Using Duo Two-Factor Authentication to Gain Access to IU Health Resources

Use your regular credentials and log in to the resource you wish to access. Upon successful logon, you will be prompted by the following:

Select your method of secondary authentication, and follow the on-screen directions. Following a successful secondary authentication, users will have access to their desired resource.

Duo Push – The Best Way to Authenticate

Using Duo Push is secure and more convenient than the other secondary authentication options. Duo Push takes less time to authenticate than receiving a phone call or receiving a text. The last two methods require lengthy user inputs, where Duo Push requires one.

Duo Push is also protected by end-to-end encryption that cellular networks cannot provide with texts or calls. The Duo Push also provides much more information like request source, time, and the resource being requested so each user can be sure they are only approving legitimate pushes.
Offline Secondary Authentication

If you do not have access to the network via your mobile phone or device, but still need to authenticate to an IU Health resource you may generate an authentication code from the Duo Mobile application. Enter that passcode to gain access to your desired resource.

Duo – User Privacy

Duo has no access to change settings on your phone, it cannot read your emails, it cannot see your browser history, and it requires your permission to send notifications to your phone. Duo only has access to your camera when it is prompted to scan a QR code.
Registering Your Device with Duo

Log into IU Health’s Duo Access Gateway using your AD credentials.

Please note that access to this gateway is restricted to individuals within the IU Health network. This should only be done while using a computer physically connected to the IU Health network or via Cisco AnyConnect. If you have no way of accessing the access gateway, please call the Service Desk for assistance.

After a successful log in, you will be presented with this prompt. Click “Start Setup”.

Protect Your IU Health Account

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.

This process will help you set up your account with this added layer of security.

Start setup
Choose your device.

What type of device are you adding?

- **Mobile phone** RECOMMENDED
- **Tablet** (iPad, Nexus 7, etc.)
- **Landline**
- **Security Key** (YubiKey, Feitian, etc.)

If prompted, enter your mobile number.

Enter your phone number

- United States

ex: (201) 234-5678

Back Continue
Choose your phone’s platform.

What type of phone is [ ]?

- [ ] iPhone
- [ ] Android
- [ ] Windows Phone
- [ ] Other (and cell phones)

If you have not downloaded the DUO Mobile application to your mobile device, please do so now (iOS, Android, Windows). If you already have the application installed, click “I have Duo Mobile installed”.

Install Duo Mobile for iOS

1. Launch the App Store app and search for "Duo Mobile".
2. Tap "Get" and then "Install" to download the app.
Follow the directions on the prompt and scan the QR code using the mobile device you wish to enroll.

If you scanned the QR code correctly, you should see a pass code addition on your mobile device. Click continue.
You should then see this screen. This concludes registering mobile devices for use with IU Health/Duo–protected services.

Enrollment Successful!
Way to go! You can now authenticate to any Duo-protected service.