

Duo Multi-Factor (MFA) Authentication Instructions

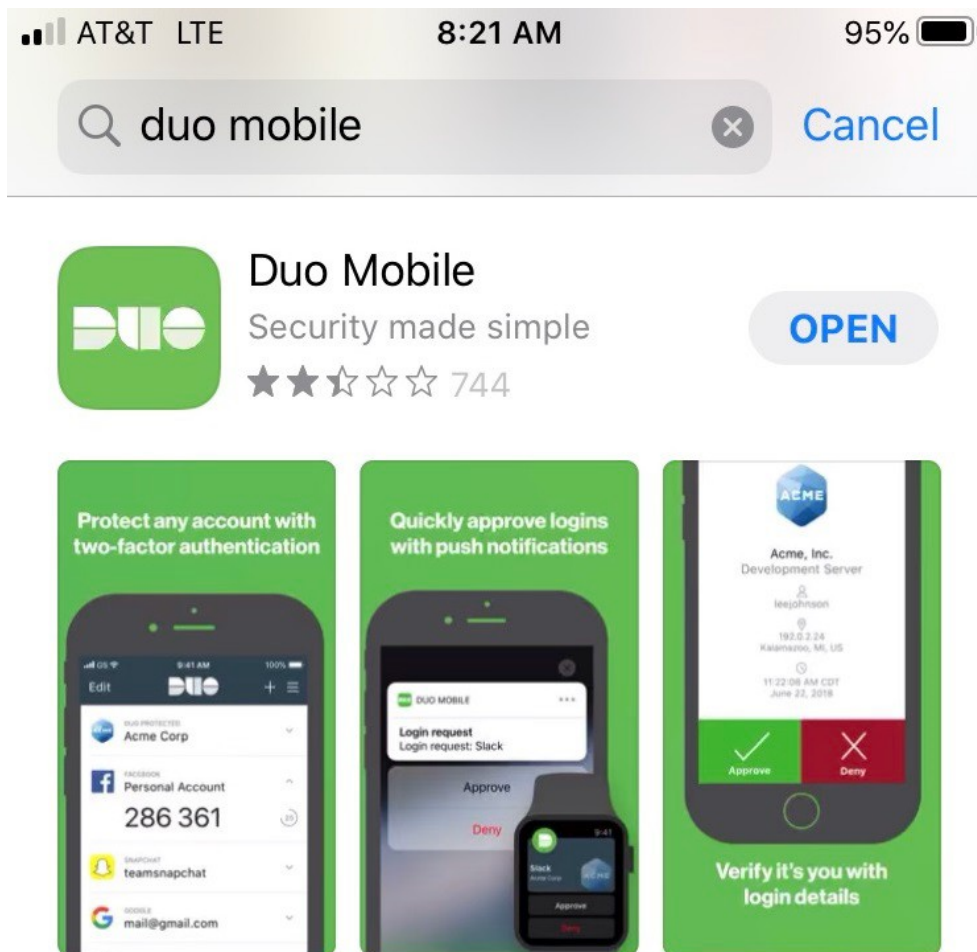
With all of the hacking attempts in our lives today, LCTCS has decided to implement additional login protection called multi-factor authentication. We have chosen Duo by Cisco's service, and have applied MFA to all staff and faculty links.

Your colleges' IT staffs have been oriented on MFA, so if you are having problems with the implementation of MFA, please contact them.

STEP 1 - Install Duo Mobile (Smartphone Users only)

Although not required, installing the Duo Mobile application on your smartphone will ease your MFA process. It is recommended that you download and install Duo Mobile on your smartphone. Be sure to enable camera use for Duo Mobile.

NOTE: IF YOU CHOOSE NOT TO INSTALL THE DUO MOBILE APPLICATION ON YOUR SMARTPHONE, GO TO STEP 2.



