ITRE IT/Web 2-Factor Authentication
Step-By-Step Guide

We get it, setting up 2-Factor Authentication is confusing and frustrating. But don't worry, we're here to help! Follow this guide and we promise we'll get everyone set up with Google and Duo 2-Factor Authentication before NC State's October 31st Deadline.

First, let's try and answer some common questions.

Wait, Google *and* Duo?

Yes, Google *and* Duo. Google 2-Step is a Google 2-Factor Authentication that protects your Google NCSU Account. This means your email, your drive, your calendar, etc. Duo is a 2-Factor system that protects Shibboleth. For most people this means your MyPack Portal and Employee Self Service.

So What Is 2-Factor Authentication?

2-Factor Authentication is an extra layer of security that protects your account. After entering your username and password, your account checks with you through a code or notification on your smart phone to confirm your identity.

What If I Don't Have a Smart Phone?

For most people a smart phone is the easiest way to do 2-Factor Authentication, and it's the device this guide covers. This doesn't mean it's the only device you can use, but those with other devices, like U2F keys (http://go.ncsu.edu/u2f-keys), should schedule a meeting with Robert (rlmccain@ncsu.edu) or Devin (drcremin@ncsu.edu) for help individually.

What If I Use Outlook?
(or another similar service)

If you use your gmail through your phone, outlook, or other similar service, you will need to generate an App Password allowing that service access to your account.

Directions for setting this up are located after the Google 2-Step instructions.

Ready?

Please read through all of the instructions completely once before you start and let us know if you have any problems.

1 ▶ Set Up Duo

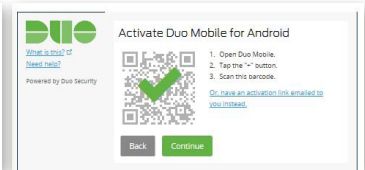**2** ▶ Set Up Google

3 ▶ Set Up Outlook
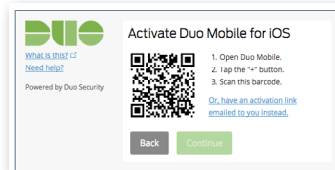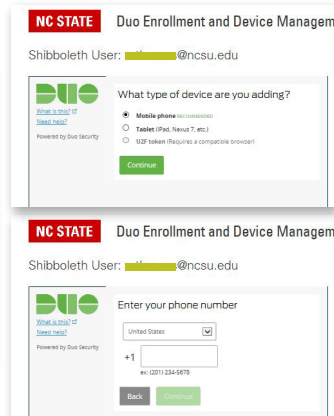
⚠ NCSU Does Not Support Outlook
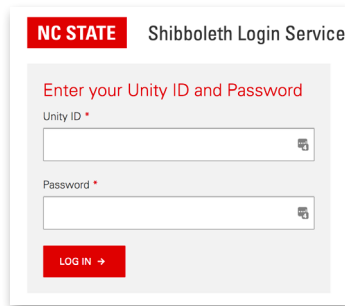
Duo Authentication

ℹ️ **Have your phone ready before starting** ▶ **Go to https://docs.shib.ncsu.edu/duoenroll/**

Step 1 — Sign in with your Unity ID and password

Step 2 — Select Accept (if asked) and then click Start Setup

Step 3 — Select Mobile Phone and then enter your phone number
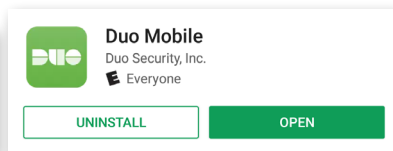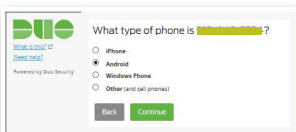
Step 4 — Select the type of phone you have. Following the onscreen instructions, use your smartphone to search Duo Mobile in your app store (or play store) and install the app

Step 5 — Wait for your download to complete, then open the app. On your computer click "I have Duo Mobile installed"

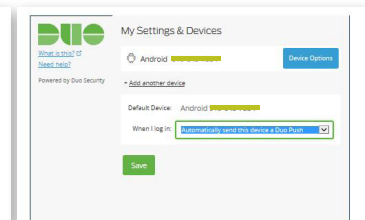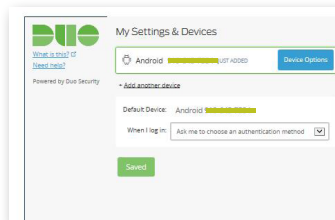**Step 6** — Click Add Account or the + sign in the Duo Mobile app on your phone and hold your phone up to your computer to scan the barcode.

