



Duo Two-Factor Authentication (TFA) Training Guide

May 15, 2020

v2.0

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1. Overview

HEALTHeLINK conducts two-factor authentication (TFA) with Duo. TFA provides an extra layer of security because it requires that users not only have a username and password, but an item unique to the user, like a mobile phone or token.

HEALTHeLINK requires TFA to ensure the security of protected health information (PHI); users are required to TFA prior to accessing any application that contains PHI.

Users who access HEALTHeLINK applications from a trusted site are not required to TFA, as the trusted site network acts as your second method of authentication.

2. Help/Support

For more information on Duo TFA, 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. Registering with Duo

If you TFA using a HEALTHeLINK-issued token, you can skip this section; a HEALTHeLINK account manager connects your token to your account during account setup.

If it is your first time accessing a HEALTHeLINK application protected by Duo, you will be required to register a device. You can self-register three types of devices:

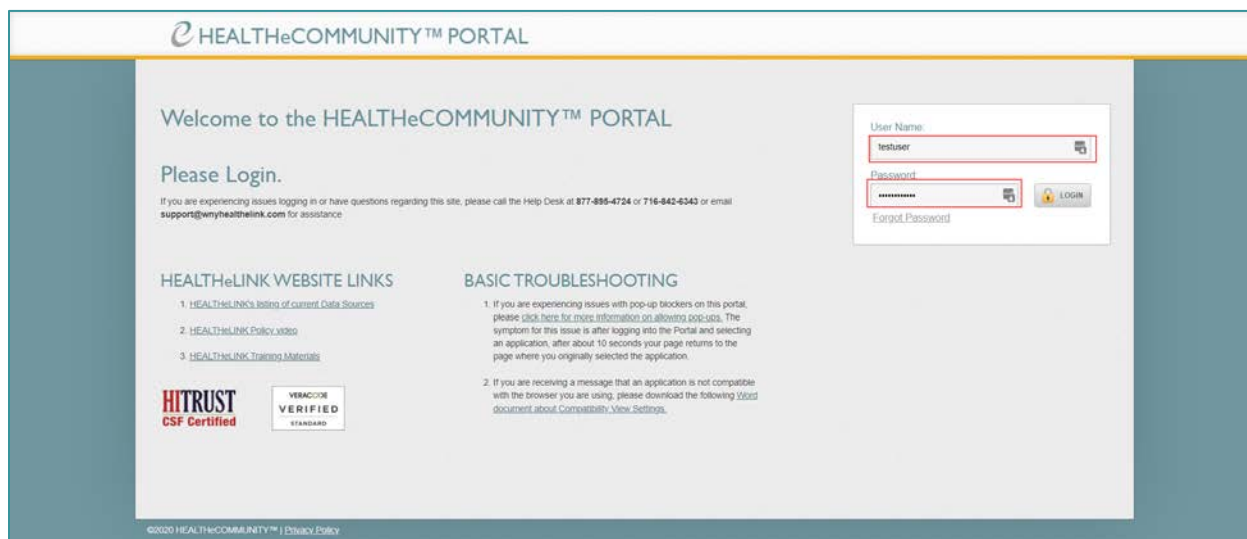
- Mobile phone through Duo Mobile
- Mobile for text and call only
- Landline without extension

3.1. Registering a Mobile Phone Using Duo Mobile (Recommended)

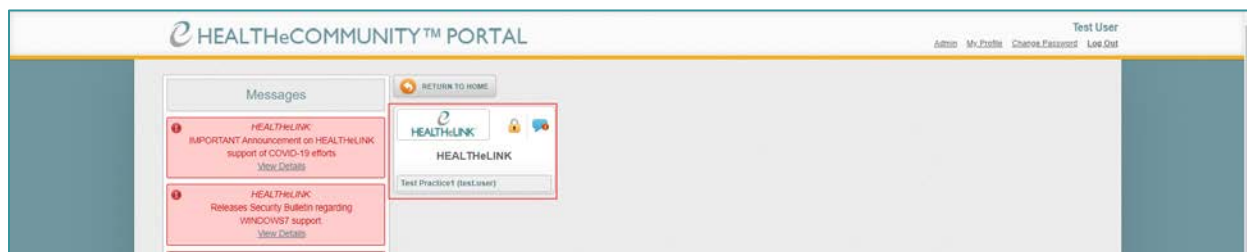
Duo Mobile is an application that allows easy and secure TFA. You can download Duo Mobile from the “The App Store” or “Google Play Store”. This app requires approximately 14 MB of storage space. **HEALTHeLINK strongly recommends downloading the app to provide a more secure method of TFA.**

To register a mobile phone by downloading and using Duo Mobile:

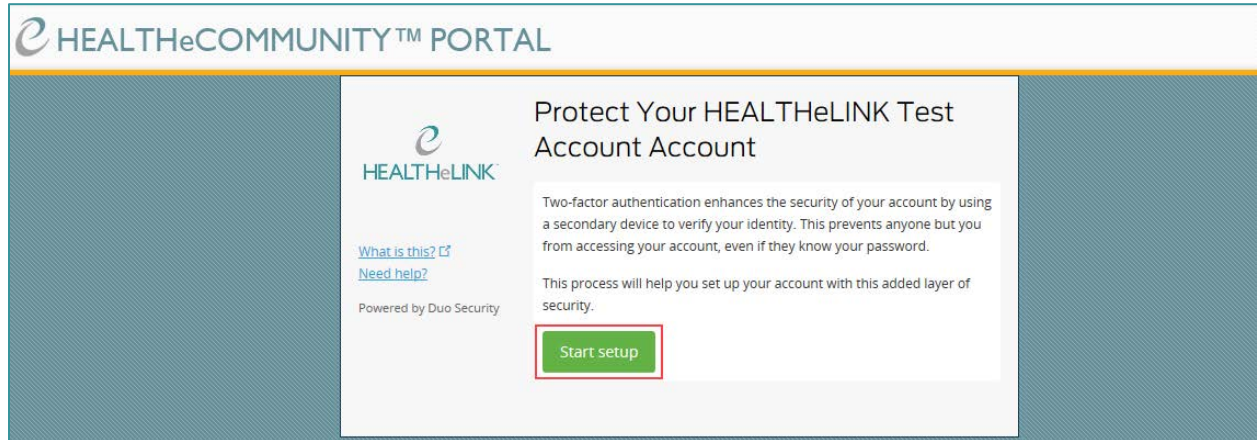
1. Download Duo Mobile onto your mobile device
2. Login to [HEALTHeCOMMUNITY Portal](#) with your credentials



