Guide to Using Duo Two-factor Authentication

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1. Duo & Two-factor Authentication Overview

1.1 What is two-factor authentication and how does Duo enable it?

Two-factor authentication is a **second layer of security** that can be added to any type of login. When attempting to access applications and data that are protected by two-factor authentication, you will be required to provide additional information to gain access.

When logging in to an application that is protected by Duo, **you will still enter your username and password.** After inputting that information, you will be **required to complete a method of second-factor authentication**.

Duo does not replace or require you to change your username and password. Think of Duo as a **layer of security added to your pre-existing login method**.

1.2 Why do we need two-factor authentication?

Usernames & passwords are more valuable than ever and are increasingly easy to compromise. Credentials can be stolen, guessed, or hacked--you might not even know when someone is using your account to access sensitive services and data.

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.

2. Duo Mobile Essentials

1. Make sure that your phone or tablet allows apps to access your phone's camera. This is necessary for the Duo activation process.

2. Make sure that your phone or tablet is set to allow notifications. This is necessary for authenticating using Duo Push notifications.

duosecurity.com

3. Setting Up Duo on Your Device

1. Confirm you have been granted remote access (VPN, Connect, or Remote) via IdentityIQ.

2. Navigate to the enrollment page on Baptist Health Intranet. Go to BEN, click on the "Applications" tab and select "Multifactor Authentication Self Service" under "My Applications".

3. Please note, you must be connected to the Baptist Health network to access this enrollment.

4. If you have already have an active two-factor account for another remote system at Baptist Health, you will not be required to enroll again.

5. **When connected to the Baptist Health network, follow the instructions** to start the enrollment process.

6. To begin, click **Start Setup**.

4. **Select the type of device** you would like to use to authenticate with Duo and then click **Continue.** Follow the device guides below:

  - **Section 3.1 – Android and IPhone Smartphones**

3.1 Android and IPhone Smartphones

1. **Select your country** from the drop-down list and type your phone number. Use the number of your mobile phone that you'll have with you when you're logging into a Duo-protected Application. Confirm that you entered your number in correctly, check the box, and click **Continue**.

Enter your phone number

United States ⬍

+1 5022434567 ✔

ex: (201) 234-5678

☑ **(502) 243-4567** This is the correct number.

Back   Continue

What is this? ⬈
Need help?

2. Enter your phone number and click **Continue**.

What type of phone is 502-243-4567?

- ⦿ **iPhone**
- ○ **Android**
- ○ **BlackBerry**
- ○ **Windows Phone**
- ○ **Other** (and cell phones)

Back   Continue

What is this? ⬈
Need help?

3. Choose your mobile phone's operating system and click **Continue**. Install the **Duo Mobile app** on your device by following the operating system specific instructions.

4. Once installed, **open the app** on your mobile device. Best practice is to "Allow Notifications" and "Allow Camera Access"

5. After accepting opening the Duo Mobile app, go back to your laptop or desktop, click **I Have Duo Mobile Installed**. You will be brought to a new screen with a barcode.

6. Within Duo Mobile:
    a. **iPhone**: Tap **Add Account** or the **+ symbol**
    b. **Android**: Tap **Add Account** or the **key and + sign**
    c. **Windows:** Tap **Add Account**

