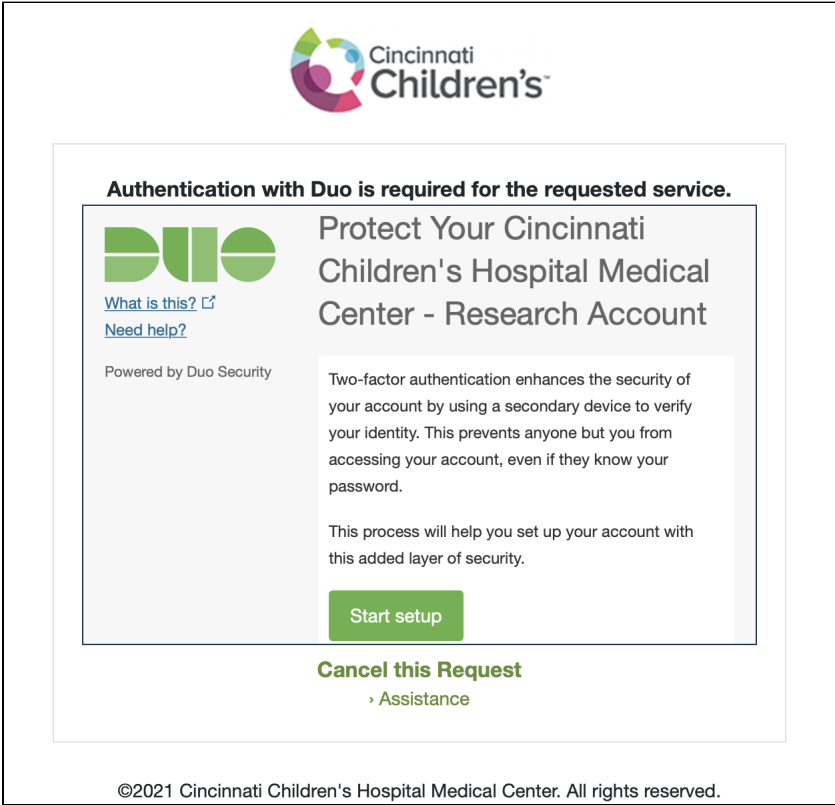


Duo MFA Registration

As part of ensuring the protection and security of all Cincinnati Children's accounts, we are implementing [Duo to enforce two-factor authentication](#) for targeted applications. Whether or not a user will need to interact with Duo will depend on which application is being accessed.


Authenticated users faced with the prompt below will be required to set up Duo in order to continue through to the application. Detailed instructions for how to proceed can be found below and also on [Duo's Enrollment Guide page](#), which includes a very accessible (but non-CCHMC specific) step-by-step video. We strongly recommend using a smart phone and push notifications, but users are free to choose a second factor of their choice.


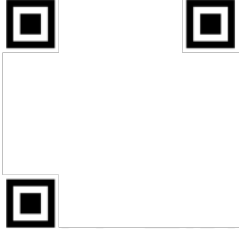
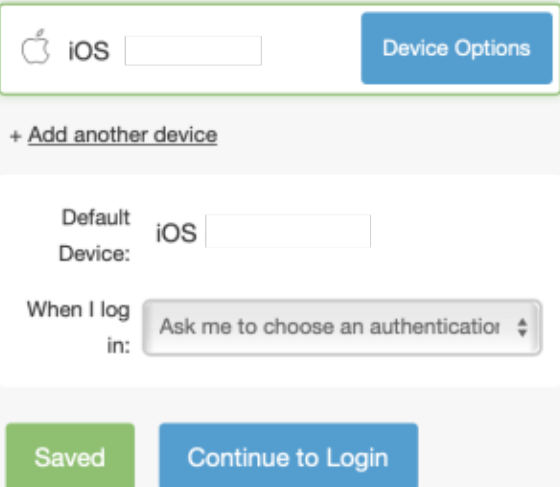





How to set up Duo

- If Duo authentication is required, a screen will appear with the message "Authentication with Duo is required for the requested service."
- To proceed with setting up Duo and logging in, follow these steps:

S te p 1	Click the Start setup button.	
-------------------	--------------------------------------	--

