

Crowder Colleagues,

Beginning on **February 16th, 2024**, all employees of Crowder College will require Duo MFA to access email (Microsoft 365) and Canvas. Other services requiring MFA, such as OpenVPN, will be unchanged. Please follow the guidelines below to set up Duo MFA for your Crowder account.

We have included a longer set of directions with additional screenshots and greater detail than the shorthand directions on this page.

Text only Directions:

1. From your phone App Store (iPhone) or Play Store (Android), download the Duo Mobile App (You can move on to step 2 while this downloads on your phone).



2. On a computer, open an Incognito browser (use the three-dot icon in the upper-right corner of your preferred browser and select "New Incognito window", visit portal.office.com (Microsoft 365/email) or crowder.instructure.com (Canvas), and login to your Crowder email address.
3. Click through the informational popups until you reach the option to select Duo Mobile or a Token. Click "Duo Mobile".
4. Continue to follow the onscreen directions, entering your cell number.
5. In the Duo Mobile app on your phone, tap "Set up account"
6. Tap "Use a QR code" on your phone.
7. Scan the QR code displayed on your computer screen with your device's camera.
8. Once the account is created, give the new account a name to complete adding your Crowder account to Duo Mobile (the default name is Crowder College. (This is the name you will see every time you need to login to your Crowder account with Duo Mobile).
9. Tap "Allow notifications" so that you can view notifications from Duo Mobile without opening the app.
10. Duo Mobile will request usage data. You may tap "Continue" or "Turn off".
11. On the computer click "Continue". When asked on the computer to "Add another way to login" click "Skip for now".

NOTE: Android phones will offer an opportunity to back up your account to a Google Drive account. You do not need to do this but may if you choose. Backing up your account to a Google Drive is not supported on iPhones.

12. Setup is complete!

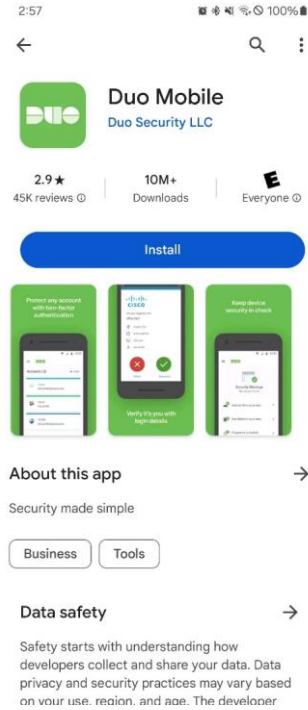
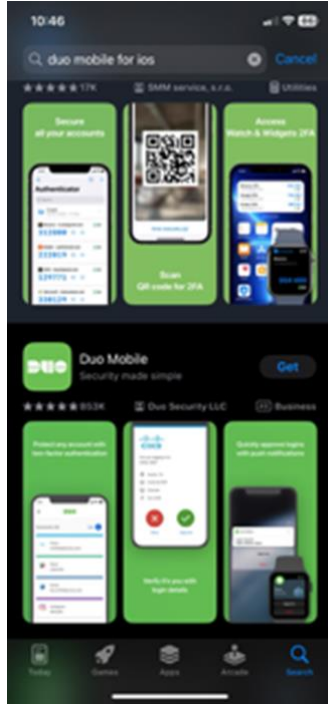
NOTE: While you should now be logged into your Crowder account on the computer, it may have timed out due to taking additional time during the setup. In the browser, retype portal.office.com or crowder.instructure.com in the URL bar and hit Enter. When the login screen appears, login like normal and then follow the prompts with Duo.

13. When you attempt to login, Duo will provide a 3-digit number on your computer screen that you will need to enter on your phone in the Duo Mobile app.

