DUO Security Self-Service Enrollment Process

A. Phone Enrollment

DUO’s self-enrollment process makes it easy to register your device and install the DUO Mobile application on your smartphone or tablet.

1. If you haven’t already done so, set up your security questions in VIP per the instructions in Appendix A of this document.
2. On your computer, log in to https://my.sc.edu/multifactor with your USC Network ID and password.
3. You will be prompted to answer one of the security questions you previously set up in VIP.

![Security Question](image)

4. Press the Submit button
5. On the next screen enter the phone number of the device you would like to enroll and select whether this is a landline or mobile phone.
6. If a mobile phone, select your smartphone’s operating system type from the drop down menu.
7. Click the Add Phone button to enroll it.

![Device Selection](image)

8. Select the Activate Button. If you have enrolled a smartphone, a QR barcode will be displayed. You will need this QR code to activate your smartphone for DUO after installing the app (screenshot below).
B. Installation and Activation of DUO mobile on a smartphone or Tablet

On your smartphone or tablet, install the DUO application by searching for “DUO Mobile” in the Apple App store, Google Play Store or other vendor’s software repositories.

1. To activate DUO mobile, tap the + button in the top right of your screen and scan the barcode from your computer screen (not the example barcodes above, or below).
2. Hit the Continue button after scanning the barcode.
3. To test that multi-factor authentication is working properly; select the Test Authentication button on your computer screen.
   a. Log in with your USC Network ID and password
   b. Select your configured device from the drop down menu, choose an authentication method (“DUO push” is recommended), then select the Log in button.

C. Using DUO with traditional cell phones and landlines
   1. Please refer to the DUO help page at http://guide.DUOsecurity.com/other-phones

D. Using DUO with a Hardware Token
   1. Please refer to the DUO help page at http://guide.DUOsecurity.com/tokens

E. Using DUO with U2F Authenticators
   1. Please refer to the DUO help page at http://guide.DUOsecurity.com/u2f
Appendix A

If you have not set up your VIP security questions, you will need to claim your account through my.sc.edu.

1. Navigate to [https://my.sc.edu/vipid/claim](https://my.sc.edu/vipid/claim) and fill in the fields with the appropriate information.
2. If you do not know your VIP ID please follow the instructions at [https://vip.sc.edu/vipid.html](https://vip.sc.edu/vipid.html).

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### Tip: When setting up your security questions in my.sc.edu, please ensure you select questions and answers that cannot be found on social networks.

<table>
<thead>
<tr>
<th>Your VIP ID password must be at least 8 characters in length and meet at least three of the following rules:</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. One or more lowercase alphabetic characters (a-z)</td>
</tr>
<tr>
<td>2. One or more uppercase alphabetic characters (A-Z)</td>
</tr>
<tr>
<td>3. One or more numeric characters (0-9)</td>
</tr>
<tr>
<td>4. One or more special characters (!@#$%^&amp;*-= etc)</td>
</tr>
</tbody>
</table>

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*Please keep track of this password. You will use this password and your VIP ID to access Self Service Carolina.*

<table>
<thead>
<tr>
<th>Password</th>
<th>***************</th>
</tr>
</thead>
<tbody>
<tr>
<td>Confirm Password</td>
<td>***************</td>
</tr>
<tr>
<td>First security question</td>
<td>What was your dream job as a child?</td>
</tr>
<tr>
<td>Answer to the first security question</td>
<td>Example</td>
</tr>
<tr>
<td>Second security question (Supply your own)</td>
<td>Example</td>
</tr>
<tr>
<td>Answer to the second security question</td>
<td>Example</td>
</tr>
</tbody>
</table>

*Please keep track of your Security Questions as they will be required for password reset and access to some self service items.*