



DUO 2-Factor Authentication Registration Instructions:

- 1) Install the DUO Mobile App on your device. DUO mobile is available in the IOS Apple Store and Google Play store for Android devices. The App will appear as the logo above.
- 2) You will receive an email from Duo Security no-reply@duosecurity.com a sample of the email is pictured below. The email will include a link that will take you to the registration page for DUO.

This is an automated email from Duo Security.

Your organization invites you to set up a user account for Duo. You will find instructions from your Duo administrator below. If you have questions, please reach out to your organization's IT or help desk team.



Hello,

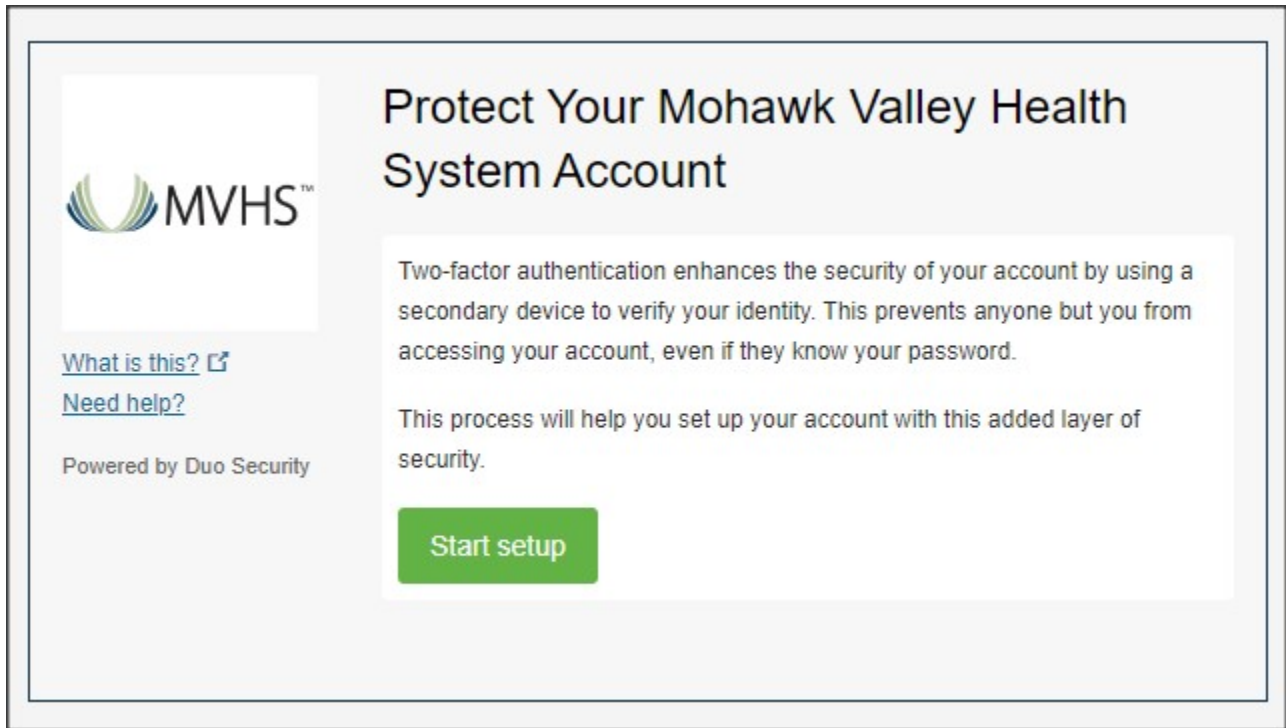
Your organization is now rolling out Duo Security, a friendly and secure way for you to log into your applications. Your administrator has invited you to set up your account for Duo so you can start logging in.


To begin, click this link to enroll a phone, tablet, or other device:

<https://api-388c5562.duosecurity.com/portal?code=735f70c5bc491a78&akey=DAEGYMR9TLBB1CZN69L8>

Duo Security is a two-factor authentication service that strives to be easy to use and secure. To learn more about Duo authentication, visit the guide here:

3) Click "Start Setup" on the first page of the enrollment page






Protect Your Mohawk Valley Health System 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.