Android User Experience   iOS User Experience   Window Experience
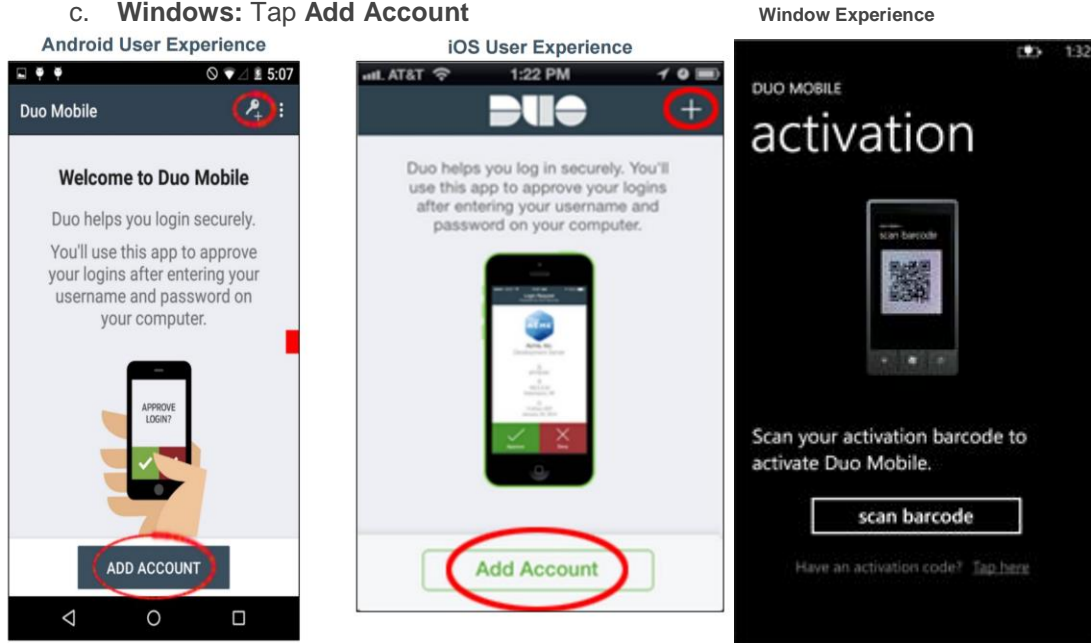
7. **Scan the barcode** with the app's built-in barcode scanner using your phone's camera.
8. After you successfully scan the barcode a green checkmark will appear. Click the **Continue** button.
    a. *If you are having trouble scanning the barcode, click the **Having Problems?** link and Duo will send you an activation link instead along with further instructions.*
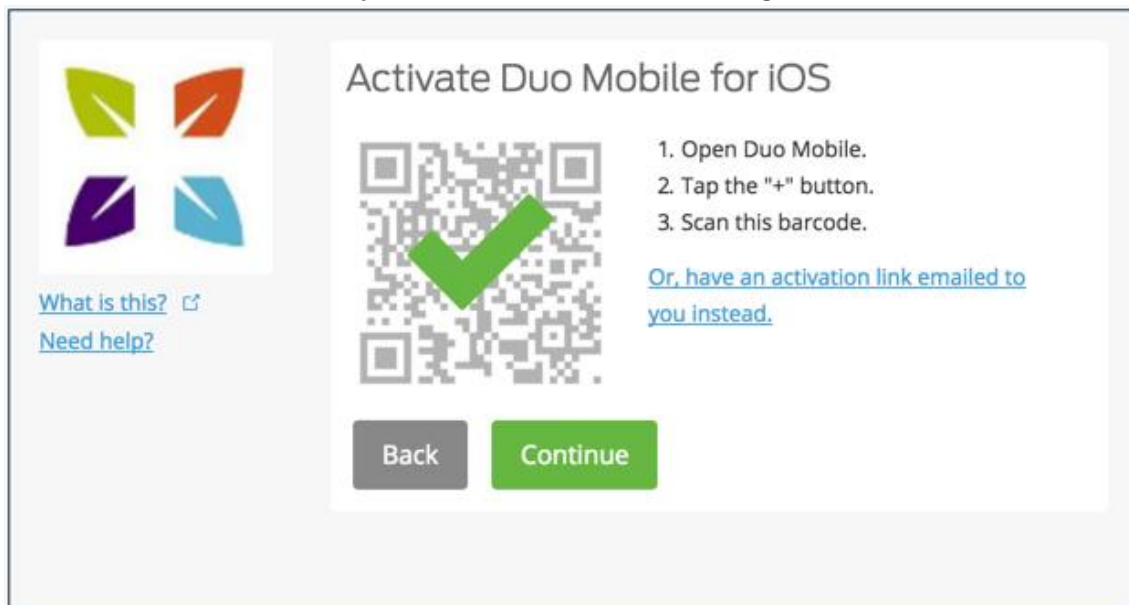
9. **[Optional Feature - Auto Push]** If this is the device you'll use most often with Duo, then you may want to enable the **Automatically send me a:** option and choose either **Duo Push or Phone Call**.
     a. With this option enabled, Duo automatically sends an authentication request via push notification to the Duo Mobile app on your smartphone or a phone call to your device (depending on your selection).
     b. To enable, select the drop down for **Automatically send me a:** select **Duo Push** or **Phone Call**.
     c. Click **Save**.

