



Middlesex Community College
Technology Center
Procedure

Duo User Setup Guide

Date: 2021-08-23
Responsible Group: Information Technology
Revision 3

DUO USER SETUP GUIDE

1. Procedure Background and Description

Middlesex Community College is implementing Duo multi-factor authentication (MFA) to provide additional protection for the College's IT systems. This user guide will detail the steps required to enroll your account with Duo, so that you can access protected applications.

2. Purpose

Multi-factor authentication from Duo protects the College's online applications by utilizing a second source of validation, such as a mobile phone or landline, that only you have access to. That way, if your password were to be compromised, an attacker would be unable to log into College systems. In fact, 80% of security breaches involve compromised passwords, which Duo can protect against.

3. Requirements

i *Supported web browsers for Duo are Chrome, Firefox, Safari, Edge, Opera, and Internet Explorer 8 or later. The Remember Me feature is not supported on Mac when using Safari. If you are using a Mac, you must use Chrome to utilize this feature. Additionally, Remember Me is not supported when using any web browser on a mobile device.*

In order to enroll in Duo MFA, you must have one of the following:

Preferred:

- **Most convenient: A smartphone (e.g. iPhone, Android) that can download apps**

Alternatives (not recommended unless you do not have a smartphone):

- A tablet (e.g. Apple, Android) that can download apps
- A non-smartphone (e.g. flip phone) that can receive phone calls and texts
- A basic phone (cell or landline) that can receive phone calls only

Note that these steps are for users who do not currently use Duo at MCC. If you already use Duo at MCC for logging into another service, go directly to [Method 5](#).

MCC recommends selecting the preferred option of using a smartphone (Duo Mobile app) combined with Duo Push ([Method 1](#)). This is the most convenient and simple option if you have access to a smartphone. Additionally, MCC recommends using either Chrome or Firefox web browsers for the best experience.

If you have any questions or encounter any problems while setting up Duo multi-factor authentication for your account, please contact the MCC Service Desk by email at servicedesk@middlesex.mass.edu or by phone at (978) 656-3301.

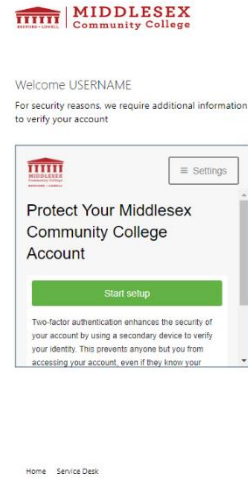
4. Process

Follow the steps from **one** of the methods below (click on a method to skip directly to it):

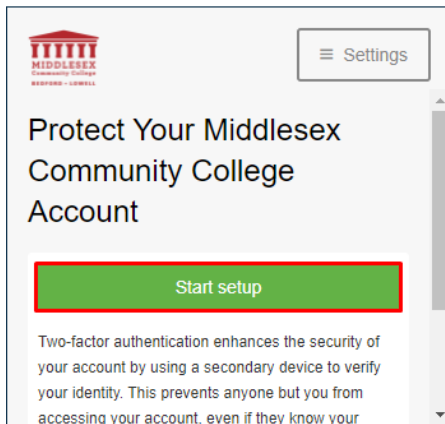
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Method 1: A smartphone (e.g. iPhone, Android) that can download apps

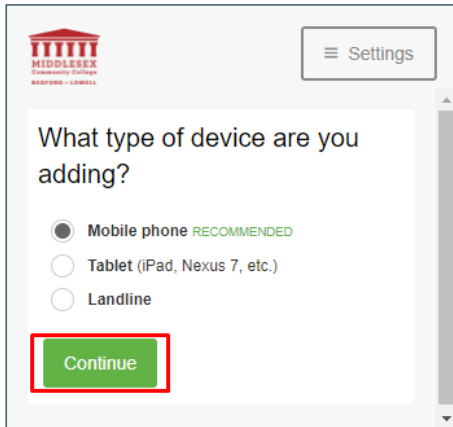
1. Log into the [MyMCC](http://mymcc.middlesex.edu) portal (mymcc.middlesex.edu). Select the **Email** button under the **My Launchpad** section of the portal.
2. You will be directed to a page that looks like the following:



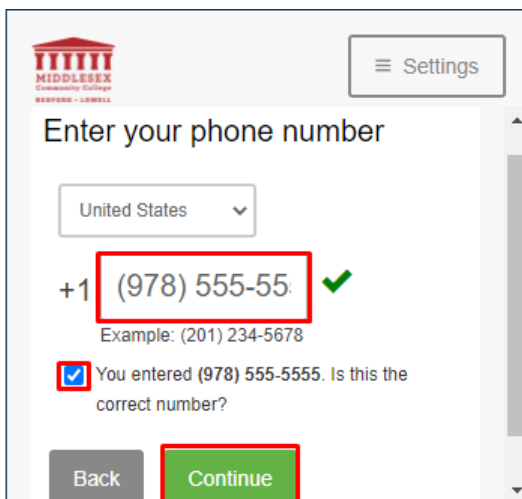
3. From here, press the **Start setup** button:



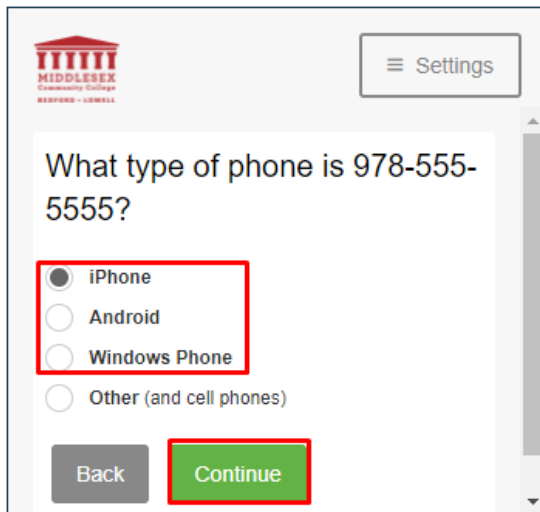
4. Select **Mobile phone**, then **Continue**.



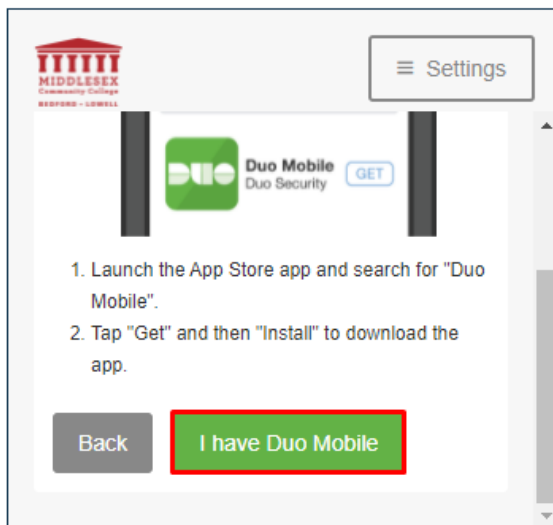
5. Enter your mobile phone number in the box, confirm it by clicking the checkbox, then press **Continue**.



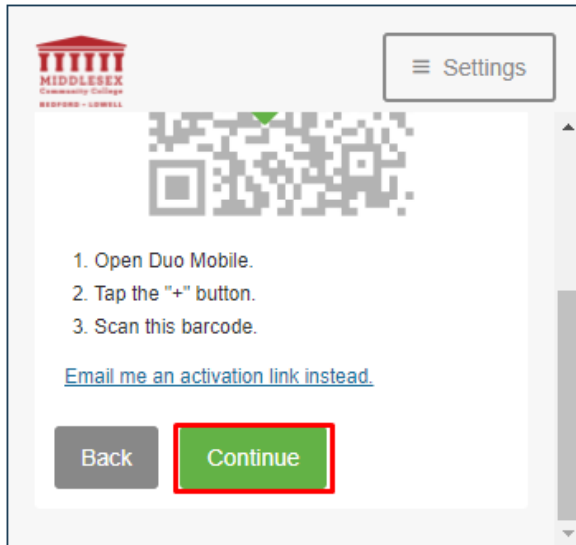
6. Duo will prompt you to select what type of phone you're using. Select one of the highlighted options based on your phone, then select **Continue**.



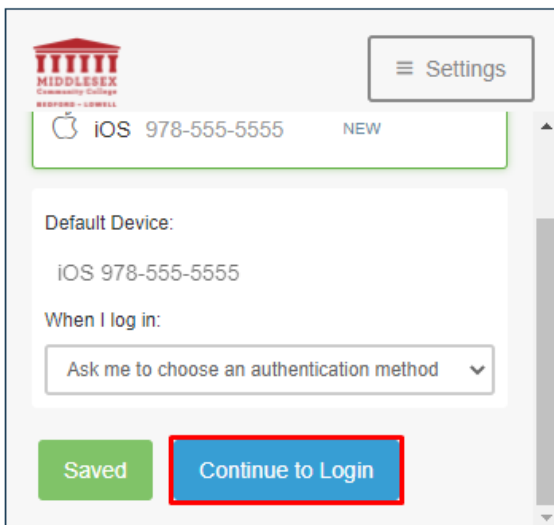
7. Duo will now prompt you to install the **Duo Mobile** app from your phone's app store. These instructions will vary depending on your device type, but they will be displayed to you on screen. Once you have downloaded and opened the Duo Mobile app, scroll down on the prompt, and select **I have Duo Mobile**.



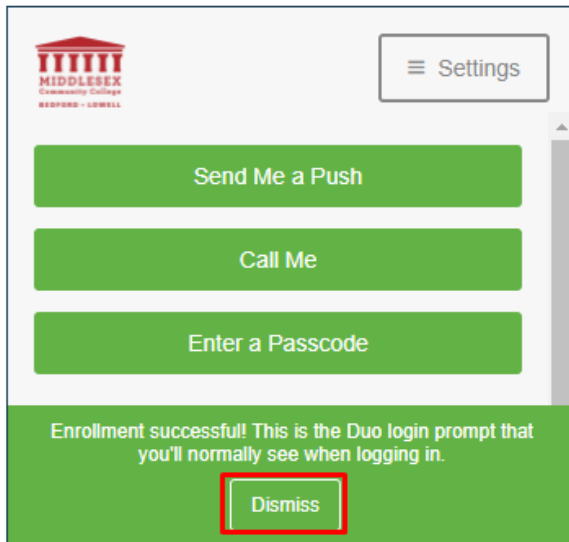
-
8. Depending on your device type, Duo will display steps on how to activate. This will usually involve scanning a QR code. Follow the instructions that are displayed on your screen to activate the Duo Mobile app, then select **Continue**.