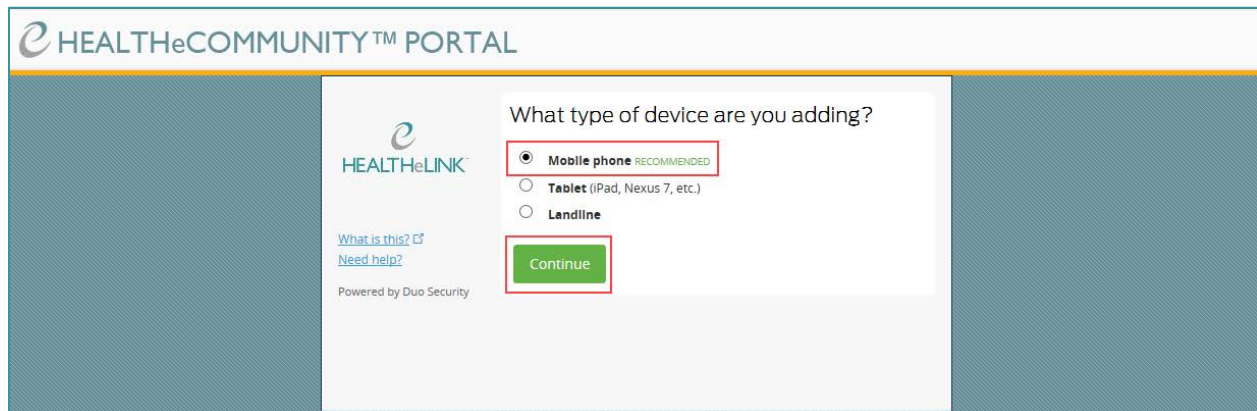
3. Select badge



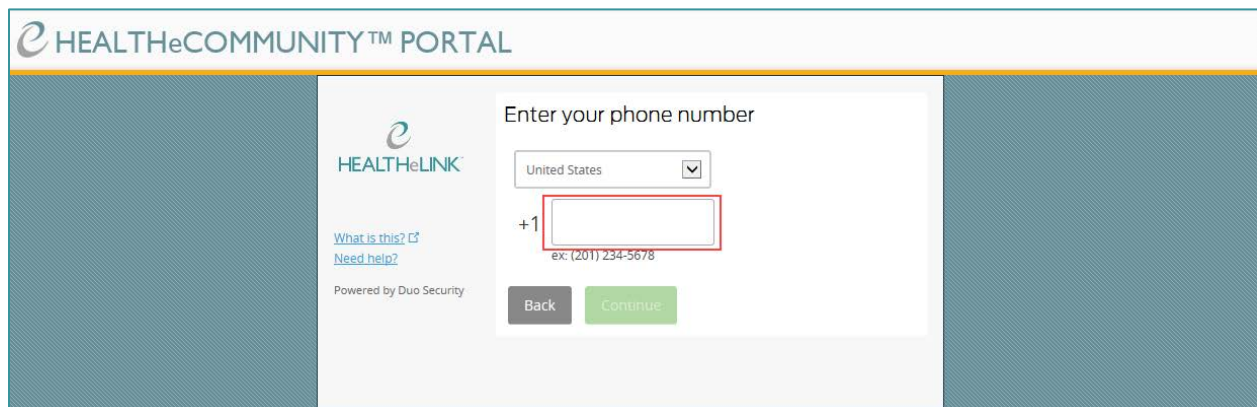
4. Click [Start setup]



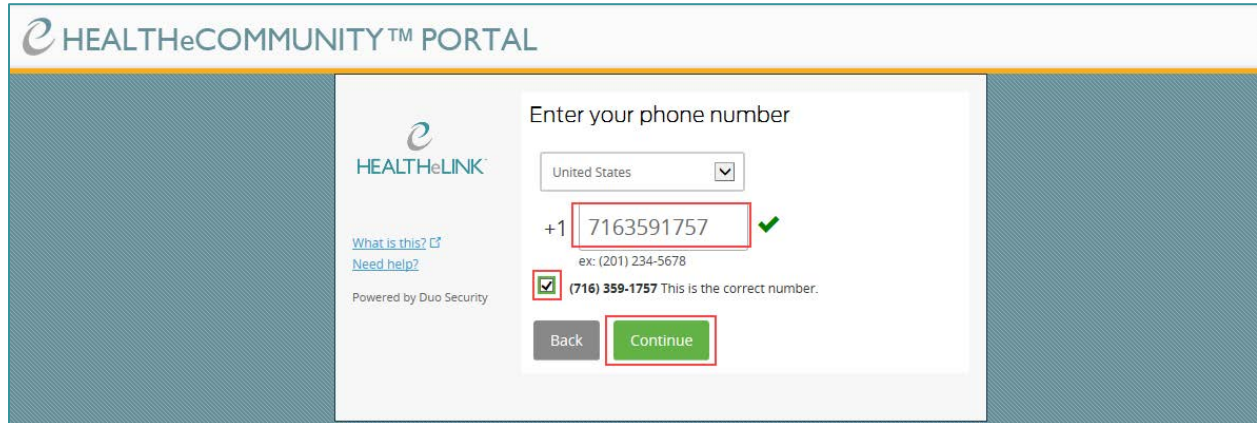
5. Select “Mobile phone” option and click [Continue]



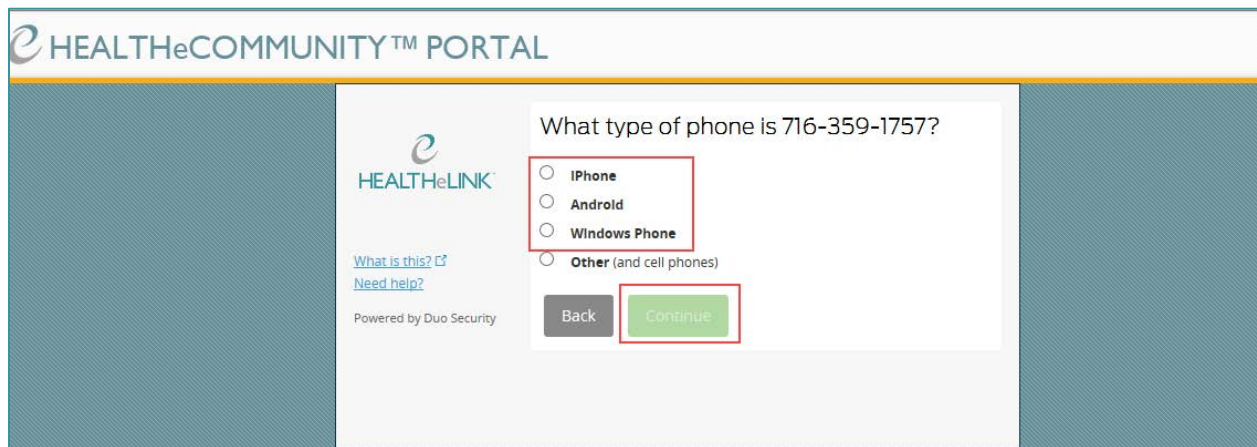
6. Enter mobile phone number
 - a. It can be entered as xxxxxxxxxx or xxx-xxx-xxxx



