

Duo Security

Version 18

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About

Multifactor authentication (MFA) provides a second layer of defence during the authentication process for various services at Seneca. In addition to using your username and password to log into these secure services, a second factor of authentication is required so that if your password becomes compromised, the intruder will not be able to log in.

Seneca is utilizing Duo Mobile authentication as the second factor. You will need to provide your Seneca credentials, and you will additionally need to use Duo Mobile app on your mobile phone to approve the log in.

The Duo Mobile app is free and provides the required functionality to approve your MFA log in. You will have to install this app on your mobile phone in order for MFA log in to be approved for the secured services. For example, when you log in to Seneca's Office365 email, your phone will show a notification prompting you to accept or deny the log in attempt.

Duo Security enrolment

When you are on-boarded, an email will be sent to your personal email to activate your Seneca email account and to complete the self-enrolment process for Duo Security two-factor authentication service. Please follow the instructions as directed in the email.

Installing the Duo Mobile App

The "Duo Mobile" app is available for both iPhone and Android devices. Simply install the app and follow the instructions. Instructions are available at the following pages below.

- [Android](#)
- [iPhone](#)

MFA protected services

Seneca has MFA protection to the following services and more:

- [Seneca Office365](#)
- [GlobalProtect VPN](#)
- [Employee Home \(i3\)](#)

To use the above services, you will be required to use Duo Mobile to approve your logins. For instructions on using Duo Mobile with these services, please review the appropriate page below.

- [Using Duo Mobile to log into Office365](#)
- [Using Duo Mobile to log into VPN](#)
- [Using Duo Mobile to log into Blackboard and Employee Home](#)

For any assistance with Duo, please contact the [ITS Service Desk](#).

Duo Mobility App meets Seneca's security and privacy standards. For more information on Seneca's commitment to protecting your privacy, visit the [Privacy Notice](#) website, or contact the Privacy Office at privacyoffice@senecapolytechnic.ca.

Resources

Here is a list of additional resources to help you learn about Duo:

- [FAQs](#)

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