9. The **My Settings & Devices** page will appear. Scroll down, and select **Continue to Login**.

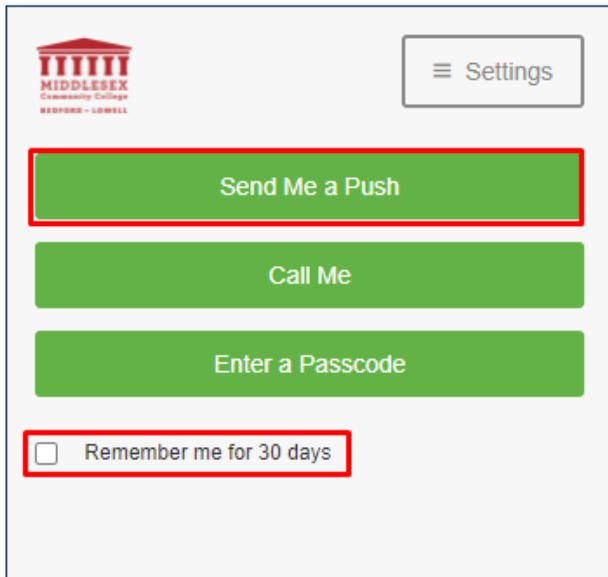


10. The Duo login page now displays. Press **Dismiss** to clear the enrollment success popup and continue login.



11. The page displayed is what you will now see each time Duo MFA is used to protect your login. By default, it will be displayed each time you log into your MCC Email via the MyMCC portal. If you'd like to be remembered for 30 days before needing to use Duo again, select the **Remember me for 30 days** checkbox. Please note that you must be using the same device **and** web browser each time for this feature to work. The Remember Me feature is not supported on Mac when using Safari. If you are using a Mac, you must use Chrome to utilize this feature. Additionally, Remember Me is not supported when using any web browser on a mobile device. After setting up Duo, you will be presented with three options for logging in:

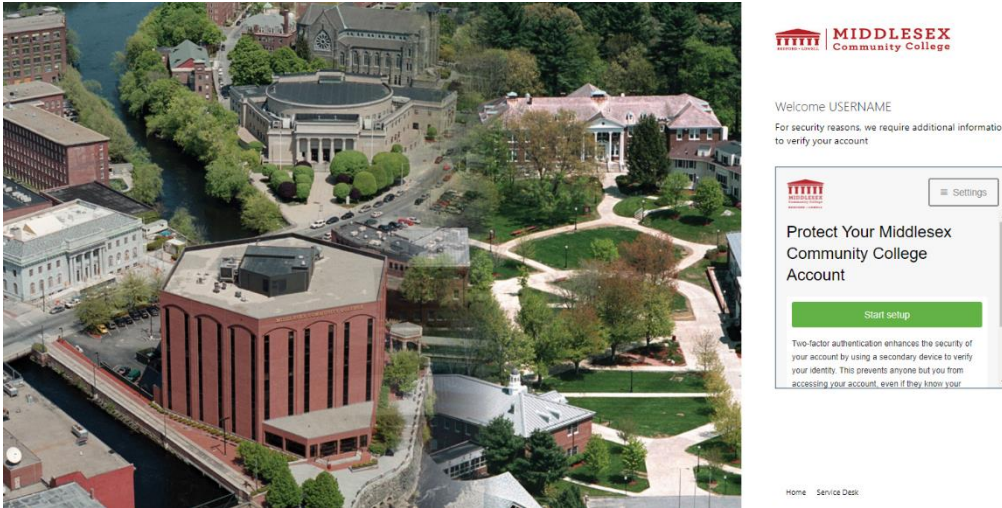
- **Preferred:** Send Me a Push
 - Duo will send a push notification to your smartphone. Simply open the notification and accept the request in order to log in.
- **Alternative (not recommended):** Call Me
 - Duo will call your smartphone. Follow the voice prompts to log in.
- **Alternative (not recommended):** Enter a Passcode
 - Duo will text you a passcode. Make sure that you press the blue **Text me new codes** button. Enter the passcode to log in.



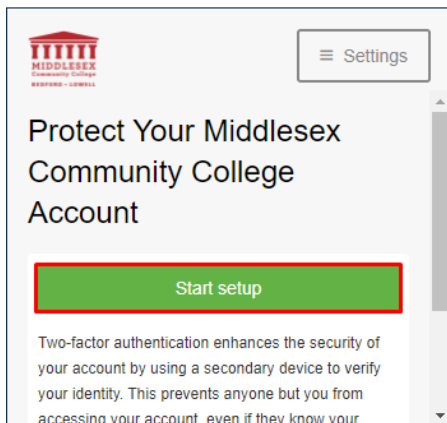
12. Congratulations! Duo Mobile setup is now complete.

