



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.
-



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”.

BAPTIST HEALTH | EMPLOYEE NETWORK

Applications
Private group

SSC LOCATIONS OUR COMPANY OUR PEOPLE RESOURCES

BEN / System Services Center

No Notifications

My Time HR Portal

Email Applications DevelopYou

My Sites Help Desk Downtime

NEWS

TODAY IN HEALTH
Steady Stream of Lesser Hear

System Services Center Applications

Clinical

- AORN Guidelines for Perioperative Practice
- BHE Cardiology Web Server
Cardiology Web Server
- BHE PACS Xero
PACS, IMPAX, AGFA
- BSA Calculator
- CHA2DSVAS2C

Operational

- Cardinal Online Ordering System
- Event Management System (EMS)
Meeting Rooms
- IdentityIQ - Application Access Request
MailPoint, Access Management, Identity, Man, User Access, Application Request
- Multifactor Authentication Self Service**
- onesOURCE

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.

https://mfa.bhsi.com/bhsduo/ intranet > Channel: Applications Baptist Health Duo

BAPTIST HEALTH | DUO TWO FACTOR AUTHENTICATION

Please enter the credentials used to remotely access Baptist Health systems (Connect, Remote, VPN).

Username

Password


Remember me

Sign in

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

User Guide

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



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

Protect Your Baptist Health 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



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**



[What is this?](#) 

[Need help?](#)

What type of device are you adding?

- Mobile phone** RECOMMENDED
- Tablet** (iPad, Nexus 7, etc.)
- Landline**
- U2F token**

[Continue](#)



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

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



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.

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

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.
3. Tap "OK" when asked if Duo Mobile should be able to send push notifications.

[Back](#) [I have Duo Mobile installed](#)

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.

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

Activate Duo Mobile for iOS

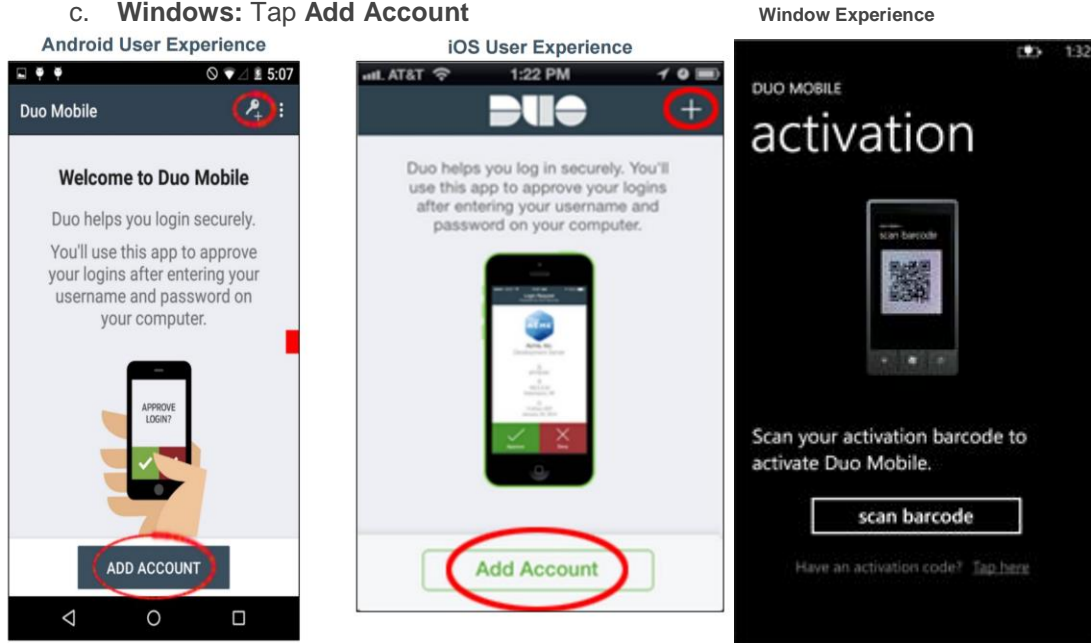
1. Open Duo Mobile.
2. Tap the "+" button.
3. Scan this barcode.

