

DUO SECURITY FOR REMOTE ACCESS FROM HCIS (HEALTH CARE INFORMATION SYSTEMS)

Duo Security is a two-factor authentication that 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.

There are 3 different types of DUO accounts associated with UIHC employees. Everyone will have a HealthcareID & HawkID Duo. Providers who e-prescribe will also have EPCS Duo. HCIS Manages the HealthcareID Duo and EPCS while ITS manages the HawkID Duo.

Your options are to use a secondary device, such as a mobile phone or a tablet, or to receive a phone call. If you decide to use a mobile phone or tablet, you should download and install the Duo Mobile app from your App store before using these instructions.



WHY USE DUO SECURITY

By using Duo Security and setting up a two-step verification, you are further protecting yourself as well as institutional data. By requiring something in addition to the pairing of username and password to authenticate the user before allowing access, you are using information only you know and information only you have in your possession. In typical scenarios and accessing services on the Web today, the most common way to access the service is by relying on something only the user knows – the username and password pair.

If you have questions or want more information, refer to the following website:

<https://guide.duo.com/>

Contact us at:

Email: helpdesk-hcis@uiowa.edu

Phone: 319-356-0001

hcis.healthcare.uiowa.edu/selfservice

ADD ANOTHER DEVICE

You can only add a second device when you are connecting from off-campus.

1. On a computer, log in to Remote Desktop with your HealthCare ID and password. The URL is:

<http://desktop.healthcare.uiowa.edu>.

2. Click **Add a device**.

A screenshot of the Duo Security 'My Settings & Devices' page. The page title is 'My Settings & Devices'. Below the title, it says 'First, we need to confirm it's really you. Choose an authentication method below to manage your settings and devices.' There are two main sections: 'Choose an authentication device' with a dropdown menu showing 'Landline (XXX-XXX-3681)' and 'Add a new device' highlighted in red; and 'Choose an authentication method' with two options: 'Call Me' (with a green 'Call Me' button) and 'Bypass Code' (with a green 'Enter a Bypass Code' button). The page is powered by Duo Security.

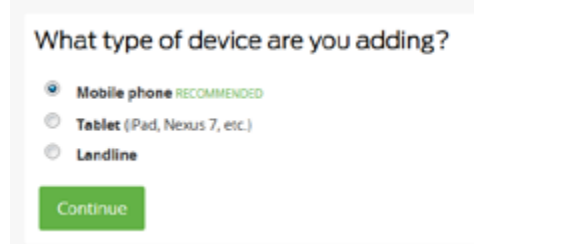
3. Choose an authentication method and complete two-factor authentication to begin adding your new device.

A screenshot of the Duo Security 'My Settings & Devices' page, similar to the one above. The 'Add a new device' link in the 'Choose an authentication device' section is highlighted with a red border. The rest of the page content is the same as in the previous screenshot.

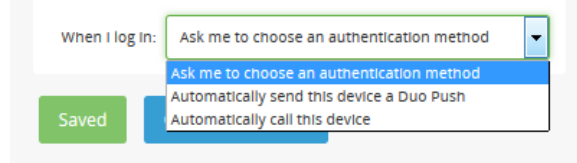
4. Follow the instructions to confirm your identity. After your identity has been confirmed, follow the instructions for the type of device you are adding.

ADD A PHONE AS YOUR SECONDARY DEVICE

1. On a computer, log in to Remote Desktop with your HealthCare ID and password. The URL is: <http://desktop.healthcare.uiowa.edu>.
2. Click **Start setup**.
3. Select **Mobile Phone**. Click **Continue**.




4. Enter your phone number and then select the check box to confirm it is the correct number. Click **Continue**.
5. Select the type of phone you entered. Click **Continue**.
6. Verify the Duo Mobile app is installed on your device and click **I have Duo Mobile installed**.
7. Open the Duo Mobile app on your device and scan the QR code on the screen with your device. Click **Continue**.
8. Select the default action for when you log in to Remote Desktop next time. If you are unsure, select the **Automatically send this device a Duo Push** option.



9. Click **Continue to Login**.
10. Select an authentication method and **Remember me for 30 days** - your browser will remember

ADD A LANDLINE AS YOUR SECONDARY DEVICE

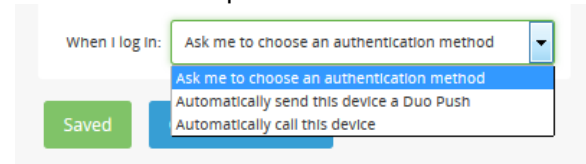
1. On a computer, log in to Remote Desktop with your HealthCare ID and password. The URL is: <http://desktop.healthcare.uiowa.edu>.
2. Click **Start setup**.
3. Select **Landline**. Click **Continue**.