Method 2: A tablet (e.g. Apple, Android) that can download apps

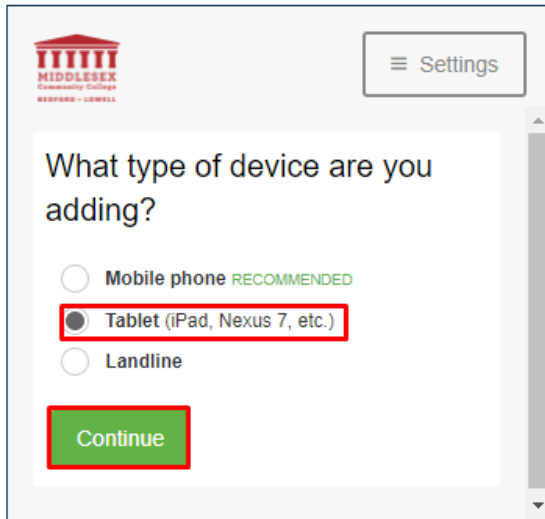
1. Log into the [MyMCC](http://mymcc.middlesex.edu) portal (mymcc.middlesex.edu). Select the **Email** button under the **My Launchpad** section of the portal.
2. You will be directed to a page that looks like the following:



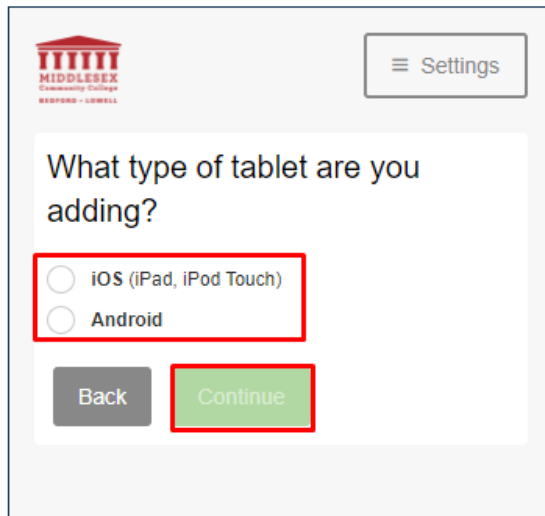
3. From here, press the **Start setup** button:



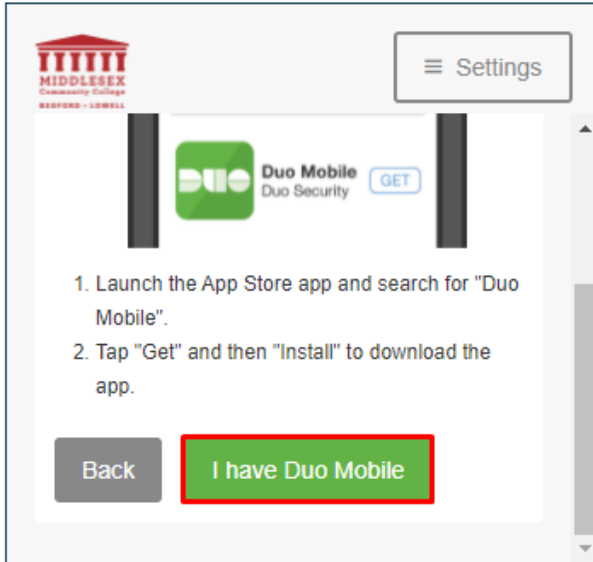
4. Select **Tablet**, then **Continue**.



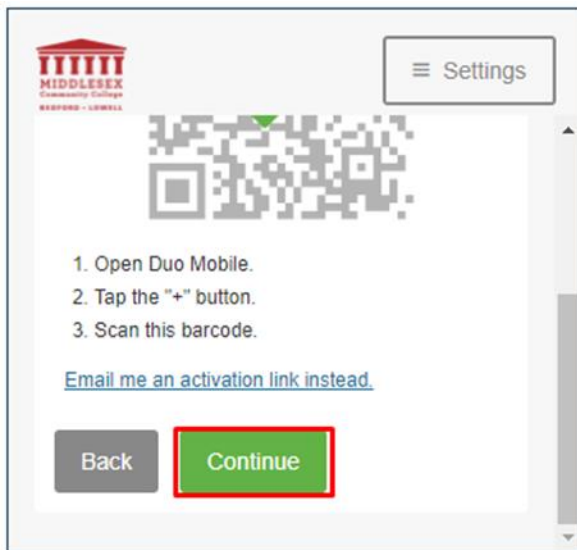
5. Select the type of tablet you're using, then select **Continue**.



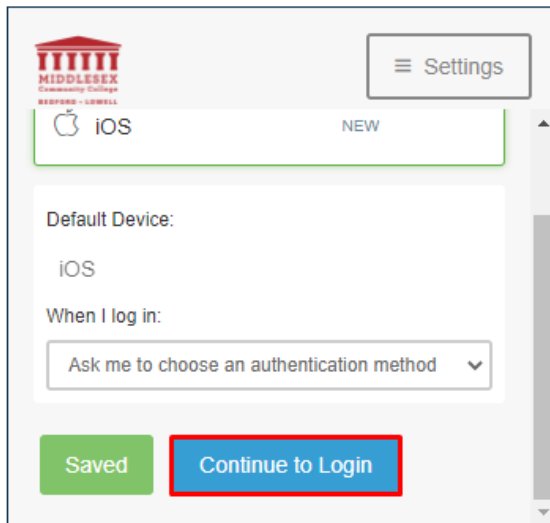
-
6. Duo will now prompt you to install the **Duo Mobile** app from your tablet's app store. These instructions will vary depending on your device type, but they will be displayed to you on screen. Once you have downloaded and opened the Duo Mobile app, scroll down on the prompt, and select **I have Duo Mobile**.



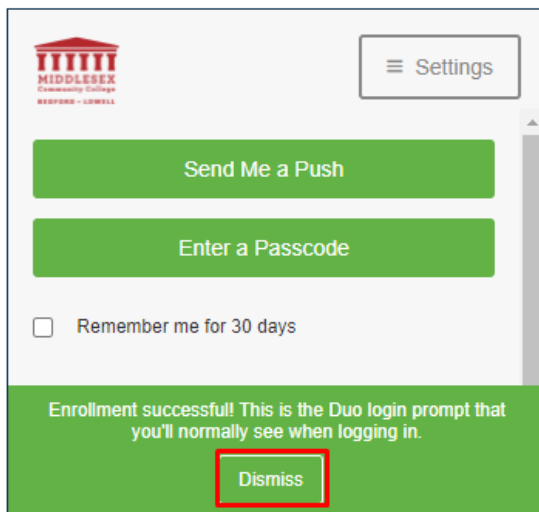
7. Depending on your device type, Duo will display steps on how to activate. This will usually involve scanning a QR code. Follow the instructions that are displayed on your screen to activate the Duo Mobile app, then select **Continue**.



8. The **My Settings & Devices** page will appear. Scroll down, and select **Continue to Login**.



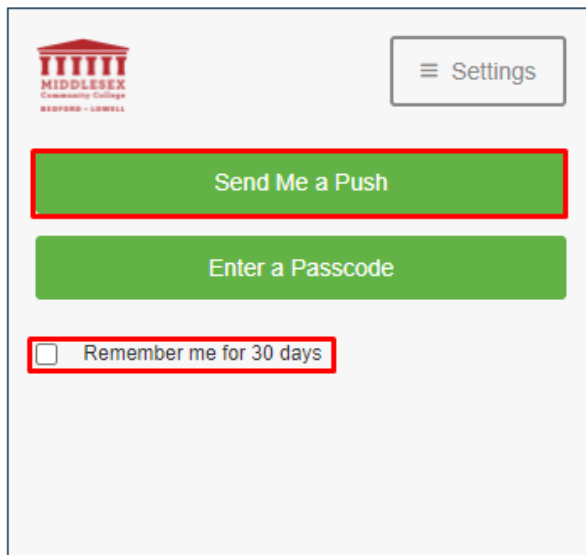
9. The Duo login page now displays. Press **Dismiss** to clear the enrollment success popup and continue login.



10. The page displayed is what you will now see each time Duo MFA is used to protect your login. By default, it will be displayed each time you log into your MCC Email via the MyMCC portal. If you'd like to be remembered for 30 days before needing to use Duo again, select the **Remember me for 30 days** checkbox. Please note that you must be using the same device **and** web browser each time for this feature to work. The Remember Me feature is not

supported on Mac when using Safari. If you are using a Mac, you must use Chrome to utilize this feature. Additionally, Remember Me is not supported when using any web browser on a mobile device. After setting up Duo, you will be presented with two options for logging in:

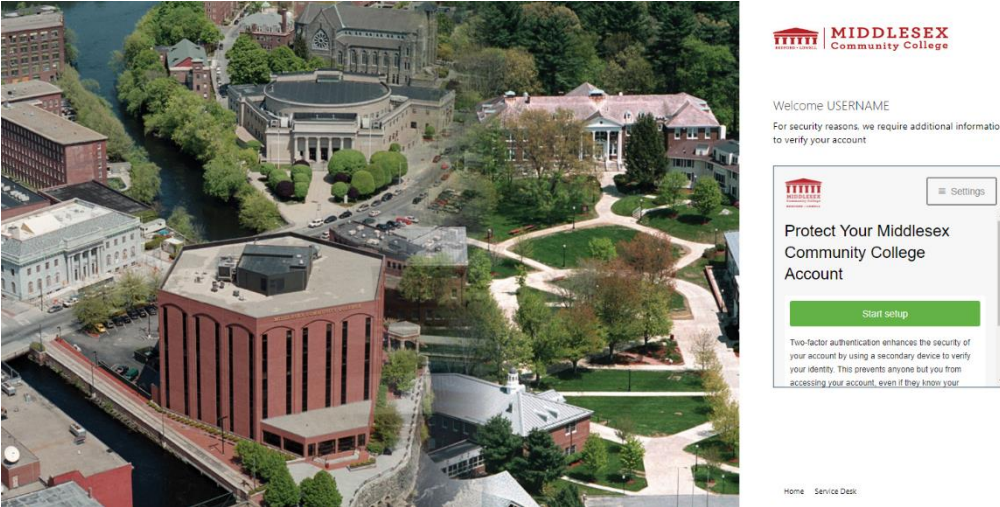
- **Preferred: Send Me a Push**
 - Duo will send a push notification to your tablet. Simply open the notification and accept the request in order to log in.
- **Alternative (not recommended): Enter a Passcode**
 - A passcode is obtained from the Duo app. Enter the passcode to log in.



