

Two-Step Verification - User Guide

To keep sensitive information (like PHI) safe, UNC Health Care uses a security method called “2-Step Verification.” With this method, you verify that “you’re you” before you see certain sensitive information or access certain applications.

A traditional form of verification is your username and password, but if your domain credentials get compromised, an unauthorized person could access your account.

2-Step Verification adds a second step to the verification process. This can be something you have, such as an ATM card, or something that is part of you, such as a fingerprint. At UNC Health Care we use your mobile phone to provide the second step. Combining this second step with your domain credentials adds security to your confidential information.

Important Dates

Application	Enforcement Date
Epic ePrescribe for Controlled Substances (EPCS)	Required Now (Live!)
Outlook Web Access (OWA)	Feb 6th, 2018 (Live!)
VPN (SSLVPN)	Feb 13th, 2018 (Live!)
MyApps (Citrix)	Mar 1st, 2018

After the enforcement date, logon to this service for users that have not enrolled in 2-Step Verification will not be possible from off campus.

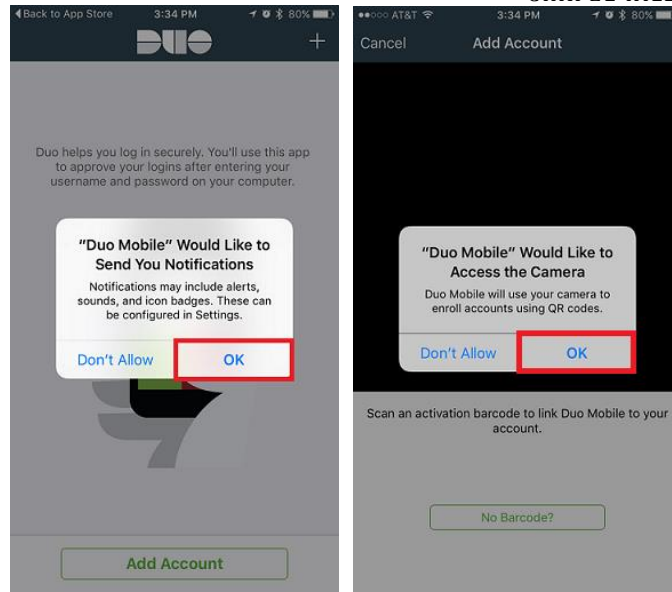
Install the Duo Mobile App



The recommended method for 2-Step Verification is to use your smartphone with the Duo Mobile app installed. The first step is to download and install the Duo Mobile app. Search for Duo Mobile in your app store and follow the directions on your smartphone or tablet for installing the app.

Permissions:

- "Send you notifications" - Duo will ask to send you notifications, this is required to conveniently prompt you for login when accessing applications without having to manually open the Duo app. Allow this.
- "Access your Camera" - Duo will ask you access your camera, in order to scan the bar code that will activate your device. Allow this.



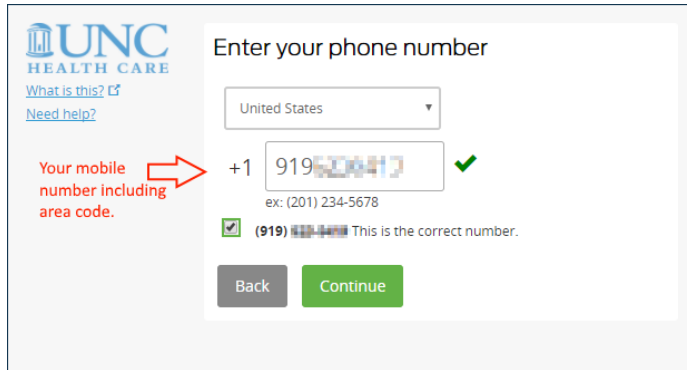
Register Your Device

To begin enrollment, visit the MyAccess site. (<https://myaccess.unch.unc.edu>). Simply login to this website and follow the steps below.

1) Welcome to DUO Enrollment, to begin select Start Setup.

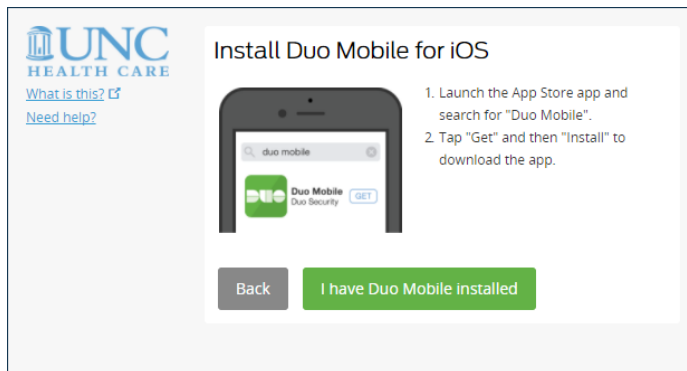


2) Enter the phone number, including area code, of the mobile device you are enrolling. Then check the box below to confirm.



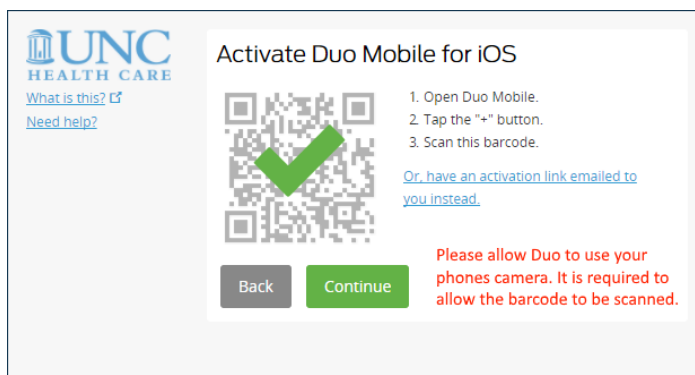
The screenshot shows the 'Enter your phone number' screen. On the left, there is a red arrow pointing to the phone number input field with the text 'Your mobile number including area code.' The input field contains '+1 9196206417' with a green checkmark to its right. Below the input field, there is an example 'ex: (201) 234-5678' and a checkbox that is checked, followed by the text '(919) [REDACTED] This is the correct number.' At the bottom, there are 'Back' and 'Continue' buttons.