Step 2	<p>Select the type of device you'd like to enroll and click the Continue button.</p> <div>  Mobile Phone as Device We strongly recommend using a mobile phone for the best experience. </div>	<div> What type of device are you adding? </div> <div> <input checked="" type="radio"/> Mobile phone <small>RECOMMENDED</small> <input type="radio"/> Tablet (iPad, Nexus 7, etc.) <input type="radio"/> Landline <input type="radio"/> Security Key (YubiKey, Feitian, etc.) <input type="radio"/> Touch ID <small>Requires Chrome to use Touch ID.</small> </div> <div> Continue </div>
Step 3	<p>Select your country from the drop-down list and type your phone number. Use the number of the mobile phone that you'll have with you when you're logging in.</p> <p>Double-check that you entered your number correctly and click the Continue button.</p>	<div> Enter your phone number </div> <div> <div>United States</div> <div>+1</div> <div></div> <div>Example: (201) 234-5678</div> </div> <div> BackContinue </div>
Step 4	<p>Choose your device's operating system and click the Continue button.</p>	<div> <input type="radio"/> iPhone <input type="radio"/> Android <input type="radio"/> Windows Phone <input type="radio"/> Other (and cell phones) </div> <div> BackContinue </div>

<p>S t e p 5</p>	<p>Follow the platform-specific instructions on the screen to install Duo Mobile.</p> <p>After installing the app, return to the enrollment window and click the I have Duo Mobile button.</p>	<div data-bbox="613 138 1281 638"> <h2>Install Duo Mobile for iOS</h2>  <ol style="list-style-type: none"> 1. Launch the App Store app and search for "Duo Mobile". 2. Tap "Get" and then "Install" to download the app. <div> Back I have Duo Mobile </div> </div>
<p>S t e p 6</p>	<p>Open the camera app on your mobile phone and point it at the barcode to scan. After you scan the barcode successfully, click the Continue button.</p> <p>If you can't scan the barcode, click Email me an activation link instead and follow the instructions.</p>	<div data-bbox="613 663 1253 1163"> <h2>Activate Duo Mobile for iOS</h2>  <ol style="list-style-type: none"> 1. Open Duo Mobile. 2. Tap the "+" button. 3. Scan this barcode. <p>Email me an activation link instead.</p> <div> Back Continue </div> </div>
<p>S t e p 7</p>	<p>Optional: Select your preferred authentication method from the "When I log in" dropdown menu to receive push notifications or a phone call to your device.</p> <p>Click the Continue to Login button.</p>	<div data-bbox="613 1188 1188 1692">  </div>

S te p 8	<p>Your Duo enrollment is complete! To login, click the Send Me a Push, Call Me, or Enter a Passcode button.</p>	<div style="background-color: #f0f0f0; padding: 5px; border-bottom: 1px solid black;"> Choose an authentication method </div> <div style="display: flex; flex-direction: column; align-items: center;"> <div style="display: flex; align-items: center; width: 100%; margin-bottom: 10px;"> <div style="text-align: center; margin-right: 20px;">  <p>Duo Push</p> </div> <div style="background-color: #669933; color: white; padding: 10px 20px; border-radius: 5px;"> Send Me a Push </div> </div> <div style="display: flex; align-items: center; width: 100%; margin-bottom: 10px;"> <div style="text-align: center; margin-right: 20px;">  <p>Call Me</p> </div> <div style="background-color: #669933; color: white; padding: 10px 20px; border-radius: 5px;"> Call Me </div> </div> <div style="display: flex; align-items: center; width: 100%;"> <div style="text-align: center; margin-right: 20px;">  <p>Passcode</p> </div> <div style="background-color: #669933; color: white; padding: 10px 20px; border-radius: 5px;"> Enter a Passcode </div> </div> </div>
-----------------------------	---	---

FAQs

What if I am already a Duo user? Will this setup in any way interfere?

- Duo is setup to handle multiple accounts. If you have another account already protected by Duo, you will still need to complete this setup to protect your CCHMC account. Other Duo accounts will not be impacted.

How can I install Duo on an additional or new device?

- As long as you still have access to the device you used initially, you can use the "Add a new device" link on the Duo login prompt screen to add a new device.

What if I lost my device and would like to add a new device to my account?

- If you still have access to the phone number that was originally registered with Duo, you can select to add a new device from the Duo screen and select to use the "Call Me" method to authenticate. Otherwise, please send an email to help@bmi.cchmc.org to have your account reset.