Two-Factor Authentication Training Guide (DUO)

October 13, 2023

v3.0

Duo TFA Training Guide

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1.   Overview

HEALTHeLINK users undergo two factor authentication (TFA) prior to accessing the data available in HEALTHeLINK. HEALTHeLINK uses Duo to provide two factor authentication services to ensure the security of protected health information (PHI). TFA provides an extra layer of security because it requires that users have a username and password, and an item unique to that user such as cellphone or HEALTHeLINK provided token.

Two factor authentication is not required for users accessing HEALTHeLINK from a computer at a trusted site, as the trusted site network serves as a second method of authentication.

2.   Help/Support

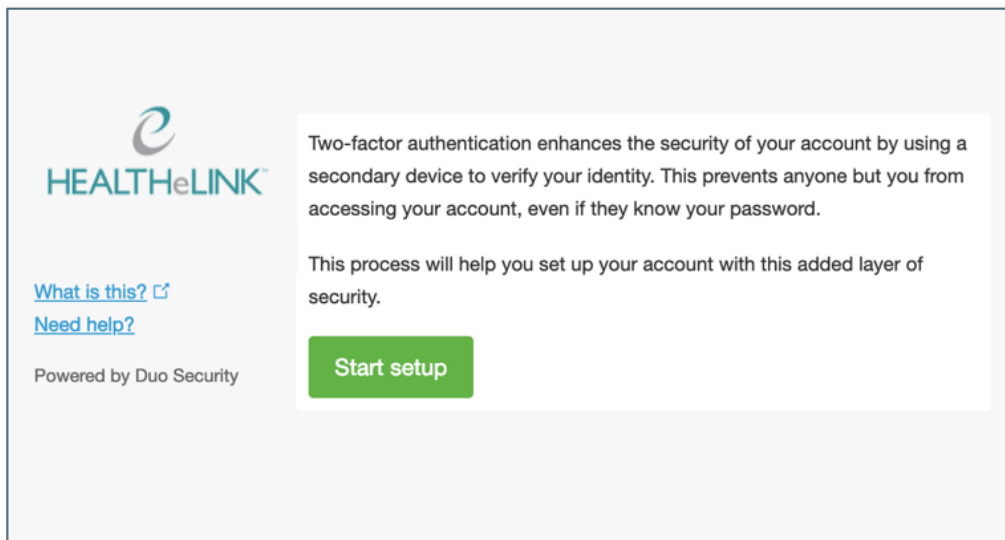For more information on Duo TFA, or assistance with the app, please contact the Help Desk.

For HEALTHeLINK™ Support

24/7 Help Desk Support	**877.895.4724**
Local Help Desk Support	**716.842.6343**

Additional training materials are available at
www.wnyhealthelink.com/PhysiciansandStaff/TrainingVideos
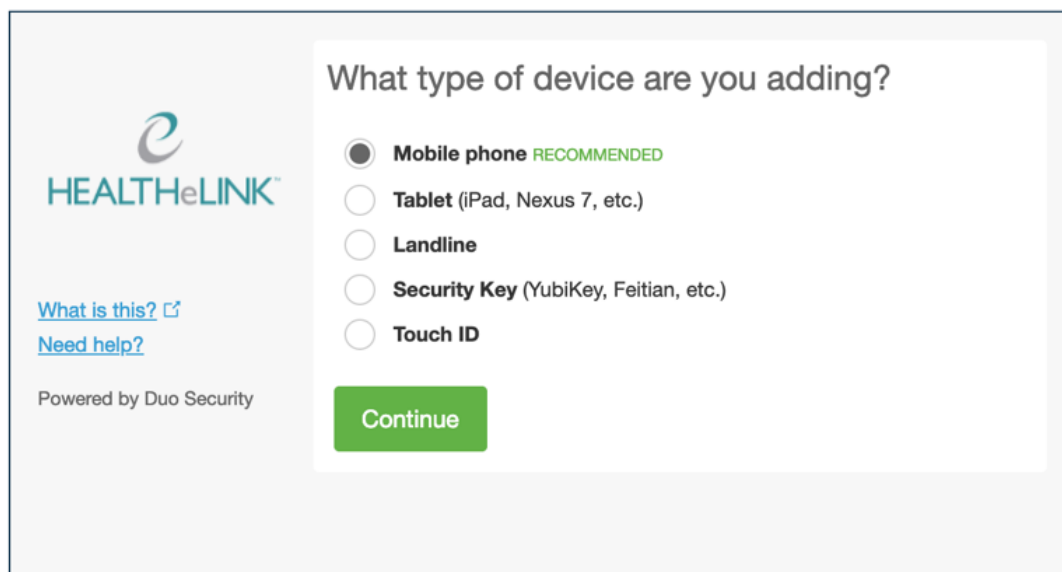
3.   Welcome Screen