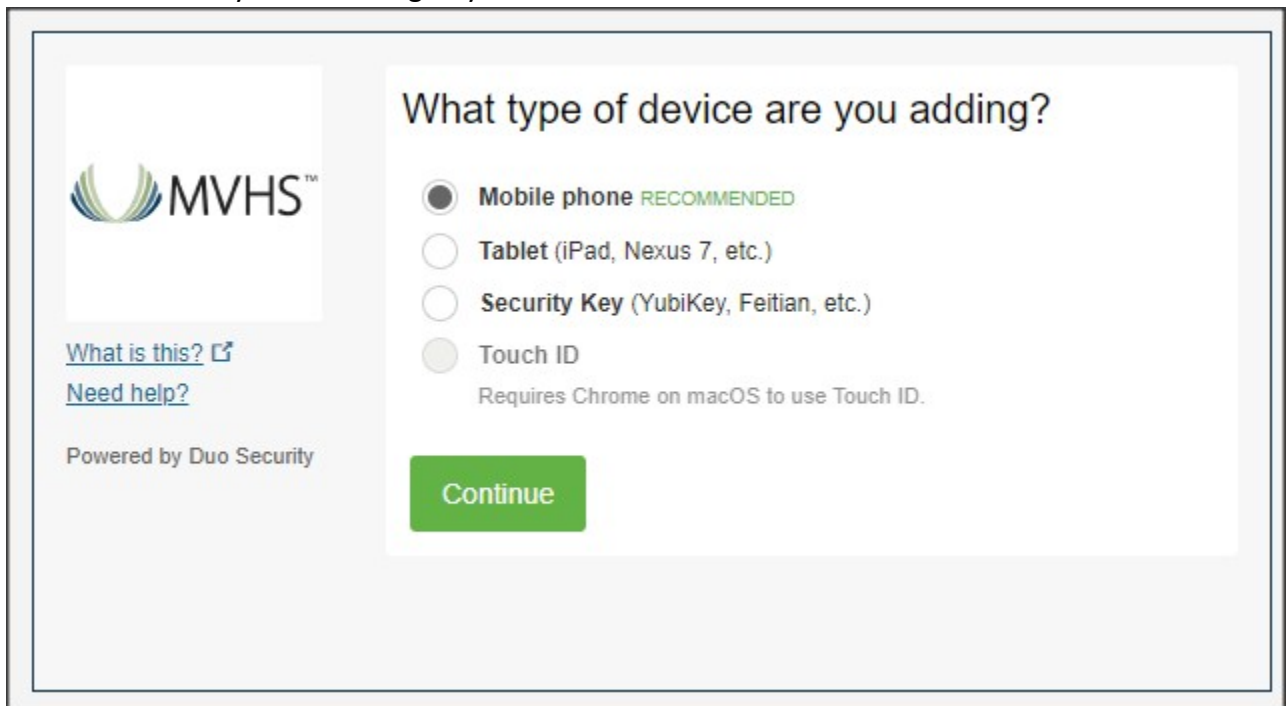
[What is this?](#) 


[Need help?](#)

Powered by Duo Security

[Start setup](#)

4) Select the device you are linking to your MVHS account.






What type of device are you adding?

Mobile phone RECOMMENDED

Tablet (iPad, Nexus 7, etc.)

Security Key (YubiKey, Feitian, etc.)

Touch ID
Requires Chrome on macOS to use Touch ID.

[What is this?](#) 

[Need help?](#)

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[Continue](#)

5) Enter your mobile phone number.

The screenshot shows the 'Enter your phone number' step of the MVHS Duo Security setup. On the left, there is the MVHS logo, a link for 'What is this?', a link for 'Need help?', and the text 'Powered by Duo Security'. The main content area has the title 'Enter your phone number'. Below the title is a dropdown menu set to 'United States'. Underneath is a text input field with a green border and a vertical cursor, preceded by a '+1' sign. Below the input field is the text 'Example: (201) 234-5678'. At the bottom are two buttons: a grey 'Back' button and a green 'Continue' button.

6) Verify your phone number is correct and select the check mark and click Continue

The screenshot shows the 'Verify your phone number' step of the MVHS Duo Security setup. On the left, there is the MVHS logo, a link for 'What is this?', a link for 'Need help?', and the text 'Powered by Duo Security'. The main content area has the title 'Enter your phone number'. Below the title is a dropdown menu set to 'United States'. Underneath is a text input field with a black border and a green checkmark to its right. Below the input field is the text 'Example: (201) 234-5678'. Below that is a checkbox that is checked, followed by the text 'You entered (201) 2345678 Is this the correct number?'. At the bottom are two buttons: a grey 'Back' button and a green 'Continue' button.

7) Select the type of mobile phone you are registering.

MVHS™

What type of phone is (201) - 234 - 5678?

iPhone
 Android
 Windows Phone
 Other (and cell phones)

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

Powered by Duo Security

Back Continue

8) If you have DUO installed already from Step 1 Click "I have Duo Mobile installed" to continue. If not please install DUO mobile to your smart phone at this point and then continue on.