4. Enter your phone number and then select the check box to confirm it is the correct number. Click **Continue**.



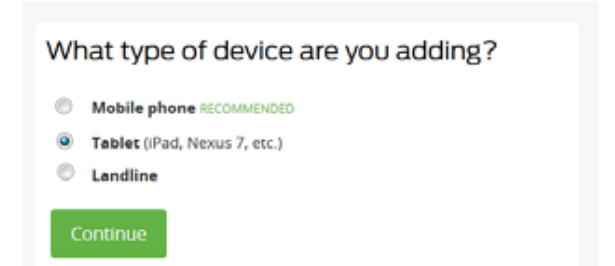
5. You will receive a phone call. Answer the call and listen to the instructions to authenticate.
6. Select the default action for when you log in to Remote Desktop next time:



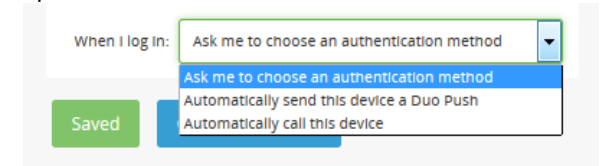
7. Click **Continue to Login**.
8. Select an authentication method and **Remember me for 30 days** - your browser will remember your information.

ADD A TABLET AS YOUR SECONDARY DEVICE

1. On a computer, log in to Remote Desktop with your HealthCare ID and password. The URL is: <http://desktop.healthcare.uiowa.edu>.
2. Click **Start setup**.
3. Select **Tablet**. Click **Continue**.
4. Select the type of tablet you entered. Click **Continue**.



5. Verify the Duo Mobile app is installed on your device and click **I have Duo Mobile installed**.
6. Open the Duo Mobile app on your device and scan the QR code on the screen with your device. Click **Continue**.
7. Select the default action for when you log in to Remote Desktop next time: If you are unsure, select the **Automatically send this device a Duo Push** option.



8. Click **Continue to Login**.
9. Select an authentication method and **Remember me for 30 days** - your browser will remember your information.

Which Duo Do I need?

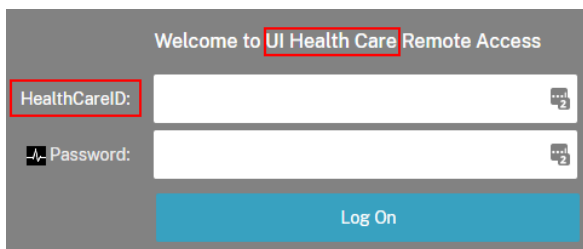
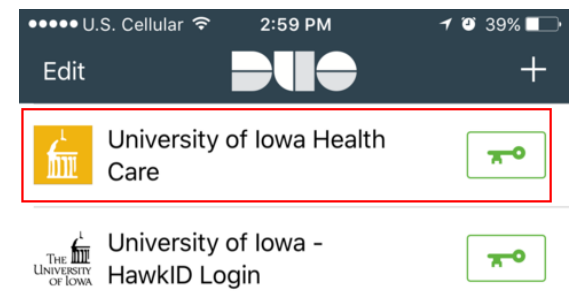
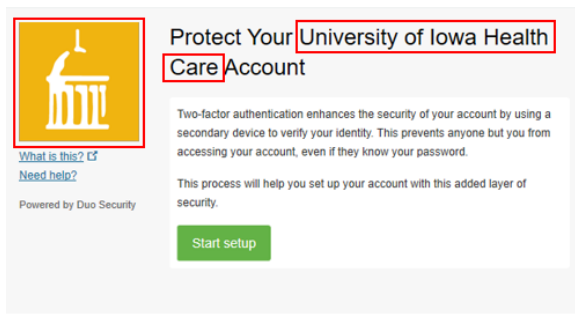
HEALTHCARE DUO (HCIS)

Used with:

- Remote Access (desktop.healthcare.uiowa.edu)
- Safe Trace

Things to Note:

- Gold Dome
- Logo lacks any text
- Login requires Healthcare ID
- References to Health Care



EPCS DUO (HCIS)

Used with:

- E-prescribing within Epic

To enroll in EPCS Duo you will need to bring two forms of ID (badge counts as one) down to the Technical Assistance Center (TAC) located in GH E128. Here we will confirm your identity, enroll your fingerprint and set up EPCS Duo on your mobile device.



If you have questions or want more information, please contact us at:

Email: helpdesk-hcis@uiowa.edu
Phone: 319-356-0001

HAWKID DUO (ITS)

Used with:

- Employee Self Service
- ICON
- Compliances
- Cherwell
- Email (outlook.office.com)
- Workflow

Things to Note:

- B&W logo
- Logo text stating *The University of Iowa*
- Login uses HawkID
- References to ITS Help Desk