I.   Click **Start setup** to begin enrolling your device.

4.   Choose Your Authentication Device

I.   Select the type of device you'd like to enroll and click **Continue**. We recommend using a smartphone for the best experience, but you can also enroll a landline telephone, a security key, or iOS/Android tablets.
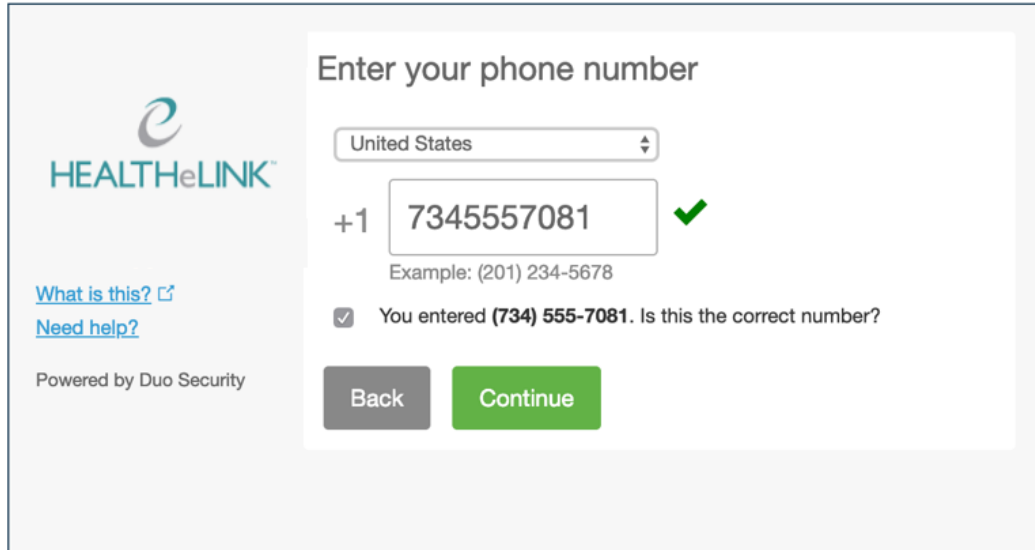

5.   Type Your Phone Number

I.   Select your country from the drop-down list and type your phone number. Use the number of your smartphone, landline, or cell phone that you'll have with you

when you're logging in to a Duo-protected service. You can enter an extension if you chose "Landline" in the previous step.