MVHS™

Install Duo Mobile for iOS

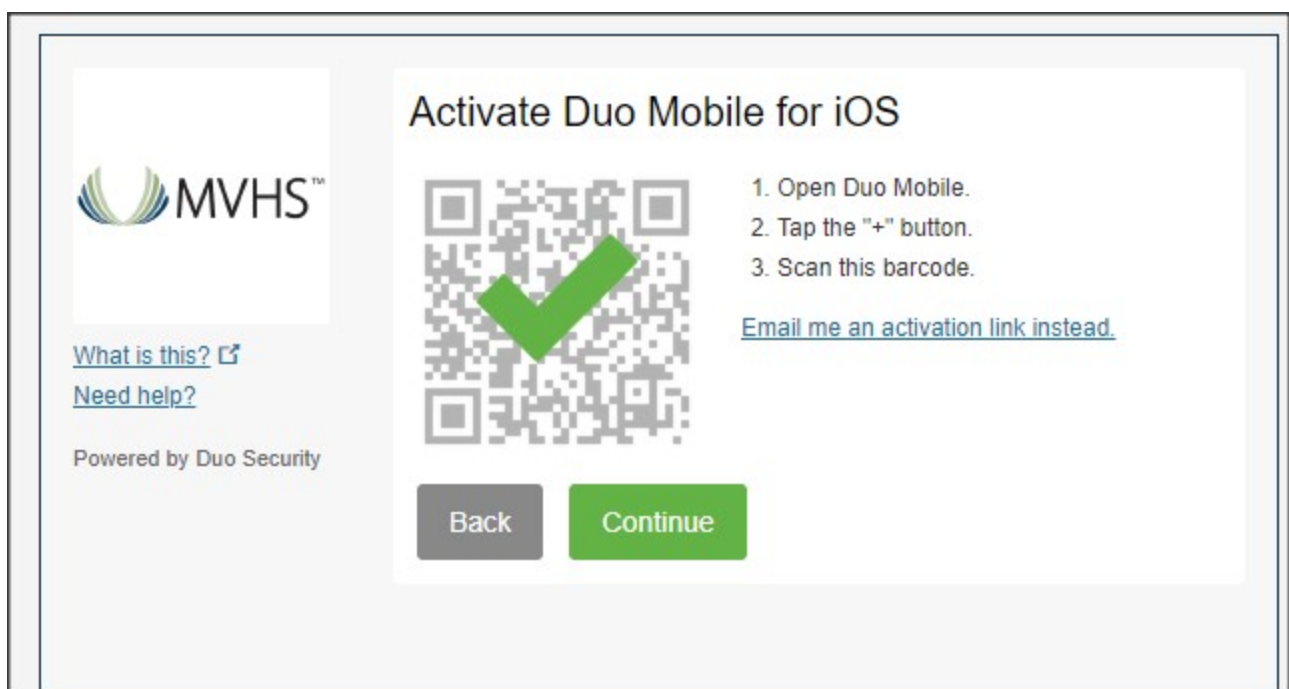
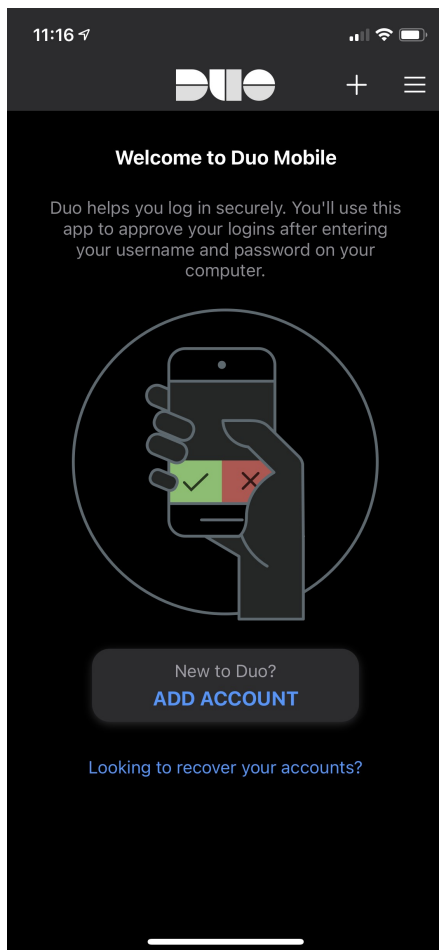
1. Launch the App Store app and search for "Duo Mobile".
2. Tap "Get" and then "Install" to download the app.

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

Powered by Duo Security

Back I have Duo Mobile installed

- 9) Once DUO Mobile is installed and opened on your smartphone, Tap the “ADD ACCOUNT” button on your smartphone and allow DUO Mobile to use your camera. Point the camera at the QR barcode on your screen to link your account. After the phone scans the QR Barcode and the Barcode on your computer screen has a green check mark on it, Click continue



- 10) Verify again that your phone number is correct in the top box and again under “Default Device:”
- 11) Be sure to select from the drop down, When I log in: “Automatically send this device a Duo Push”

The screenshot shows the 'My Settings & Devices' page for MVHS. On the left side, there is the MVHS logo and two links: 'What is this?' and 'Need help?'. Below these links, it says 'Powered by Duo Security'. The main content area is titled 'My Settings & Devices' and contains a form with the following elements:

- A text input field for a phone number, containing '(201) - 234 - 5678', with an Apple logo and 'iOS' to its left.
- A 'Default Device:' label followed by a dropdown menu set to 'iOS' and the same phone number '(201) - 234 - 5678'.
- A 'When I log in:' label followed by a dropdown menu set to 'Automatically send this device a Duo Push'.
- Two buttons at the bottom: a green 'Save' button and a blue 'Finish Enrollment' button.

- 12) You can now Click “Finish Enrollment” and your mobile device is now linked to your MVHS Citrix account.
- 13) You can now log into <https://rmf.mvhealthsystem.org>

You will still enter your username and password and when you click “Log On” you can opt to get a push notification sent to your registered mobile device to approve and get logged in.

Please call the MVHS I.T. Helpdesk at 315-624-6990 with any issues you experience.