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 MULTIFACTOR AUTHENTICATION?

Multifactor 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 code) 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 or other device to verify your identity.
3. Securely log in.
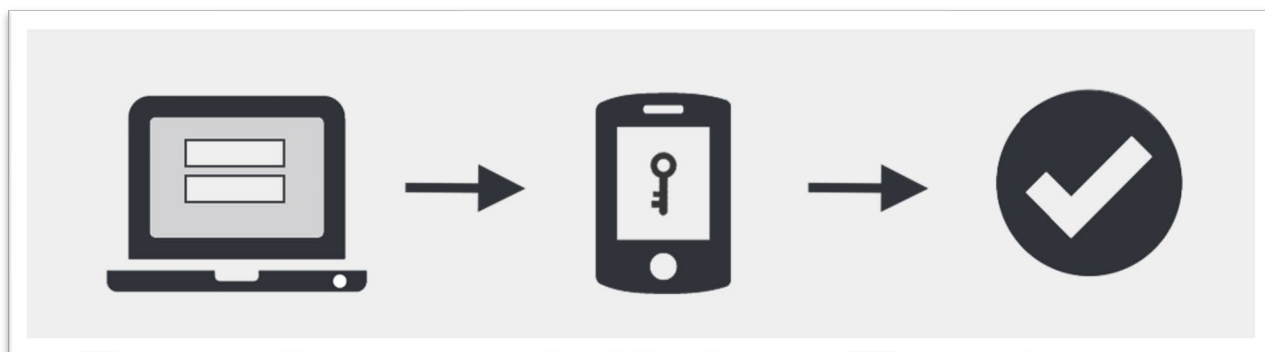
Once you've enrolled in Duo Mobile, you're ready to go. You'll login as usual with your username and password, and then use your device to verify that it's you.

No mobile phone? You can also use a tablet, or a hardware token such as a Yubikey. Duo Mobile 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.

Multifactor authentication adds a second layer of security, keeping your account secure even if your password is compromised. Using the Duo Push option, 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 Mobile never sees your password.

SUPPORTED DEVICES

- iOS
- Android
- Duo Hardware Token
- U2F and FIDO2 Authentication Devices (i.e.-YubiKey)

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, Duo token, or U2F device like a Yubikey. For the best experience we recommend that you use the Duo Mobile App and enable push notifications as your default method to authenticate.

1. On your mobile device search the Google Play Store or Apple Store for "Duo Mobile" and download the app.
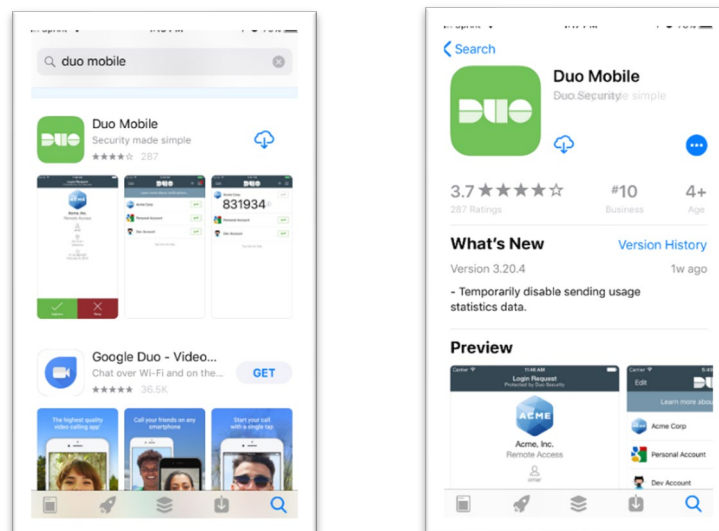
2. Follow the device-specific instructions on the screen to install Duo Mobile. After installing the app, follow the enrollment instructions below.

ENROLLING YOUR DEVICE IN DUO

Duo will prompt 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 text.

For the widest compatibility with Duo's authentication methods, we recommend recent versions of Chrome and Firefox. Using your PC's web browser, navigate to a CCGA multifactor authentication system such as https://portal.ccga.edu. Other systems that requires multifactor authentication include D2L, OneUSG, or Office365 email.

