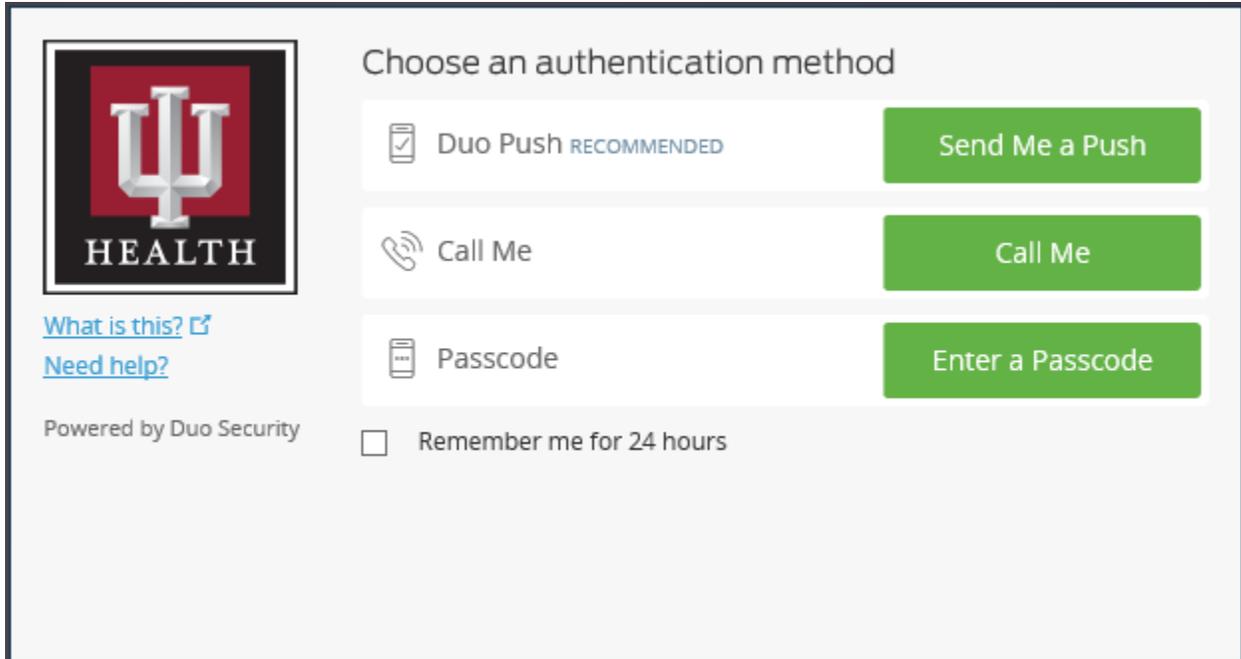


Using Duo Two-Factor Authentication to Gain Access to IU Health Resources

Use your regular credentials and log in to the resource you wish to access. Upon successful logon, you will be prompted by the following:



The screenshot displays the Duo Two-Factor Authentication interface for IU Health. On the left is the IU Health logo, which consists of a red square with a white Greek letter Psi (Ψ) and the word "HEALTH" below it. Below the logo are two blue links: "What is this?" and "Need help?". Below the links is the text "Powered by Duo Security". To the right of the logo is the heading "Choose an authentication method". Below this heading are three authentication options, each with a corresponding icon and a green button:

- Duo Push RECOMMENDED**: A smartphone icon with a checkmark, followed by the text "Duo Push RECOMMENDED" and a green button labeled "Send Me a Push".
- Call Me**: A telephone handset icon with a signal wave, followed by the text "Call Me" and a green button labeled "Call Me".
- Passcode**: A smartphone icon with a passcode grid, followed by the text "Passcode" and a green button labeled "Enter a Passcode".

At the bottom of the interface is a checkbox labeled "Remember me for 24 hours".

Select your method of secondary authentication, and follow the on-screen directions. Following a successful secondary authentication, users will have access to their desired resource.

Duo Push – The Best Way to Authenticate

Using Duo Push is secure and more convenient than the other secondary authentication options. Duo Push takes less time to authenticate than receiving a phone call or receiving a text. The last two methods require lengthy user inputs, where Duo Push requires one.

Duo Push is also protected by end-to-end encryption that cellular networks cannot provide with texts or calls. The Duo Push also provides much more information like request source, time, and the resource being requested so each user can be sure they are only approving legitimate pushes.

