

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.

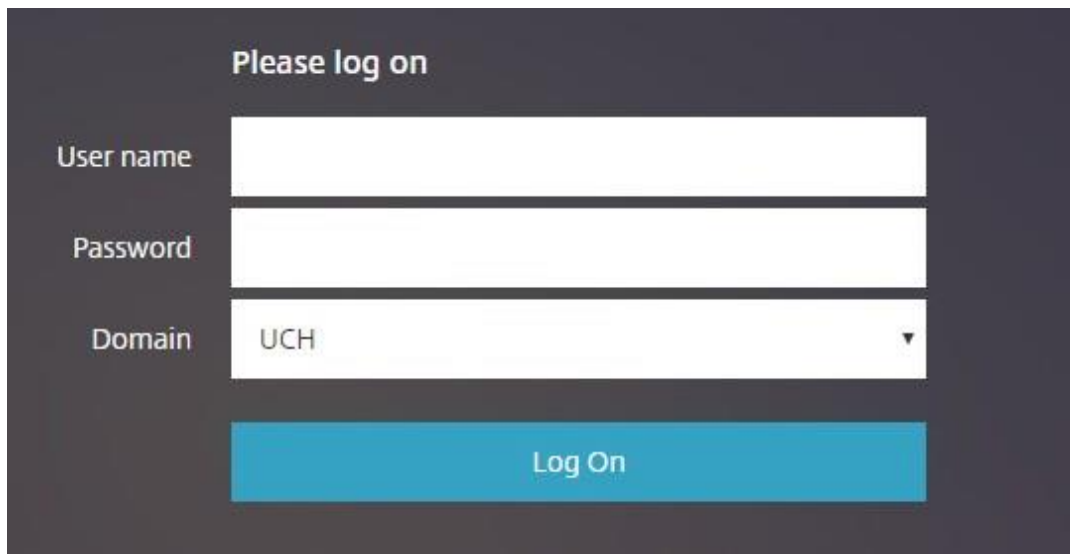
Provider info:

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:



The image shows a login interface with a dark gray background. At the top, the text "Please log on" is displayed in white. Below this, there are three white input fields. The first field is labeled "User name" on the left. The second field is labeled "Password" on the left. The third field is labeled "Domain" on the left and contains the text "UCH" with a small downward arrow on the right side, indicating a dropdown menu. Below these fields is a large blue button with the text "Log On" in white.

You will then see the following screen. Select **Start setup**



[What is this?](#) 

[Need help?](#)

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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**



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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



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Enter your phone number


United States ▼


+1 

ex: (201) 234-5678

Back **Continue**

Select **Call Me** or **Text me** to verify ownership, enter in the code provided.



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Verify Ownership of XXX-XXX-XXXX

1. We can call or text you with a verification code.


Call me or **Text me** Text sent


2. Enter your 6-digit code:

Verify

Back **Continue**

On the next screen enter in your type of Mobile Device



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What type of phone is XXX-XXX-XXXX ?


☐ iPhone


☒ **Android**

☐ Windows Phone

☐ **Other** (and cell phones)

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




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Install Duo Mobile for Android



1. Launch the Google Play Store app and search for "Duo Mobile".
2. Tap "Install" to install the app.

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***



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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.](#)

BackContinue

After your account is added on our phone you will see the next screen. Select **Continue**



[What is this?](#) 

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Activate Duo Mobile for Android



