



Clinical IS Job Aid



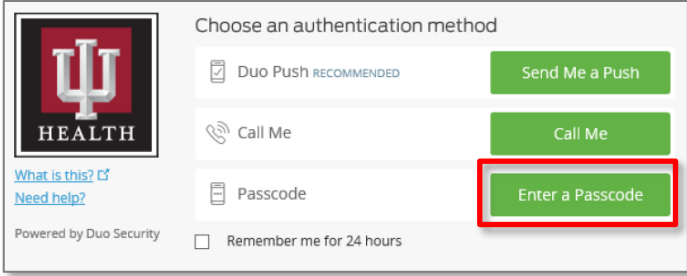
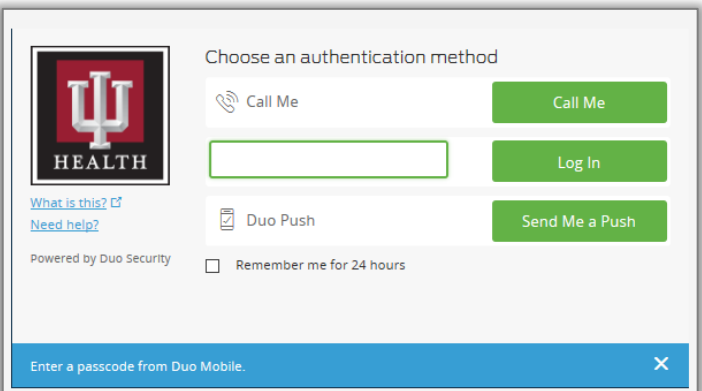
Topic: Use a Duo Passcode for Authentication
Facility: IU Health Inpatient and Ambulatory Facilities
Audience: Staff Who Use Multifactor Authentication

Effective Date
February 6, 2019
Contact
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Overview: *The following document reviews how to authenticate with DUO using a passcode when a Wi-Fi connection is not available or cellular reception is poor (e.g. during travel). 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 Diagnostics, and VMWare Horizon View) accessed when working remote, off IU Health’s network.*

Use a Duo Passcode for Authentication

When ready to access an IU Health application remotely on your **COMPUTER**:

Step	Action
1	Log into the IU Health system you wish to access using your IU Health network username and password. <i>The “Choose an authentication method” window automatically displays on your computer screen.</i>
2	<p>Click the Enter a Passcode button.</p>  <p><i>On your COMPUTER, the window displays a passcode entry field and prompts to “Enter a passcode from Duo Mobile”.</i></p> 

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Use a Duo Passcode for Authentication (continued)

Step	Action
3	<p>On your MOBILE DEVICE, tap to open the Duo Mobile App.</p> <p><i>The Duo Mobile App displays your one-time IU Health Duo-protected passcode.</i></p>
4	<p>Return to your COMPUTER and type in your one-time IU Health passcode in the green-outlined field.</p>
5	<p>Click the Log In button.</p> <p><i>You now have access to the desired IU Health system (such as Team Portal, Cisco AnyConnect VPN, Outlook Web Access, and Citrix NSGate).</i></p>