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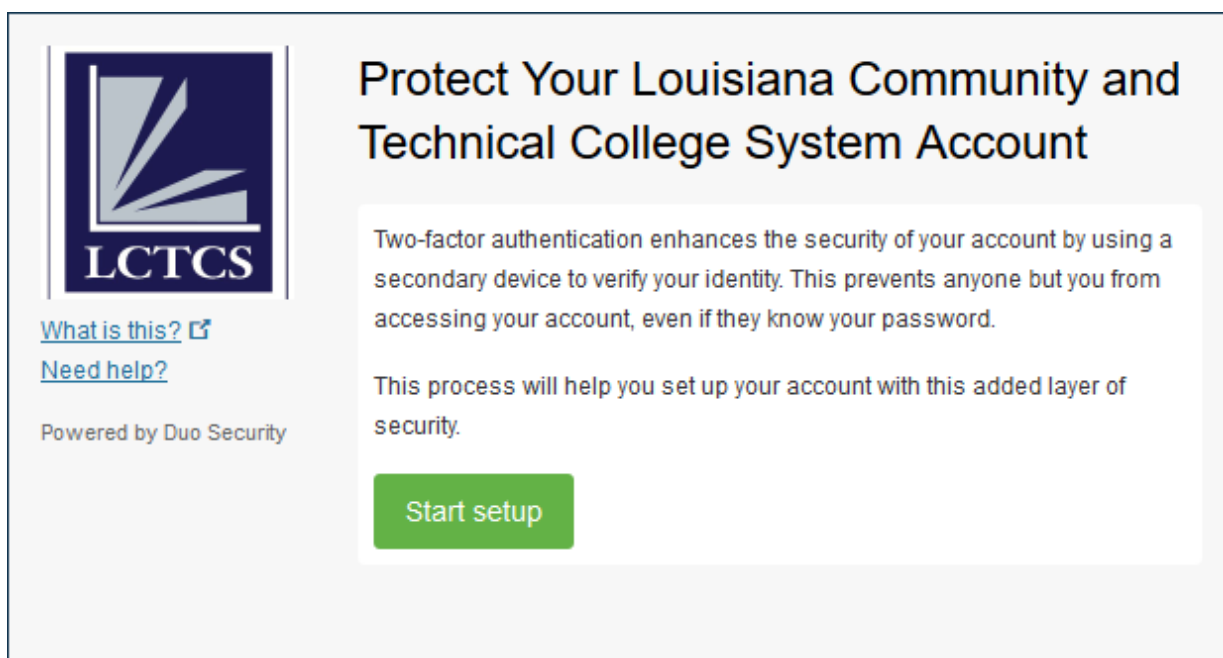
STEP 2 - Setup Duo User Account (first time only)



Enter the link below in any browser on your desktop,

<https://ethos.lctcs.edu/samlssso?spEntityID-duoprod>

and follow the steps below. **Ignore the 413 error.**

If this is your first-time logging into a Duo protected link, you will be asked to setup your Duo User account.




[What is this?](#) 
[Need help?](#)
Powered by Duo Security

Protect Your Louisiana Community and Technical College System Account

Two-factor authentication enhances the security of your account by using a secondary device to verify your identity. This prevents anyone but you from accessing your account, even if they know your password.

This process will help you set up your account with this added layer of security.


[Start setup](#)

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STEP 3 – Setup (Register) Duo User Account

Notes:

- You can set up a Duo user account using a landline.
- You will need to be near the phone of the number you select for setup.
- If you select **Landline**, go to STEP 6 after completing this step.



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What type of device are you adding?


Mobile phone RECOMMENDED

Tablet (iPad, Nexus 7, etc.)

Landline

Security Key (YubiKey, Feitian, etc.)

Touch ID
Requires Chrome on macOS to use Touch ID.



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Enter your phone number

United States


+1 ✘

Example: (201) 234-5678

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STEP 4 – Install Duo Mobile (Smartphone Users only)

*** THIS STEP SHOULD ONLY BE EXECUTED BY SMARTPHONE USERS ***



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What type of phone is [REDACTED]?

iPhone

Android

Windows Phone

Other (and cell phones)



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Verify Ownership of [REDACTED]

1. We can call or text you with a verification code.


or

2. Enter your 6-digit code:

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STEP 5 – Install Duo Mobile (Smartphone Users only)


*** THIS STEP SHOULD ONLY BE EXECUTED BY SMARTPHONE USERS ***



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Activate Duo Mobile for Android



1. Open Duo Mobile.
2. Tap the "+" button.
3. Scan this barcode.


[Email me an activation link instead.](#)