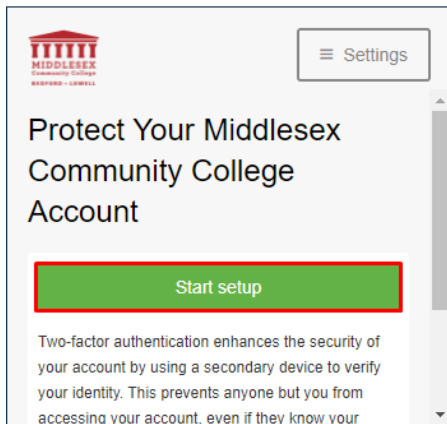
11. Congratulations! Duo Mobile setup is now complete.

Method 3: A non-smartphone (e.g. flip phone) that can receive phone calls and texts

1. Log into the [MyMCC](http://mymcc.middlesex.edu) portal (mymcc.middlesex.edu). Select the **Email** button under the **My Launchpad** section of the portal.
2. You will be directed to a page that looks like the following:



3. From here, press the **Start setup** button:



4. Select **Mobile phone**, then **Continue**.

MIDDLESEX
Community College
BEDFORD - LOWELL

Settings

What type of device are you adding?

Mobile phone RECOMMENDED

Tablet (iPad, Nexus 7, etc.)

Landline

Continue

5. Enter your mobile phone number in the box, confirm it by clicking the checkbox, then press **Continue**.

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Settings

Enter your phone number

United States

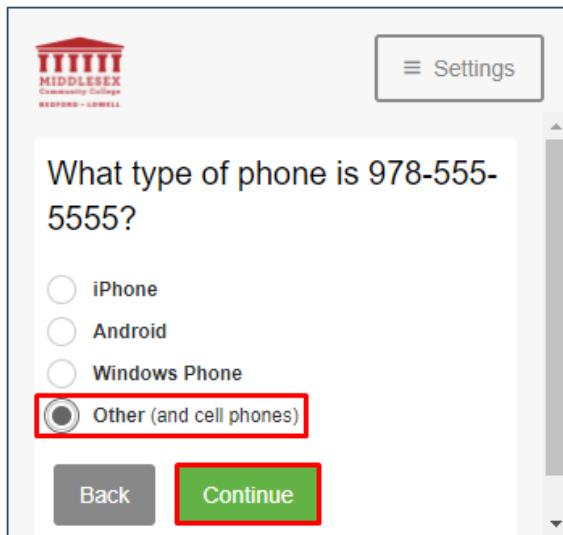
+1 (978) 555-5555 ✓

Example: (201) 234-5678

You entered (978) 555-5555. Is this the correct number?

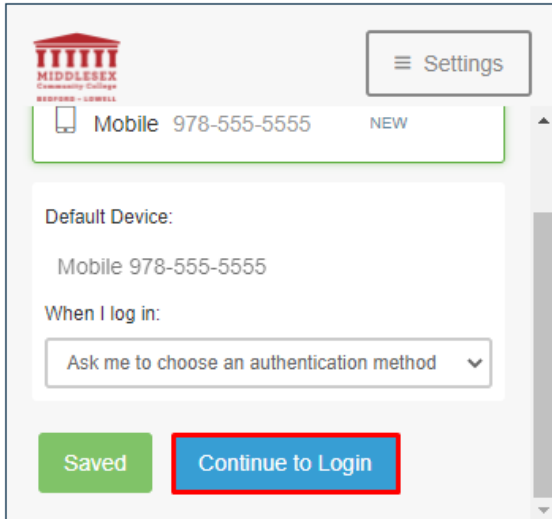
Back Continue

6. Duo will prompt you to select what type of phone you're using. Select **Other (and cell phones)**, then select **Continue**.



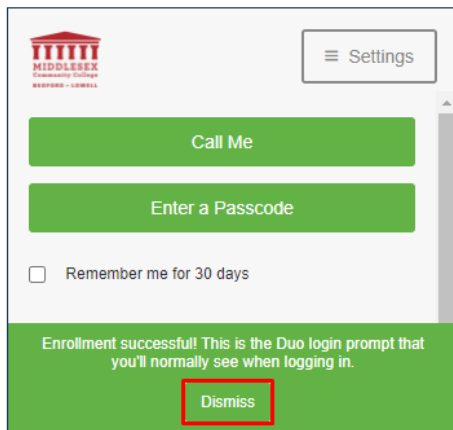
The screenshot shows the Duo mobile app interface. At the top left is the Middlesex Community College logo. At the top right is a 'Settings' button. The main text asks, 'What type of phone is 978-555-5555?'. Below this are four radio button options: 'iPhone', 'Android', 'Windows Phone', and 'Other (and cell phones)'. The 'Other (and cell phones)' option is selected and highlighted with a red box. At the bottom are two buttons: 'Back' and 'Continue', with the 'Continue' button also highlighted with a red box.

7. The **My Settings & Devices** page will appear. Scroll down, and select **Continue to Login**.



The screenshot shows the 'My Settings & Devices' page in the Duo mobile app. At the top left is the Middlesex Community College logo. At the top right is a 'Settings' button. Below the logo is a card for the mobile device '978-555-5555' with a 'NEW' status. Underneath, it says 'Default Device: Mobile 978-555-5555'. Below that is a section 'When I log in:' with a dropdown menu set to 'Ask me to choose an authentication method'. At the bottom are two buttons: 'Saved' and 'Continue to Login', with the 'Continue to Login' button highlighted with a red box.

