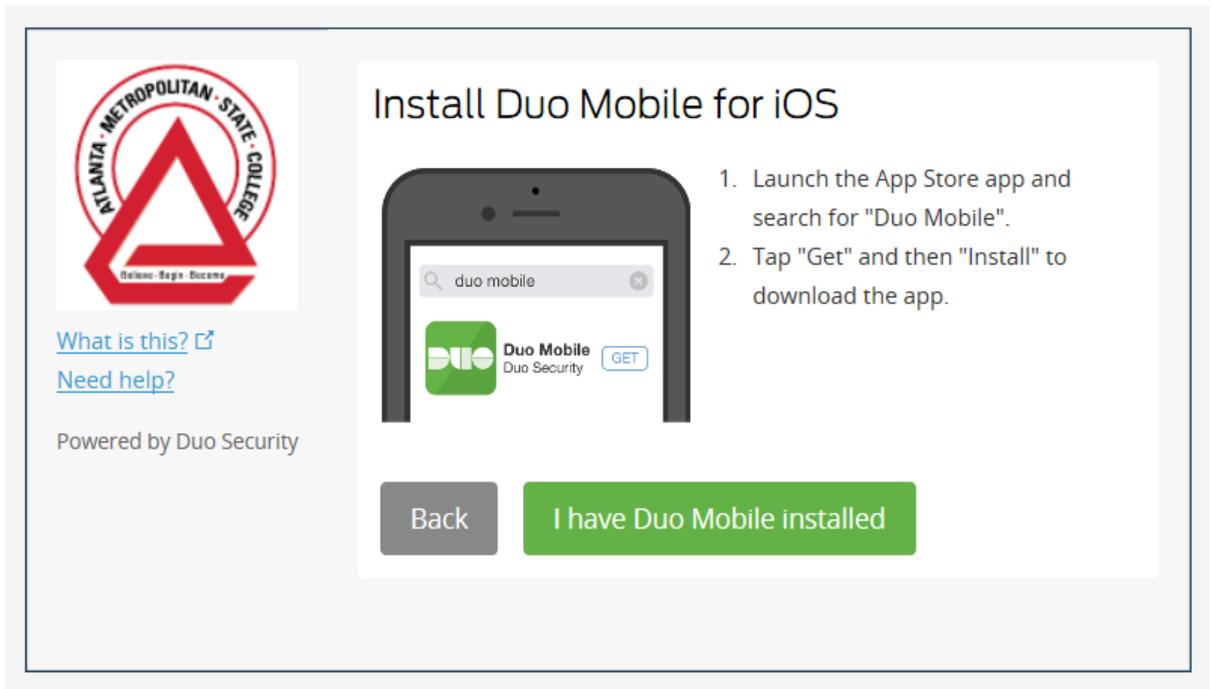
What type of phone is ?

iPhone  
 Android  
 Windows Phone  
 Other (and cell phones)

Back Continue

**6. Select the type of phone you are enrolling and continue.**

7. **Next, you will be instructed to get and install the Duo Mobile app that is appropriate to your particular device. Follow the installation directions for your device.**



