



Hackensack
Meridian Health




DUO Two-Factor Authentication helpful reference videos:

- [What is 2 factor authentication](#)
- [An Introduction to DUO Security](#)

Instructions in activating your DUO account on a mobile device:


1. Call IT Support (ext. 3333) and request a link for DUO. IT Support will then send a link directly to your HMH email address, granting you access to login to DUO with the appropriate credentials.

Duo Security Enrollment

 Duo Security <no-reply@duosecurity.com>
Today, 6:38 PM
Doe, Jane

Reply all | v

Inbox



Hello,

Hackensack Meridian Health is now rolling out Duo Security, a friendly and secure way for you to log into your organization's applications. Your manager has invited you to set up your account for Duo so you can start logging in.

To begin, click this link to enroll a phone, tablet, or other device:

<https://api-75437554.duosecurity.com/portal?code=2a2cfebe00bc0ed2&akey=DAG5GEYNIGNJ813AQTSU>

Duo Security is a two-factor authentication service that strives to be easy to use and secure. To learn more about Duo authentication, visit the guide here:

<https://guide.duo.com/enrollment>

1. Click the "Start setup" icon.



Protect Your Hackensack Meridian 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.

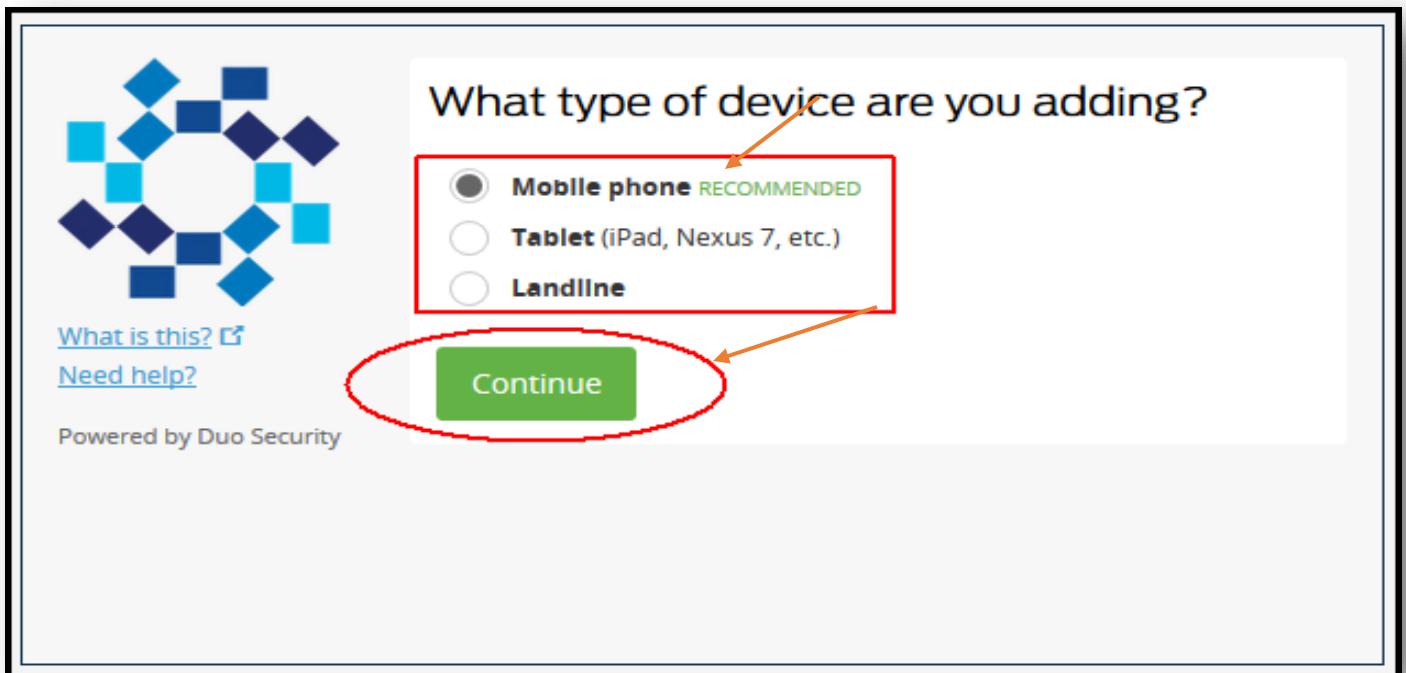
This process will help you set up your account with this added layer of security.

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Start setup

2. Select mobile phone as the type of device to register in your user account with DUO. Please note that a non-smart phone is considered a "landline." Press Continue after making your selection.



What type of device are you adding?

Mobile phone RECOMMENDED

Tablet (iPad, Nexus 7, etc.)

