Duo MFA Q&A

Scope

The purpose of this document is to provide a list of FAQs concerning Duo MFA.

Procedure

1. Q: Will everyone be getting a FOB?
   A: Multi-Factor Authentication for Racine County, can be accomplished via a FOB or a Smart phone. The role and department determine if a user will be getting a FOB.

2. Q: How many times per day will I need to use MFA?
   A: Each time you sign onto the Racine County network, it will prompt you to authenticate using MFA.

3. Q: What happens if I forget my FOB at home?
   A: Call the Racine County IT Helpdesk and a temporary MFA code will be given to you. This code is time-sensitive and will expire after a given duration.

4. Q: I use my cell phone for MFA and I do not have a FOB. I forgot my cell phone at home. How can I log on?
   A: Call the Racine County IT Helpdesk and a temporary MFA code will be given to you. This code is time-sensitive and will expire after a given duration.

5. Q: What happens if I lose my FOB?
   A: Contact your supervisor for a replacement. The initial FOB will be given to you through the Racine County IT Department. Each subsequent FOB, should you lose/destroy it, is responsibility of the Department you work for.

6. Q: What is the cost for a replacement FOB?
   A: Currently, the cost for a replacement FOB is $20 through DUO (vendor). Prices are subject to change. If you require a replacement FOB please contact your supervisor and they will walk you through the process of obtaining a new FOB.

7. Q: Do I have to use my personal phone for MFA?
   A: It is not required to use your personal phone.

8. Q: If I choose to use my personal phone for MFA, is my phone subject for public records?

A: No. Your personal phone will be receiving "text messages" with a MFA code that is used to authenticate. The information provided in the text message is not "public record" data.

9. Q: Can I login on multiple PC's with MFA?
    A: MFA will not change what you can log into. It is providing another layer of security when logging on.

10. Q: I use VPN on my laptop; will MFA work through VPN?
    A: MFA will not be required for VPN at this time but will be implemented in the future.

11. Q: Will MFA be required to get email through the Web browser?
    A: Yes, it will be required.

12. Q: What is the operational life of a FOB?
    A: The FOB has an expected minimum operational life of 2 years. After 2 years, Departments will be required to purchase new FOBs for their employees.

13. Q: I've signed in using the FOB, why is Microsoft Office 365 asking me to sign in?
    A: This allows for additional security in the cloud.

14. Q: What is the Windows screen lock timing?
    A: This is not related to the MFA security. Windows screen lock timing is currently 15 minutes.

15. Q: Can I request an individual have more time before the screen locks?
    A: This is not related to the MFA security. Windows screen lock timing is set County wide.

16. Q: Will I have to login using MFA to TCM or Anuko Time tracker after logging into my PC using MFA?
    A: No, not at this time.