1. Enter your CCGA username and password into the appropriate field and click, **Sign In.** A Welcome to Duo Security page will open with a prompt to enroll in Duo Mobile. Click **Get Started.**
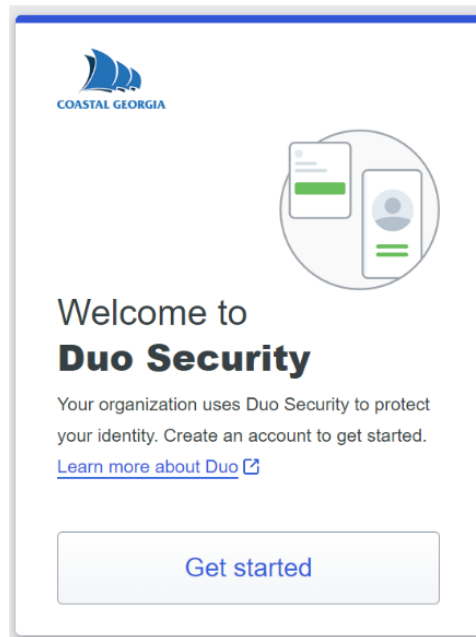
2. Time to add a device! Select **Duo Mobile**(recommended). This will allow you to receive Push notifications directly to your device. We recommend using a smartphone for the best experience, but you can also enroll a security key.
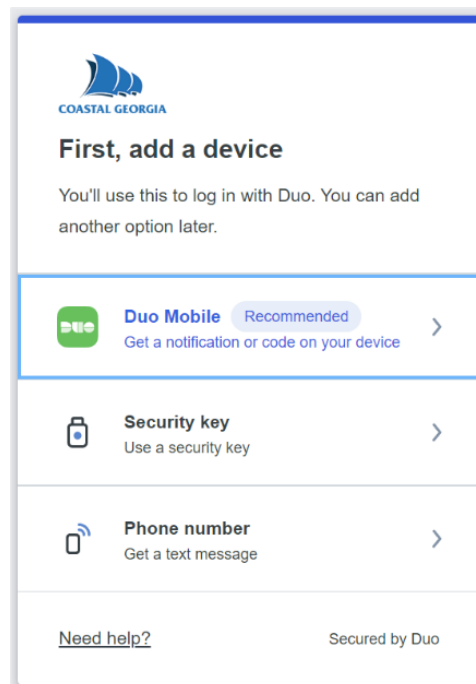
3. Select your country from the drop-down list and type your phone number including the area code. Use the number of your smartphone or cell phone that you'll have with you when you're logging in to a Duo-protected service. **Do not use a parent or friend's phone number.**

- Double-check that you entered it correctly by clicking **Yes, it's correct**.

4. Now confirm you are the owner of the device. Click **Send me a passcode.**
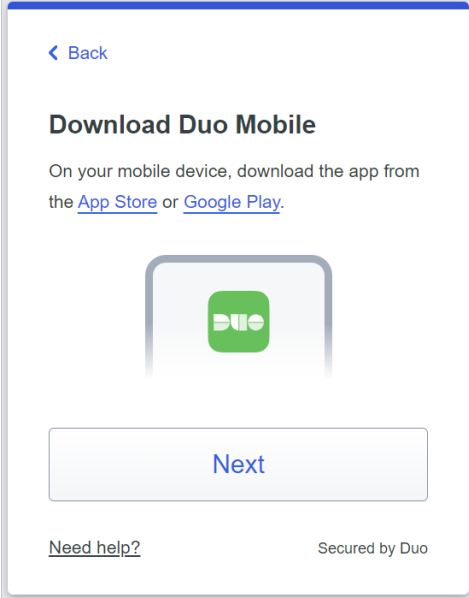
Scroll for more…

5. A 6-digit passcode will be sent to your device via text. Enter the code to verify you are the owner. Then click **Verify.**


6. If you have the app downloaded already, click **Next**. If you have not downloaded the app, see the section on downloading DUO Mobile or click the appropriate link on this page.


