Get Ready for Duo

UCHealth is extending its implementation of Duo multifactor authentication beyond its current scope of e-PCS workflow in Epic. Soon, it will be part of remote access when using the UCHealth Citrix portal, https://myapps.uchealth.org. This document will help you prepare appropriately.

Provider info:

If you are a provider already using e-PCS in the UCHealth Epic EMR, you do not need to re-register Duo for remote access. You are good to go.

Some providers may use DUO at other hospitals they work at. If this applies to you, you probably don’t need to reinstall DUO on your phone, but do need to add an account for UCHealth related access within the app. Follow the instructions below, you can simply select ‘I have DUO installed’ when prompted.

First time setup:

Navigate to https://myappsduo.uchealth.org. This MyAppsDuo site exists to help you pre register for Duo, but at go live you will continue to use the existing https://myapps.uchealth.org site. This “Duo site” is functional and you can use it as much as you’d like, but note your “favorites” customization in MyApps will not transfer over to the “Duo” site.

Enter your credentials:

You will then see the following screen. Select Start setup

Protect Your uchealth Account

Two-factor authentication enhances the security of your account by using a secondary device to verify your identity. This prevents anyone but you from accessing your account, even if they know your password.

This process will help you set up your account with this added layer of security.

Start setup
The following screen will appear. Select **Mobile Phone**

Select **Continue**. Fill in your mobile number on the next prompt

Select **Call Me** or **Text me** to verify ownership, enter in the code provided.
On the next screen enter in your type of Mobile Device

Select **Continue** and follow the instructions to install the Duo Mobile app on your phone. Click ‘**I have Duo Mobile installed**’ when done.

Following the instructions on the next screen. Open Duo Mobile on your phone. Select the + sign to add an account and then scan the barcode **on the screen** (the one in the screenshot below is a sample/example) with your phone. ***iOS devices follow the same instructions***
After your account is added on our phone you will see the next screen. Select **Continue**

![Activate Duo Mobile for Android](image)

**Activate Duo Mobile for Android**
1. Open Duo Mobile.
2. Tap the "*" button.
3. Scan this barcode.

**Take me to Duo Mobile instead.**
Have an activation link emailed to you instead.

[Back] [Continue]

The next screen shows your Settings and Devices. Under the ‘When I log in’ options to speed things up you can select ‘Automatically send this device a Duo Push’, but this optional. Then select **Continue to Log in**

![My Settings & Devices](image)

**My Settings & Devices**
- Android XXX-XXXX XXXX
- Default Device: Android XXX-XXXX
- When I log in:
  - Ask me to choose an authentication method
  - Automatically send this device a Duo Push
  - Automatically call this device

[Saved] [Device Options]

The next screen will then be displayed. Select **Send Me a Push**

![Choose an authentication method](image)

**Choose an authentication method**
- **Duo Push** RECOMMENDED
- **Call Me**
- **Passcode**
- **Remember me for 30 days**

[Send Me a Push] [Call Me] [Enter a Passcode]
Your phone will then prompt you to Approve or Deny the login request. Select **Approve**, MyApps will then load.