Hackensack Meridian *Health*

Duo Mobile User Guide

February 2021

WHAT IS TWO-FACTOR AUTHENTICATION?

Two-Factor Authentication (2FA) requires users to verify their identity with their mobile device before logging in. This additional step adds a second layer of security that prevents unauthorized access to your HMH account, even if your password has been compromised.

This document provides step-by-step guidance for enrolling with Duo Security, as well as separate guides for using the app on both iPhone and Android devices.

HOW TO ENROLL

The following is a step-by-step guide to setting up your Duo authenticator.

1. Logon to Duo Self-Service Portal: https://myduo.hmhn.org (note: Portal can be accessed from either inside HMH network or outside HMH network)

2. Select Self Service/Lost Phone, then pick proper domain where your network account resides on.
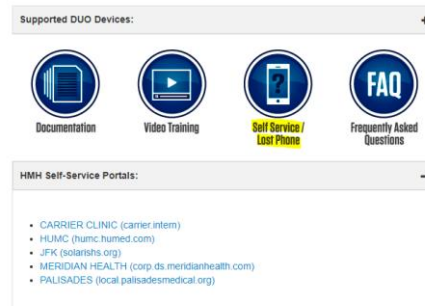
3. If you have not enrolled to Duo yet, fill in with your network account credentials
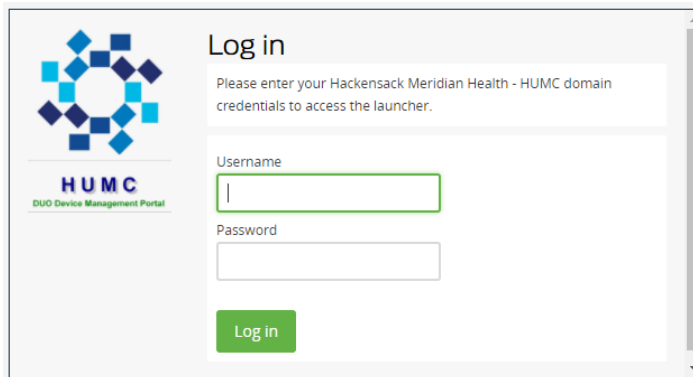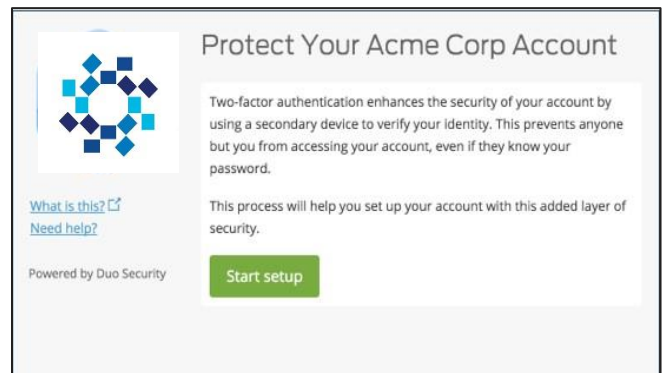
If you have enrolled to Duo already and want to add/modify, then it will require you to go through Duo authentication first before you can make any changes.

1. WELCOME SCREEN

If you have not already enrolled in Duo, you will be prompted to complete a short enrollment process upon using your HMH credentials.

Click **Start setup** to begin.

2. CHOOSING AUTHENTICATION TYPE

Select the type of device you will use to authenticate your HMH credentials. Smartphones are recommended; however, a tablet or landline can also be used in this process. Click **Continue** to proceed.
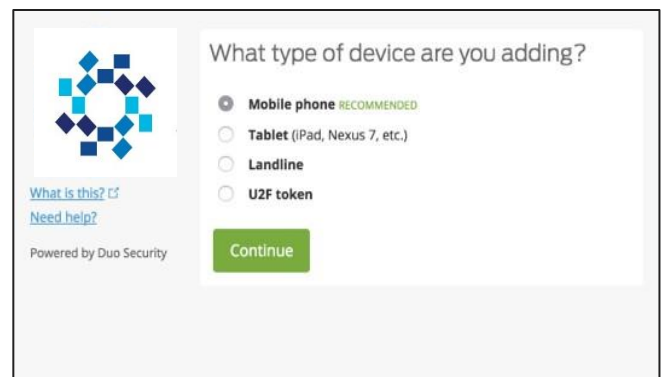
3. ENTER YOUR PHONE NUMBER

Enter the phone number you will use to authenticate your login. If you chose **Tablet** as your preferred device on the previous screen, you will not be asked for a phone number.

Click **Continue** to proceed or **Back** to use a different device.

4. CHOOSE YOUR OPERATING SYSTEM

Choose your device's operating system and click **Continue** to proceed.

5. INSTALL DUO MOBILE

You will be prompted to install the Duo app on your smartphone.

You can still authenticate via a phone call or text message; however, installing the app will allow for a better overall experience and the use of push notifications.

After installing the app, return to this screen and select **I have Duo Mobile installed.**

6. ACTIVATE DUO MOBILE

Once you have installed Duo Mobile, use either of the two options for syncing the app with your HMH account:

1. Scan the provided QR code, or
2. Click the provided link to have an activation link emailed to your HMH account.

Once you have activated the app, you can click **Continue**.

7. ADJUST YOUR SETTINGS AND DEVICES (OPTIONAL)

Device Options allow you to customize your phone's name and set up other devices with authentication privileges.

If you are content with using this device for all or most of your authenticating, you can change the **When I log in** option to automatically call or send this device a Duo Push notification, bypassing the step of choosing an authentication method each login.

8. CHOOSE AN AUTHENTICATION METHOD AND COMPLETE ENROLLMENT

You have successfully enrolled in Duo's Two-Factor Authentication, and you can now receive and approve Duo's 2FA login verifications.

Click **Send Me a Push** to test it out; tap **Approve** on your mobile device, and you are good to go.

For support, please contact the IT help desk at x3333.