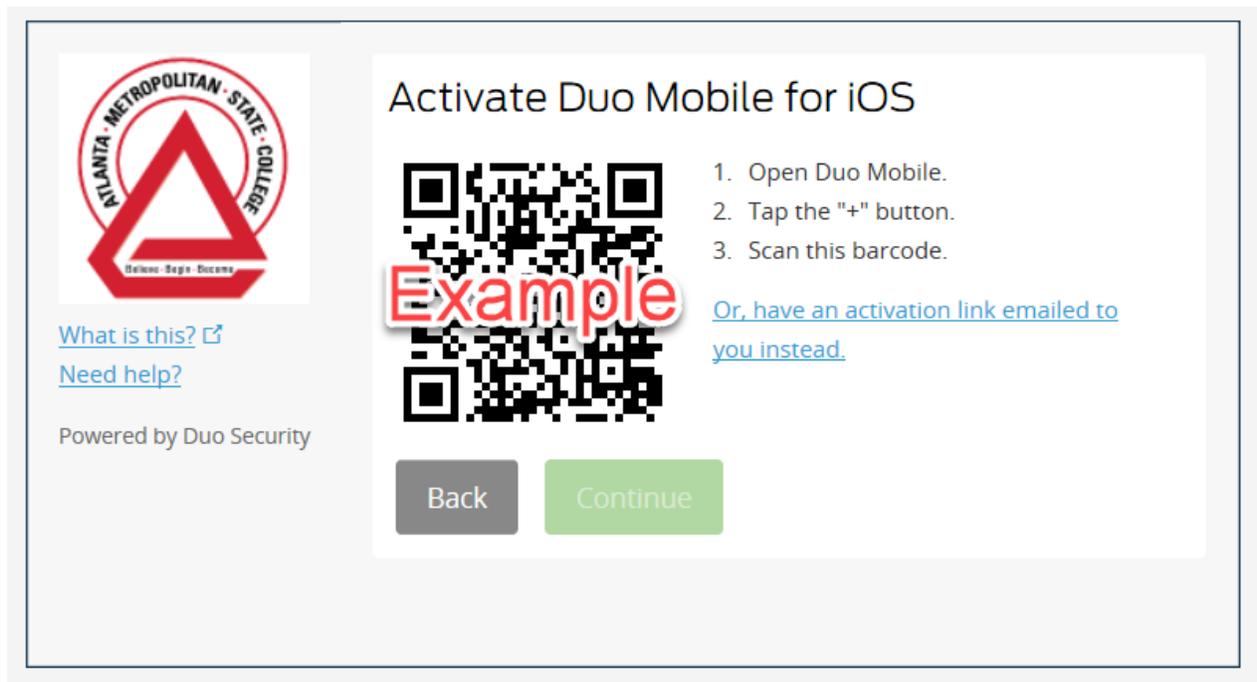
When you have successfully installed the Duo Mobile app on your device, you will need to confirm the installation.

8. **To confirm the installation, click on the "I have Duo Mobile installed" button.**

Note: If you have enrolled a landline phone or cellphone, you will not be prompted to install and activate the Duo Mobile app.

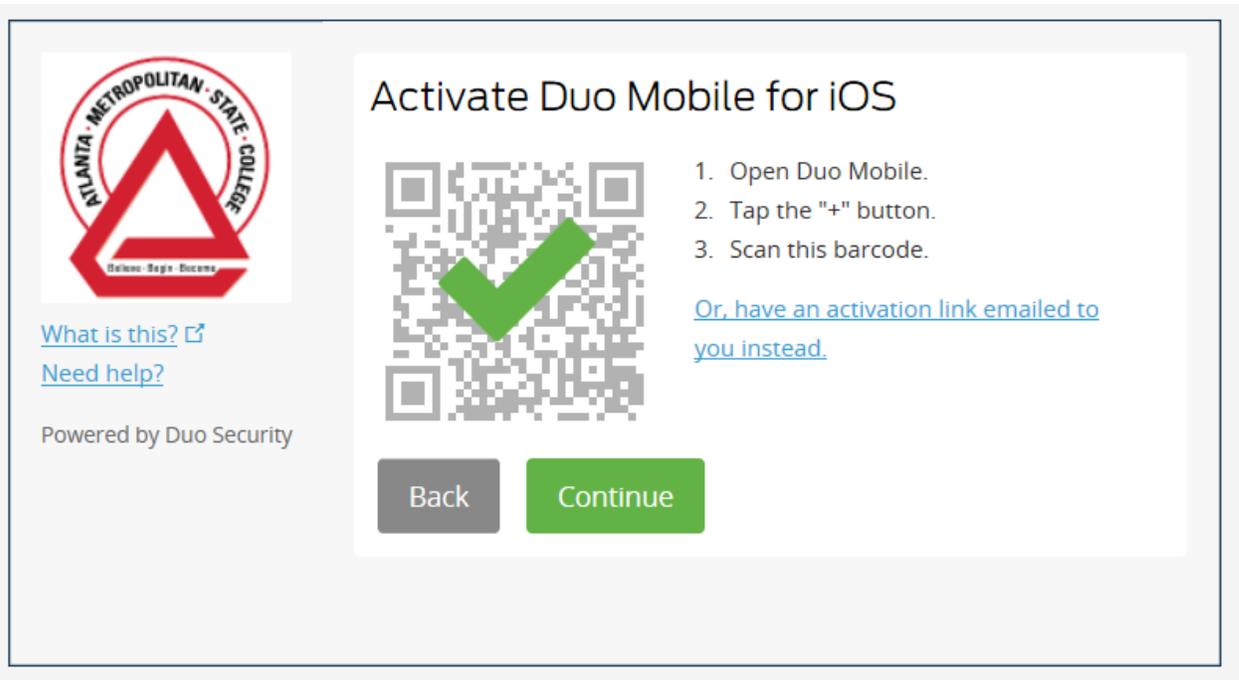
9. **After you have confirmed installation of the Duo Mobile App, you will move on to the activation page.**
10. **You will be instructed to open the Duo Mobile App and tap the “+” symbol.**
11. **You will then be prompted to scan a QR code. You will have the option to receive an activation link via email if you prefer. Follow the instructions in the email if you choose this option.**