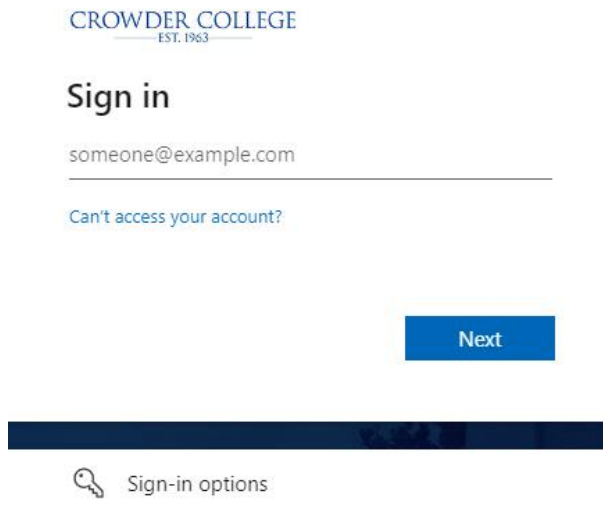
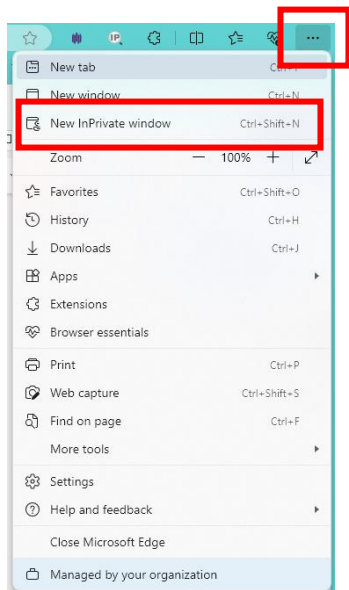
NOTE: You may wish to delete the Crowder College firstname.lastname@crowder.edu account from your Microsoft Authenticator app to simplify the login process to Crowder M365 services you have setup on your phone. **DO NOT DELETE the MICROSOFT AUTHENTICATOR APP** as you may have other services or accounts listed in the app.

Directions with Screenshots

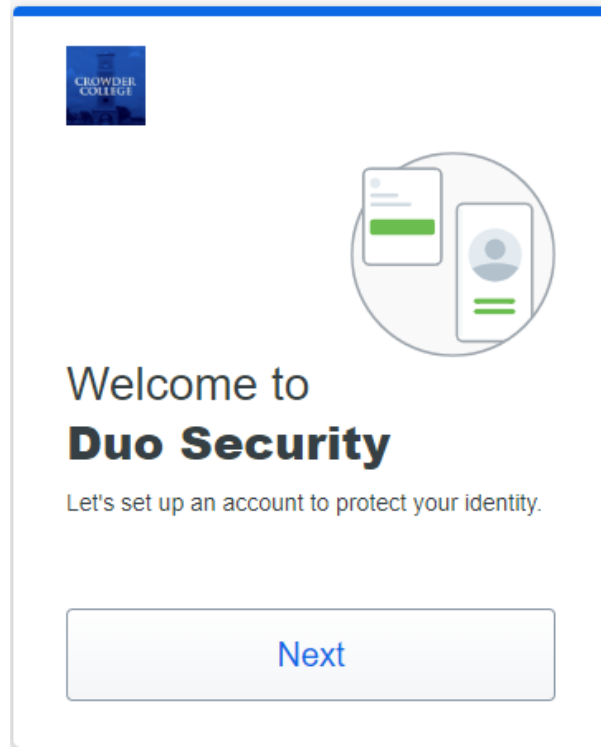
1. From your phone App Store (iPhone) or Play Store (Android), download the Duo Mobile App (You can move on to step 2 while this downloads on your phone).



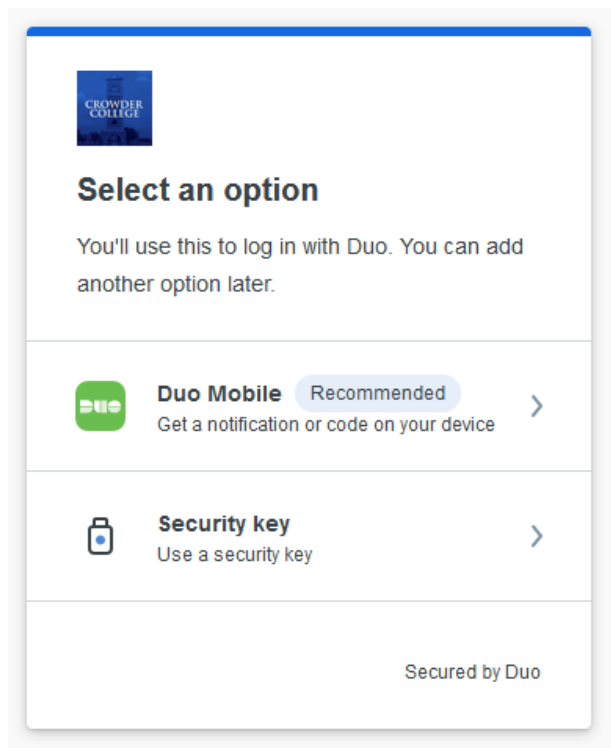
2. On a computer, open an Incognito or InPrivate browser (use the three-dot icon in the upper-right corner of your preferred browser and select “New Incognito window”, visit portal.office.com (Microsoft 365/email) or crowder.instructure.com (Canvas), and login to your Crowder email address (firstname.lastname@crowder.edu).



