Appendix A
Installing Duo Mobile App

Duo Mobile App is available both for Apple and Android Devices. For simplicity, the instructions are for Apple, as Android process is practically identical.

STEP A1

In Provider's smartphone, open App Store or Play store. If you have a work phone, you can get the token from the "Apps@work" application shortcut.

STEP A2

Search for "Duo". Once search results come up, click INSTALL. (or GET on the app store)

STEP A3

Provider enters their AppleID password (or uses Touch ID if available) to proceed.
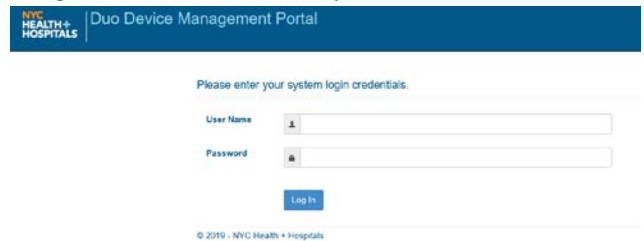
STEP A4

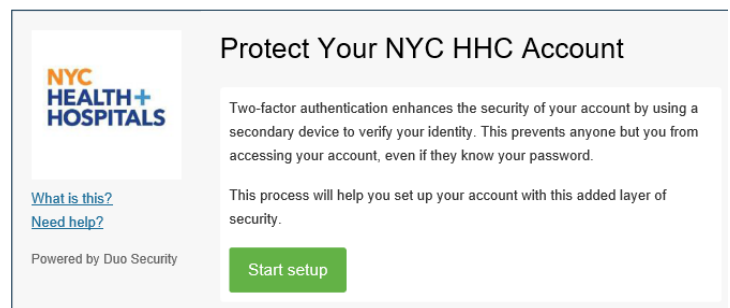Once installed, click home button to leave App Store. Duo Mobile soft token is ready to enroll.

STEP A5

Enrolling Duo token (via Management Portal) :
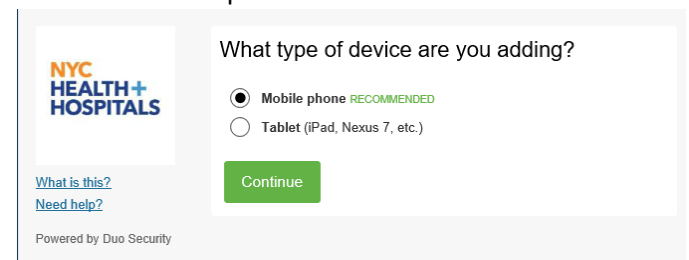1. Go to https://duodmp.nychhc.org/

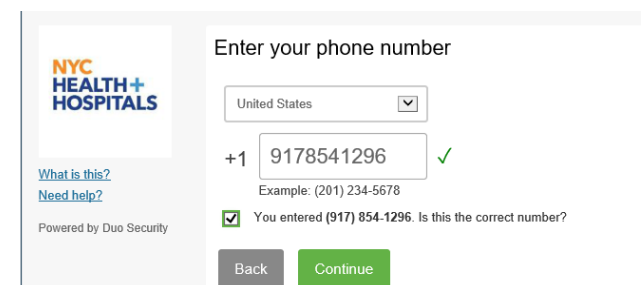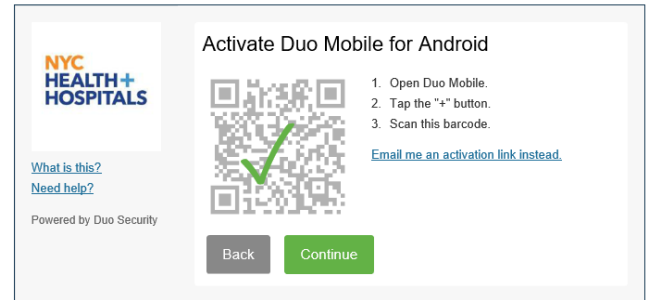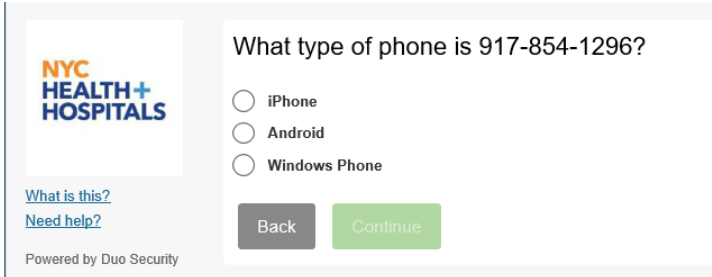2. Login with username and password

3. Click on start setup.

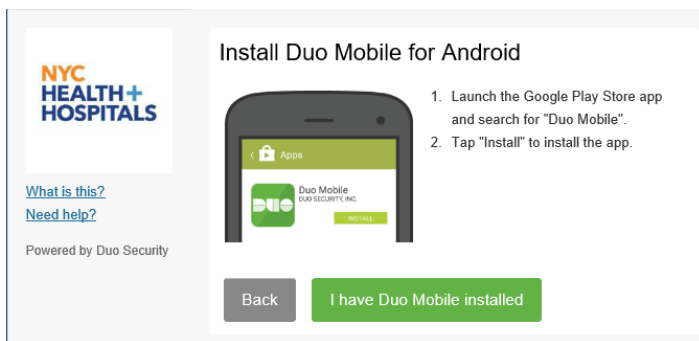
4. Click on Mobile phone number

5. Put in phone number and make sure you click the box to verify then click continue.

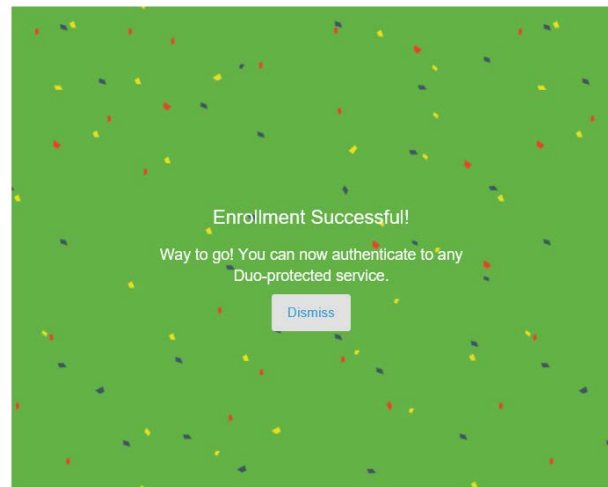6. Select the type of phone the number is attached to.

Activate Duo Mobile for Android

7. Install DUO Mobile on Device. Click on "I have Duo Mobile installed":

8. Setup is now complete:

7. Use the scan option from device to scan barcode on screen. Once scan is complete click Continue.