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://myapps.uchealth.org site.

Enter your credentials:

![Image of login page]

User name
Password
Domain

Log On
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**

---

**What type of device are you adding?**

- [ ] **Mobile phone**  **RECOMMENDED**
- [ ] **Tablet** (iPad, Nexus 7, etc.)
- [ ] **Landline**
- [ ] **Security Key** (YubiKey, Feitian, etc.)

[Continue]
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**
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’

The next screen will then be displayed. Select ‘Send Me a Push’
Your phone will then prompt you to Approve or Deny the login request. Select Approve, MyApps will then load.