MATC Two-Factor Authentication

FAQ

MATC uses Duo for Two-Factor Authentication, *also known as MFA (Multi-Factor Authentication)* to provide an extra level of security to protect the college's users and sensitive information.
The first portion of the authentication process occurs when you login with your MATC userid and password.
The second portion occurs via your smartphone or mobile device (tablet or DUO Fob) to verify your identity.

ENTER USERNAME & PASSWORD AS USUAL → USE YOUR DEVICE TO VERIFY YOUR IDENTITY → SECURELY LOGGED IN

What are the benefits of using DUO two-factor authentication?

Two-factor authentication, simply means you will be asked to take a second action to verify your identity when you log into a protected system. Two-factor authentication provides an extra layer of protection for you and the college in case you are a victim of phishing or hacking.

If someone steals your userid **and** password and tries to access your account, it will not be sufficient to log in. The thief will also need to have access to your device to complete the log in process. If someone else tries to log in to your account, you will be notified on your device and you can deny them access instantly.

Who is required to use DUO?

Initially employees and contractors who connect to MATC systems and Gmail were required to use DUO. In early 2023, students will be required to us DUO to access Google Apps products. *Additional software may be added in the future.*

What do I need to use DUO two-factor authentication?

You can utilize your smartphone (Andriod, iPhone or Windows phone), a Tablet or a DUO hard token (FOB).

If you use your smartphone or tablet, there is NO cost to you. DUO has a FREE app that you can download from the app store for your model of smartphone.

If you do not have a smartphone you may request a Hard Token (or FOB), that works with DUO.

MATC offers one free fob for employees and students. If you choose to use a FOB, follow these steps:
- Contact the IT Helpdesk and let them know you are requesting a FOB and let them know what campus you would like your FOB delivered too.
- IT will setup the FOB and have it delivered to the Student Life Office at the campus you request
- Your FOB will be ready for pickup within 1 business day
- **There is a fee of $8.00 to purchase a replacement FOB if you lose it**

What versions of iOS and Android does Duo Mobile support?

Here are links to the DUO web site and contain the latest information regarding supported operating systems for Duo Mobile - refer to

Andriod Info: https://help.duo.com/s/article/1872?language=en_US
IOS Info: https://help.duo.com/s/article/1871?language=en_US.

Where can I get more information?

End user documentation is available from the DUO website.

See the Duo Guide to Two-Factor Authentication - https:\\guide.duosecurity.com

What are my authentication options?

- **Duo Push:** If the Duo Mobile app is installed on your smartphone or tablet, you can receive a push notification and can either approve or deny the authentication attempt.
- **Phone call:** You receive a phone call from Duo. The call will give instructions on approving or denying the authentication attempt. It will also allow you to indicate if it were a fraudulent call.
- **Pass codes via SMS:** You can receive a one-time passcode via text message. This code will expire in 2 minutes, so you will need to use it promptly.
- **Pass codes via Duo Mobile app:** If you have the Duo Mobile app installed, you can receive a single pass code by tapping the key in the mobile app. This pass code must be used immediately. This is a good option if you do not have a good wireless or Wi-Fi signal on your phone. Refer to the authentication types in the table below for each device.

	Mobile Push	Mobile Passcode	Phone Call	SMS Text Message
Enroll a smartphone (recommended)	X	X	X	X
Enroll a tablet	X	X		
Enroll a basic cell phone			X	X
Enroll a landline phone			X	

Can I enroll more than one device in Duo?

Although not required, we can enroll an additional device (such as an additional smartphone, tablet or desk or home phone) in DUO to avoid difficulties authenticating if you lose or don't have your only enrolled device with you.

How much cellular or wireless data does the DUO app use?

Very little data is used for each authentication. Roughly 2 KB per authentication. So, 500 authentications would use about 1 MB (which is less than one average web page load).

Do I need to enable notifications for the Duo Mobile app?

Duo Mobile does ask your permission to send notifications to your mobile device. We recommend that you enable this feature, as that will allow the app to send a "push notification" to your phone's screen.
You can manage notifications in your devices "Settings" menu.

How many chances will I get to authenticate?

You will have five chances to authenticate a request. After the fifth chance, your DUO account will be locked and you will not be able to access the system you are attempting to log into. Contact the Helpdesk to have you Duo account unlocked.

What happens after I enroll?

