# S | ENTERPRISE INFORMATION

HEALTH

# 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 <u>https://duodmp.nychhc.org/</u>

#### 2. Login with username and password

ar Name 1	
sword	
34	assword a

#### 3. Click on start setup.

NYC	Protect Your NYC HHC Account	
HEALTH+ HOSPITALS	Two-factor authentication enhances the security of your account by using a secondary device to verify your identity. This prevents anyone but you from accessing your account, even if they know your password.	
What is this? Need help?	This process will help you set up your account with this added layer of security.	
Powered by Duo Security	Start setup	

#### 4. Click on Mobile phone number

NYC HEALTH+ HOSPITALS	What type of device are you adding?  Mobile phone RECOMMENDED Tablet (IPad, Nexus 7, etc.)
What is this? Need help?	Continue
Powered by Duo Security	

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

NYC	Enter your phone number
HEALTH + HOSPITALS	United States
What is this? Need help? Powered by Duo Security	+1 9178541296 Example: (201) 234-5678 ✓ You entered (917) 854-1296. Is this the correct number?
	Back Continue



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

NYC	What type of phone is 917-854-1296?
HEALTH+ HOSPITALS	iPhone
	Android
	O Windows Phone
What is this?	
Need help?	Back Continue
Powered by Duo Security	



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

NYC HEALTH+ HOSPITALS	Install Duo Mobile for Android 1. Launch the Google Play Store app and search for "Duo Mobile". 2. Tap "Install" to install the app.
What is this? Need help? Powered by Duo Security	Back I have Duo Mobile installed

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



#### 8. Setup is now complete:

