

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:

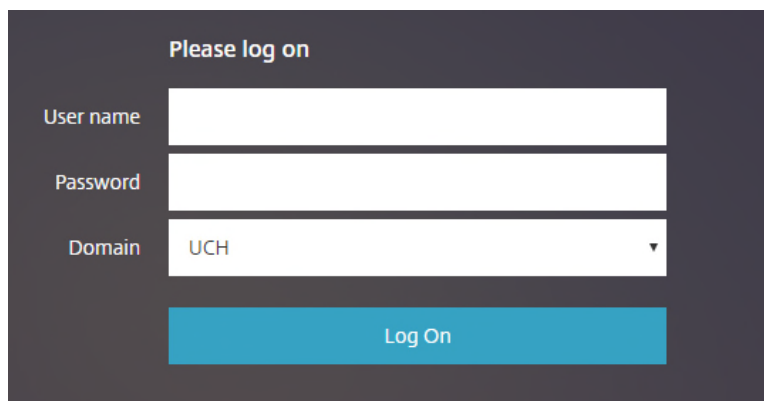
If you are a provider already using e-PCS in the UCHealth Epic EMR, you do not need to re-register Duo for remote access. You are good to go.

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:



Please log on

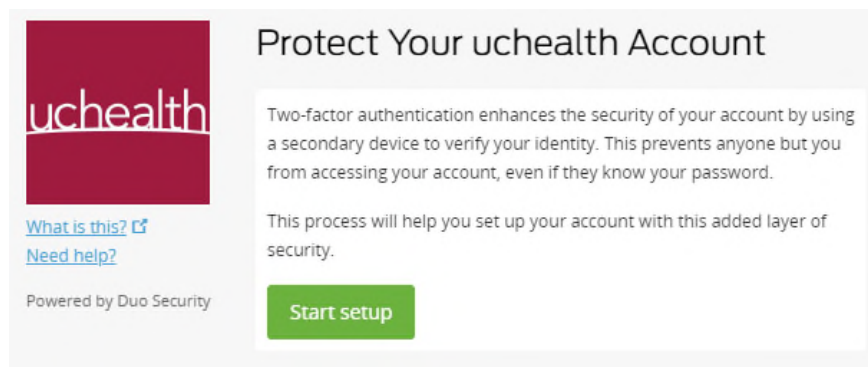
User name

Password

Domain UCH

Log On

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



uhealth

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

Powered by Duo Security

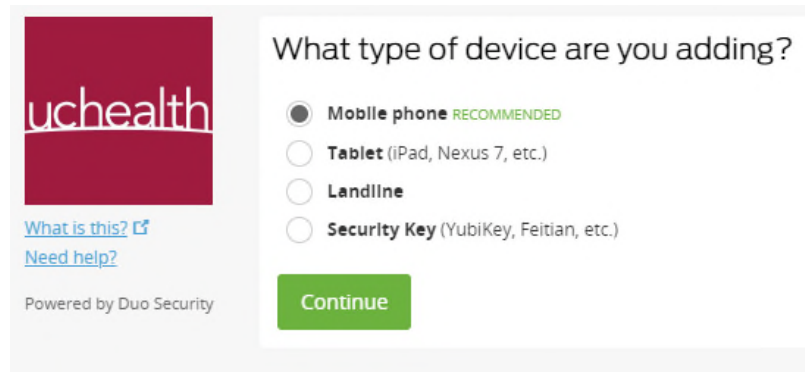
Protect Your uchealth Account

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.)

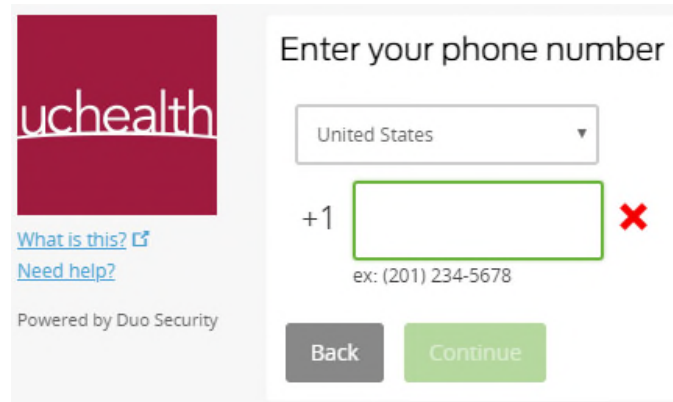
[What is this?](#)

[Need help?](#)

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Continue

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



Enter your phone number

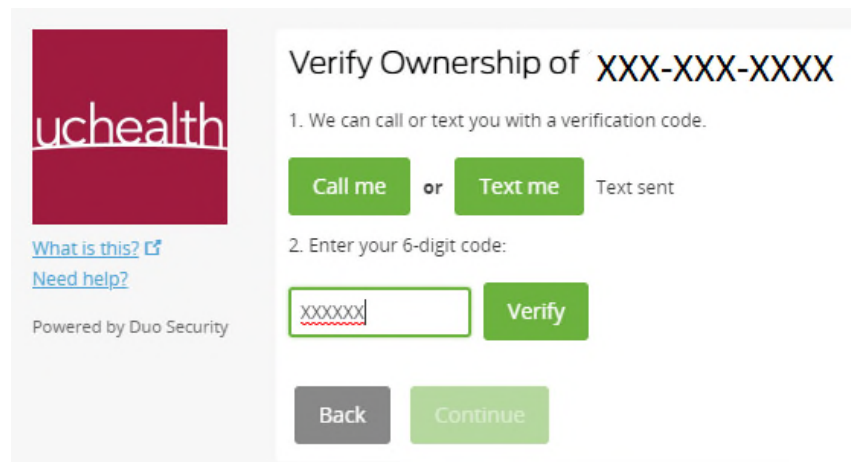
United States

+1

ex: (201) 234-5678

Back **Continue**

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



Verify Ownership of XXX-XXX-XXXX

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

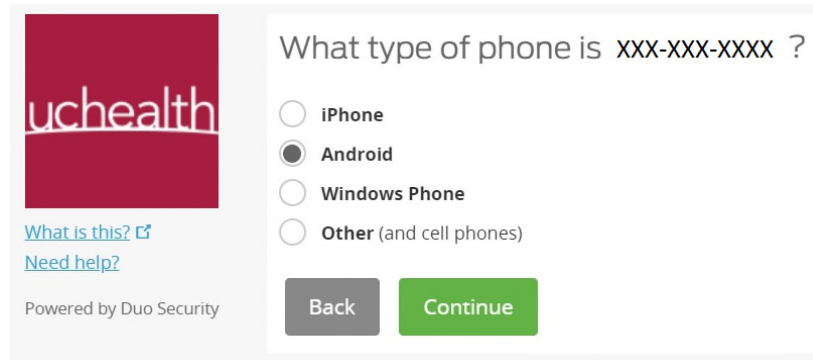
Call me or **Text me** Text sent

2. Enter your 6-digit code:

xxxxxx **Verify**

Back **Continue**

On the next screen enter in your type of Mobile Device



What type of phone is xxx-xxx-xxxx ?

iPhone

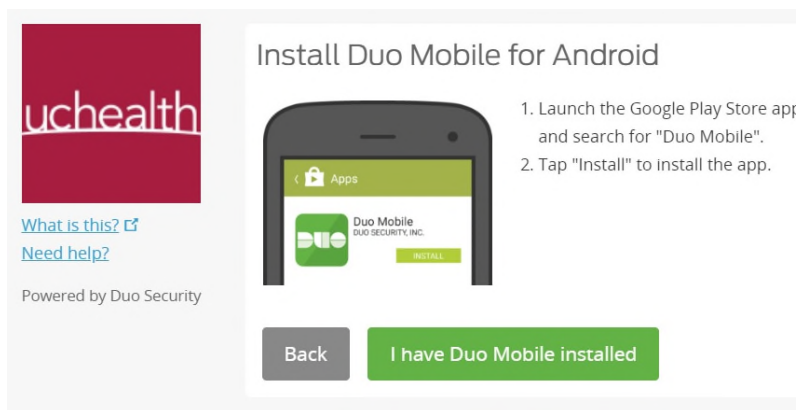
Android

Windows Phone

Other (and cell phones)