II.   Double-check that you entered it correctly, check the box, and click **Continue**.
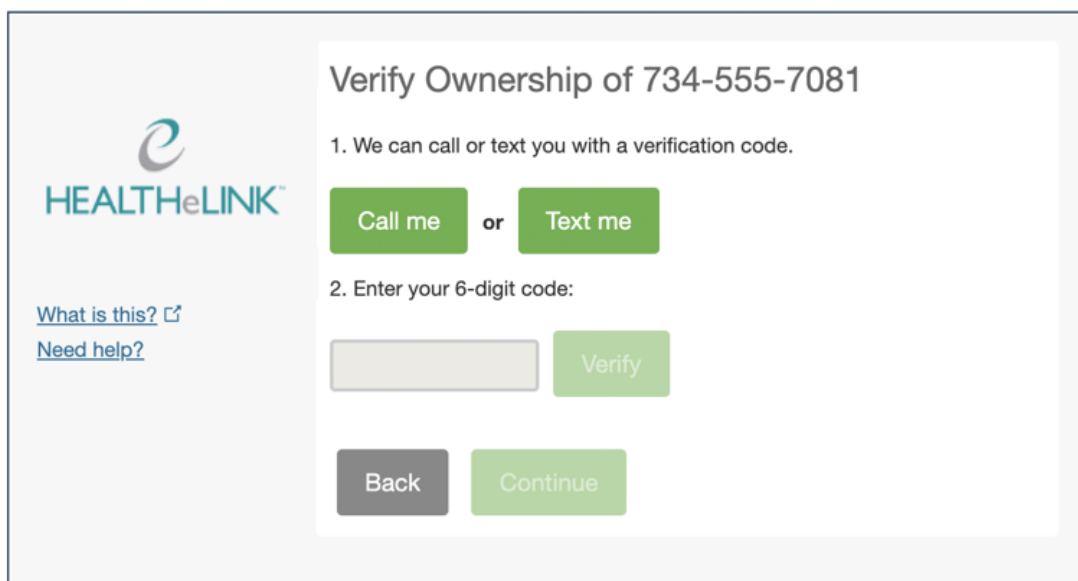
III.   If the phone number you have entered already exists in Duo as the authentication device for another user then you'll need to enter a code sent to that number by phone call or text message to confirm that you own it. Choose how you want to receive the code and enter it to complete verification and continue.
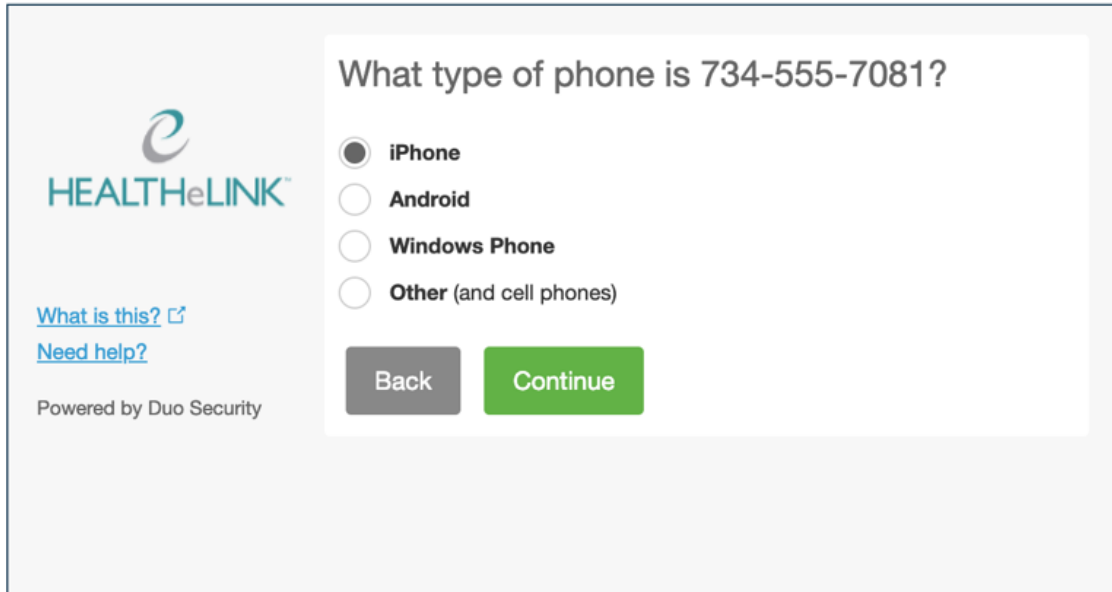

IV.   If you're enrolling a tablet you aren't prompted to enter a phone number.

6.   Choose Platform

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

What type of phone is 734-555-7081?

○ iPhone
○ Android
○ Windows Phone
○ Other (and cell phones)

What is this?
Need help?

Powered by Duo Security

Back   Continue

7.   Install Duo Mobile

I.   Follow the platform-specific instructions on the screen to install Duo Mobile. After installing the DUO app return to the enrollment window and click "I have Duo Mobile installed".