Offline Secondary Authentication

If you do not have access to the network via your mobile phone or device, but still need to authenticate to an IU Health resource you may generate an authentication code from the Duo Mobile application. Enter that passcode to gain access to your desired resource.



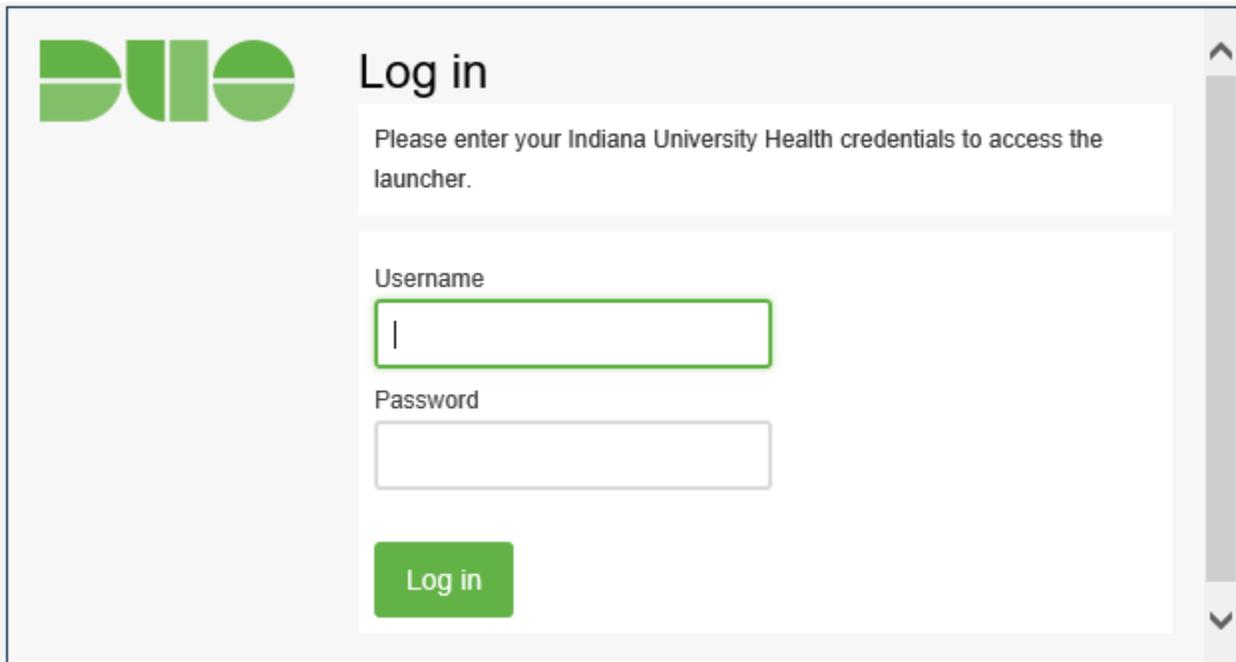
Duo – User Privacy

Duo has no access to change settings on your phone, it cannot read your emails, it cannot see your browser history, and it requires your permission to send notifications to your phone. Duo only has access to your camera when it is prompted to scan a QR code.

Registering Your Device with Duo

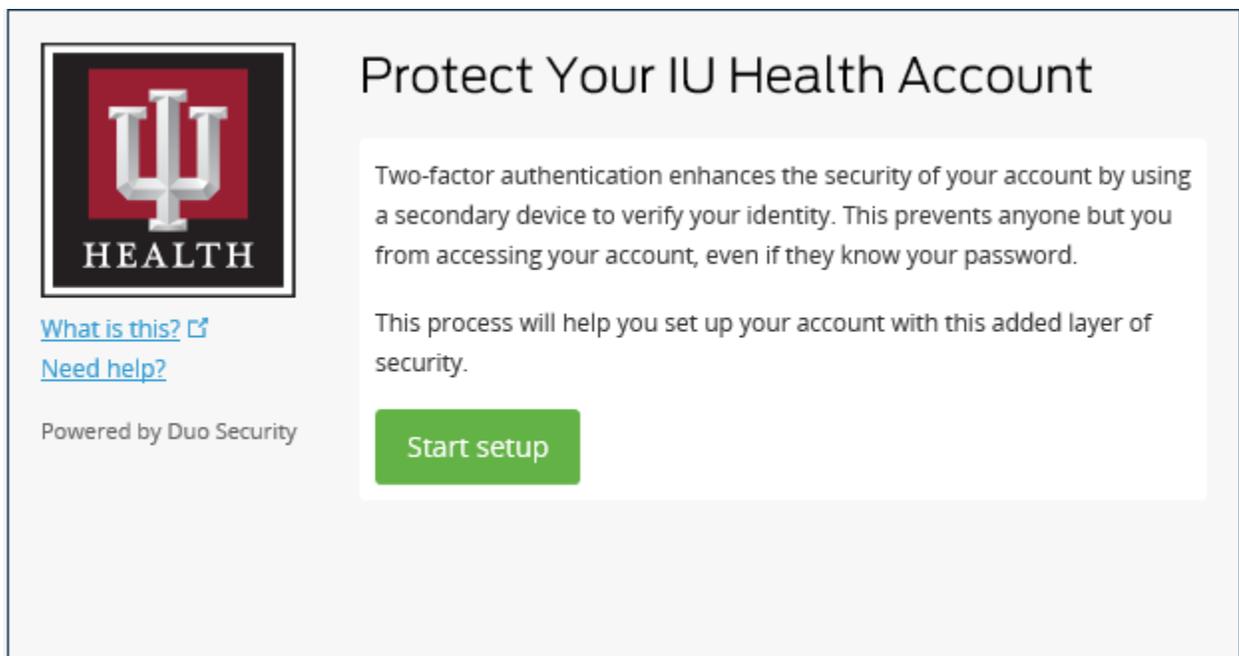
Log into IU Health's [Duo Access Gateway](#) using your AD credentials.

Please note that access to this gateway is restricted to individuals within the IU Health network. This should only be done while using a computer physically connected to the IU Health network or via Cisco AnyConnect. If you have no way of accessing the access gateway, please call the Service Desk for assistance.



The screenshot shows the Duo Log in interface. On the left is the Duo logo. The main heading is "Log in". Below it, a message reads: "Please enter your Indiana University Health credentials to access the launcher." There are two input fields: "Username" and "Password". The Username field contains a single vertical bar character. Below the fields is a green "Log in" button. The interface is contained within a light gray box with a vertical scrollbar on the right side.

After a successful log in, you will be presented with this prompt. Click "Start Setup".



The screenshot shows a "Protect Your IU Health Account" prompt. On the left is the IU Health logo, which features a red square with a white Psi symbol and the word "HEALTH" below it. Below the logo are two links: "What is this?" and "Need help?". Below the links is the text "Powered by Duo Security". The main heading is "Protect Your IU Health Account". Below the heading is a text box that reads: "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." Below this text is another text box that reads: "This process will help you set up your account with this added layer of security." At the bottom of the prompt is a green "Start setup" button.

Choose your device.



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

Powered by Duo Security

What type of device are you adding?

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

Continue

If prompted, enter your mobile number.



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

Powered by Duo Security

Enter your phone number

United States

+1

ex: (201) 234-5678

Back **Continue**

Choose your phone's platform.



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

Powered by Duo Security

What type of phone is ?

iPhone

Android

Windows Phone

Other (and cell phones)

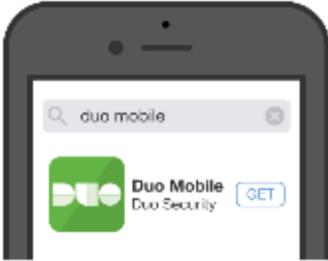
If you have not downloaded the DUO Mobile application to your mobile device, please do so now ([iOS](#), [Android](#), [Windows](#)). If you already have the application installed, click "I have Duo Mobile installed".



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

Powered by Duo Security

Install Duo Mobile for iOS



1. Launch the App Store app and search for "Duo Mobile".
2. Tap "Get" and then "Install" to download the app.

Follow the directions on the prompt and scan the QR code using the mobile device you wish to enroll.



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

Powered by Duo Security

Activate Duo Mobile for iOS



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

[Or, have an activation link emailed to you instead.](#)

If you scanned the QR code correctly, you should see a pass code addition on your mobile device. Click continue.



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

Powered by Duo Security

Activate Duo Mobile for iOS



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

[Or, have an activation link emailed to you instead.](#)

You should then see this screen. This concludes registering mobile devices for use with IU Health/Duo – protected services.