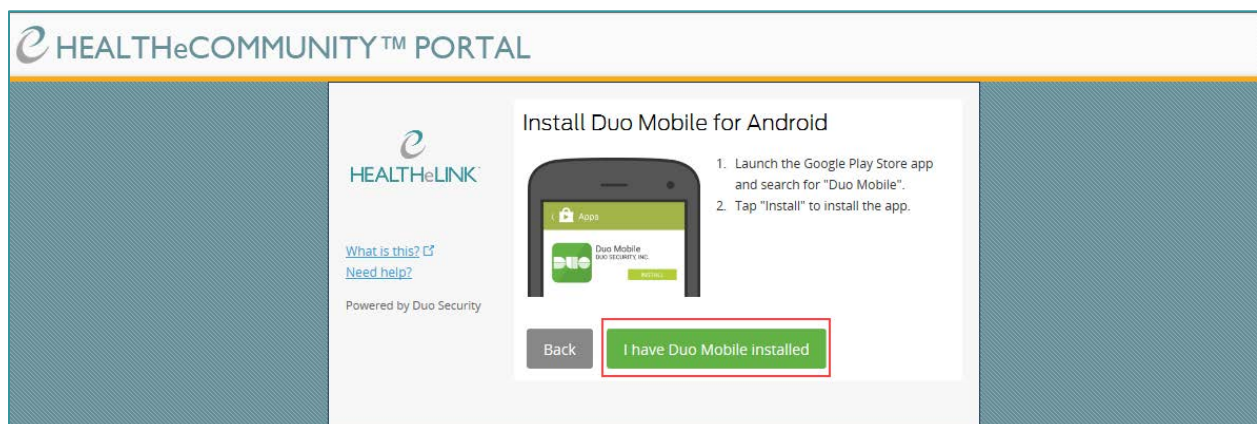
7. Confirm you entered the number correctly, check the box, and click [Continue]



8. Select your phone type and click [Continue]



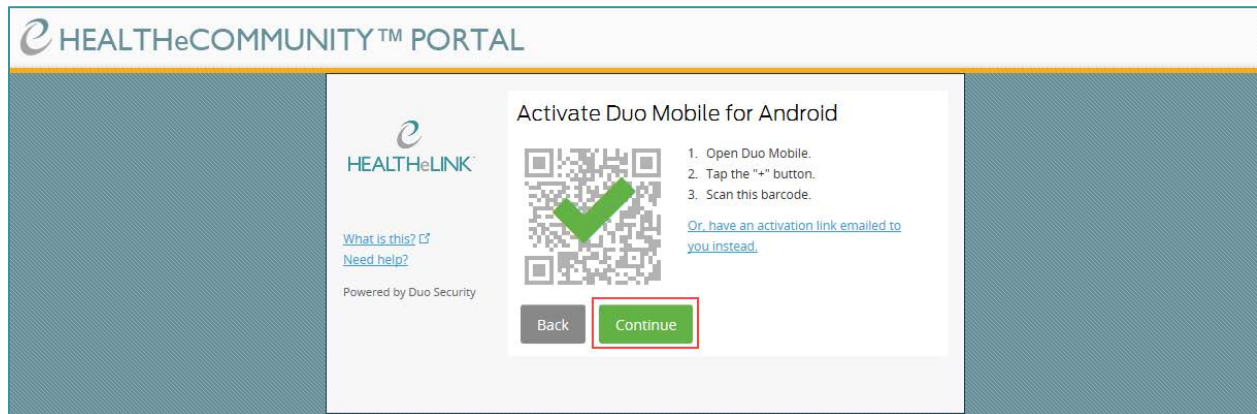
9. Click [I have Duo Mobile installed]



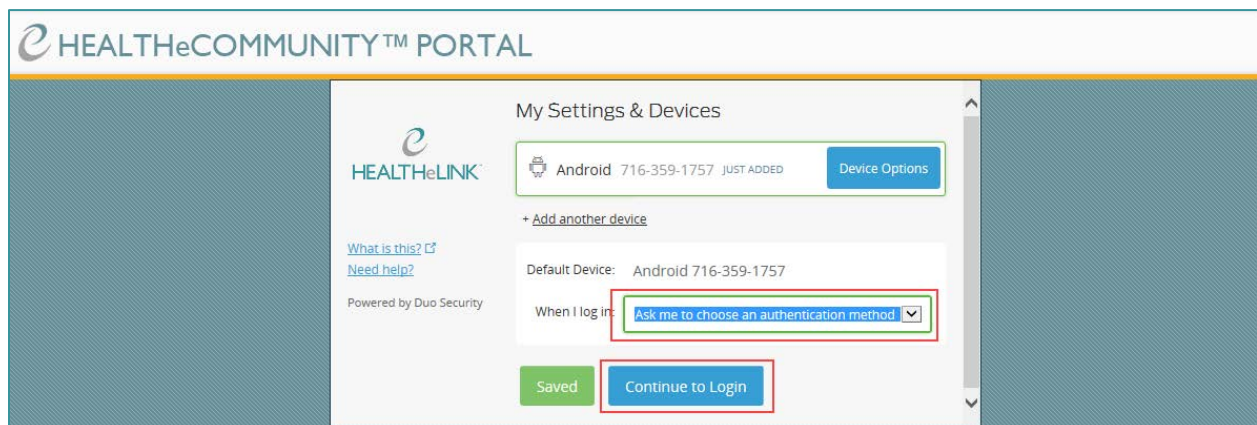
10. A QR code will display with instructions to follow in the Duo Mobile app

11. Follow the instructions on the screen to scan the QR code

12. Click [Continue] once you have received the green checkmark from scanning the barcode



13. Select your default method of TFA using the “When I log in” dropdown
- HEALTHeLINK recommends selecting “Ask me to choose an authentication method”. Selecting a default method for every authentication will make it difficult to select “Remember me for 12 hours” upon future authentications.



14. Click [Continue to Login]

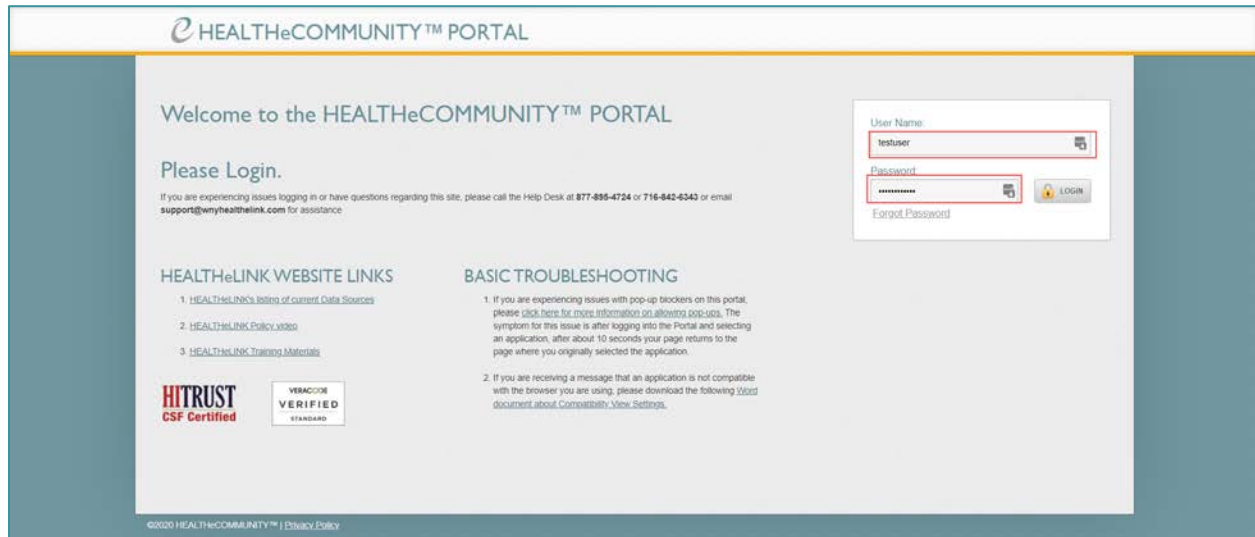
15. Refer to section 4 for instructions on how to complete a TFA