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.

duo mobile

Duo Mobile
Duo Security   GET

What is this?
Need help?

Powered by Duo Security

Back   I have Duo Mobile installed
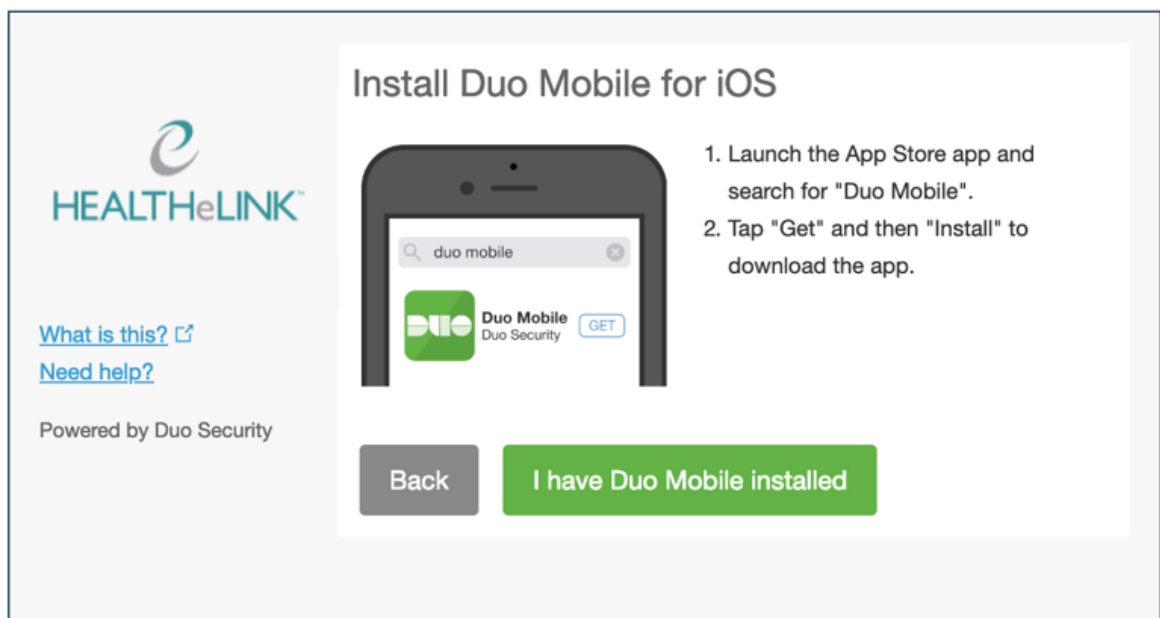
8.   Activate Duo Mobile

I.   Activating the app links it to your account so you can use it for two factor authentication.

II.   On iPhone and Android, activate Duo Mobile by scanning the QR code with the app's built-in QR code scanner. Follow the specific instructions for your device.
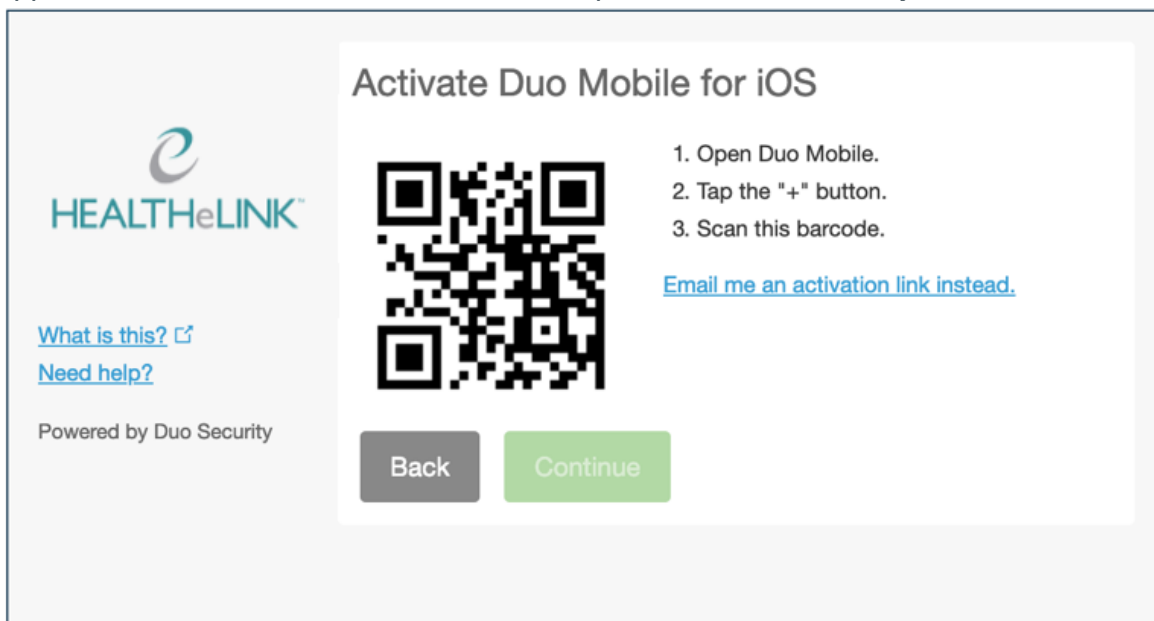