Step 7 — The barcode on your computer will show a green check when successfully completed.
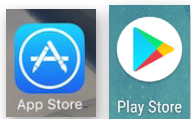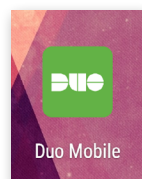
You will now be shown setting options. If you had a second phone or device you would like to add, click Add another device
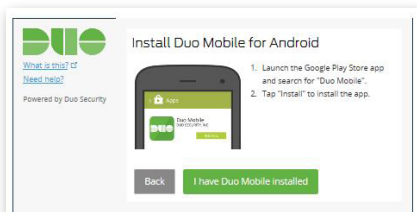
Step 8 — Once you are done adding devices, click the menu beside When I log in for your primary device and set it to Automatically send this device a Duo Push

You are now enrolled in Duo 2-Factor!

Now when logging into Shibboleth (MyPackPortal for most people) you will enter your Unity ID and Password, and then choose Approve on the Duo Notification on your Smart Phone

ITRE IT/Web   2-Factor Authentication
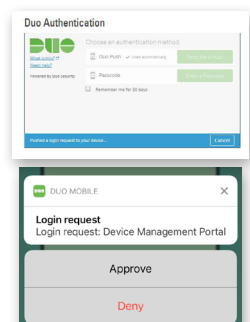
Google 2-Step

Step 1   Click Get Started at the top

Google 2-Step Verification   [Get Started]

Home   Features   Help

Stronger security for your Google Account

Your second step

After entering your password, you'll be asked for a second verification step. Learn more

Tired of typing verification codes?   ADD GOOGLE PROMPT
Get a Google prompt on your phone and just tap **Yes** to sign in.

Voice or text message (Default) ⓘ   ✏️
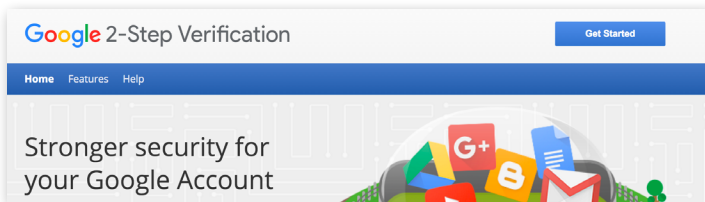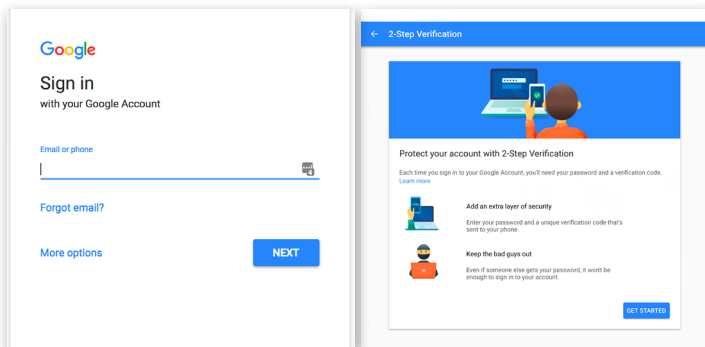(...) Verified
Verification codes are sent by text message.

Step 2   Sign in with your Unity ID and Password, then click Get Started again

Google
Sign in
with your Google Account

Email or phone

Forgot email?

More options   [NEXT]

← 2-Step Verification

Protect your account with 2-Step Verification

Each time you sign in to your Google Account, you'll need your password and a verification code.
Learn more

Add an extra layer of security
Enter your password and a unique verification code that's sent to your phone.