3. After entering your password, you will receive the following pop-up. Click “Next” through several informational screens.



4. When you reach the Select an option, click “Duo Mobile”.



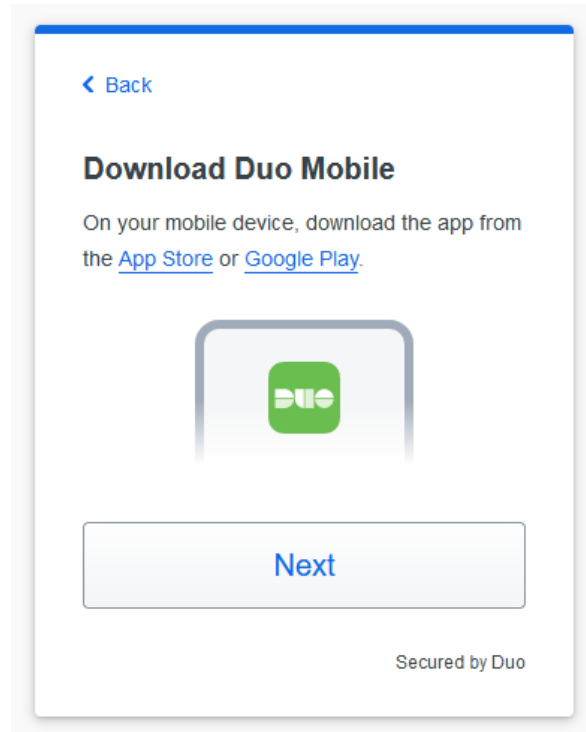
5. Enter your cell phone number.

The screenshot shows a mobile app interface for entering a phone number. At the top left is a blue back arrow and the text '< Back'. The main heading is 'Enter your phone number' in bold. Below it is the text 'You'll have the option to log in with Duo Mobile.' There are two input fields: 'Country code' with a dropdown menu showing a US flag and '+1', and 'Phone number' with an empty text box. Below the fields is the text 'Example: "201-555-5555"'. A large grey button labeled 'Continue' is centered below the fields. Below the button is a blue link that says 'I have a tablet'. At the bottom right is the text 'Secured by Duo'.

6. Confirm your phone number is correct on the next screen.

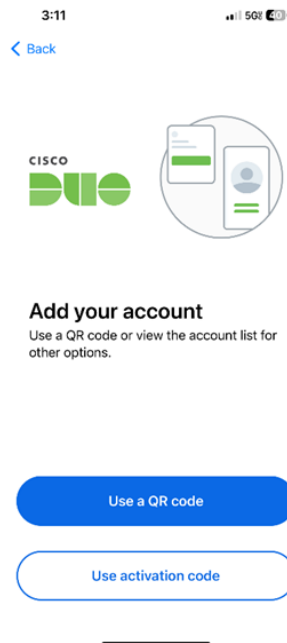
The screenshot shows a mobile app interface for confirming a phone number. At the top left is a blue back arrow and the text '< Back'. The main heading is 'Is this correct?' in bold. Below it is the text '(417) [redacted]' where the redacted part is a solid blue rectangle. A large grey button labeled 'Yes, it's correct' is centered below the text. Below the button is a blue link that says 'No, I need to change it'. At the bottom right is the text 'Secured by Duo'.

7. On-screen directions will ask you to download “Duo Mobile”, but to save time, we have already asked you to do this in step 1.

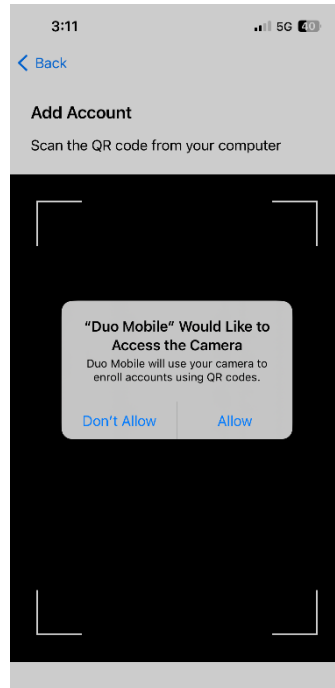


The next several steps will occur in the Duo Mobile app on your phone.

