



# Clinical IS Job Aid



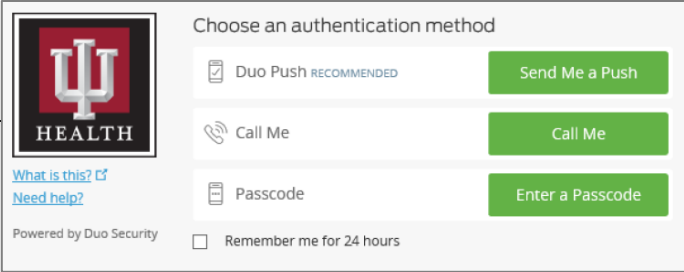
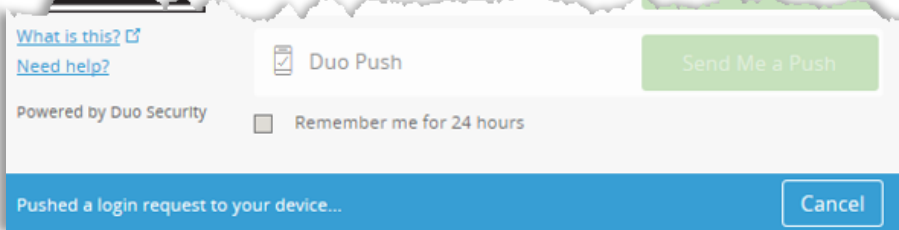
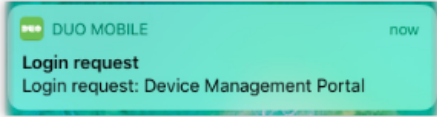
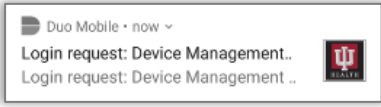
**Topic:** Use a Duo Push for Authentication  
**Facility:** IU Health Inpatient and Ambulatory Facilities  
**Audience:** Staff Who Use Multifactor Authentication

**Effective Date**  
February 6, 2019  
**Contact**  
IU Health Help Desk  
helpdesk@iuhealth.org

**Overview:** The following document reviews the steps to authenticate with DUO on your computer when working remotely. 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 Push 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	Click the <b>Send Me a Push</b> button. <div style="background-color: yellow; padding: 5px; border: 1px solid red; margin: 5px 0;"> <b>Note:</b> Sending a "Push" is recommended as it is more convenient and secure.           </div>  <p><i>On your <b>COMPUTER</b>, confirmation displays that a login request was pushed to your device.</i></p>  <p><i>On your <b>MOBILE DEVICE</b>, a push alert displays for confirmation or denial.</i></p> <div style="display: flex; justify-content: space-around;"> <div data-bbox="326 1507 760 1671" style="text-align: center;"> <p><b>iPhone</b></p>  </div> <div data-bbox="1036 1507 1414 1661" style="text-align: center;"> <p><b>Android</b></p>  </div> </div>
<div style="background-color: yellow; padding: 5px; border: 1px solid red;"> <b>Note:</b> When downloading the <b>Duo</b> App to your device, if you selected to allow push notifications, the following message above displays on your mobile device.         </div>	

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## Use a Duo Push for Authentication (continued)

Step	Action
3	Tap to respond to the request in the <b>Duo</b> App on your <b>MOBILE DEVICE</b> .
	<i>The Login Request screen displays next on your mobile device.</i>
4	Press the <b>Approve</b> button.
	<i>Once successfully authenticated, Approved displays on the mobile device.</i>
5	Return to your <b>COMPUTER</b> . <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>