     d. Scroll down and click **Finish Enrollment** to continue to the login screen.
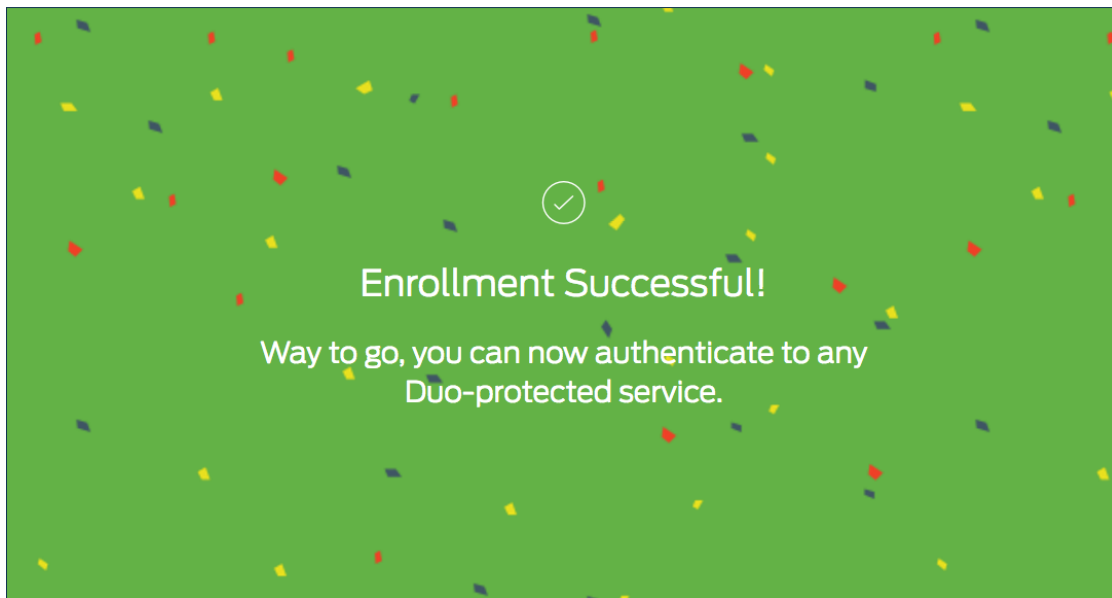
10. Congratulations! Your device is ready to approve Duo authentication requests.

11. To login to the Application, click **Send me a Push** to send a Duo Push notification to your smartphone.

12. All you need to do is tap **Approve** within Duo Mobile and you're logged in!

3.2 Purchased a New Phone?

When you purchase a new phone, you will need to complete the enrollment steps on the new device. The Duo application will need to be downloaded to the phone, then complete the enrollment by scanning the QR code from the enrollment page. See step 3 'Setting Up Duo on Your Device' above.

4. Authenticating with Duo

4.1 Duo Push (Recommended)

Duo Push is the easiest, quickest, & most secure way of authenticating.

1. Enter in your username & password and click **Sign In**.

2. Click **Send me a Push**.

3. Within the Duo Mobile App, click **Approve** to log in.

If you do not receive the Duo Push automatically, go into the Duo Mobile app and pull down to refresh. iOS experience is on the left, Android is on the right.
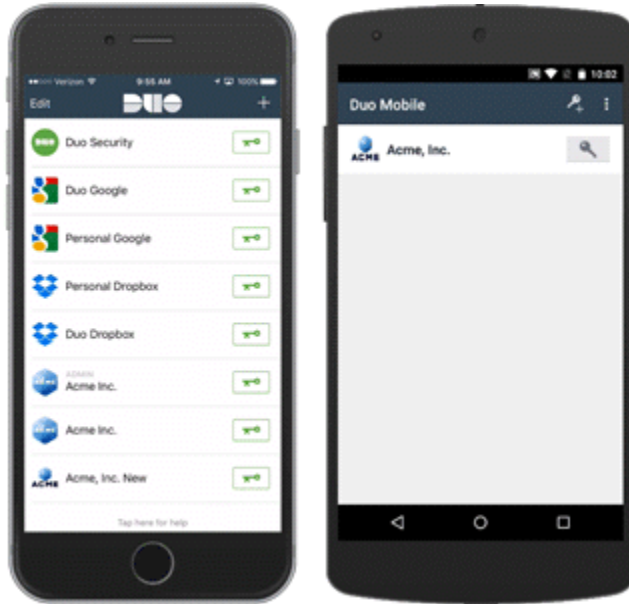
4.2 Duo Mobile Passcode