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

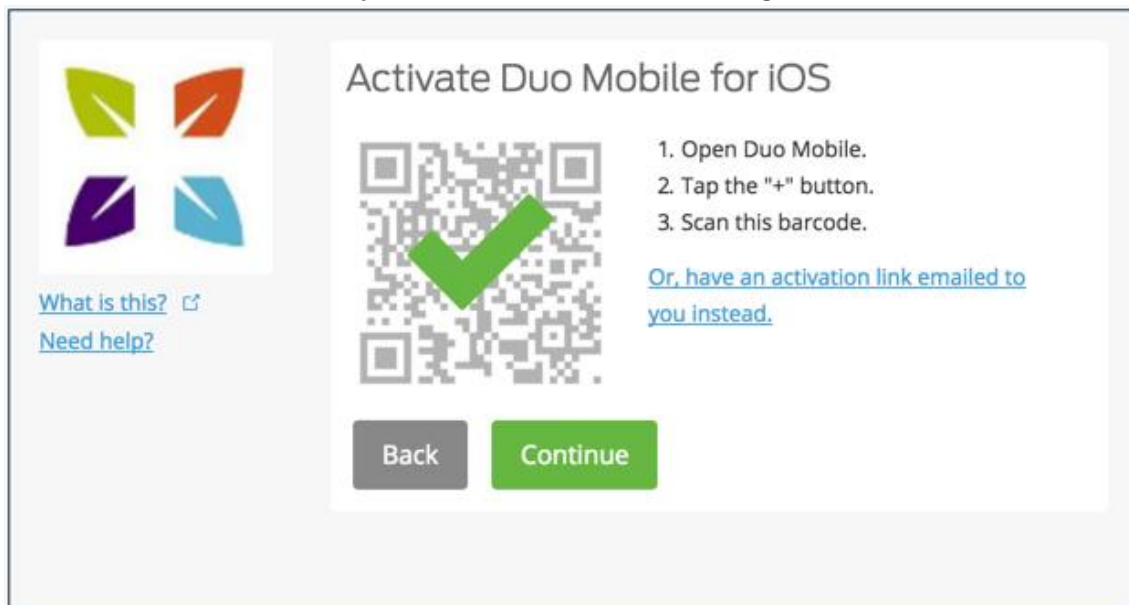
[Back](#) [Continue](#)



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



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.
- 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**.
- 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).
 - To enable, select the drop down for **Automatically send me a:** select **Duo Push or Phone Call**.
 - Click **Save**.

My Settings & Devices

Apple iOS 502-243-4567 JUST ADDED

Default Device: iOS 502-243-4567


When I log in

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

Saved Finish Enrollment

- Scroll down and click **Finish Enrollment** to continue to the login screen.





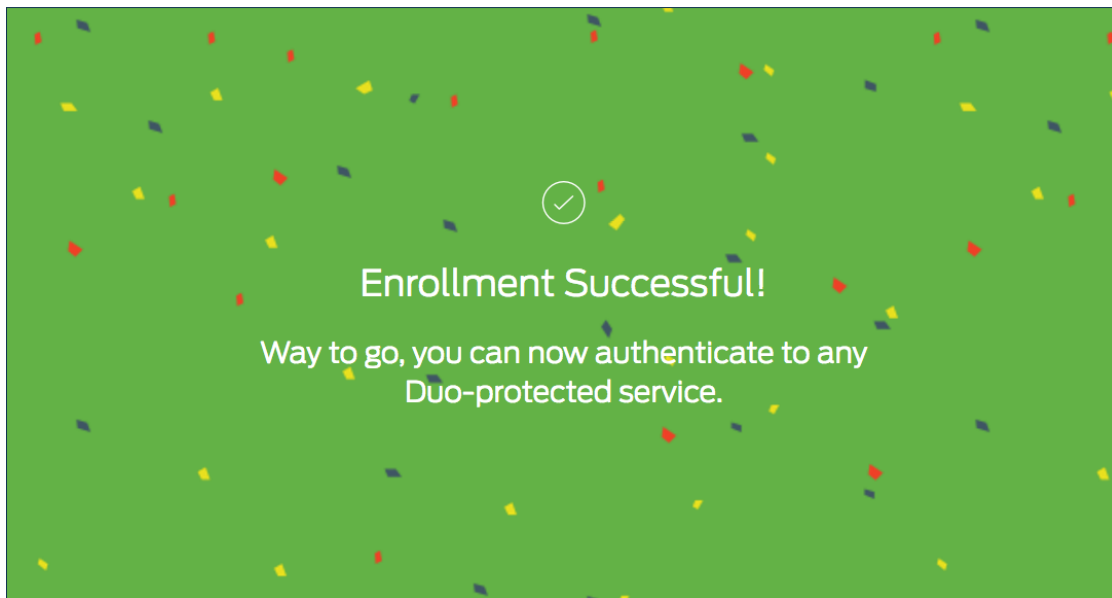
My Settings & Devices

🍏 iOS 502-243-4567 JUST ADDED

Default Device: iOS 502-243-4567

When I log in:

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



✓


Enrollment Successful!

