

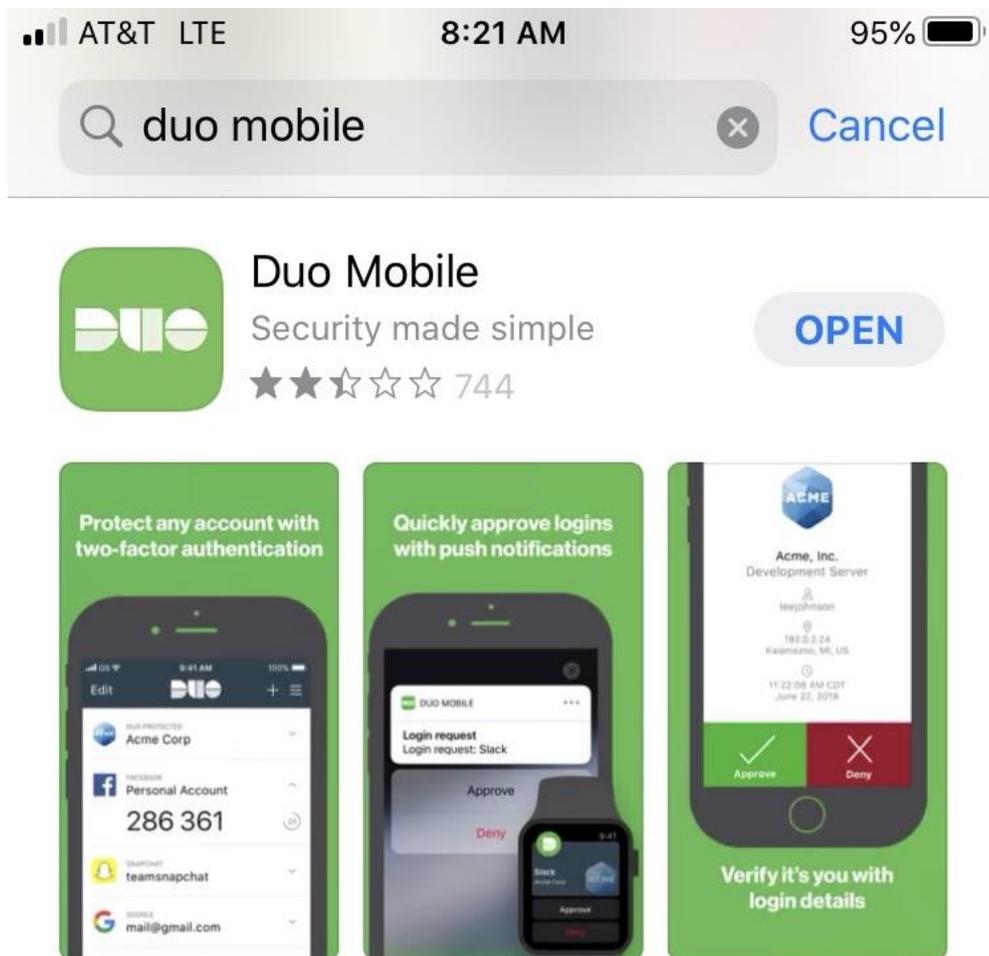
Duo Multi-Factor (MFA) Authentication

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 (for Smartphone users)

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.



Step 2 – Setup Duo User Account (first time only)

To complete step 2 on or before your launch date (see schedule below), enter <https://ethos.lctcs.edu/saml/so?spEntityID=duoprod> in any browser, and follow the steps below. Ignore the 413 error.

The scheduled launches for the following systems are:

- Application Navigator – February 17, 2020
- Employee Self Service – February 24, 2020
- Faculty Self Service – February 24, 2020.

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



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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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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.

Continue



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Enter your phone number

United States

+1



Example: (201) 234-5678

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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.