1. Enter in your username & password and click **Sign In**.

2. Click **Enter a Passcode**.
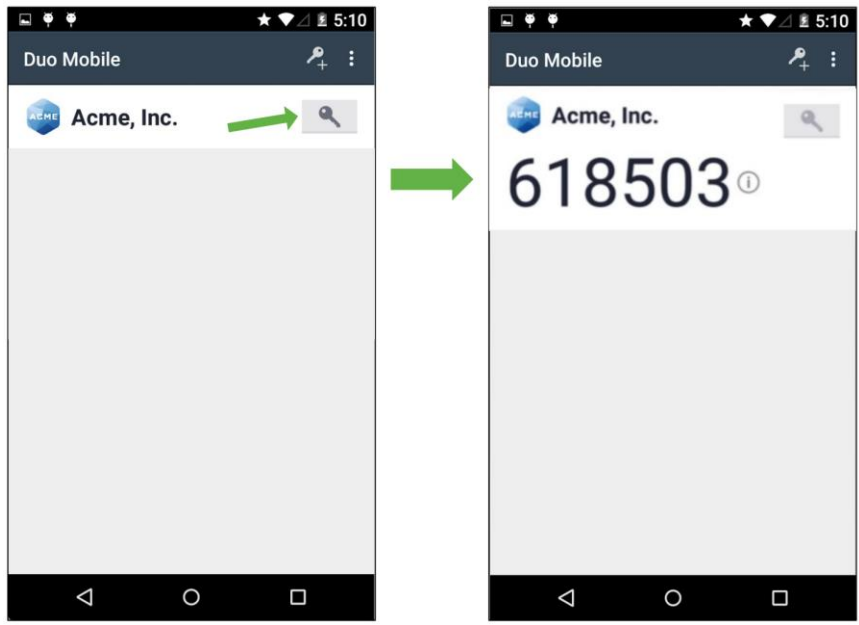

3. **Open Duo Mobile** and click on the **key icon** to generate the 6-digit passcode.

iPhone User Experience
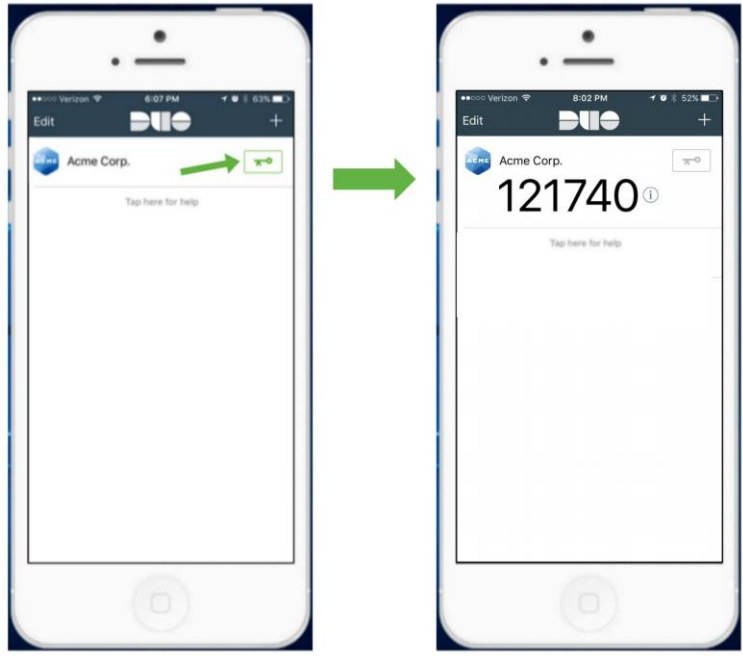
Android User Experience

4. **Enter the 6 digit passcode** into the box and click **Log In**.

4.3 SMS Passcode

1. Enter in your username & password and click **Sign In**.

2. Click **Enter a Passcode**.

3. Click **Send Codes** within the blue bar on the bottom of the Authentication Prompt.

4. You will then receive a text message with a batch of Duo passcodes. **Enter the first code**

(starting with the number 1) and click **Log In**.

    a.   Duo keeps track of which SMS passcodes you've already used in your batch, letting you know which one to use next.

Next SMS passcode starts with 1.	Send codes	✕

    b.   Once you run out of codes, click **Send Codes** to receive a new batch.

    c.   You can have new passcodes sent to you at any time. **A new batch of passcodes will invalidate all old passcodes**, so it's best to delete the old message when a new one comes in.

4.4 Phone Callback

1.   Enter in your username & password and click **Sign In**.

https://edge.bhsi.com - BIG-IP Edge Client™

BAPTIST HEALTH

Secure Logon
for Baptist Health

Username

Password

Logon

Baptist Healthcare System, Inc. Authorized Personnel Only!

Cancel

2. Click **Call Me.**

3. You will receive a phone call from Duo. The status bar at the bottom of the authentication prompt updates at each step of the process.

4. Answer the call and **press any key** on the phone's keypad to authenticate and log in.

5. Access Denied Instructions

If you receive a message like the one in the image below, please contact the Help Desk at 800.315.3020. This message is an indication that your account is not yet enrolled and/or a member of a group that is not prompted for enrollment.

BAPTIST HEALTH® | **DUO** TWO FACTOR AUTHENTICATION

Your account does not have access to this application. Contact an administrator for assistance.

Need Help?

Please contact the Help Desk at 800.315.3020 if you have any questions or need further assistance.

User Guide