

# Multifactor Authentication *for new students*

## 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 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 deadbolt lock for your accounts. Since 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 an 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 or other device) to log in to university systems.

The university uses Duo Security to provide MFA services. To use the service, new students must first claim their UofSC account at [myaccount.sc.edu](https://myaccount.sc.edu). Then, enroll with Duo Security. The quickest and easiest way to use MFA is to install 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.

## 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 those methods, visit [sc.edu/multifactor](https://sc.edu/multifactor).

1. Install the Duo Mobile app on your smartphone.
2. Log in to [myaccount.sc.edu](https://myaccount.sc.edu) and select Update Account Settings. Log in using your Network Username and password, answer your security question, and then select the Multifactor tab.
3. Enter your mobile phone number, select mobile, choose your platform, then press submit.
4. Select Activate beside your mobile phone number. A QR code will be displayed. (You will scan this code in a later step.)
5. Open the Duo Mobile app on your smartphone.
6. On the app, press + at the top of the screen.
7. Scan the QR code displayed on your computer. You are enrolled!

## Need assistance?

### Call

Service Desk  
803-777-1800  
Monday-Friday, 8 a.m.-6 p.m.

### Visit

Carolina Tech Zone  
516 Main Street  
Monday-Friday  
8 a.m.-6 p.m. (Fall and Spring)  
9 a.m.-4 p.m. (Summer)

### Online

[sc.edu/ithelp](https://sc.edu/ithelp)  
Search the Service Catalog for DUO Multifactor Authentication. Submit a Service Ticket.