Call me

or

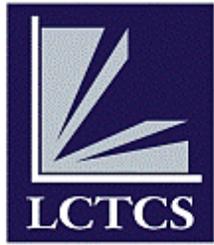
Text me

2. Enter your 6-digit code:

Verify

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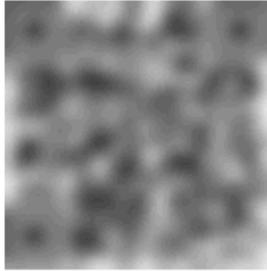


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Activate Duo Mobile for Android



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] [REDACTED] JUST ADDED

Default Device: [REDACTED]

When I log in: Ask me to choose an authentication method

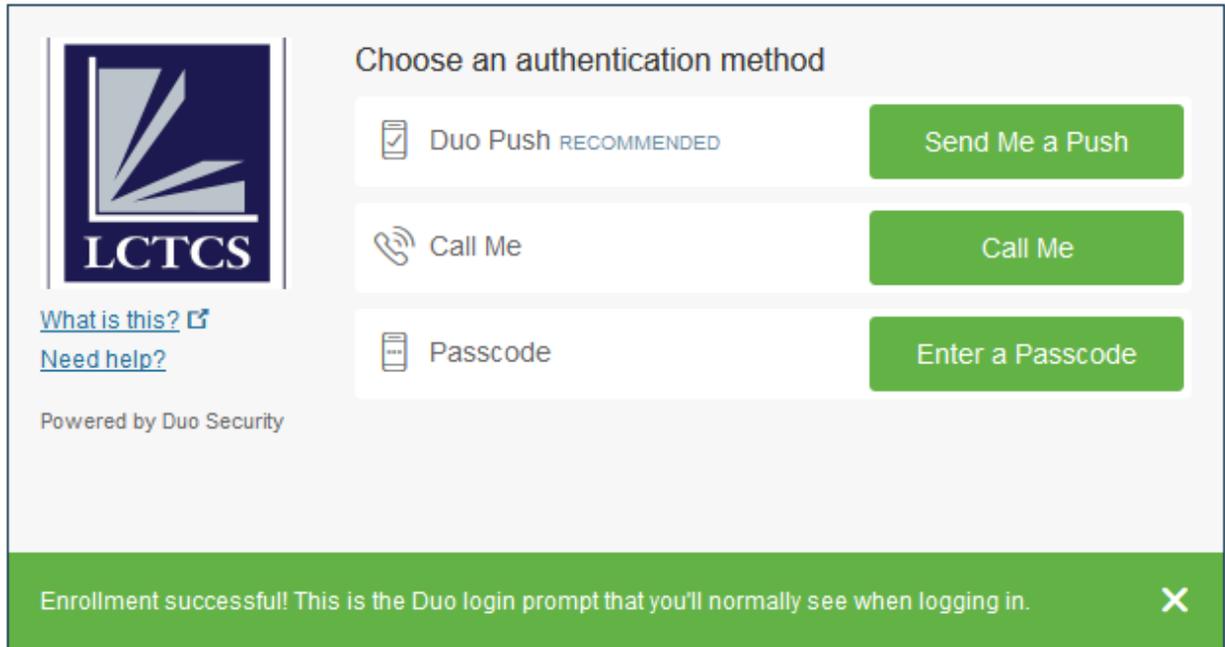
Saved

Continue to Login

Step 3 – Perform MFA

After setup, and on all subsequent logins to protected URLs, you will be prompted with the following. If you have installed the recommended Duo Mobile smartphone app, you will be able to select 'Send Me a Push', which will activate the smartphone app and allow you to simply Approve or Deny the login.

If you have not installed the Duo Mobile app, your choices are to receive a numeric code via text or phone call, and you will be prompted to enter this numeric code into Duo to complete the login.



Frequently Asked Questions

1. I am getting push/passcode/calls from Duo, but I am not presently signing into any systems. Deny the login, or do nothing and the login will be denied. Also, we recommend changing your password.
2. 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.
3. 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 you to open a helpdesk.lctcs.edu ticket
Service Category: Account Services/Password Reset
Service: Duo-2 Factor Authentication
Problem Request: I am having a problem with – Custom Application Problem.
4. What needs to be done in Duo for terminated employees?
Nothing out of the normal Banner termination process.
5. 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.
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:
Service Category: Account Services/Password Reset
Service: Duo-2 Factor Authentication
Problem Request: I am having a problem with – Custom Application Problem.
8. How can I MFA into Faculty Self Service when in a restricted area without a cell phone (e.g. prison)?
Open a helpdesk.lctcs.edu ticket:
Service Category: Account Services/Password Reset
Service: Duo-2 Factor Authentication
Problem Request: I am having a problem with – Custom Application Problem.