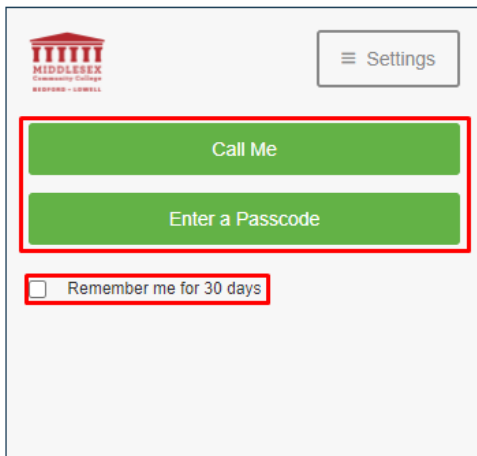
8. The Duo login page now displays. Press **Dismiss** to clear the enrollment success popup and continue login.



9. The page displayed is what you will now see each time Duo MFA is used to protect your login. By default, it will be displayed each time you log into your MCC Email via the MyMCC portal. If you'd like to be remembered for 30 days before needing to use Duo again, select the **Remember me for 30 days** checkbox. Please note that you must be using the same device **and** web browser each time for this feature to work. The Remember Me feature is not supported on Mac when using Safari. If you are using a Mac, you must use Chrome to utilize this feature. Additionally, Remember Me is not supported when using any web browser on a mobile device. After setting up Duo, you will be presented with two options for logging in:

- **Preferred:** Enter a Passcode
 - Duo will text you a passcode. Make sure that you press the blue **Text me new codes** button. Enter the passcode to log in.
- Alternative (not recommended): Call Me

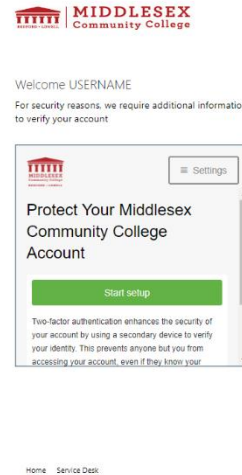
- Duo will call your cell phone. Follow the voice prompts to log in.



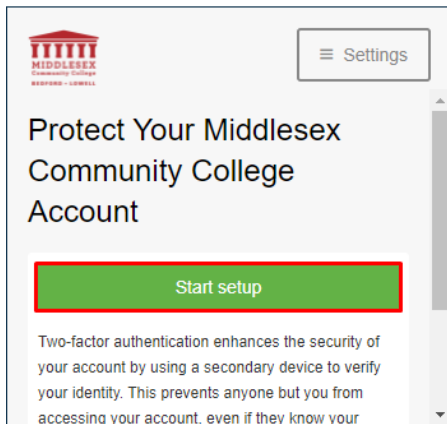
10. Congratulations! Duo setup is now complete.

Method 4: A basic phone (cell or landline) that can receive phone calls only

1. Log into the [MyMCC](http://mymcc.middlesex.edu) portal (mymcc.middlesex.edu). Select the **Email** button under the **My Launchpad** section of the portal.
2. You will be directed to a page that looks like the following:



3. From here, press the **Start setup** button:



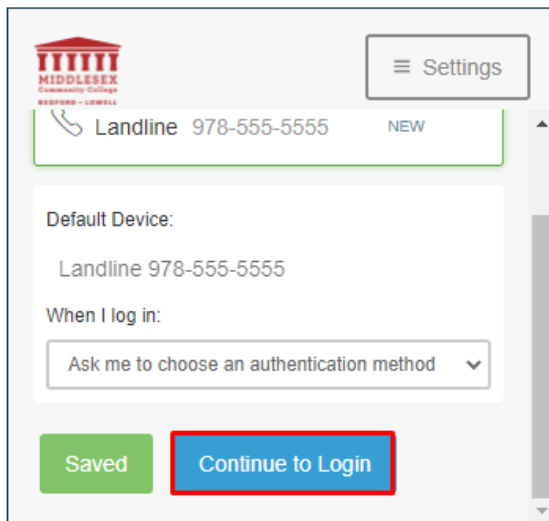
4. Select **Landline**, then **Continue**.

The screenshot shows the 'What type of device are you adding?' screen. At the top left is the Middlesex Community College logo. At the top right is a 'Settings' button. The main content area contains three radio button options: 'Mobile phone RECOMMENDED', 'Tablet (iPad, Nexus 7, etc.)', and 'Landline'. The 'Landline' option is selected and highlighted with a red box. Below the options is a green 'Continue' button, also highlighted with a red box.

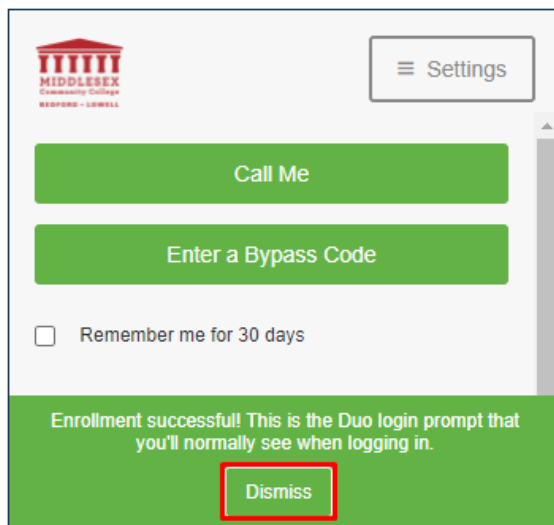
5. Enter your basic cell phone, office phone, or home phone number in the box, confirm it by clicking the checkbox, then press **Continue**. Note that if using your MCC office phone number, you should leave the **Extension** box empty.