You need to choose only one of the two activation methods: you do not need to do both.



12. **Use your device to scan the activation QR code.**

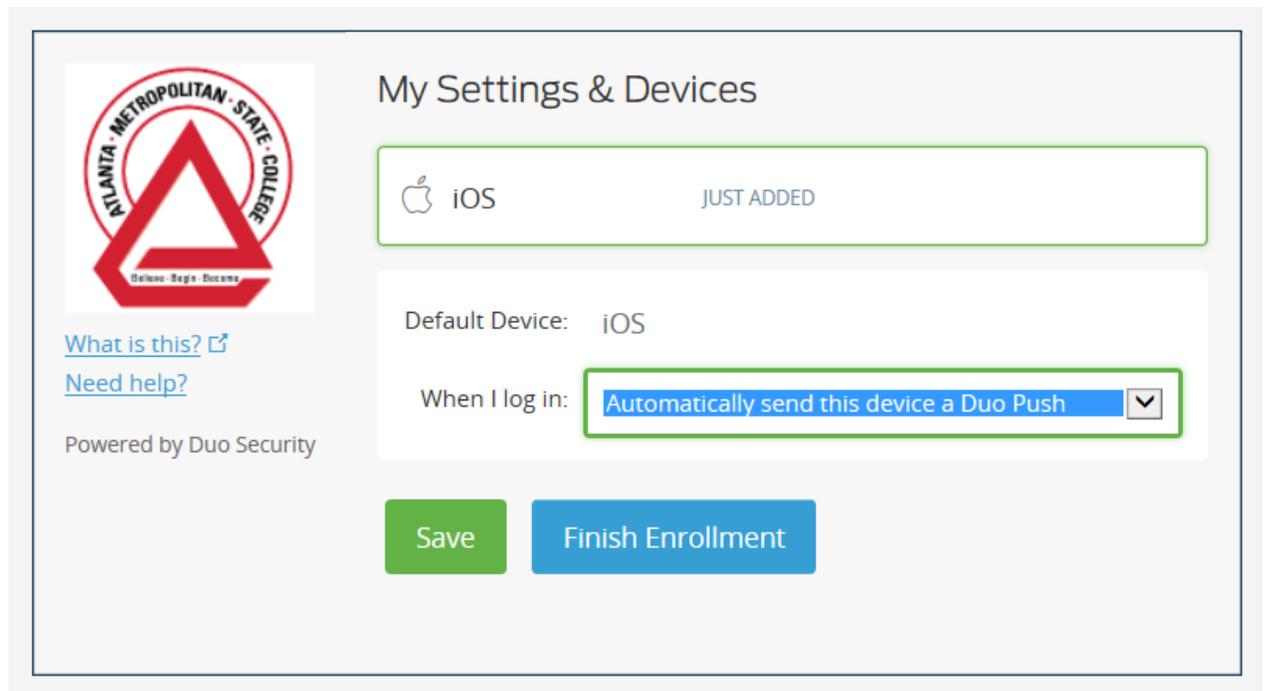
13. From there you will go to the QR code confirmation page, where a large green check mark will appear over a grayed-out QR code to indicate that you have successfully activated the Duo Mobile app.