When you receive a new mobile phone device, it is important to call the Help Desk to re-register your device with Duo Mobile. **You cannot re-register your device without Help Desk assistance, and Duo Mobile and Duo Push will not work until you re-register.**

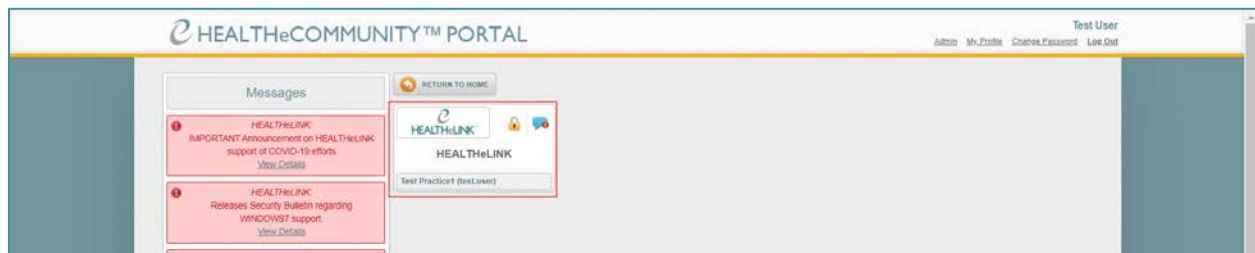
3.2. Registering a Mobile Phone Not Using Duo Mobile

To register a mobile device without downloading Duo Mobile:

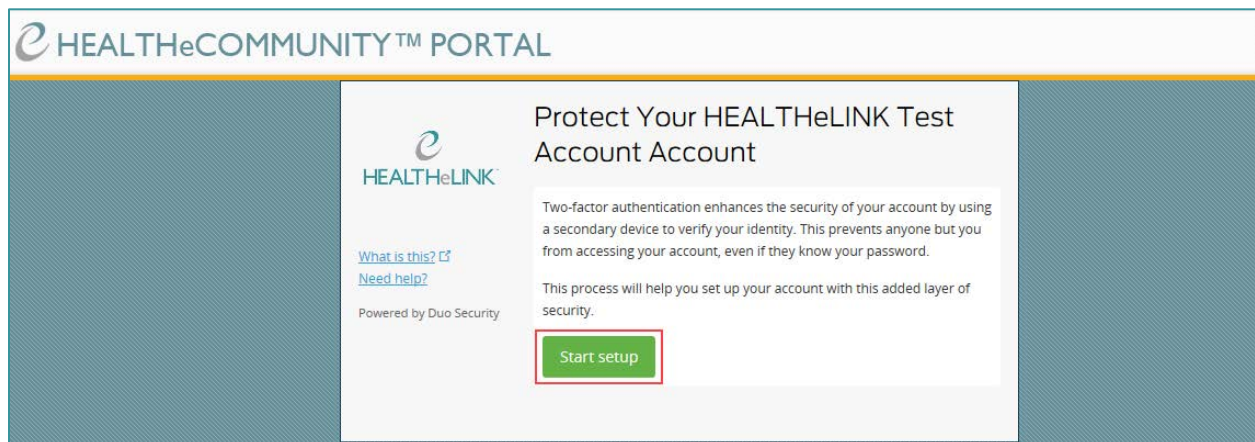
1. Login to [HEALTHeCOMMUNITY Portal](#) with your credentials



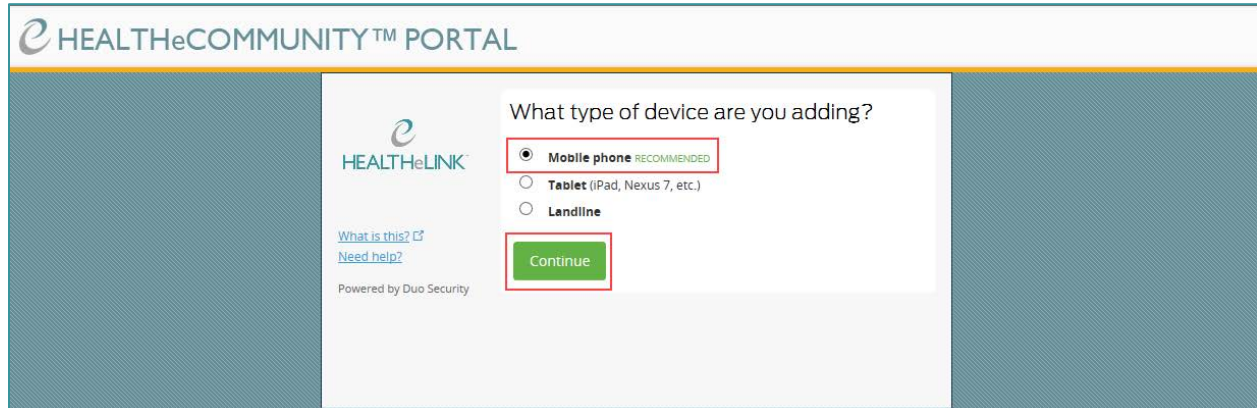
2. Select badge



3. Click [Start setup]



4. Select “Mobile phone” option and click [Continue]



HEALTHeCOMMUNITY™ PORTAL

HEALTHeLINK

What type of device are you adding?

Mobile phone RECOMMENDED

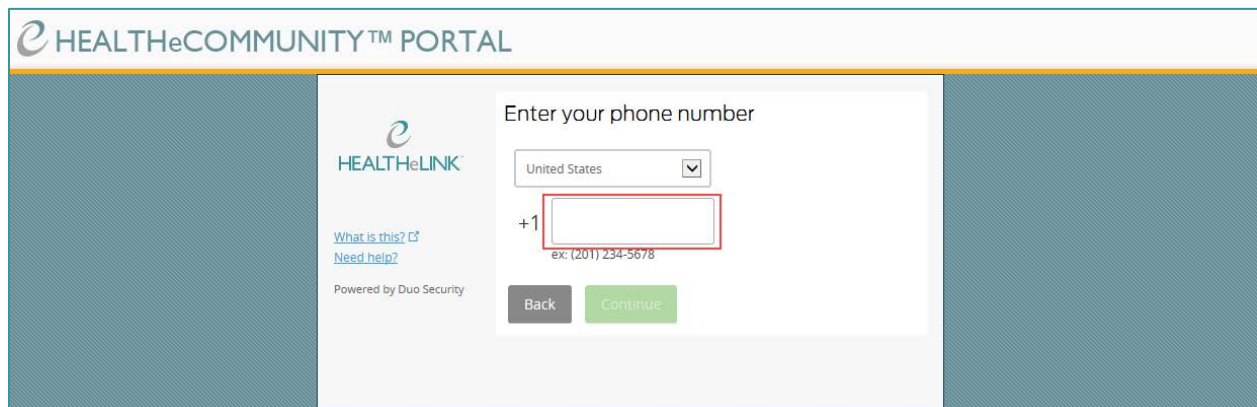
Tablet (iPad, Nexus 7, etc.)