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7. Now that you have verified your device, lets activate your account and connect it to your CCGA Account. Open the Duo Mobile app on your device. Select **+Add** and then select **Use QR Code.** Scan the code with the camera.
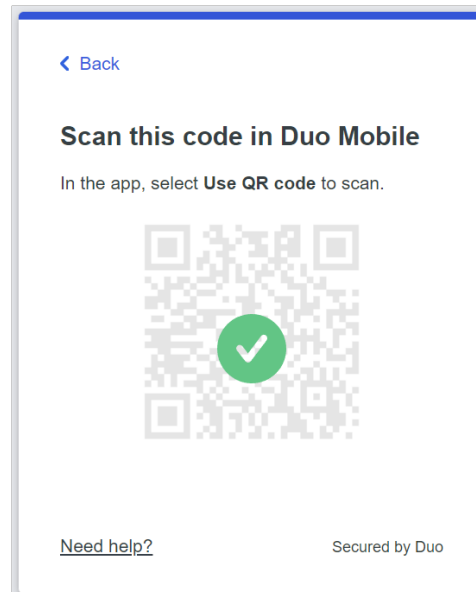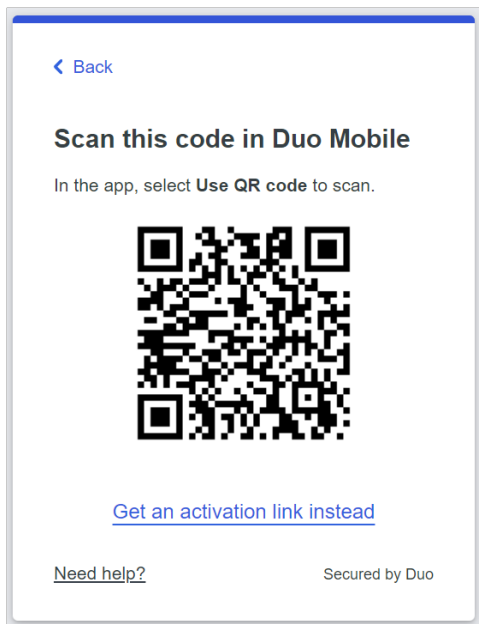
8. On your device, if you have multiple accounts in Duo, you can give this account a specific name. Click **Save** on your device. If this is your first time using multifactor authentication with Duo Mobile you may wish to follow the practice steps to get familiar. Once you are done practicing, click **Continue.**
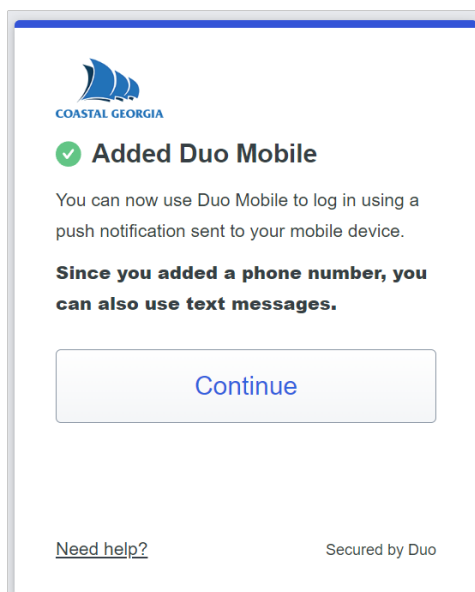
9. You may add another device at this time. If not, click **I don't want to add another option**. Your setup is now complete. Click **Log in with Duo.**
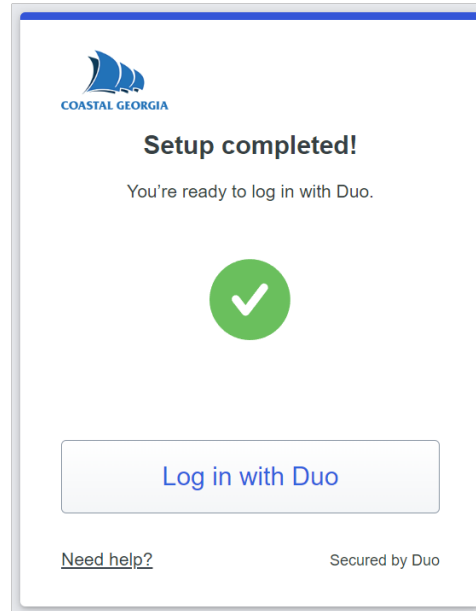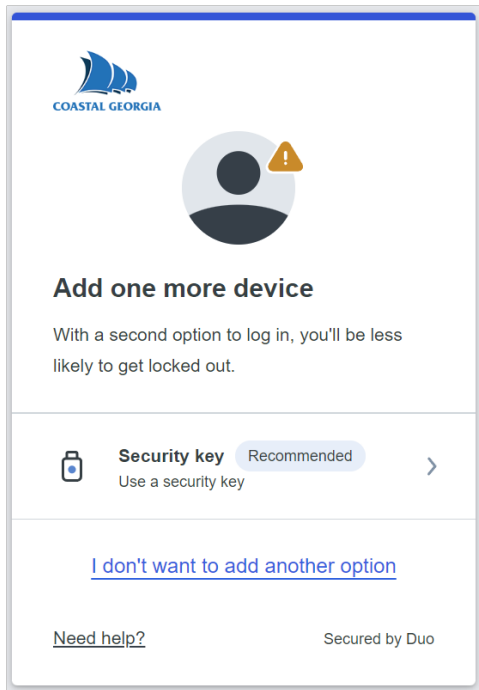
Congratulations!