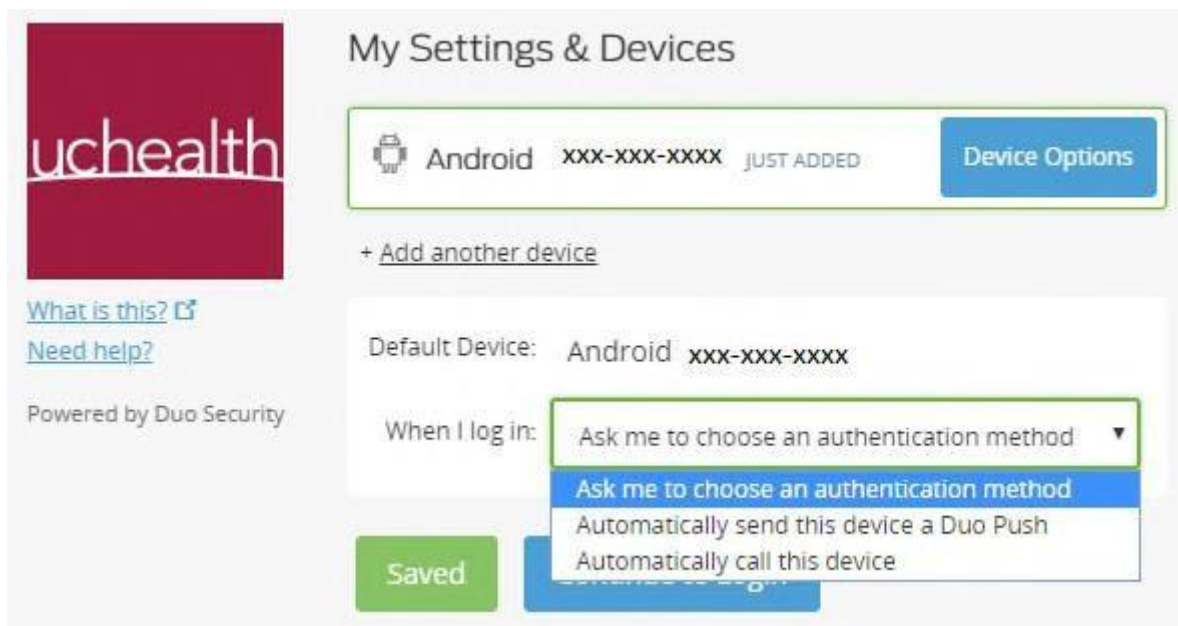
1. Open Duo Mobile.
2. Tap the "+" button.
3. Scan this barcode.

[Take me to Duo Mobile instead.](#)

[Have an activation link emailed to you instead.](#)

BackContinue

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

uchealth

[What is this?](#) [Need help?](#)

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Android XXX-XXX-XXXX JUST ADDED [Device Options](#)

+ [Add another device](#)

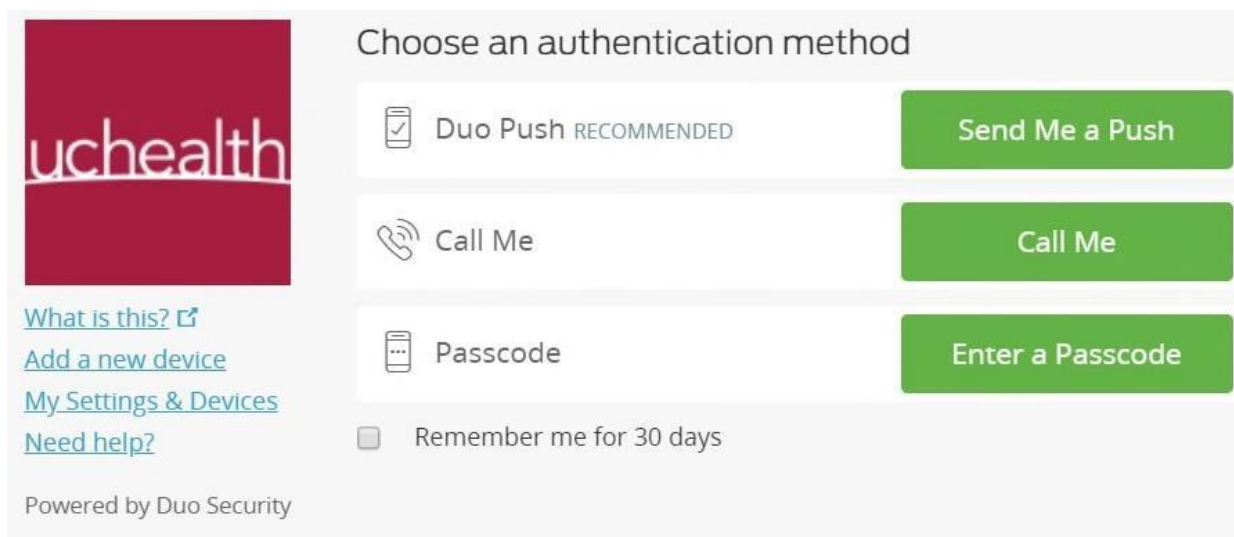
Default Device: Android XXX-XXX-XXXX

When I log in: Ask me to choose an authentication method ▼

- Ask me to choose an authentication method
- Automatically send this device a Duo Push
- Automatically call this device

[Saved](#)

The next screen will then be displayed. Select **'SendMe a Push'**



Choose an authentication method

uchealth

[What is this?](#) [Add a new device](#) [My Settings & Devices](#) [Need help?](#)

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☒ Duo Push RECOMMENDED [Send Me a Push](#)

☐ Call Me [Call Me](#)

☐ Passcode [Enter a Passcode](#)

☐ Remember me for 30 days

Your phone will then prompt you to Approve or Deny the login request. Select **Approve**, MyApps will then load.

