# **C** HEALTHeLINK<sup>®</sup>

## Two-Factor Authentication Training Guide (DUO)

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## **Duo TFA Training Guide**

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#### I. 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<sup>™</sup> 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

 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, <u>a security key</u>, or iOS/Android tablets.

|                               | What type of device are you adding?   |
|-------------------------------|---------------------------------------|
| C                             | Mobile phone RECOMMENDED              |
| HEALI HELINK                  | Tablet (iPad, Nexus 7, etc.)          |
|                               | Landline                              |
|                               | Security Key (YubiKey, Feitian, etc.) |
| What is this? 다<br>Need help? | Touch ID                              |
| Powered by Duo Security       | Continue                              |
|                               |                                       |

#### 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**.

| 2                                    | Enter your phone number   |
|--------------------------------------|---|
| <i>C</i><br>HEALTHeLINK              | United States   |
| <u>What is this?</u> 더<br>Need help? | +1 7345557081<br>Example: (201) 234-5678<br>✓ You entered (734) 555-7081. Is this the correct number? |
| Powered by Duo Security              | Back 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.

|                 | Verify Ownership of 734-555-7081                     |
|-----------------|--|
| С               | 1. We can call or text you with a verification code. |
| HEALTHeLINK     | Call me or Text me                                   |
| What is this? Γ | 2. Enter your 6-digit code:                          |
| Need help?      | Verify   |
|                 | Back 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? |
|---------------------------------------|-------------------------------------|
| e                                     | iPhone                              |
| <b>HEALTHeLINK</b> <sup>®</sup>       | Android                             |
|                                       | Windows Phone                       |
| What is this? ⊡                       | Other (and cell phones)             |
| Need help?<br>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   |  |
|---|--|--|
| C<br>HEALTHELINK <sup>®</sup><br>What is this? <sup>©</sup><br>Need help? | <ul> <li>1. Launch the App Store app and search for "Duo Mobile".</li> <li>2. Tap "Get" and then "Install" to download the app.</li> </ul> |  |
| 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.

| -   | Activate Duo Mobile for iOS   |
|---|---|
| <i>C</i><br>HEALTHeLINK <sup>®</sup>        | <ol> <li>Open Duo Mobile.</li> <li>Tap the "+" button.</li> <li>Scan this barcode.</li> </ol> |
| <u>What is this?</u> 다<br><u>Need help?</u> |   |
| Powered by Duo Security                     | Back Continue   |
|   |   |

V. Can't scan the QR code? Click Email me an activation link instead. and follow the instructions.

05/15/2020

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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).



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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.

|                                      | My Settings & Devices                                    |
|--------------------------------------|--|
|                                      | Android 734-555-7081 JUST ADDED Device Options           |
|                                      | + Add another device                                     |
| <u>What is this?</u> 더<br>Need help? | Default Device: Android 734-555-7081                     |
| Powered by Duo Security              | When I log in: Ask me to choose an authentication method |
|                                      | Saved Continue to Login                                  |

III. <u>Be sure to check "Remember me for 12 hours" so you don't have to authenticate</u> with each log in

| -               | Device:                         | Android (XXX- | XXX-1098)    | ~    |  |
|-----------------|---------------------------------|---------------|--------------|------|--|
| e               | Choose an authentication method |               |              |      |  |
| HEALTHeLINK     | 🛞 Call Me                       |               | Call Me      |      |  |
| What is this? C | Pass                            | code          | Enter a Pass | code |  |