Keep the bad guys out
Even if someone else gets your password, it won't be enough to sign in to your account.
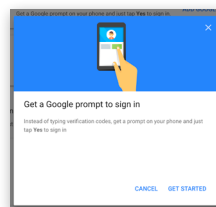
[GET STARTED]

Step 5   Google 2-Step is now on, but we suggest turing on the Google Prompt option, which works the same as the Duo Push Notification

Step 6   Click Get Started and follow the instructions for your device. Android devices can input their Unity ID info in their settings, while iOS devices will first need to install the Google App

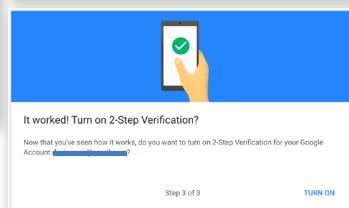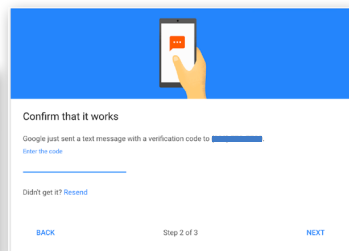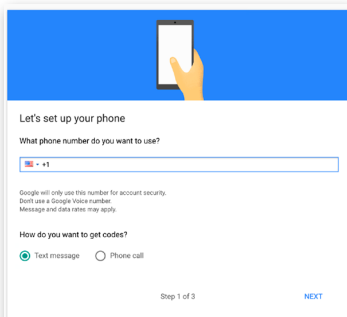Get a Google prompt to sign in

Instead of typing verification codes, get a prompt on your phone and just tap Yes to sign in

CANCEL   GET STARTED

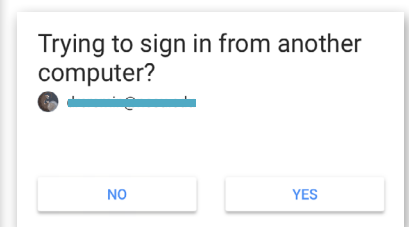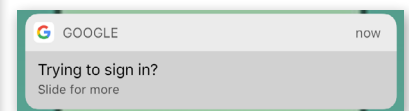**Step 3**   Enter your phone number and select text message or phone call to recieve your 6 digit verification code

Step 7   Once completed, click Click here to try again under step 4 of the instructions, then click Yes on your phone.
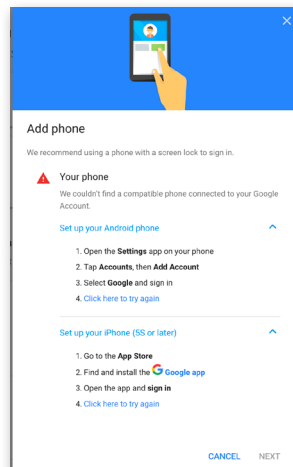
Step 4   Enter the code, then click Turn On once complete

Let's set up your phone

What phone number do you want to use?

🇺🇸 +1

Google will only use this number for account security.
Don't use a Google Voice number.
Message and data rates may apply.

How do you want to get codes?

● Text message   ○ Phone call

Step 1 of 3   NEXT

Confirm that it works

Google just sent a text message with a verification code to (...)
Enter the code

Didn't get it? Resend

BACK   Step 2 of 3   NEXT

It worked! Turn on 2-Step Verification?

Now that you've seen how it works, do you want to turn on 2-Step Verification for your Google Account (...)

Step 3 of 3   TURN ON

Add phone

We recommend using a phone with a screen lock to sign in.

⚠️ **Your phone**
We couldn't find a compatible phone connected to your Google Account.

