

Frequently Asked Questions

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Currently, I'm using OneLogin. What do I need to do to migrate to Security Cloud Sign On?

Go to the Security Cloud Sign On page, and click **Sign up now** to start the self-enrollment process.

How long is the account activation email valid?

Your account activation email is valid for 7 days from when it was sent.

How do I change my account password?

Note If you sign in to Security Cloud Sign On with your organization's SSO provider you can't change your password as described below. You need to change your password with your SSO provider.

To change your Security Cloud Sign On account password, click your profile icon on the Application Portal Dashboard in the top menu and select **Configure**. In the **Security Settings** section, click **Change Password**. Enter your current password, your new password, click **Change Password**, and click **Save**.

Currently, I'm using Google Authenticator for multi-factor authentication. Will my ID get migrated?

No, your Google Authenticator MFA will not get migrated. All Security Cloud Sign On accounts are required to use Duo's MFA, as it allows calls and texts to hardware and software solutions. If you want to keep using Google Authenticator, you'll be able to add it as a backup factor for your account. During account activation, set up MFA with Duo (primary). Then, set up your additional MFA with Google Authenticator (backup).

Note Organizations that integrate their own identity provider with Security Cloud Sign On can opt-out of Duo MFA in favor of their own MFA solution.

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Can I use my organization's Duo policies and settings for my Duo MFA?

Yes, if you integrate your own identity provider Security Cloud Sign On you can choose to opt-out of Duo MFA provided by Cisco in favor of your organization's Duo policies and settings.

What do I do if I've forgotten my password?

On the Security Cloud Sign On page, click **Need help signing in?** and **Forgot Password?**. You have three options to reset your password, in order of preference:

- Click **Reset via Duo**, authenticate to verify your identity, and enter your new password.
- Enter your email or username, and click **Reset via Email**. Look for the email, and follow the prompts.

If these options are not available to you, contact your product support team.

Does Security Cloud Sign On support SMS for authentication?

Security Cloud Sign On no longer supports SMS.

Is my password secure?

Yes, we provide rigorous security measures and controls to protect your information. These controls are audited and attested to in our SOC2 report.

Where and how is my username and password stored?

Just as we use strong encryption to secure your data, we use strong (256-bit AES) encryption for your username and password credentials as well.

What do I do if I have lost a phone that I was using to verify my identify with Duo?

If you have lost your phone, and can still sign in with your username and password, click **Settings** on the Duo verification page. Select **Add a new device** and follow the prompts to register your new replacement phone. For more information, see Duo Guide to Adding a New Device.

Why do I have to input my password for some apps and not others?

With Security Cloud Sign On, you can access your apps through a single, unified dashboard. Access to these apps is delivered through single sign-on (SSO) technology using Security Assertion Markup Language (SAML). With SAML, Security Cloud Sign On automatically passes access on through a token, so you don't need to manually make a change when the app requires an update.

How do I change my username and password for an existing app?

To change your existing password, hover your mouse pointer over the app's tile. On the upper-right corner of the tile, there's a gear icon. Click the gear icon to open the settings, and provide your current username and password to verify your identity. Once verified, you'll be able to enter a new password.

Can my administrator see my sign-in information?

Your administrator can see your username, but they do not have access to your password.

What do I do if I'm locked out of my account?

If your account is locked, click **Need help signing in?** and **Unlock Account** on the Security Cloud Sign On page. If these options are not available to you, please contact your product's support team.

Why don't I see the security image sometimes?

The security image is a cookie that's set when you sign in. If the cookies in your browser have been cleared, you may not see the security image until the next time you sign in.

Why does my session expire but some of the apps are still open?

Although you may be logged out of your Security Cloud Sign On session, Security Cloud Sign On does not log you out of your apps.

What happens if Security Cloud Sign On goes down?

Security Cloud Sign On is built on an “Always-On” architecture. If the service was to go down, you would not be able to sign in and access your apps using single sign-on. However, you may still be able to access some apps through their direct link. If you cannot access Security Cloud Sign On and want to find out whether it's because of a service outage, please contact your product's support team.

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