

# Multifactor Authentication

## What is Multifactor Authentication?

Multifactor authentication (MFA), also known as two-step or two-factor authentication, is required to access systems on the USC network that store Personally Identifiable Information (PII). MFA requires faculty, staff, and students to take an extra step to confirm their identity each time they log in to university systems that store PII, including my.sc.edu.

MFA adds an additional layer of protection to your accounts and the data you access through them. Think of it as a new deadbolt lock for your accounts. Because MFA requires something only you have, if your password gets stolen, it will be much more difficult for someone to access your account and subsequently compromise personal or university data.

## How Does MFA Work?

MFA combines something you know (your password) with something you have (your phone) to verify your identity. Using MFA is similar to using your debit card at the ATM to get cash. To get cash you must have something you know (your PIN) and something you have (your debit card). Like at the bank, you will be required to use something you know (a password) with something you have (a smartphone) to log in to university systems.

The Division of Information Technology has selected Duo Security to provide MFA service to the university. To use the service, you will need to enroll and determine what you will use with your VIP ID or USC Network Username and password to access university systems. The quickest and easiest way to do this is with the Duo Mobile app on your smartphone. The app is available for free in the App Store, on

Google Play, and in the Microsoft Store. After downloading the app, you will log in to my.sc.edu with your VIP ID and password (what you know) and select “approve” in the Duo Mobile app on your phone (what you have) to confirm your identity before you are authenticated on the system.

## How Do I get Started?

The following instructions are for authenticating using the Duo Mobile App on a smartphone. If you do not have a smartphone, you can authenticate with a text message, phone call, or a token. For more information and instructions for authenticating using these methods, visit the MFA webpage on uts.sc.edu, under Popular Links.

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 with your smartphone.
  - a. Log in with your VIP ID or Network Username (Net ID tab) and password.
  - b. Answer the security question and press submit.
  - c. Enter your mobile phone number, select mobile, choose your platform, then press Add Phone.
  - d. Choose Activate 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!
- h. To verify your enrollment, press Return to Overview on your computer, then select Test Authentication.
- 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 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 smartphone using the Duo Mobile app.

## How do I get help?

If you have questions or need support, visit the Carolina Tech Zone, call the Service Desk, or visit our MFA site online.

### Visit

Carolina Tech Zone  
1244 Blossom Street\*  
Corner of Blossom and Sumter  
Monday-Friday  
8 a.m.-6 p.m. (Fall and Spring)  
9 a.m.-4 p.m. (Summer)

### Call

Service Desk  
803-777-1800  
Monday-Friday  
8 a.m.-6 p.m.  
uts.sc.edu

### Online

uts.sc.edu  
Choose “Multifactor Authentication” in Popular Links

\*The Carolina Tech Zone is moving in Fall 2017. Please check our website—uts.sc.edu—for the current location.

