

Student DUO for Gmail setup

MATC is implementing Cisco Duo for Two-Factor Authentication, also known as MFA (Multi-Factor Authentication), to provide an extra level of security to protect the college's students and sensitive information.

To provide that additional security (and meet the requirements of our Auditors and Insurance vendor), we are requiring all students accessing Google Apps products to utilize the Duo Two-Factor Authentication process to login to Gmail, Calendar, Drive, etc.

Students will be able to begin utilizing the Duo MFA process starting February 1, 2023 and all students will be required to be using DUO MFA by May 2023.



The MATC Portal has additional information on Duo and MFA via this FAQ:

<https://portal-prod.ec.matc.edu/departments/it/Pages/Multi-Factor-Authentication.aspx>

To ensure you are ready, please make sure you have completed the following:

Step 1: We began notifying students in January 16, 2023, (via the MATC Week Ahead emails) to prepare for the Duo enrollment process

If you are already a MATC Duo user, go to Step 4

Step 2: Pick your Duo MFA authentication device

Duo authentication requires either a smartphone app or a Hard Token also known as a 'Fob' as the 2nd authentication factor in the login process.

Duo offers a FREE smartphone app that you can download from your phone vendor's app store for your model of smartphone. There is NO cost to you for this app. ***This is the recommended solution for MATC students***

The Duo FAQ (see link above) has instructions to download the smartphone app.

If you do not have a smartphone, students can receive one free DUO Hard Token (Fob). You will need to contact the IT Helpdesk to request a Fob. You will be contacted by IT when your Fob has been setup, and given information on where to pick it up. *There is a \$8.00 charge for a replacement Fob, if you lose it.*

Here is a short YouTube video showing how the Cisco Duo Fob works:

<https://www.youtube.com/watch?v=EYWUO7p5s88>



Step 3: Enrolling your smartphone in Duo

You will receive an email from Duo Security no-reply@duosecurity.com with information to enroll your smartphone to use Duo for Google authentication. *Here is an example of that email:*

From: Duo Security <no-reply@duosecurity.com>
Date: Tue, Feb 15, 2022 at 10:07 AM
Subject: Duo Security Enrollment
To: _____

This is an automated email from Duo Security.

Your organization invites you to set up a user account for Duo. You will find instructions from your Duo administrator below. If you have questions, please reach out to your organization's IT or helpdesk team.

Hello,



MATC is now rolling out "Duo Security", a friendly and secure way for you to log into your Desktop or applications. MATC Information Technology has invited you to set up your account for Duo so you can start logging in.

To begin, click this link to enroll a phone, tablet, or other device:

<https://api-3db2081b.duosecurity.com/portal?code=045c253250cc6f13&akey=DAFYX7PIDD154GTNHQH>

Duo Security is a two-factor authentication service that strives to be easy to use and secure. To learn more about Duo authentication, visit the guide here.

<https://guide.duo.com/enrollment>

Click on the URL link in this email to complete the enrollment process.

This should be completed ASAP, but needs to be completed within 30 days of receipt of this email. If the link has expired, you can contact this IT Helpdesk (helpdesk@matc.edu or 414-297-6541) to request a new enrollment email message.

If this is not completed by May 31, 2023, you will not be able to access your Gmail / Calendar / Drive apps until this is complete.

Step 4: (optional) – Duo self-service portal

You can verify your Duo enrollment status and view/change your authentication device and preferred method of communication (Push Notification, SMS text or call) by going to: <https://duo.matc.edu>

Step 5: New DUO MFA for Google Apps login process

- 1) You can continue to use whatever process you were using to get to the Gmail Login prompt
- 2) Enter your full Email address (as you did in the past)

The screenshot shows the Google Sign in page. At the top is the Google logo, followed by "Sign in to continue to Gmail". Below this is a text input field for "Email or phone" containing "@matc.edu". There are links for "Forgot email?", "Not your computer? Use Guest mode to sign in privately", and "Learn more". At the bottom are "Create account" and "Next" buttons.

- 3) You will see the new Duo Google Apps login screen, enter your full Email address and then your MATC Network password

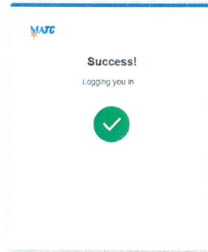
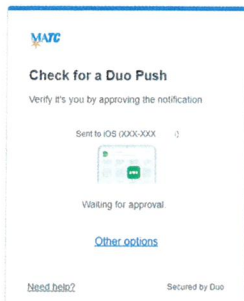
The screenshot shows the MATC Single Sign-On screen. It has the MATC logo at the top. Below it is the text "Single Sign-On" and "Email Address". There is a text input field containing "@matc.edu" and a "Next" button. At the bottom, it says "Secured by Duo".

The screenshot shows the MATC Single Sign-On screen. It has the MATC logo at the top. Below it is the text "Single Sign-On" and "Password". There is a text input field with masked characters and a "Log in" button. At the bottom, it says "Secured by Duo".

- 4) You will be prompted by Duo to complete your 2nd Factor for authentication (*in this case we are using a smartphone with Duo Push notifications*)

Note: If you are using a Fob or selected SMS text notification during your Duo Enrollment setup, you will be enter the 6 digit code you received

If you successfully completed the 2nd Factor Authentication, you will see 'Success' / green checkmark on your phone



- 5) You will now see your normal Gmail application.

Note: Once you complete the Duo MFA process for Gmail, you will have access to your other Google Apps during this browser session. If you logout of Google Apps, you will need to use Duo again to authenticate.

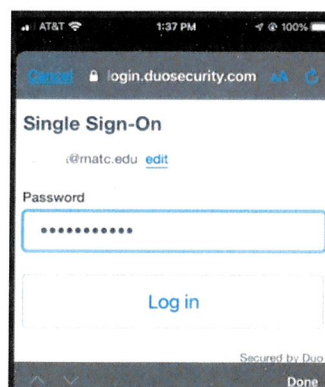
Step 6: If you have installed the Google Mail app on your smartphone

If you use the Google Mail / Calendar app on your smartphone, it will also require a similar login process using Duo Two-Factor Authentication. See the screen shots below.

Enter your full Email address (as you did in the past)



- 1) You will see the new Duo Google Apps login screen, enter your full email address and then your MATC network password.



2) You will be prompted by Duo to complete your 2nd Factor for authentication (*in this case we are using Push Notification on our smartphone*)

Note: If you are using a Fob or selected SMS text notification during your Duo Enrollment setup, you will be enter the 6 digit code you received

If you successfully completed the 2nd Factor Authentication, you will see 'Success' / green checkmark on your phone