The screenshot shows the phone number entry screen. At the top left is the Middlesex Community College logo. At the top right is a 'Settings' button. The main content area contains a text input field with '+1 (978) 555-5555' entered, highlighted with a red box and a green checkmark. Below the input field is an 'Extension:' label and an empty text input field. Below the extension field is a checkbox that is checked, with the text 'You entered (978) 555-5555. Is this the correct number?'. At the bottom are two buttons: a grey 'Back' button and a green 'Continue' button, which is highlighted with a red box.

6. The **My Settings & Devices** page will appear. Scroll down, and select **Continue to Login**.

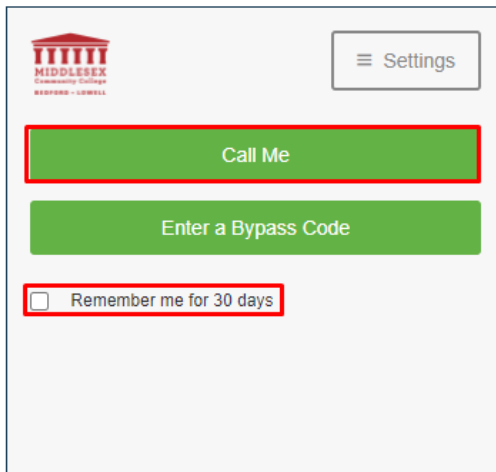


7. The Duo login page now displays. Press **Dismiss** to clear the enrollment success popup and continue login.



8. The page displayed is what you will now see each time Duo MFA is used to protect your login. By default, it will be displayed each time you log into your MCC Email via the MyMCC portal. If you'd like to be remembered for 30 days before needing to use Duo again, select the **Remember me for 30 days** checkbox. Please note that you must be using the same device **and** web browser each time for this feature to work. The Remember Me feature is not supported on Mac when using Safari. If you are using a Mac, you must use Chrome to utilize this feature. Additionally, Remember Me is not supported when using any web browser on a mobile device. After setting up Duo, you will be presented with one option for logging in:

- Call Me
 - Duo will call your phone. Follow the voice prompts to log in.



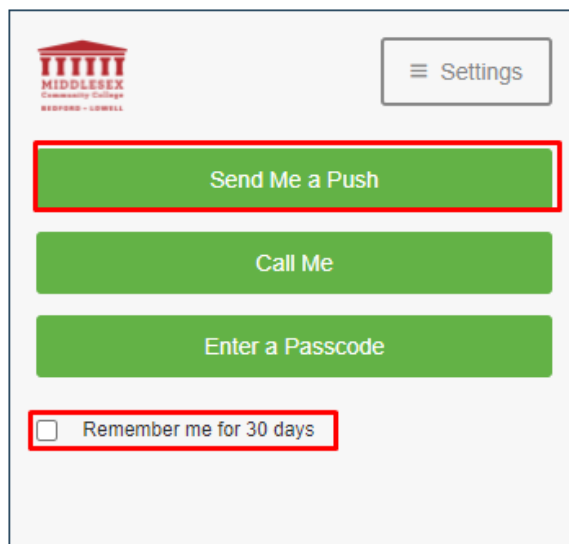
9. Congratulations! Duo setup is now complete.

Method 5: You currently use Duo at MCC

1. Log into the [MyMCC](http://mymcc.middlesex.edu) portal (mymcc.middlesex.edu). Select the **Email** button under the **My Launchpad** section of the portal.
2. You will be directed to a page that looks like the following:

Welcome USERNAME

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



The screenshot shows a login verification interface. At the top left is the Middlesex Community College logo. To the right is a 'Settings' button. Below these are three green buttons: 'Send Me a Push', 'Call Me', and 'Enter a Passcode'. At the bottom is a checkbox labeled 'Remember me for 30 days'.

3. The page displayed is what you will now see each time Duo MFA is used to protect your login. By default, it will be displayed each time you log into your MCC Email via the MyMCC portal. If you'd like to be remembered for 30 days before needing to use Duo again, select the **Remember me for 30 days** checkbox. Please note that you must be using the same device **and** web browser each time for this feature to work. The Remember Me feature is not supported on Mac when using Safari. If you are using a Mac, you must use Chrome to utilize this feature. Additionally, Remember Me is not supported when using any web browser on a mobile device. You will most likely be presented with three options for logging in:
 - **Preferred:** Send Me a Push
 - Duo will send a push notification to your smartphone. Simply open the notification and accept the request in order to log in.
 - **Alternative (not recommended):** Call Me

-
- Duo will call your smartphone. Follow the voice prompts to log in.
 - Alternative (not recommended): Enter a Passcode
 - Duo will text you a passcode. Make sure that you press the blue **Text me new codes** button. Enter the passcode to log in.
4. Congratulations! Duo setup is now complete.