Way to go, you can now authenticate to any Duo-protected service.




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.






Choose an authentication method

 Duo Push RECOMMENDED	Send Me a Push
 Call Me	Call Me
 Passcode	Enter a Passcode


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


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


Login Request
Protected by Duo Security



Baptist Health
portal

 shannonpatter

 209.31.98.2
Denver, CO, US

 11:22:33 AM MDT
August 4, 2016

[Approve](#) [Deny](#)



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**.

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 **Send me a Push**.

Choose an authentication method

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

Call Me [Call Me](#)

Passcode [Enter a Passcode](#)

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

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

Login Request
Protected by Duo Security

Baptist Health
portal

shannonpatter

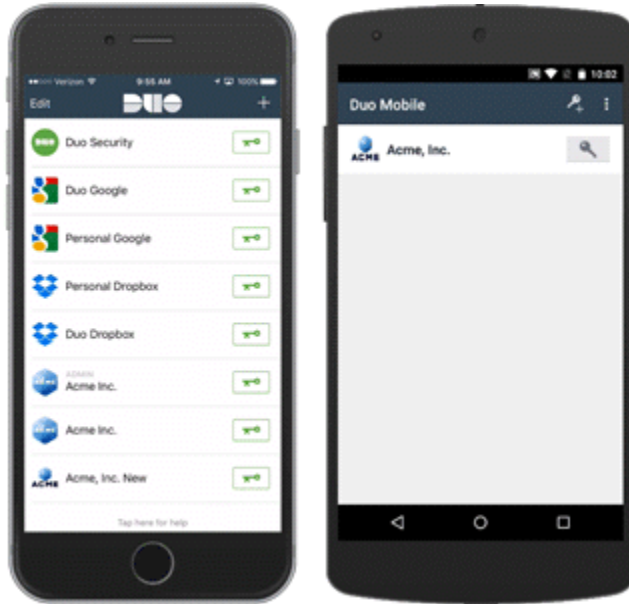
209.31.98.2
Denver, CO, US

11:22:33 AM MDT
August 4, 2016

[Approve](#) [Deny](#)



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**.

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 **Enter a Passcode**.




