

How to Use Duo Multi-factor Authentication with SOU's Remote Desktop Environments

David Raco - 2020-01-13 - 0 Comments - in Remote Access

When you connect to remotedesktop.sou.edu, you will need to authenticate with Duo after you have correctly entered your SOU username and password. You will see a prompt like the one below asking you to select a Duo authentication device and an authentication method available on that device. You can [learn more about Duo and its authentication options here](#). If you need assistance with this feature, please call the IT Helpdesk at 541-552-6900.

Special note for left-handed users: You will need to use the left mouse button on your computer's mouse or touch pad to interact with the Duo prompt in the remotedesktop.sou.edu environment even if you have configured your computer to use the right mouse button or touch pad button as the primary button. This is a technical limitation of the Duo software for which we have no workaround. We apologize for the inconvenience.