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My Settings & Devices

 [Redacted] 025-000-0070 JUST ADDED

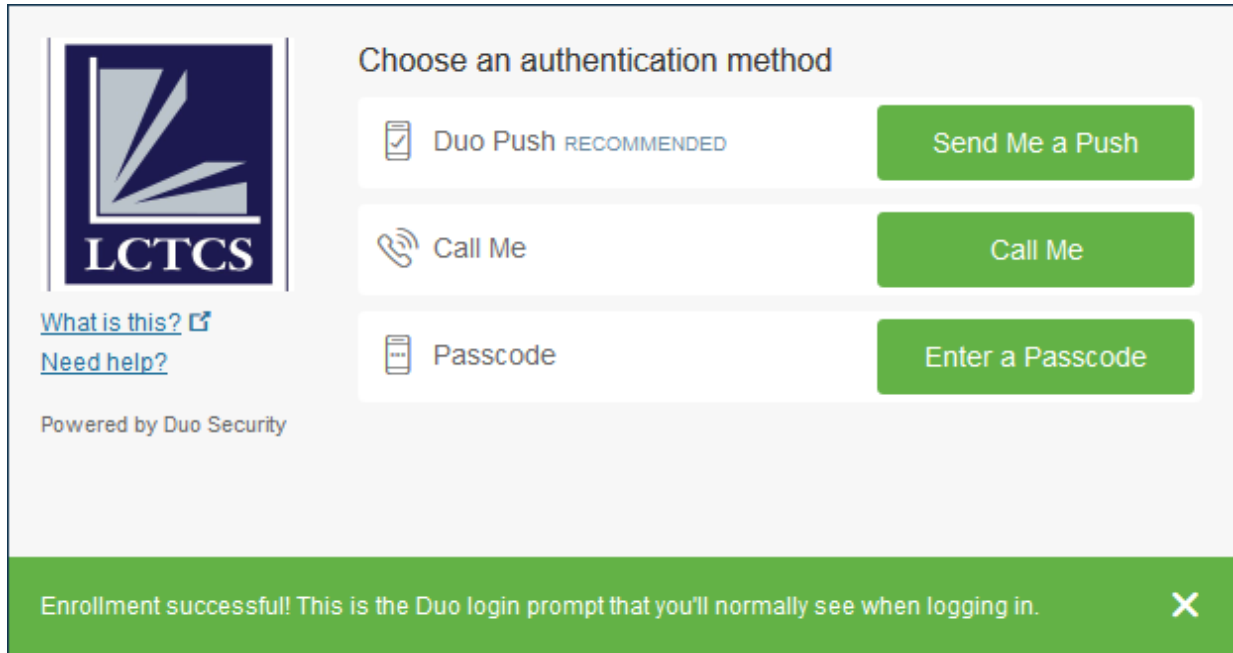
Default Device: [Redacted] 025-000-0070

When I log in:

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STEP 6 – Activate Duo to login to LoLA

- 1) Log into LoLA
- 2) Select an option (Application Navigator, Employee Self Service or Faculty Self Service)



Important Note: You must be near the device associated with the number you registered with Duo. If you do not respond to the notification from Duo, your login will timeout in less than one (1) minute.

AUTHENTICATION METHODS

Duo Push (Send Me a Push) - You will receive a notification on your smartphone to authenticate and complete the login process.

Call Me (Call Me) - You will receive an auto-call at the number registered and given a passcode to enter to authenticate and complete the login process.

Passcode (Enter a Passcode) - You will be sent a passcode to the phone number registered to authenticate and complete the login process.

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Frequently Asked Questions

1. Why am I not prompted by Duo every time I click a protected link?
Once validated within a logged in session, you will not be required to perform MFA again.
2. What if I accidentally enter the wrong mobile number during registration?
The Duo User account will need to be modified or deleted by a Duo Admin. This will require a helpdesk.lctcs.edu ticket. You may also contact the OIT Helpdesk at dcchelpdesk@dcc.edu.
3. What needs to be done in Duo for terminated employees?
Nothing out of the normal Banner termination process.
4. Is there a preferred authentication method (push, passcode, call)?
The push method is preferred because there are no codes sent, simply an Approve or Deny choice. The Push method does require the app to be installed on your smart device.
5. I am getting push/passcode/calls from Duo, but I am not presently signing into any systems. Do nothing, and the login will be denied. Also, change your password.
6. If I do not have a smartphone, what do I do?
Skip step 1, and avoid the 'Send Me a Push' method when performing MFA.
7. How can I add an additional phone number to my Duo account?
Open a helpdesk.lctcs.edu ticket. You may also contact the OIT Helpdesk at dcchelpdesk@dcc.edu