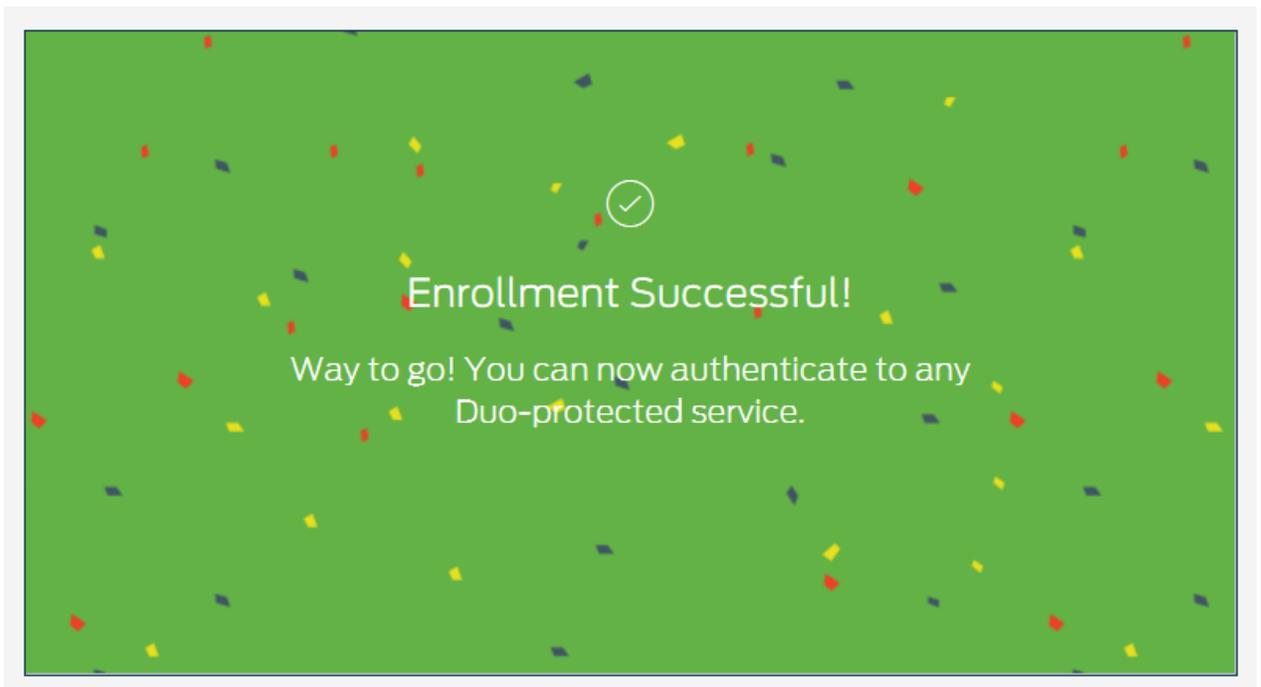
14. **The last step in setting up your device is deciding your preferred means of notification when receiving authentication requests. We recommend that you set Duo to ask you to choose your authentication method on a case per case basis. Different authentication methods may be easier or more secure to use at different times.**

When using the Duo Self-Service Portal, the final enrollment screen displays all your enrolled devices.

The default device has been selected - entering a method in the second field will send phone, push and sms authentication notices to your default device.



## 15. You have completed Duo device enrollment.



## 16. I enrolled in Duo - what now?

Once you are enrolled in Duo you will use it for logging in to certain protected systems, such as the OneUSG Connect site and eventually others.

You can visit the AMSC Duo FAQ for answers to common questions about logging in, using Duo and known problems.

If you have questions or require assistance with Duo contact the AMSC MIS Single Sign-on Help Desk by emailing [sso@atlm.edu](mailto:sso@atlm.edu) or by calling (678) 623-1335.