Landline

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5. Enter mobile phone number
 - a. It can be entered as xxxxxxxxxxx or xxx-xxx-xxxx



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Enter your phone number

United States

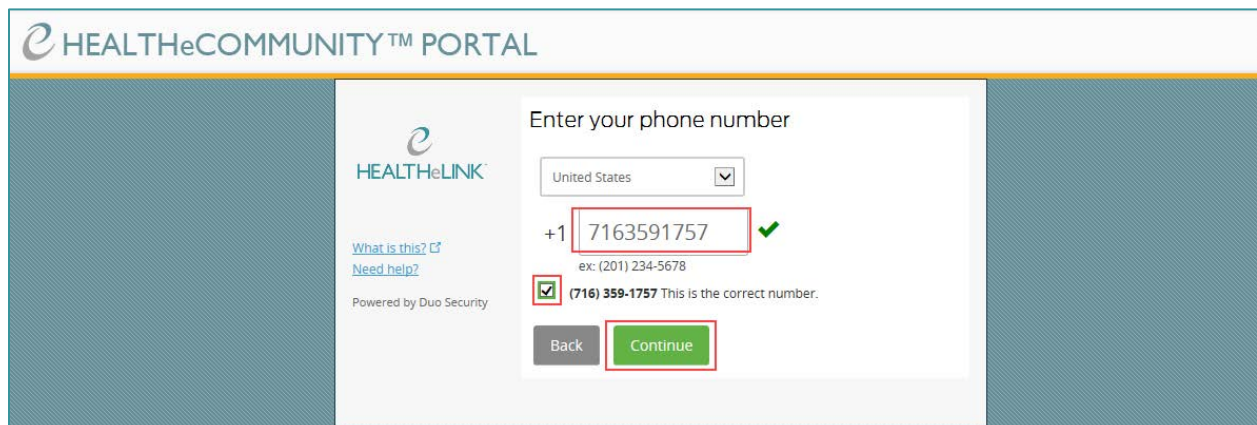
+1

ex: (201) 234-5678

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6. Confirm you entered the number correctly, check the box, and click [Continue]



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HEALTHeLINK

Enter your phone number

United States

+1 7163591757 ✓

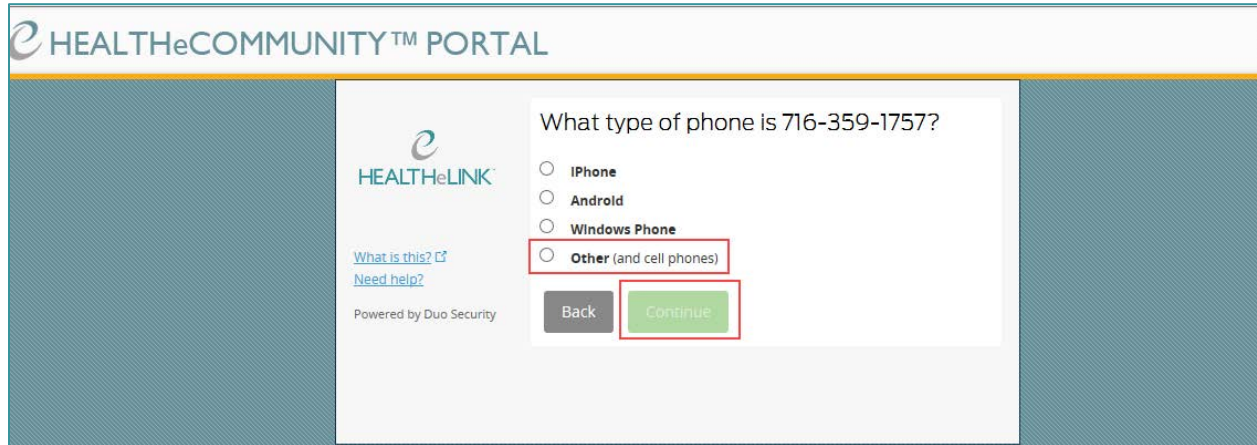
ex: (201) 234-5678

(716) 359-1757 This is the correct number.

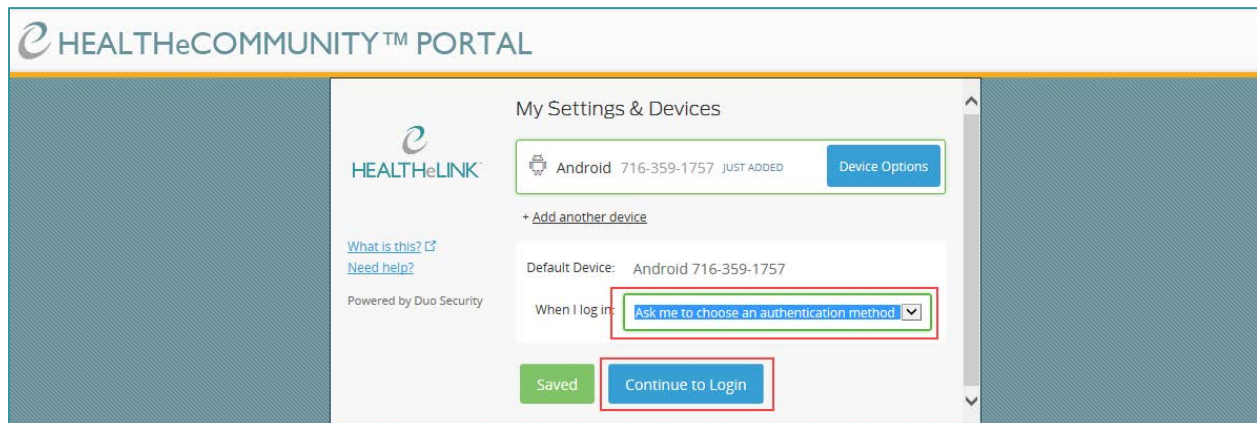
[What is this?](#) [Need help?](#)

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7. Select “Other” option and click [Continue]



8. Select your default method of TFA using the “When I log in” dropdown
 - a. HEALTHeLINK recommends selecting “Ask me to choose an authentication method”. Selecting a default method for every authentication will make it difficult to select “Remember me for 12 hours” upon future authentications.



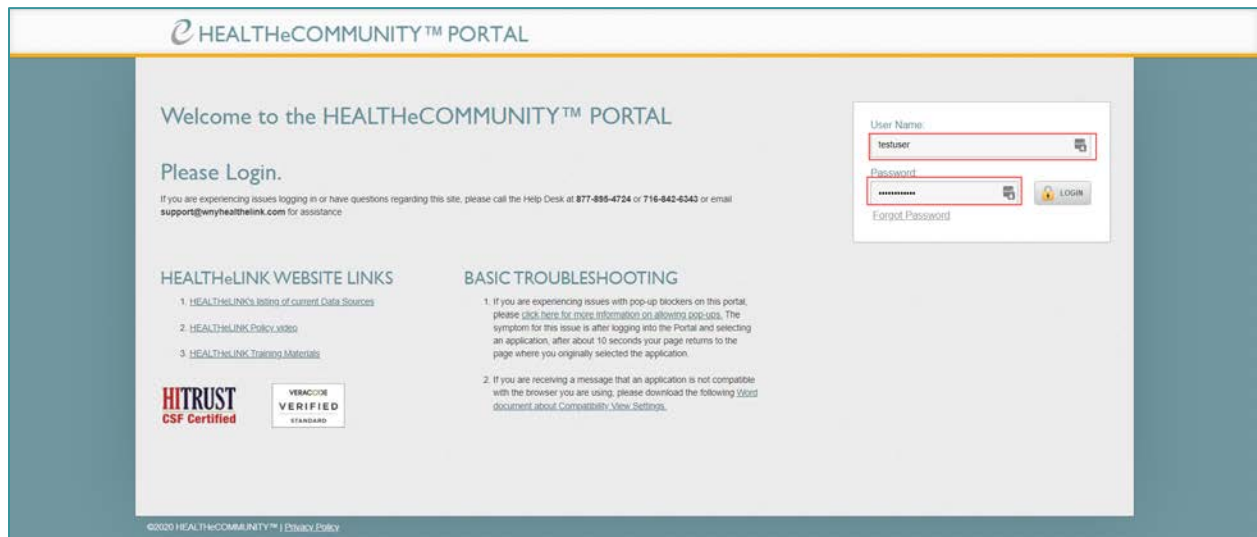
9. Click [Continue to Login]
10. Refer to section 4 for instructions on how to complete a TFA

