
IT Training – Duo Security FAQ

Duo Security Multifactor Authentication and Single Sign on Frequently asked questions.

- ❖ What is Single Sign on?
 - SSO is a way to improve our security AND reduce the number of passwords VMG users have to remember. SSO allows a user to log in to our network with a single username and password then “pass through” the security of other software systems we use, like Athena *without having to enter a separate username and password*. Ultimately, the goal will be to bring all applications under this Single Sign on ‘umbrella’ to make it easier for staff to navigate and keep track of passwords.
- ❖ What is MFA?
 - MFA or Multi Factor Authentication is used to ensure that users are who they say they are by requiring that they provide at least two pieces of evidence to prove their identity. These 2 pieces are usually a login and a cell phone authentication but can also be a Hard Token or Yubikey.
- ❖ Why are we implementing this?
 - improve our security
 - reduce the number of passwords VMG users have to remember
 - this is the state of the art for cyber security (you probably have to do this for your online banking or credit card management)
 - Our Risk Management company is now requiring us to protect any outward facing data. This means that any VMG data that is accessible beyond the 4 walls of VMG must be locked down with MFA.
- ❖ How often will I need to Authenticate using my cell phone?
 - If you are in the one of the 4 centers, you will most likely only need your cell phone to *enroll* in Duo Security. In the event that the main network goes down and the backup network takes over, it may ask you to authenticate with your phone but we expect this to be fairly rare. If you are working from home, you will be prompted for authentication as you access the individual applications on a daily basis.
- ❖ Will this cost me anything?
 - No. The app is free and since you won’t need to authenticate to your phone in the building, you won’t incur any data or text charges. If you are authenticating outside of VMG or at home, you will need to receive either one text per day or 1 push notification a day..
- ❖ Does Duo or VMG see my password?
 - No. Your account password is verified with our internal systems, and it is never sent to Duo. Duo provides only the second factor, using your enrolled device to verify it is actually you logging into the system.