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April 29, 2022

As an added step to keep WCC data secure and protected, the college is joining the growing number of businesses and colleges relying on multi-factor authentication (MFA) to protect their services, data and users. As of Monday, May 23, faculty and staff will use multi-factor authentication to access the single sign-on WCC Gateway. Plans are underway for future implementation of multi-factor authentication for access to Office 365 and email.

While many of you are already familiar with multi-factor authentication — particularly if you access our networks via Virtual Private Network — we recognize that others will need support as we transition to using this enhanced security feature.

Please see the Q&A below for additional details. More information, training and support is available by contacting the Information Technology Service HelpDesk at [help-desk@wccnet.edu](mailto:help-desk@wccnet.edu) or [734-973-3456](tel:734-973-3456).

#### **WHAT IS MULTI-FACTOR AUTHENTICATION AND WHY IS WCC USING IT?**

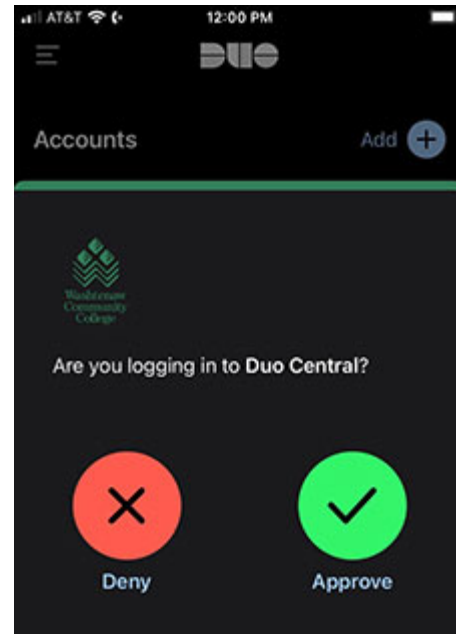
Multi-factor authentication provides an additional step to verify the identity of an individual in addition to their NetID and password. By strengthening the security of our accounts, we help mitigate the risk that they get compromised. Passwords can be compromised from phishing, malware and other types of attacks. Verifying your identity with MFA helps prevent anyone else from logging in as you, even if they know your NetID and password. While this is an additional step during the logon process, it will greatly enhance the security of your account, along with personal and college data.

## WHAT SERVICE IS WCC USING?

WCC has chosen [Duo Security's](#) MFA solution to improve the security of our accounts and systems. Once an Ann Arbor-based startup, Duo is now a global leader in multi-factor authentication.

## HOW DOES DUO'S MULTI-FACTOR AUTHENTICATION WORK?

An individual enrolled in Duo will use both their password and a smartphone when logging in to the WCC Gateway single sign-on system with their NetID. It sends an authentication alert similar to the one pictured at right to your smartphone.



If users do not have a smartphone, we do have other options to utilize Duo. You can get a six-digit passcode to log into Duo from a call to your office phone, via text message or from a hardware-based device that does not require internet connectivity.

## HOW IS WCC CURRENTLY USING DUO?

Users who are using the Virtual Private Network (VPN) to access shared network drives (H:Drive and O:Drive) and Avaya softphones are already required to use Duo to authenticate.

## WHO WILL BE REQUIRED TO USE DUO?

All WCC faculty and staff will be required to use Duo when logging in to the WCC Gateway single sign-on to access services such as MyWCC, Banner, Blackboard and DegreeWorks. Students will not be required to use Duo at this time.

## WHAT IS THE TIMEFRAME?

Duo will be required for WCC Gateway single sign-on on Monday, May 23, 2022. Duo will be required for Office 365 (including email) at a later date.

## WHAT DO I NEED TO DO IF I HAVE ALREADY SIGNED UP FOR DUO?

To ensure a seamless transition, before May 23 please log into this test site from your office computer while on campus: <https://wccnet-edu.login.duosecurity.com>. (You may get a web page that says "Did you mean wccnet.edu?" which is a security measure from Google. Click "Ignore"

*and you will be directed to log in.)*

## **WHAT DO I NEED TO DO IF I HAVE NOT PREVIOUSLY SIGNED UP FOR DUO?**

If you have not yet enrolled with Duo, you will receive an email from Duo. The email will be sent from [no-reply@duosecurity.com](mailto:no-reply@duosecurity.com). The email from Duo will lead you through the setup of your account. We suggest you do this on a computer, as you will need to take a picture of a QR code. If you have problems, please contact the HelpDesk at [help-desk@wccnet.edu](mailto:help-desk@wccnet.edu) or [734-973-3456](tel:734-973-3456). After enrolling, be sure to test your account at <https://wccnet-edu.login.duosecurity.com>.

Sincerely,

Todd Kreuger  
Chief Information Officer

Will Laney  
Chief Information Security Officer

Washtenaw Community College  
4800 E Huron River Dr  
Ann Arbor, MI 48105-4800



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