3.3. Registering a Landline

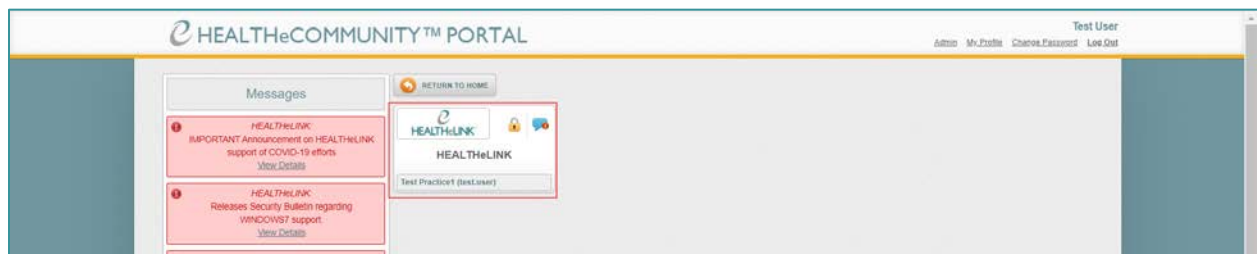
You can TFA using a phonecall to a landline; however, **it is critical that the landline is unique to you and does not include an extension.**

To register a landline:

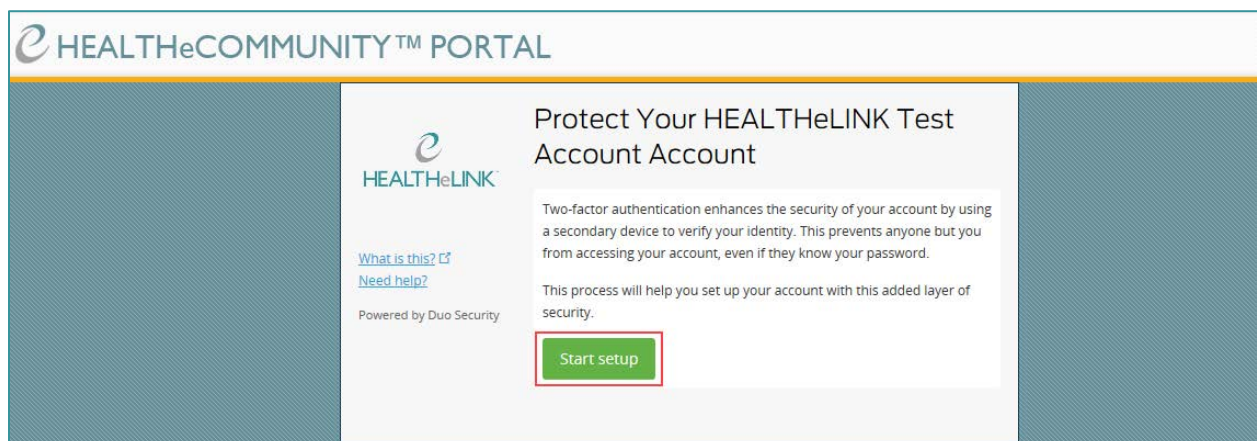
1. Login to [HEALTHeCOMMUNITY Portal](#) with your credentials



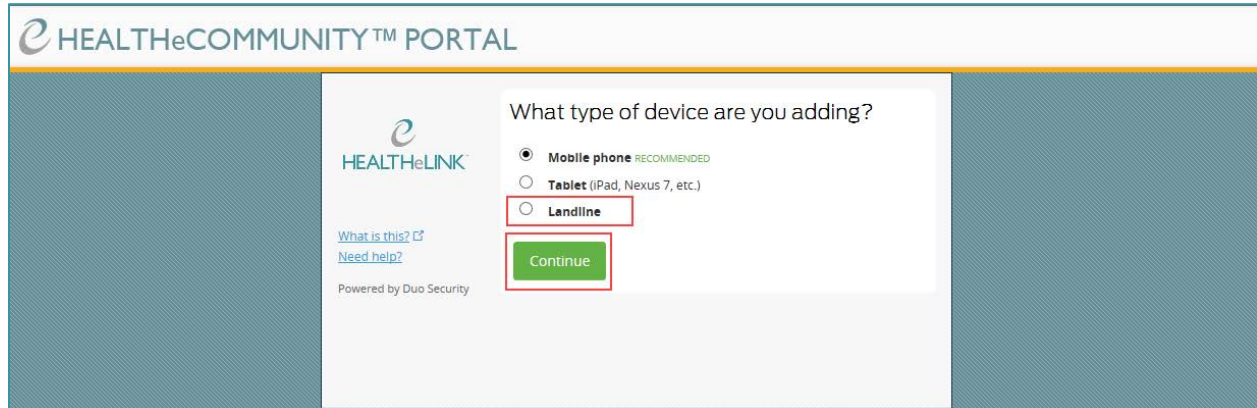
2. Select badge



3. Click [Start setup]



4. Select “Landline” option and click [Continue]



HEALTHeCOMMUNITY™ PORTAL

HEALTHeLINK

What type of device are you adding?

Mobile phone RECOMMENDED

Tablet (iPad, Nexus 7, etc.)

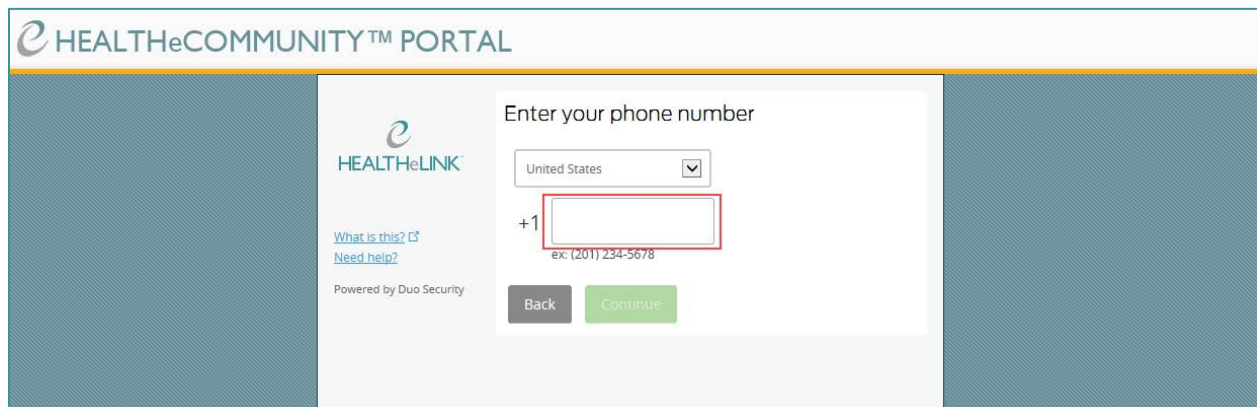
Landline

Continue

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5. Enter landline phone number
 - a. It can be entered as xxxxxxxxxxx or xxx-xxx-xxxx