Back Continue

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



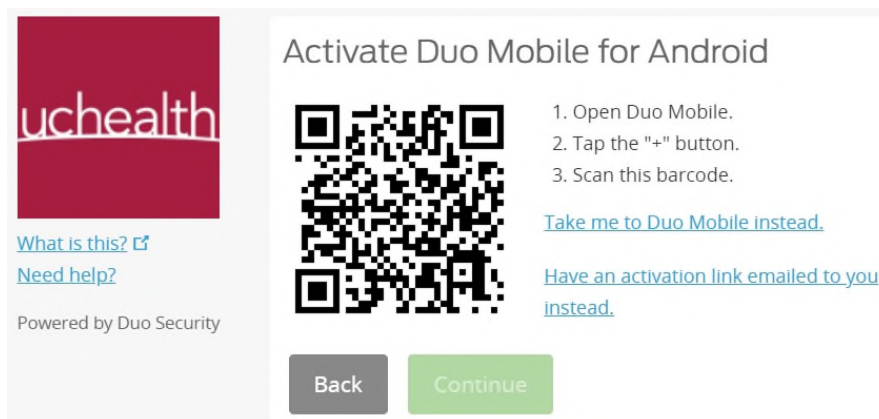
Install Duo Mobile for Android

1. Launch the Google Play Store app and search for "Duo Mobile".

2. Tap "Install" to install the app.

Back I have Duo Mobile installed

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***



Activate Duo Mobile for Android

1. Open Duo Mobile.

2. Tap the "+" button.

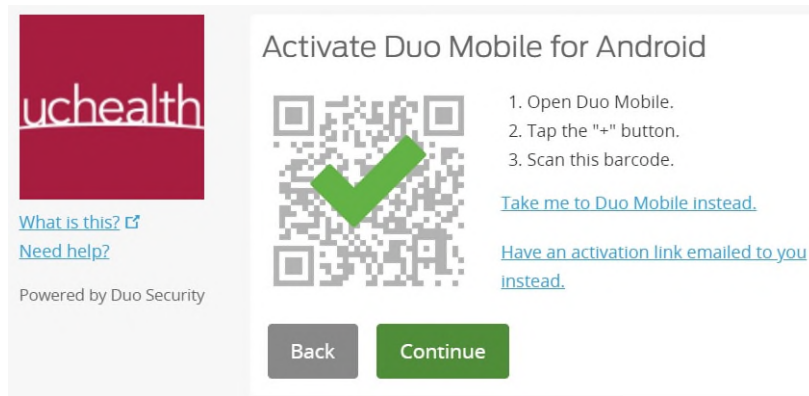
3. Scan this barcode.

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

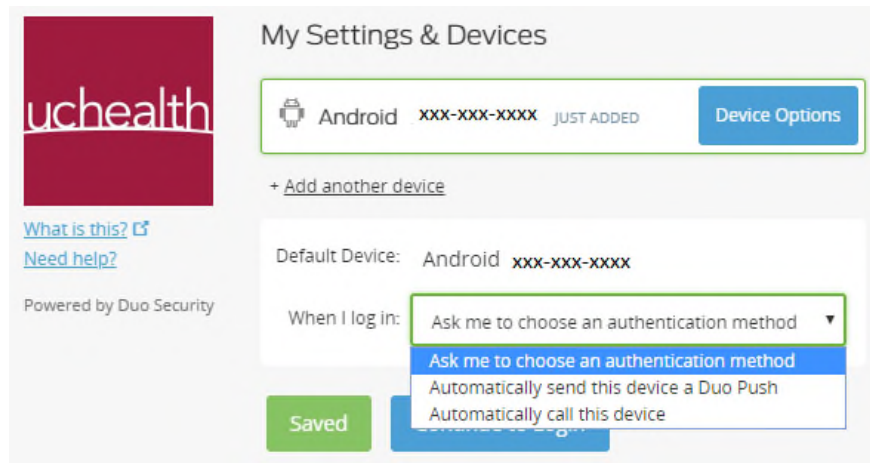
[Have an activation link emailed to you instead.](#)

Back Continue

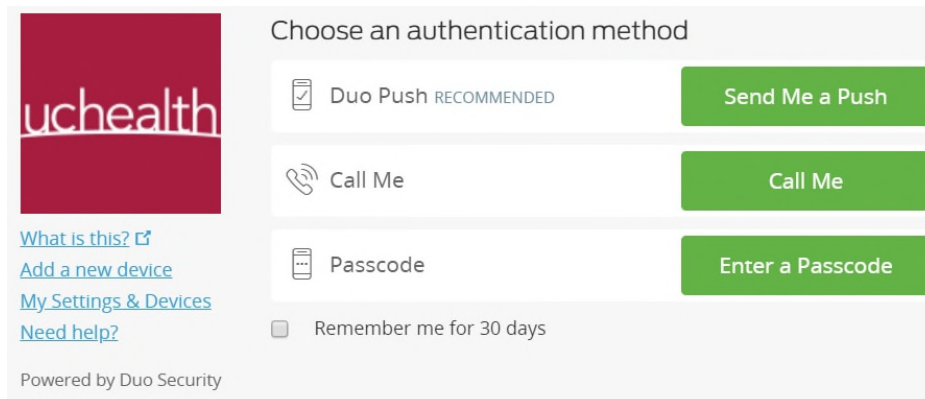
After your account is added on our phone you will see the next screen. Select **Continue**



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.

