

Beginning June 5, 2017, the university started requiring multifactor authentication (MFA) to access information systems that store PII (personally identifiable information). Multifactor authentication provides extra security by combining something you know (username/password) with something you have (text message, call to landline, or token) to gain access to your information. The University will be using resources purchased from DUO Security to implement multifactor authentication.

Multifactor Authentication is now required to access Self-Service Carolina (<https://my.sc.edu>), Blackboard and E-mail access will require multifactor in the near future.

There are (3) options from which you can select to enroll in the University's multifactor authentication system.

Duo Mobile App Enrollment Process-Iphone or Droid smartphone required

- 1) If you haven't already done so, you will need to set your security questions in my.sc.edu. If you have already set your security questions, skip to item 2.
 - a. Go to <https://my.sc.edu/vipid/claim>.
 - b. Follow the prompts to set your security questions.

- 2) Go to <https://my.sc.edu/multifactor> to enroll to use your smartphone (DUO Mobile app).
 - a. Log in with your USC Network Username and password.
 - b. Answer the security question and press submit. **Your security question are case and syntax sensitive and must be entered precisely as you set them up when you claimed your VIP ID. If you cannot remember your security questions, you will have to call the UTS Service desk at (803)777-1800 to reset your VIP ID.**
 - c. Enter your mobile phone number, select mobile, choose your platform, then click the **Add Phone** button.
 - d. Click on the **Activate** button beside your mobile phone number. A QR code will be displayed. You will scan this code in a later step.
 - e. On your phone, download and open the Duo Mobile app.
 - f. On the app, press + at the top of the screen.
 - g. With your phone, scan the QR code on your computer. You are enrolled! Click the **Return to Overview** button.
 - h. To verify your enrollment, click the **Test Authentication** button near the bottom left of the browser window.
 - i. Enter your USC Network Username and password.
 - j. Select your mobile phone number.
 - k. Press Send Me a Push next to Duo Push.
 - l. On your phone, select Request Waiting at the top of the Duo Mobile screen and press Approve. You have successfully tested multifactor authentication!

From this point forward, when you attempt to access a university system, such as my.sc.edu, you will authenticate by entering your Network Username and password on your computer and approving the request on your smartphone using the Duo Mobile app. **You can also use the “Call Me” verification with your DUO Push registered mobile phone.**

Call Me Enrollment Process – for landline or non-smart mobile phone

- 1) If you haven't already done so, you will need to set your security questions in my.sc.edu. If you have already set your security questions, skip to item 2.
 - a. Go [to https://my.sc.edu/vipid/claim](https://my.sc.edu/vipid/claim).
 - b. Follow the prompts to set your security questions.

- 2) Go [to https://my.sc.edu/multifactor](https://my.sc.edu/multifactor) to enroll to use your landline or non-smart mobile phone.
 - a. Log in with your USC Network Username and password.
 - b. Answer the security question and press submit. **Your security question are case and syntax sensitive and must be entered precisely as you set them up when you claimed your VIP ID. If you cannot remember your security questions, you will have to call the UTS Service desk at (803)777-1800 to reset your VIP ID.**
 - c. Enter your telephone number including the area code, select landline, then click the **Add Phone** button.
 - d. To verify your enrollment, click the **Test Authentication** button near the bottom left of the browser window.
 - e. Enter your USC Network Username and password.
 - f. Select your landline phone number then click the **Call Me** button.
 - g. The Duo system will call your phone with a recorded message that asks you to Press 1 at the end of the message.
 - h. “Multifactor Success” will display at the top of the web browser window. You have successfully enrolled!

From this point forward, when you attempt to access a university system, such as my.sc.edu, you will authenticate by entering your Network Username and password on your computer and approving the request on your telephone by pressing 1 at the end of the recorded message. **You can register more than one landline telephone or non-smart mobile phone.**

Hardware Token purchased from the University Bookstore-Cost \$25.00

- 1) If you haven't already done so, you will need to set your security questions in my.sc.edu. If you have already set your security questions, skip to item 2.
 - a. Go [to https://my.sc.edu/vipid/claim](https://my.sc.edu/vipid/claim).
 - b. Follow the prompts to set your security questions.

- 2) Go to <https://my.sc.edu/multifactor> to enroll to use a hardware token.
- a. Log in with your USC Network Username and password.
 - b. Answer the security question and press submit. **Your security question are case and syntax sensitive and must be entered precisely as you set them up when you claimed your VIP ID. If you cannot remember your security questions, you will have to call the UTS Service desk at (803)777-1800 to reset your VIP ID.**
 - c. Next to **Tokens:** it will read “No tokens” below click to select options button and select the type token you purchased Duo or YubiKey then enter the serial number from the token then click the **Add Token** button.
 - d. To verify your enrollment, click the **Test Authentication** button near the bottom left of the browser window.
 - e. Enter your USC Network Username and password.
 - f. Enter the 6 digit code from the DUO token then click the **Log In** button.
 - g. “Multifactor Success” will display at the top of the web browser window. You have successfully enrolled!

From this point forward, when you attempt to access a university system, such as my.sc.edu, you will authenticate by entering your Network Username and password on your computer and entering the 6 digit code from the DUO token, before clicking the Log In button.