Set up your Android phone   ⌃
1. Open the **Settings** app on your phone
2. Tap **Accounts**, then **Add Account**
3. Select **Google** and sign in
4. Click here to try again

Set up your iPhone (5S or later)   ⌃
1. Go to the **App Store**
2. Find and install the **G Google app**
3. Open the app and **sign in**
4. Click here to try again

CANCEL   NEXT

G GOOGLE   now
Trying to sign in?
Slide for more

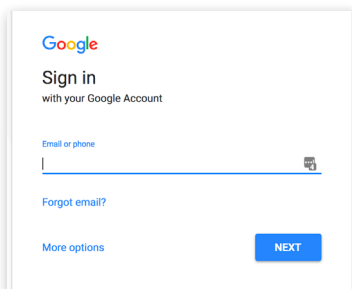Trying to sign in from another computer?
👤 (...)

NO   YES

You are now enrolled in Google 2-Step!

Outlook (or similar program)

Go to https://security.google.com/settings/security/apppasswords

Step 3

Click Generate. This will give you a 16 digit code to use in the program you selected. If you lose this code you will have to repeat these steps to create a new one.
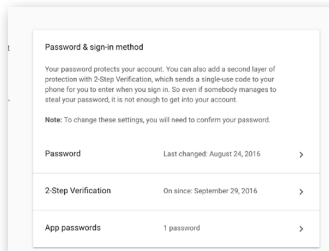
Step 1
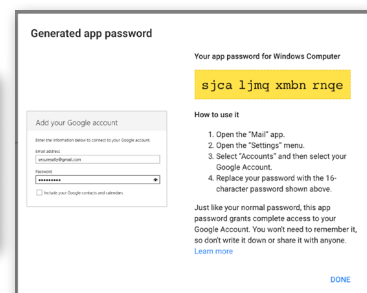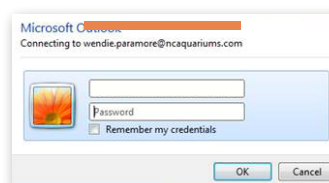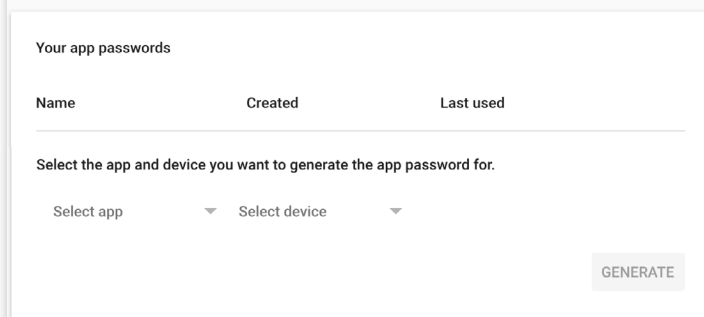
Sign in to your Google account with your Unity ID and Password

(You can also reach this page from your account settings under Secutity > Signing in to Google > App Passwords)

Step 2

Select the Google service you're trying to connect (Mail) and the device you're using it on (Windows Computer for most people)

App passwords let you sign in to your Google Account from apps on devices that don't support 2-Step Verification. You'll only need to enter it once so you don't need to remember it. Learn more

Your app passwords

Name   Created   Last used

Select the app and device you want to generate the app password for.

Select app   Select device

GENERATE

Select the app and device you want to generate the app pas...

Select app   Select device
Mail
Calendar
Contacts
YouTube
Other (Custom name)

Select the app and device you want to generate the app passw...

Mail   Select device
iPhone
iPad
BlackBerry
Mac
Windows Phone
Windows Computer
Other (Custom name)

Step 4

Open Outlook (Close it first if it is already open) and change the password for your NCSU email to the 16 digit code you generated. Outlook will prompt you for this new password automatically

Outlook is now connected!

⚠ **NCSU OIT Does Not Support Outlook**

Switching to Gmail from Outlook

https://gsuite.google.com/learning-center/products/gmail/switch-from-outlook/

G Suite Gmail Learning Center

https://gsuite.google.com/learning-center/products/gmail/#/list

Gmail Help Videos

www.youtube.com/playlist?list=PL7s5DxOdh7PQqP0OCbhwIAHSpNDrD91Wz

OIT 2-Factor FAQ

https://oit.ncsu.edu/it-security/2fa/faq/