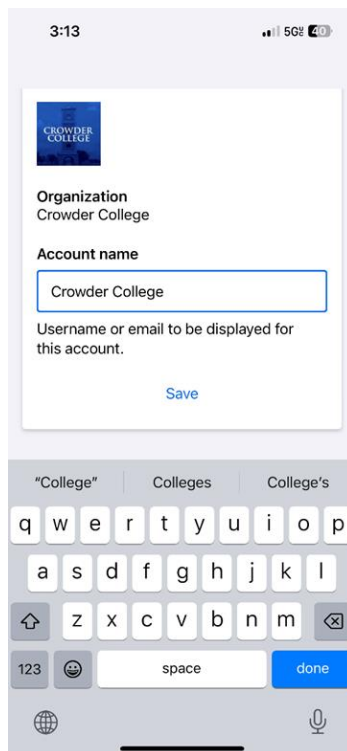
8. Tap “Set up account” on your phone.
9. Tap “Use a QR code” on your phone.



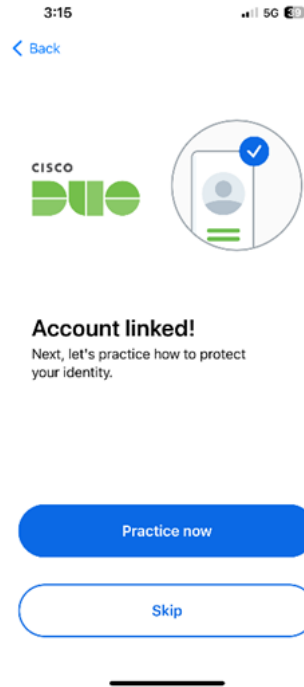
10. Scan the QR code displayed on your computer screen with your device's camera. (You will need to allow Duo Mobile access to your device's camera)



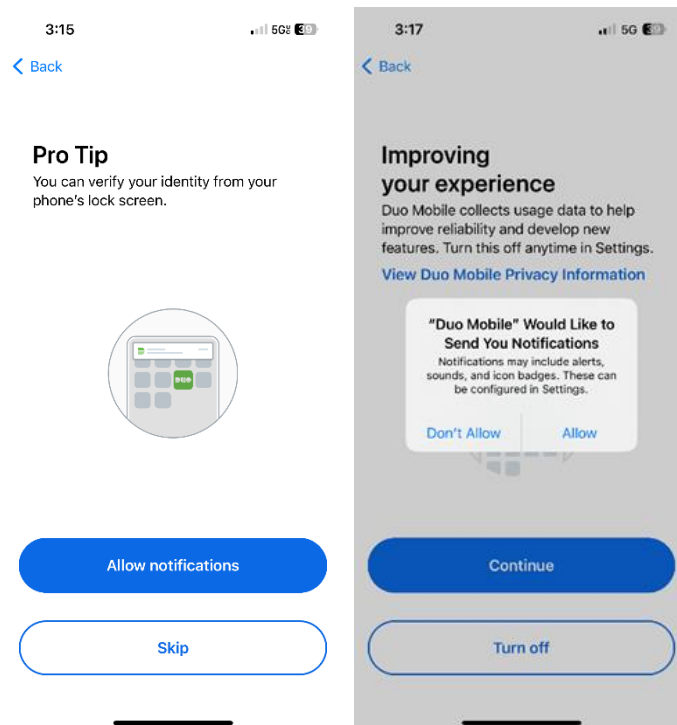
11. Once the account is created, give the new account a name to complete adding your Crowder account to Duo Mobile (the default name is Crowder College. (This is the name you will see pop-up every time you need to login to your Crowder account with Duo Mobile).



12. After naming the account, your phone will offer the opportunity to “Practice now” or “Skip” practicing with Duo Mobile on your phone. You may choose to practice or skip.



