



**Q: What is Duo?**

**A:** **Duo Mobile** is a *new* multifactor authentication (MFA) App that will be replacing our current MFA solution. Duo will be required for the following services when accessed *outside* of the IU Health network: **Team Portal, Cisco AnyConnect VPN, Outlook Web Access, and Citrix NSGate.** Duo MFA will be used for all *new* applications (e.g. Office365, PowerChart, and Diagnoses, and VMWare Horizon View) accessed when working remote, off IU Health’s network.

**Q: Why are We Switching to Duo?**

**A:** Our current MFA solution depends on text messaging which is inherently a less secure method of establishing a second factor of authentication. **Duo Mobile** is an application-based approach to securely establish a second factor of authentication.

**Q: What are the Device (Phone) Requirements?**

**A:** **Duo Mobile** uses tiny amounts of data and space on your mobile device to achieve a more secure, secondary authentication method. **Duo Mobile** requires versions Android 7.0 or iOS 10 or greater.

**Q: How Much Control will the Duo Mobile App Have?**

**A:** **Duo Mobile** collects anonymous user data strictly within the application and will only have access to your camera when enrolling IU Health users (i.e. scanning an Aztec QR code as depicted in the Registration steps below. **Duo** will:

- **NOT** have permission/access to change settings on your device
- **NOT** collect personally identifiable information (PII)
- **NOT** read your emails, see your browser history
- **NOT** send you a “Push” or notifications *without* your permission

**Q: What if I have the Duo Mobile App Downloaded and Registered for Another Organization?**

**A:** Employees who already use **Duo Mobile** for other organizations (such as Eskenazi, IU and School of Medicine) will still need to register for IU Health Duo to continue remotely accessing applications on the IU Health network.

**Q: Can I Have the Duo Mobile App Installed on Multiple Devices?**

**A:** Yes, you may install the **Duo Mobile** App on more than one device, such as a mobile phone, tablet, etc.

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**Q: What if I don't have a Wi-Fi Connection or Cellular Reception is Poor, Such as when I am Traveling?**

**A:** No problem. Tap the icon in the **Duo Mobile** app to generate an authentication passcode. You do not need an internet connection or a cellular signal to generate these passcodes.

Click the following link to view the Job Aid: [Use a Duo Passcode for Authentication](#).

**Q: What if I don't have my device with me to authenticate with Duo?**

**A:** No problem. Contact the IU Health Helpdesk at **(317) 962-2828** to provide you a one-time IU Health passcode for authentication.

**Q: What if my push alerts are NOT coming through?**

**A:** Use the following links to try these easy troubleshooting steps.

- iOS: [https://help.duo.com/s/article/2051?language=en\\_US](https://help.duo.com/s/article/2051?language=en_US)
- Android: [https://help.duo.com/s/article/2050?language=en\\_US](https://help.duo.com/s/article/2050?language=en_US)

**Q: What if Duo is still not working?**

**A:** Reactivate **Duo Mobile** or contact the IU Health Service Desk at **(317) 962-2828**.

- Reactivate Duo Mobile: <https://guide.duo.com/manage-devices>
- Duo Self-Service Portal: <https://2fa.iuhealth.org>