You will be prompted each time you attempt to connect to a Duo enabled application or service (example: Google Apps)

During your enrollment, you can choose a preferred device and authentication method (i.e., your cell phone number and a push notification or text message).

Is there a charge for the DUO usage on my smart phone?

You should connect to a wireless network and then you will not incur data charges when using the Duo Mobile App.
Standard phone and text messaging rates will apply per your phone plan if you choose the phone call and SMS options.

When I try to log in to my application, I don't receive any push notification on my device.

If you're not receiving push notifications, you might not have notifications turned on for the Duo Mobile app on your device.

To turn on Duo notifications for your device:
Apple (iOS)
1. Tap Settings.
2. In the "Settings" screen, tap Notifications.
3. Tap on the Duo Mobile listing.
4. In the "Duo Mobile" screen, move the slider next to Allow Notifications to turn on notifications.

Android
1. Tap Settings.
2. In the "Settings" screen, tap on Applications.
3. In the "Applications" screen, tap on Application Manager.
4. In the "Application Manager" screen, locate the Duo Mobile app listing, and then tap on that listing.
5. In the "Duo Mobile" screen, tap on Notifications.
6. In the "Application notifications" screen, move the sliders next to Allow notifications and Previews in pop-ups to turn on notifications.

What do I do if I get a notification from Duo that I did not request?

Use the "Deny" option if you did not initiate the request. This indicates someone has attempted to login using your userid and password. *You should change your password immediately.*

What data is stored by Duo?

The only data that Duo stores for a user is the user's primary username (Gmail address) and information about your second factor, such as a phone number (if using a phone for the service) or the serial number of your hardware token/FOB (if not using a phone for the service).

Does it cost me anything to use the Duo service via my phone?

There is no cost to download or use the Duo Mobile smartphone app. If not using the Smartphone App, text messages and voice calls are sent only when you request them, and they would be billed by your carrier in the same way that any other text message or call would.

What does the Duo Mobile app access on my phone?

It does not access other apps or other data on your phone; it uses some base functionality of the phone and a certificate that identifies your phone to ensure accurate identification.

The Duo Mobile app will request access to the camera when activating the app (when using the QR code), but this is the only time that the camera will be activated by Duo Mobile.

Duo Mobile does not activate items such as microphone or GPS.

Can I opt-out of using multi-factor authentication via Duo?

No, enrollment for access to identified systems is mandatory.

DUO MFA increases protection of your personal information as well as MATC information systems. Employee, Contractor and Students Gmail access must utilize Duo Security (access to additional systems may be required and/or added in the future).

What if I lose my phone?

Please contact the IT Helpdesk at 414-297-6541, to have them immediately lock your Duo account. They can assist with other DUO authentication options. You can also use the Duo Self-service web site: https://duo.matc.edu to manage your devices

Can I transfer my Duo Mobile app from one device to another?

While the app transfers from device to device, the configuration of each device is specific and will need to be re-activated on new devices

Contact the IT Helpdesk at 414-297-6541 to have another activation email sent to you.

It says my DUO account is locked out. What should I do?

Contact the IT Help Desk at 414-297-6541 to have your account unlocked. Account lockout time is 10 minutes, then you can try again

What if I get a new device or phone number and the Duo App stopped working. What do I do?

If you have a new smartphone:
- If you get a new phone, even if the Duo app is restored from a cloud backup, it will lose its association with your account. If the phone number of your new phone is the same, you can still authenticate using the phone call or SMS text option, but the push option will not work until re-activated.

- You can re-activate your new phone by logging into the MATC DUO Self-Service Portal (https://duo.matc.edu) and selecting the **Add a New Device** option. If your phone number is the same, set the authentication option to Phone Call and then select **My Settings and Devices**. The phone you chose should ring, and you will need to answer, and press "1" to authenticate. From here, you can select the phone number of your new phone (assuming it's the same phone number) and select Reactivate Duo Mobile. This will prompt you to scan in a new QR barcode from the Duo app.

If you have a new basic (non-smartphone) phone:
- If your phone number has not changed, no action is needed.

If you have a new tablet:
- If you get a new tablet, even if the Duo app is restored from a cloud backup, it will lose its association with your account. You can activate your new tablet by logging into the UMass Lowell Duo Self Service portal (https://duo.matc.edu) and then selecting the **Add a New Device** option. If you have an alternative way to authenticate with Duo, you can use that to authenticate when choosing the Add a new device option.