3) Download the "Duo Mobile" app from the AppStore/Google Play on your phone, and click "I have Duo installed"



The screenshot shows the 'Install Duo Mobile for iOS' screen. On the left, there is a red arrow pointing to the 'I have Duo Mobile installed' button with the text 'Your mobile number including area code.' The main content area features a smartphone displaying the App Store search results for 'Duo Mobile Duo Security' with a 'GET' button. To the right of the phone, there are two numbered instructions: '1. Launch the App Store app and search for "Duo Mobile".' and '2. Tap "Get" and then "Install" to download the app.' At the bottom, there are 'Back' and 'I have Duo Mobile installed' buttons.

4) Open the Duo App, click the + at the top right, and hold your phones camera up to your screen to read the barcode.



The screenshot shows the 'Activate Duo Mobile for iOS' screen. On the left, there is a red arrow pointing to the 'Continue' button with the text 'Your mobile number including area code.' The main content area features a QR code with a green checkmark overlaid on it. To the right of the QR code, there are three numbered instructions: '1. Open Duo Mobile.', '2. Tap the "+" button.', and '3. Scan this barcode.' Below the instructions, there is a link: 'Or, have an activation link emailed to you instead.' At the bottom, there are 'Back' and 'Continue' buttons. A red text note at the bottom right says: 'Please allow Duo to use your phones camera. It is required to allow the barcode to be scanned.'

5) Click Finish Enrollment. Leave "When I log in" set to "ask me".

Logging into a 2-Step Enabled Service

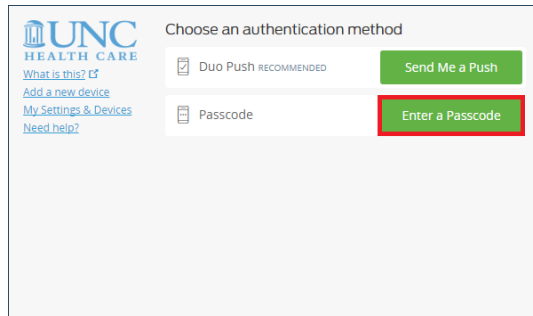
STEP 1 - Login to your application



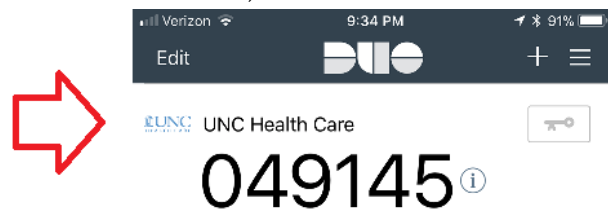
STEP 2 - Verify your Identity (choose one method)

Open the Duo Notification on your phone, and tap Approve.





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Open the DUO App, tap on the Key icon next to "UNC Health Care" and enter the code displayed onto the Duo form.

Re-Activating a Device (Replacing a Phone)

If you replaced or factory-reset your phone, Duo will longer function. If your phone was backed up to iCloud or Google Cloud, Duo will restore your UNC Health Care account back to your Duo App - but it will still need to be reactivated. (Demonstrated by the "Get it working" text next to the account).

If this is the only device you have enrolled on your account, you will need to contact the UNC Health Care Service Desk to re-activate your device. They will send a re-activation text message to your phone. (If your device is not text-enabled, they will remove the device from your account and ask you to re-enroll at <https://myaccess.unch.unc.edu>.)

If you had more than one device enrolled, you can login to MyAccess with your other device and access the "My Settings and Devices" link on the left of the Duo prompt window to manage your devices.

FAQs

- **I already enrolled my UNC-Chapel Hill ONYEN in Duo, Do I still need to enroll my UNC Health Care Account (MyAccess ID)?**
 - Yes, The Duo system for UNC Health Care and ePrescribe for Controlled Substance (EPCS) is separate than the university. Your Duo app WILL support multiple accounts in the same app/phone.
- **Will I have to 2-Step Verify every time I login?**
 - At this time, 2-Step Verify will only be required when logging in from off-campus or when using Epic@UNC ePrescribing of controlled substances (EPCS).
- **Can I use something other than a smartphone to authenticate?**
 - At this time UNC Health Care only supports iOS (iPhone and iPad), Android (Phone and Tablet) and Windows Phone devices for 2-Step Verification.

- **I do not have or wish to use my smart device for 2-Step Verification, what are my options?**
 - If you do not use a smartphone or tablet for the UNC Health Care 2-Step Verification, ISD has arranged an alternative 2-Step verification procedure that does not use a device. When you are ready to login from a remote location, call the ISD Service Desk and request a DUO 2-Step bypass code. Then when you reach the DUO 2-Step screen while logging on, select "passcode" and enter the bypass code.

- **What do I do when I am somewhere without cell data or WiFi on my 2-Step device? (Traveling)**

Your phone can generate a Duo Passcode even without an internet connection. Simply tap on the "key" icon to the right of the UNC Health Care logo in the Duo Mobile App. Duo PUSH will NOT work without an internet connection.