How to use DUO in the myTC Portal

1. When you click any link in the myTC portal that contains financial information, you will now be prompted to verify your identity by receiving a call on your work phone or a call, text message or push notification on another device of your choosing (such as your mobile phone).

2. When prompted, select the device from the dropdown menu you wish to use to receive a verification call. Your TC work phone will be the default device the first time you receive this prompt:
3. Once you have selected your device, click the Call Me button

4. Your phone will ring. When you answer the call, an automated message will begin to play. Press any button on your phone to verify.

**IMPORTANT:** If you receive this phone call and are not logged into the portal attempting to view your information, DO NOT press any buttons on your phone. Simply hang up the call. It is possible that your myTC Portal password has been stolen and someone else is trying to access your information. Hanging up the call without pressing a button to verify the login attempt will block anyone from accessing your information. Reset your myTC Portal password immediately!
5. After pressing any button on your phone to verify, you will see the DUO prompt disappear. You will now be able to view all of the information in the portal as usual.