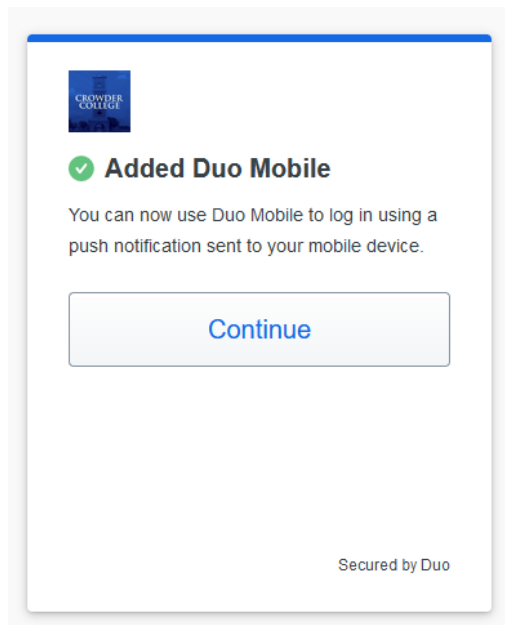
13. Tap “Allow notifications” so that you can view notifications from Duo Mobile without opening the app



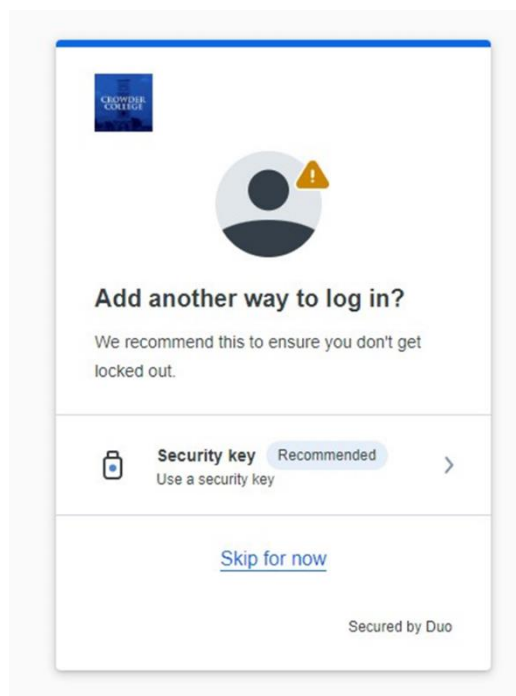
14. Duo Mobile will request usage data. You may tap “Continue” or “Turn off” as you prefer.

On the Computer

14. Click "Continue"

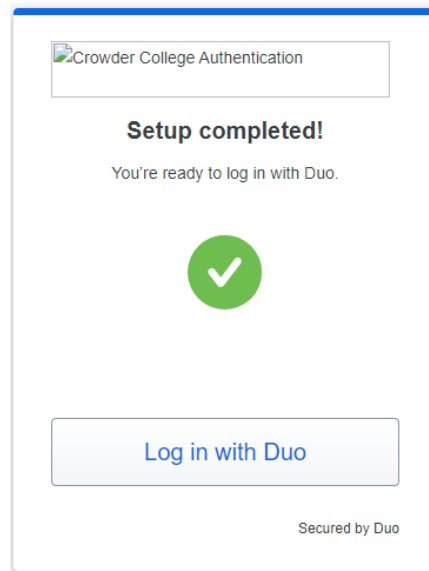


15. When asked to "Add another way to login" click "Skip for now"

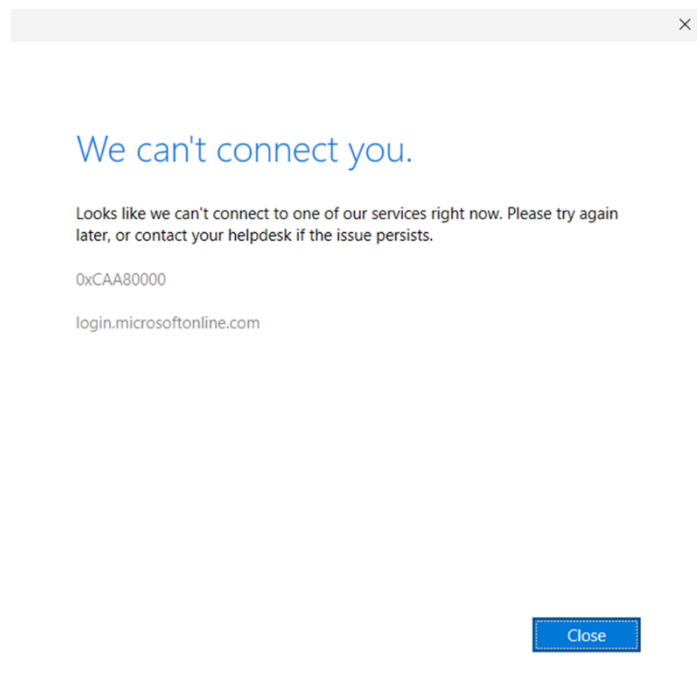


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16. Setup is complete!