HEALTHeCOMMUNITY™ PORTAL

HEALTHeLINK

Enter your phone number

United States

+1

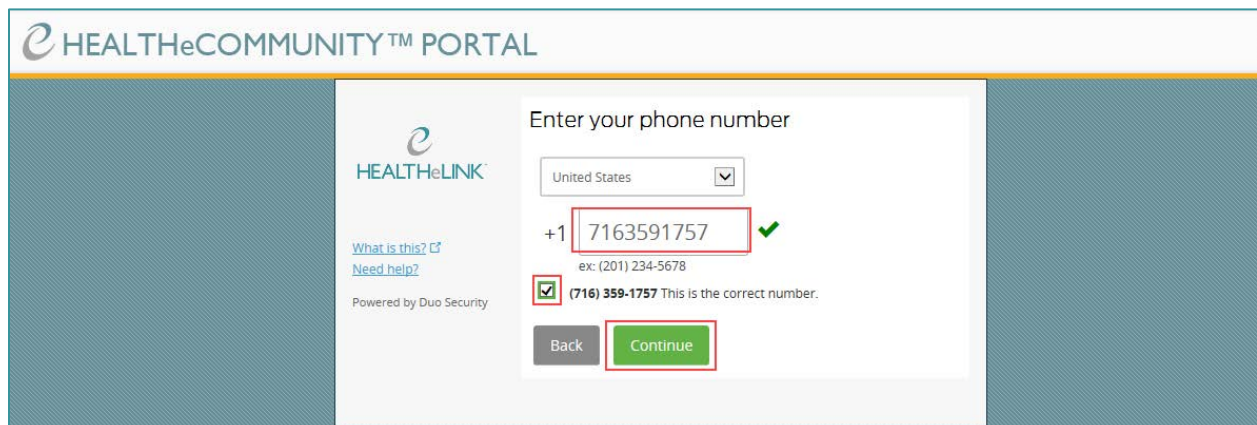
ex: (201) 234-5678

Back Continue

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6. Confirm you entered the number correctly, check the box, and click [Continue]



HEALTHeCOMMUNITY™ PORTAL

HEALTHeLINK

Enter your phone number

United States

+1 7163591757 ✓

ex: (201) 234-5678

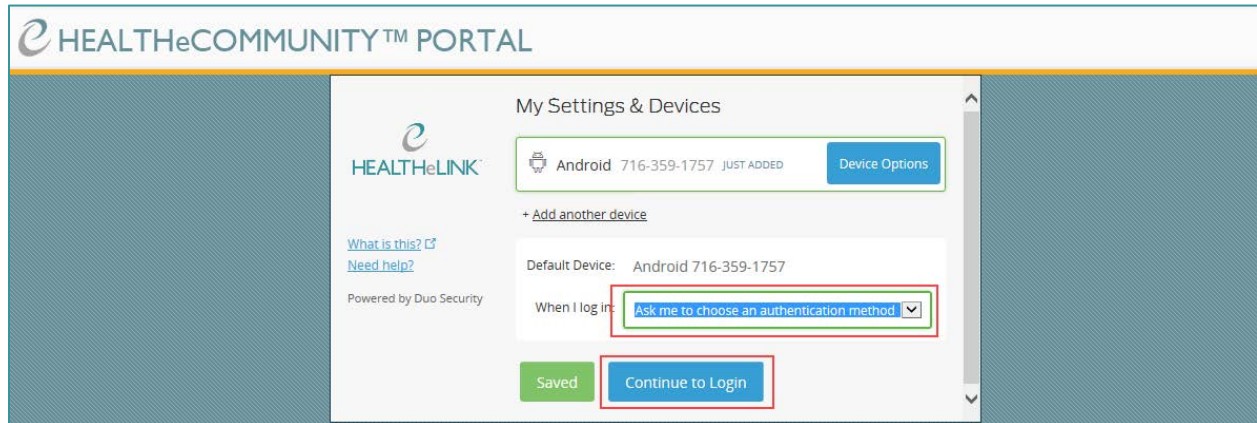
(716) 359-1757 This is the correct number.

Back Continue

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7. Select your default method of TFA using the “When I log in” dropdown
 - a. HEALTHeLINK recommends selecting “Ask me to choose an authentication method”. Selecting a default method for every authentication will make it difficult to select “Remember me for 12 hours” upon future authentications.



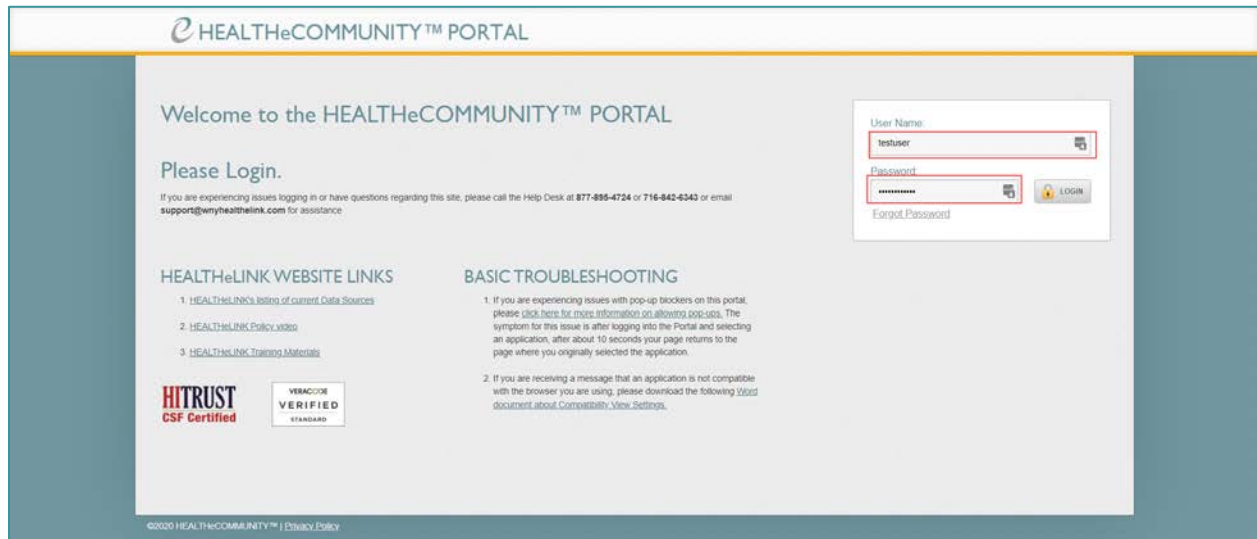
8. Click [Continue to Login]
9. Refer to section 4 for instructions on how to complete a TFA

