

Using Multi-Authentication for Gordon Email

When accessing web-mail off-campus, you will be asked to authenticate using Duo Mobile. This is for increased security. Below are the steps for using multi-authentication (MFA) for email.

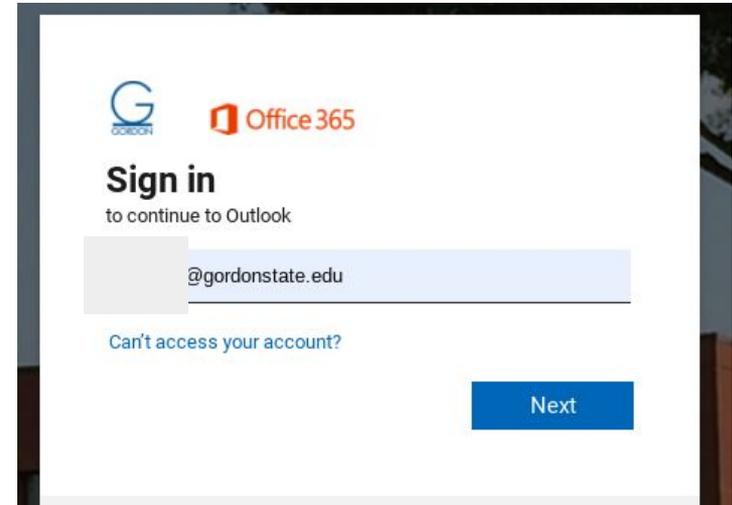
1. Download the Duo Mobile app on your phone. You should already use this app for accessing OneUSG. If you haven't set up Duo Mobile for OneUSG, you should use the following link to download and activate Duo Mobile depending on the type of phone you are using: <https://www.gordonstate.edu/departments/computer-services/mfa-faq/index.html> **Note: We highly encourage you to choose the “mobile phone” and “automatically send a push” option.**
2. Now that you have Duo Mobile app installed, you can use it to log into your email from the web. Go to the Gordon website, scroll to the bottom, and choose “Gordon email”. Then, input your Gordon email in the prompt.



The screenshot shows the footer of the Gordon State College website. On the left is the Gordon State College logo and text: "GORDON STATE COLLEGE A Unit of the University System of Georgia". To the right is a grid of navigation links. A large white arrow points down from "Pay Online" to "Gordon Email".

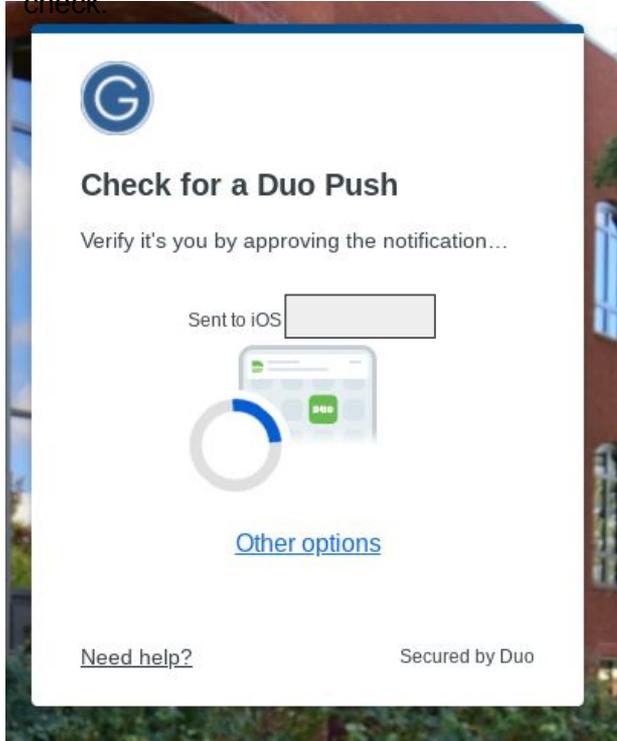
Banner Web	Library	MORE INFORMATION
Pay Online	Departments	GSC Directory
Log In	Campus Map	Text Only
Gordon Email	Contact GSC	Emergency Preparedness
Brightspace by D2L	Reset Password	Title IX
		Human Trafficking Notice
		Consumer Information
		Employment Opportunities
		Ethics Hotline

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The screenshot shows the Outlook sign-in page. At the top left is the Gordon State College logo, and at the top right is the Office 365 logo. The main heading is "Sign in" with the subtext "to continue to Outlook". Below this is a text input field containing "@gordonstate.edu". Underneath the input field is a link that says "Can't access your account?". At the bottom right is a blue button labeled "Next".

3. If you have Duo Mobile set to auto-send a push via the app, you should see this screen indicating that Duo is sending the push to your phone. Check your phone for a notification from Duo. If you don't see it as a notification on your phone, open the Duo app itself to check.



4. If you do not get a notification or if you do not have Duo set to send a push, choose the “other options” message. You can then choose for Duo to send a passcode, text message, or phone call. For the passcode, you will need to open the Duo app to see the code and then type it into your Gordon email screen.

If you do not have a mobile device to use with your email, please contact IT to collect a hardware token.

If your phone number has changed and you need to reset Duo with a new number, please contact IT.