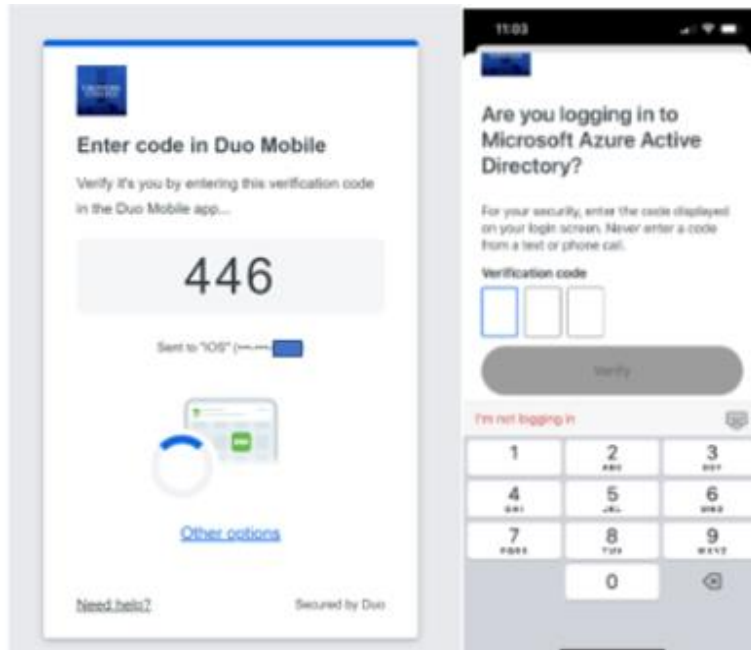


NOTE: While you should now be logged into your Crowder account on the computer, it may have timed out due to taking additional time during the setup. If this is the case you will see a screen like below.



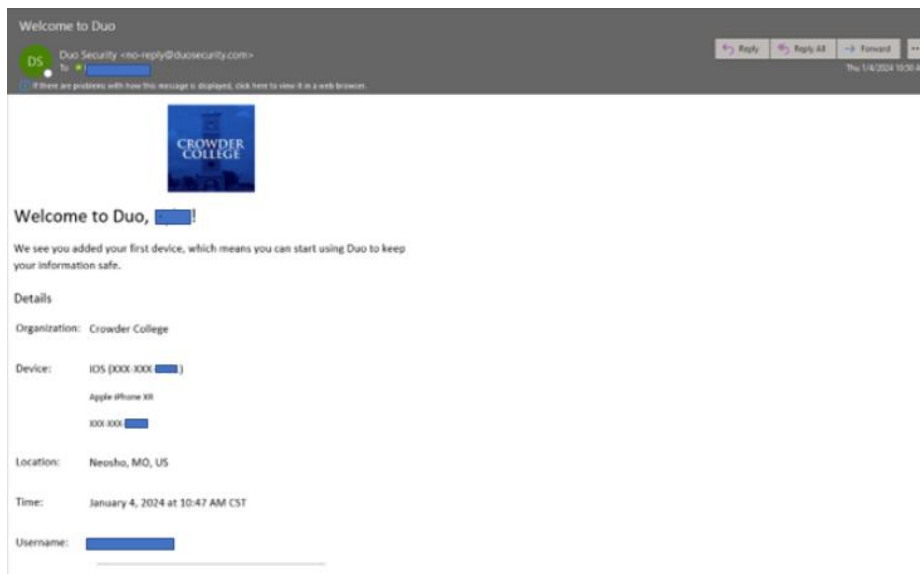
17. In the browser, retype portal.office.com or crowder.instructure.com in the URL bar and hit Enter. When the login screen appears, login like normal and then continue following the prompts below with Duo.

18. When you attempt to login, Duo will provide a 3-digit number on your computer screen that you will need to enter on your phone in the Duo Mobile app.



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Lastly, during the setup process, you will receive an email to your Crowder email like below from Duo Security <no-reply@duosecurity.com>:



Duo will prompt for MFA when you sign-in to your Microsoft 365 applications (in web browsers, stand-alone applications on your computer, and on mobile apps on your phone) and for Canvas.