Choose an authentication method

Duo Push RECOMMENDED

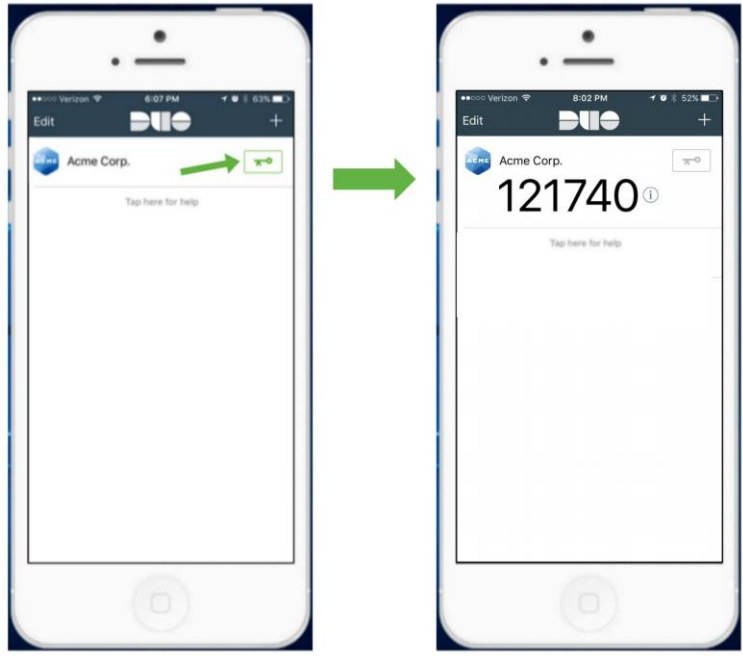
Call Me

Passcode

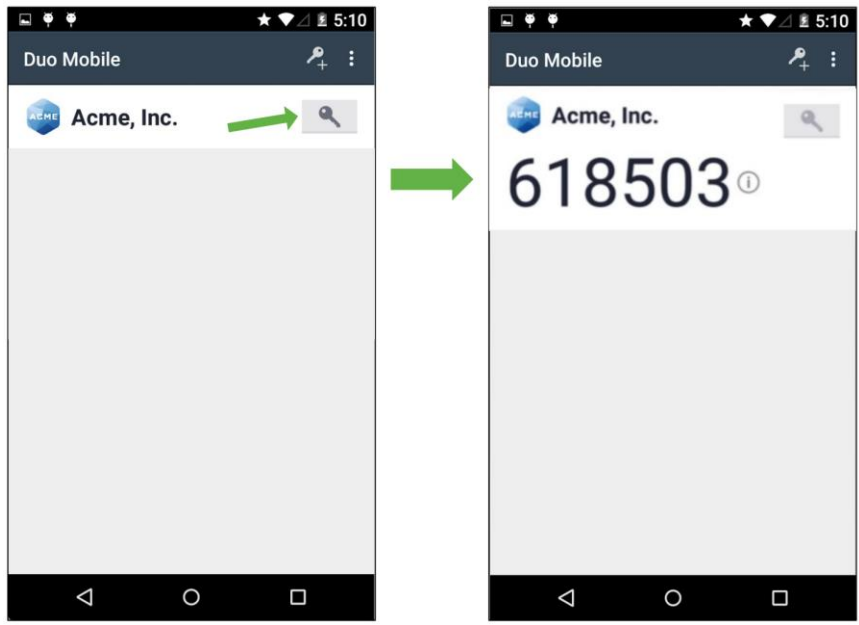
[What is this?](#) 

[Need help?](#)

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**.



Choose an authentication method

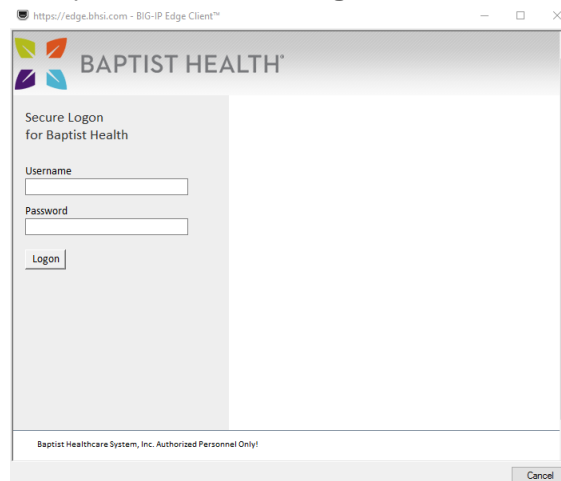
<input checked="" type="checkbox"/> Duo Push <small>RECOMMENDED</small>	<input type="button" value="Send Me a Push"/>
<input type="checkbox"/> Call Me	<input type="button" value="Call Me"/>
<input type="text" value="ex. 867539"/>	<input type="button" value="Log In"/>

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

Enter a passcode from Duo Mobile or a text.

4.3 SMS Passcode

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



Secure Logon
for Baptist Health

Username


Password


Baptist Healthcare System, Inc. Authorized Personnel Only!




2. Click **Enter a Passcode**.

Choose an authentication method

 Duo Push RECOMMENDED Send Me a Push


 Call Me Call Me


 Passcode Enter a Passcode

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

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

Choose an authentication method

 Duo Push RECOMMENDED Send Me a Push

 Call Me Call Me

Log In

Enter a passcode from Duo Mobile or a text. Text me new codes ×

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**.

Future Authentications

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




- 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**.

The screenshot shows the Duo authentication interface. On the left is the logo and two links: "What is this?" and "Need help?". The main heading is "Choose an authentication method". There are three options, each with a corresponding button:

- Duo Push** (RECOMMENDED) with a "Send Me a Push" button.
- Call Me** with a "Call Me" button, which is highlighted with a red rectangular border.
- Passcode** with an "Enter a Passcode" button.

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.

This screenshot shows the Duo authentication interface after the "Call Me" option has been selected. The "Call Me" button is now greyed out, and a new "Log In" button has appeared. A text input field for a phone number is visible, with the example "ex. 867539". At the bottom, a blue status bar contains the text "Answered. Press any key on your phone to log in." and a "Cancel" button.



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.