III.   If this is the first account you're adding to Duo Mobile, scroll through the introduction screens and then tap **Use a QR code** to scan the QR code.

IV.   The "Continue" button is clickable after you scan the QR code successfully.
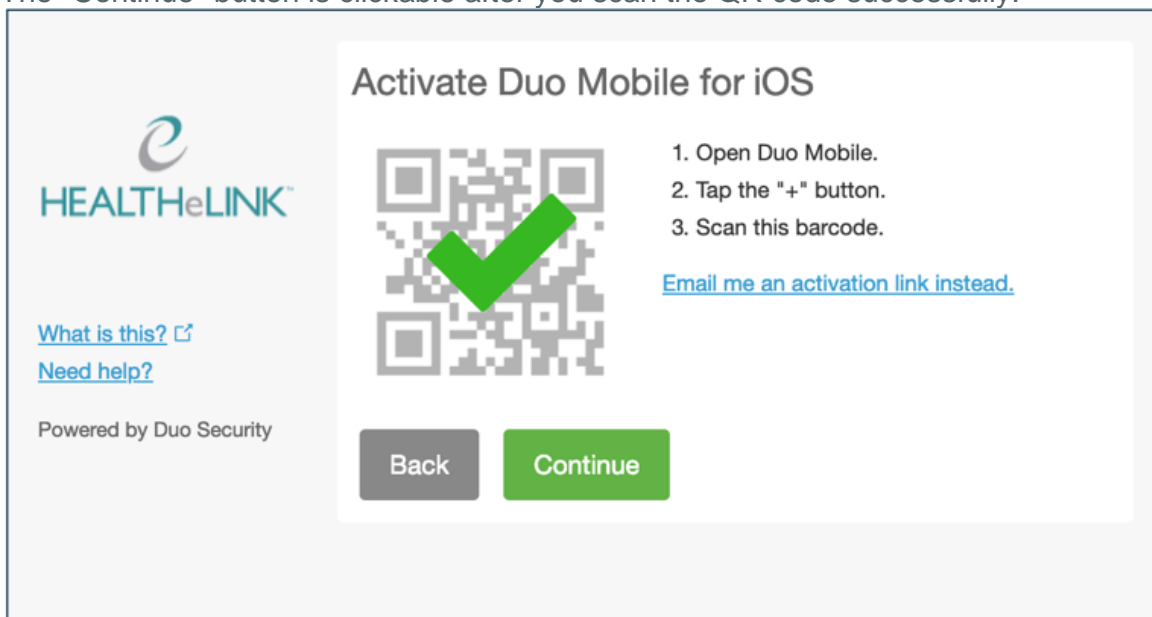
V.   **Can't scan the QR code?** Click **Email me an activation link instead.** and follow the instructions.