Your device is ready to approve Duo push authentications. All you need to do is after you enter your username and password, tap **Approve** when the push notification comes though or **Approve** within the Duo App on your phone. You can swipe down to refresh the Duo App screen.

While in the Duo Mobile app, you will now see a list of your connected accounts.

Offline Options

If you do not have signal on your phone or having trouble receiving a text or push notification you have the option of using an offline passcode. These codes are produced every 30 seconds and are one-time use. Open the Duo Mobile app, select the appropriate account. Enter this code in the text field on the device you are logging into.
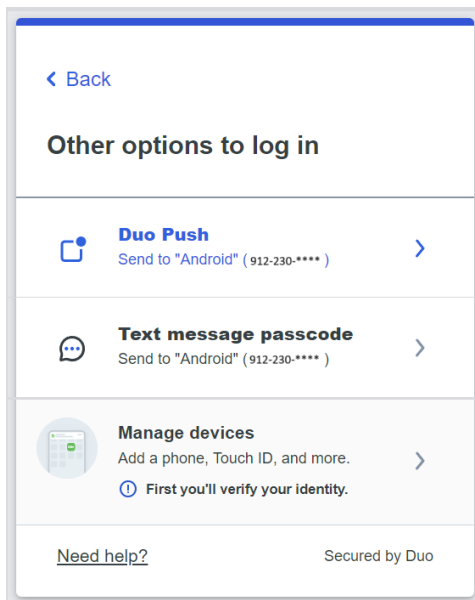
Managing Your Devices and Settings

Duo self-service portal is an enabled feature that allows you to manage your devices and settings. After you have entered your username and password you will be prompted with the verified push screen.

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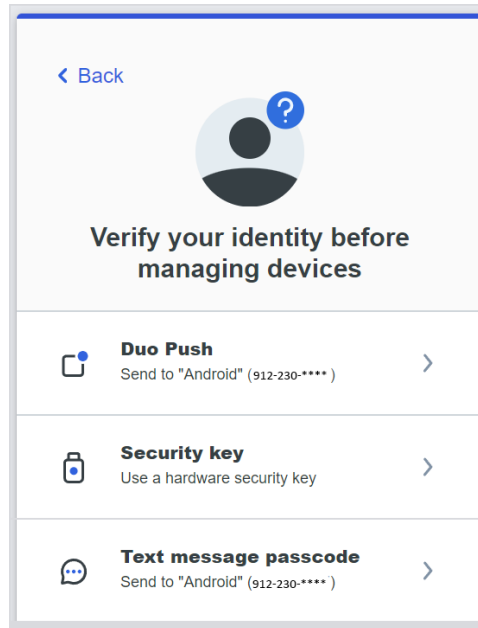1. Select **Other options.** You will have to verify your identity to manage your devices.
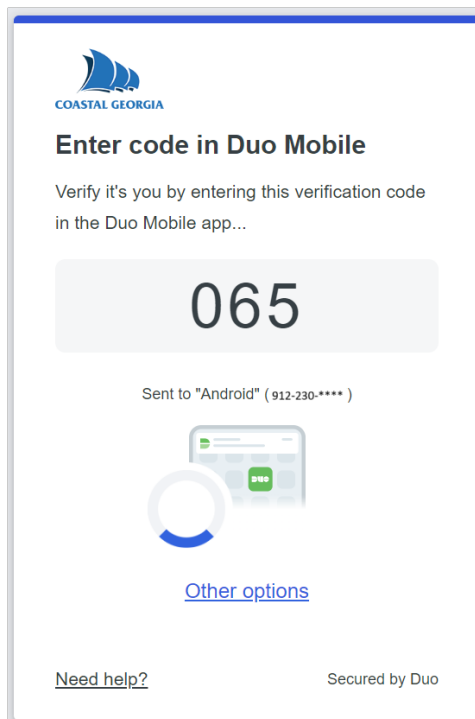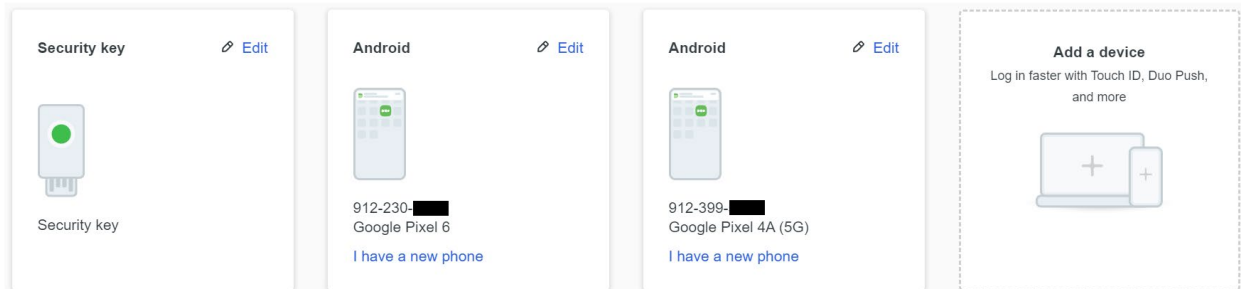

2. Select **Manage devices.**

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3. Choose you method to authenticate. We recommend using Duo Push.