4. Completing a TFA

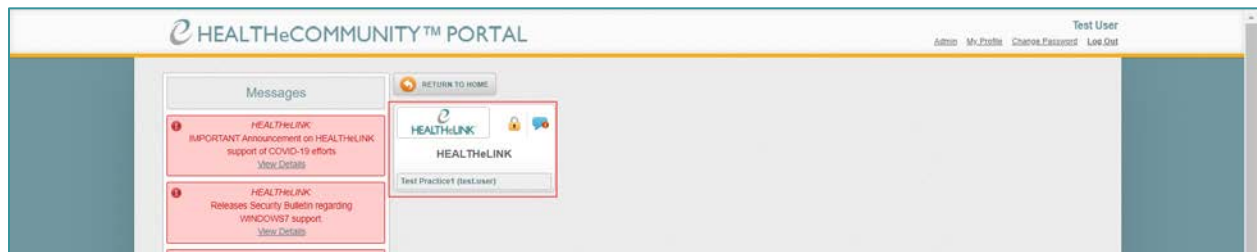
You will be prompted to TFA upon every login to a HEALTHeLINK application containing PHI. These applications include HEALTHeLINK and Secure Messaging.

To complete a TFA:

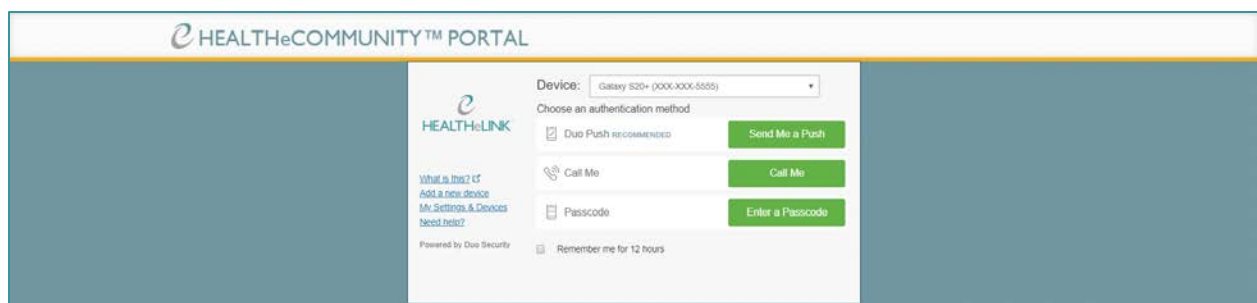
1. Login to [HEALTHeCOMMUNITY Portal](#) with your credentials



2. Select badge and accept any confidentiality acknowledgments that may display



3. Your authentication options will display. The options that display will depend on the device you registered in section 3 and whether you TFA using a HEALTHeLINK-issued token.



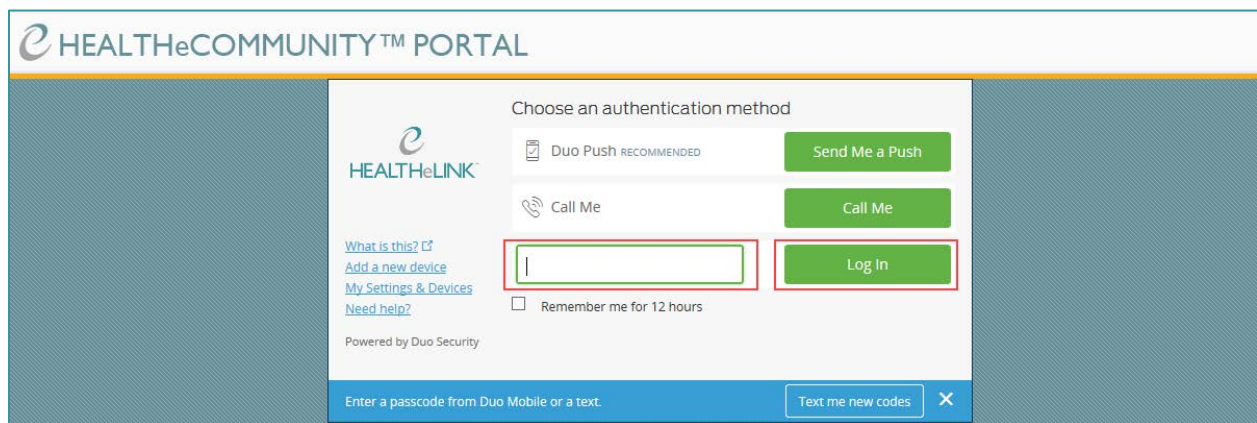
4. Check the “Remember me for 12 hours” box to ensure you do not have to TFA again from the same computer over the next 12 hours.

5. Select the authentication method you would like to use
6. Complete the authentication

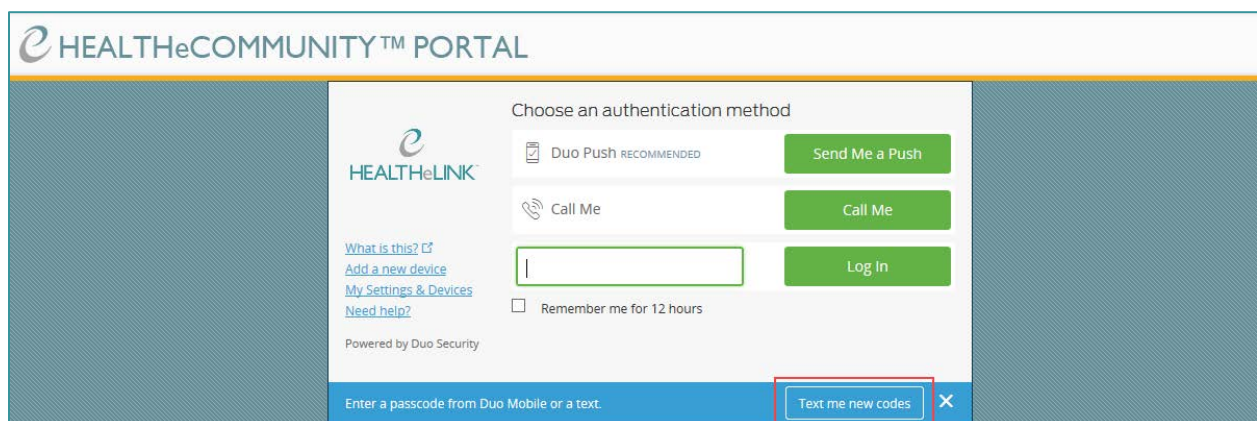
4.1. Authentication Options

Below are the TFA options that may be available to you:

- **Send Me a Push:** You will accept the authentication push using the Duo Mobile application. Upon completion, you will be logged into the application.
- **Call Me:** You will receive a phonecall to the mobile or landline you registered in section 3. Upon selecting any key on the device, you will be logged into the application.
- **Enter a Passcode:** Upon click of [Enter a Passcode], a field will display.
 - If you have a HEALTHeLINK-issued token, you will enter the passcode in the field and click [Log In].



- If you have a registered mobile device, click [Text me new codes]. You will receive a passcode through SMS on your mobile phone. Enter the passcode and click [Log In].



For all of these options, be sure to check the “Remember me for 12 hours” box so that you do not have to TFA again from the same computer over the next 12 hours.