VI.   If you enroll in Duo from an Android or iOS device, instead of scanning a QR code tap the **Take me to Duo Mobile** button. This will launch Duo Mobile and complete activation of the account.
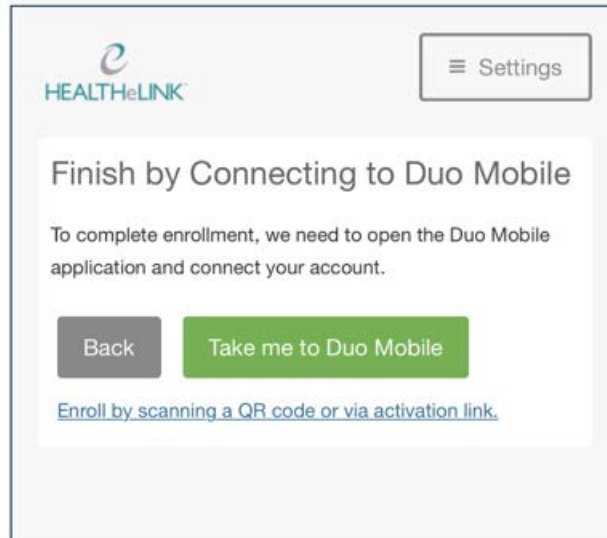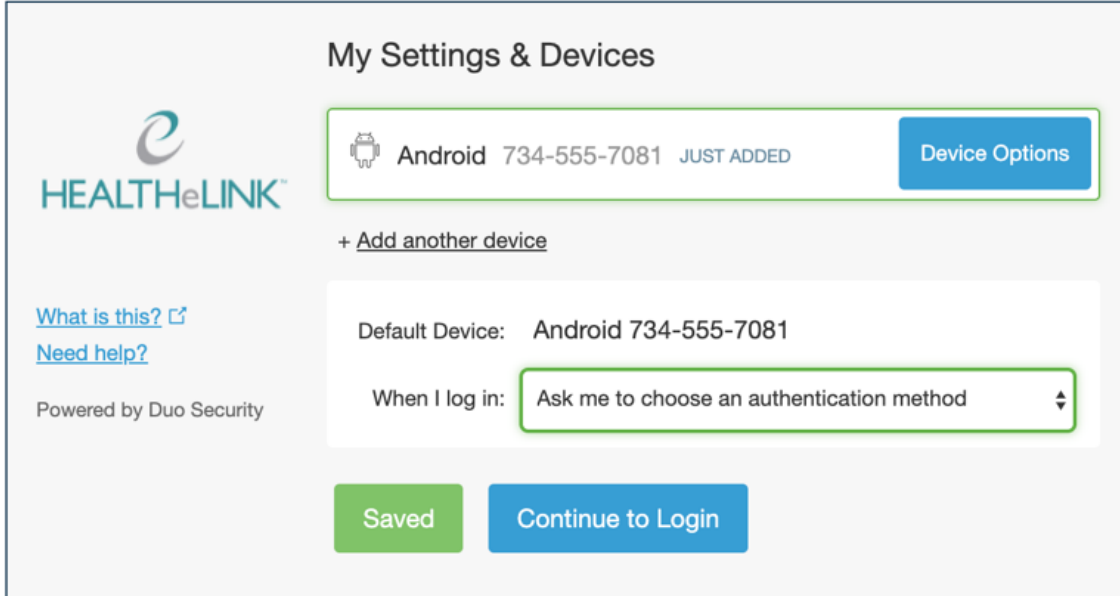

9.   Choosing Authentication Method

I.   You may want to enable automatic push requests by changing the **When I log in:** option and changing the setting from "Ask me to choose an authentication method" to "Automatically send this device a Duo Push" or "Automatically call this device" and click **Save**. With one of the automatic options enabled Duo automatically sends an authentication request via push notification to the Duo Mobile app on your smartphone or a phone call to your device (depending on your selection).
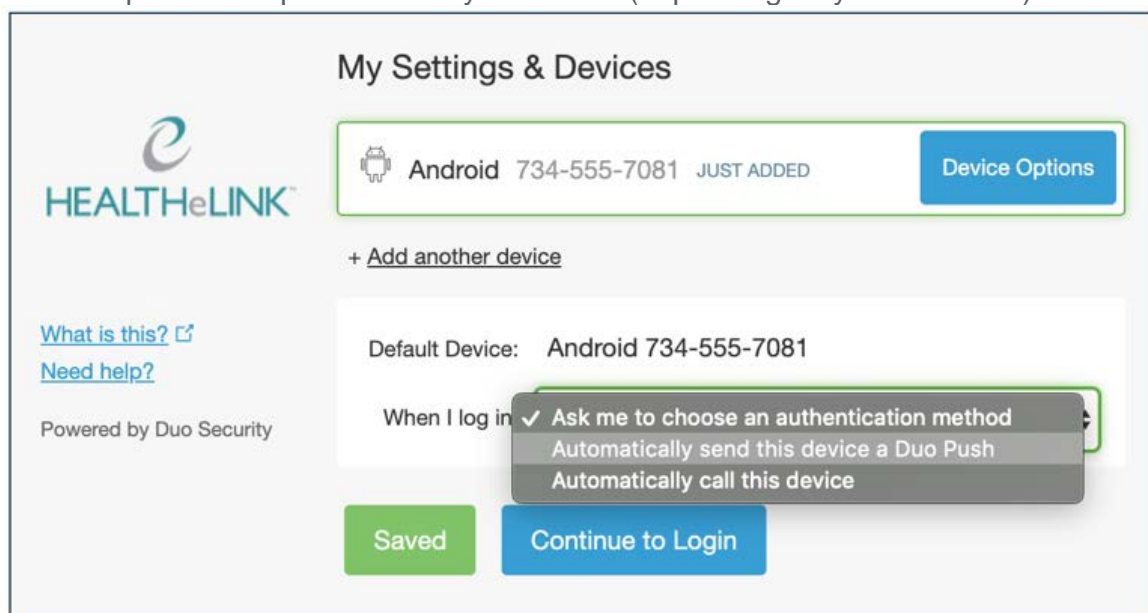
II.   Your device is ready to approve Duo push authentication requests. Click **Send me a Push** to give it a try. All you need to do is tap **Approve** on the Duo login request received at your phone.
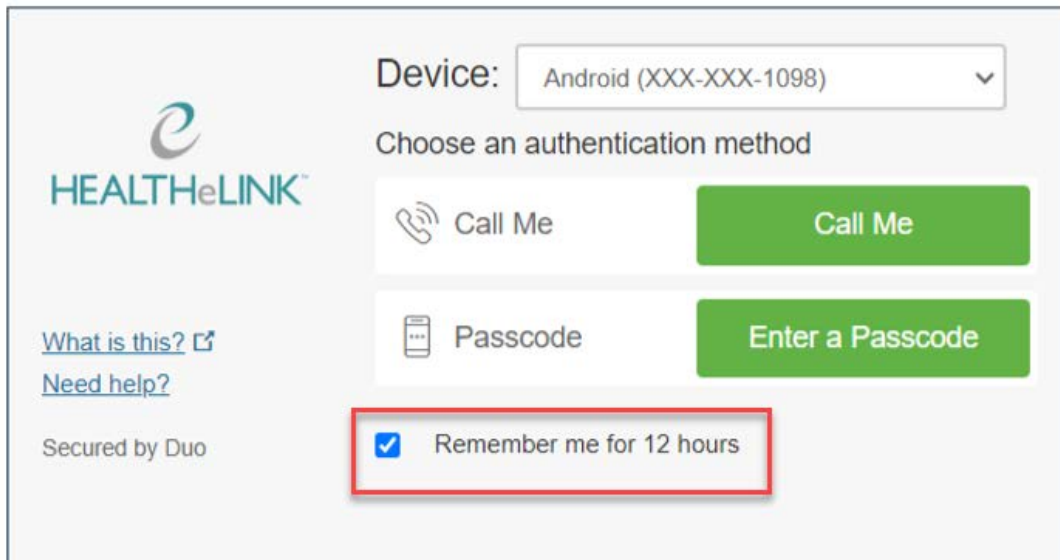
III.   <u>**Be sure to check "Remember me for 12 hours" so you don't have to authenticate with each log in**</u>