4. Once you accept the authenticate prompt you will see the device management page. From this page you can edit the devices as needed. You may also add a device here as well.
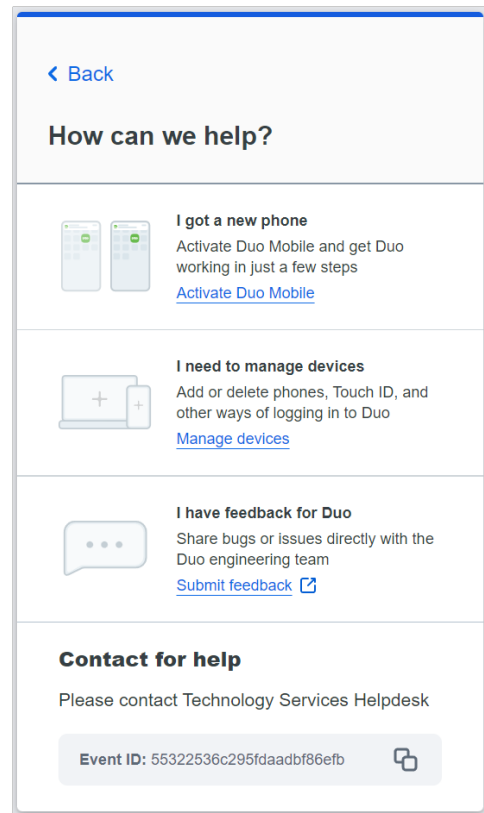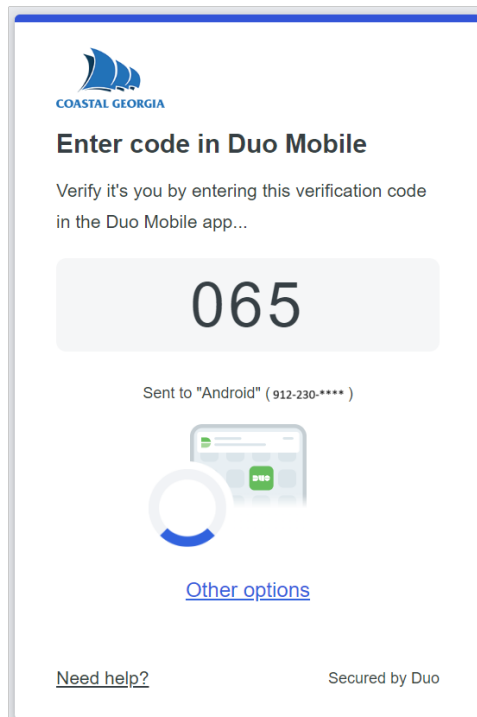

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You Got a New Phone!

If you got a new phone and need to update your device follow the steps below.

1. In an internet browser, navigate to https://portal.ccga.edu. Enter your username and password. When the Duo prompt is displayed, select **Need help?** in the lower left corner. Then select **I got a new phone.**

Scroll for more...

2. If your new device has the same number select **Text me a link.** This will send an activation link to your new device which will activate your account on your new device.
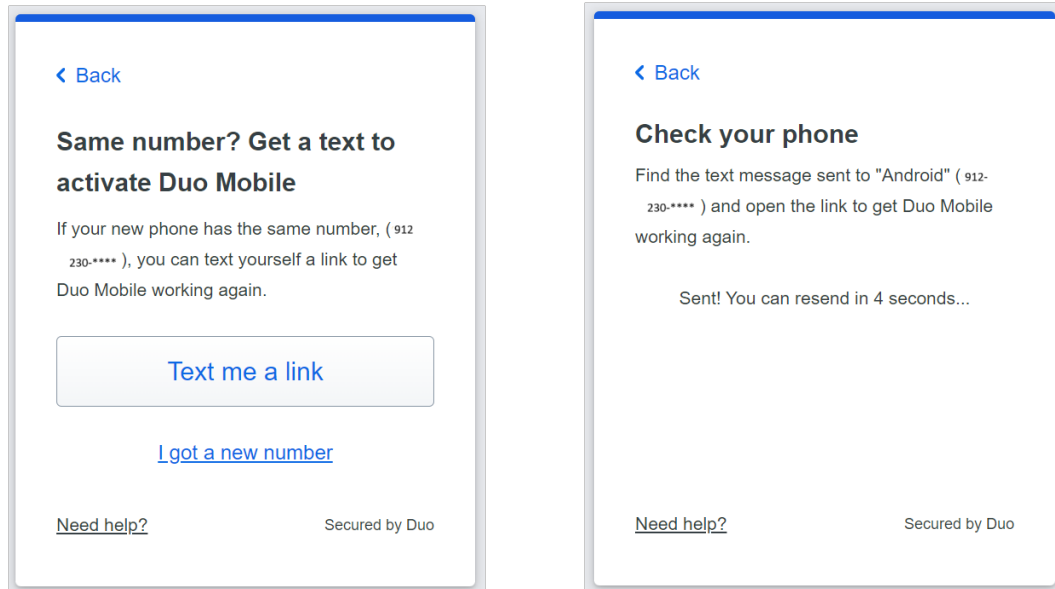
3. On your device, click the link that came via text and allow it to open in the Duo Mobile app. Your new device is now active!

Still having issues?

Contact the helpdesk at support@ccga.edu or call us at 912-279-5760