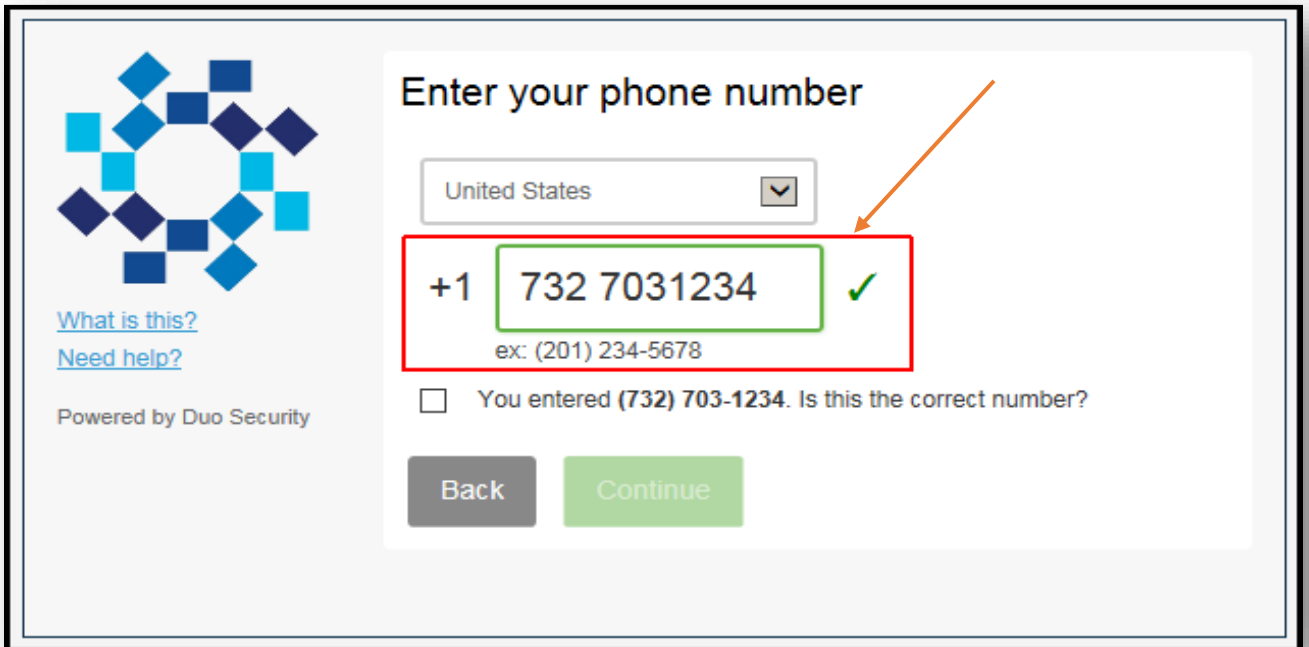
Landline

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Continue

3. Enter your phone number in the box outlined in green below.



Enter your phone number

United States

+1 732 7031234 ✓

ex: (201) 234-5678

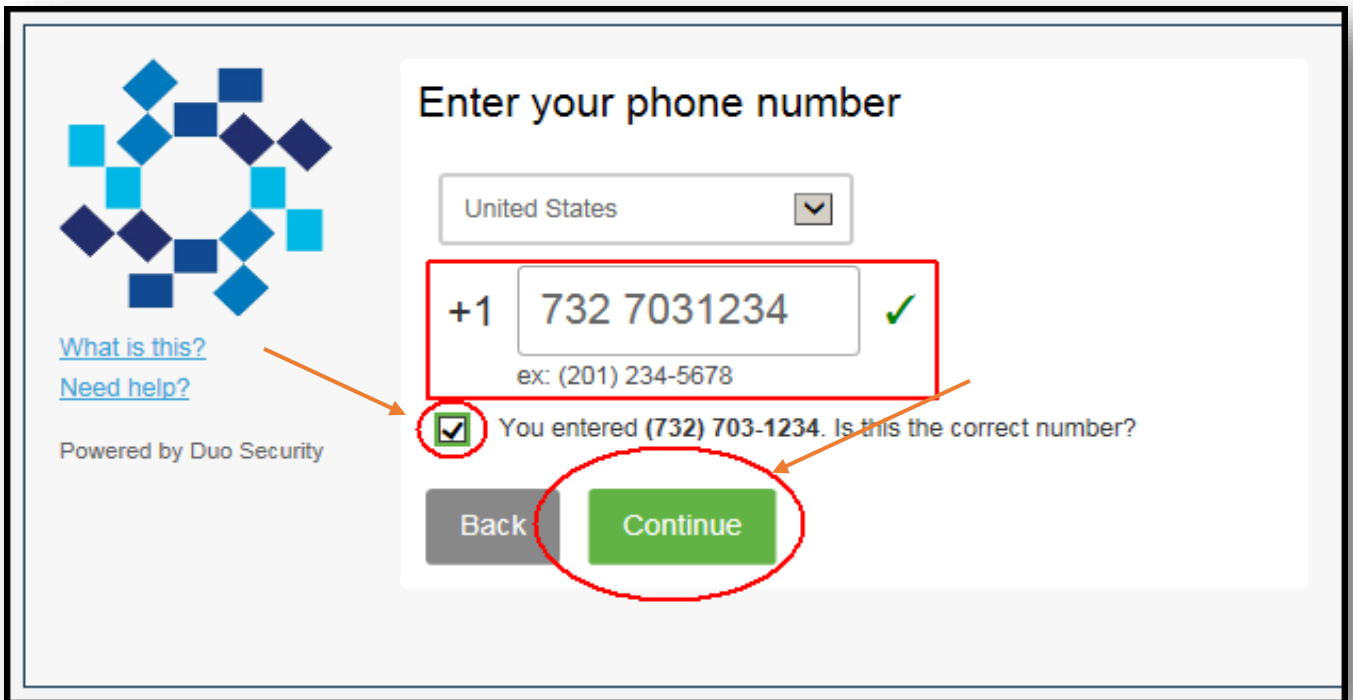
You entered (732) 703-1234. Is this the correct number?

Back Continue

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4. Click the check mark besides “You entered [your number].” Then click **Continue**.



Enter your phone number

United States

+1 732 7031234 ✓

ex: (201) 234-5678

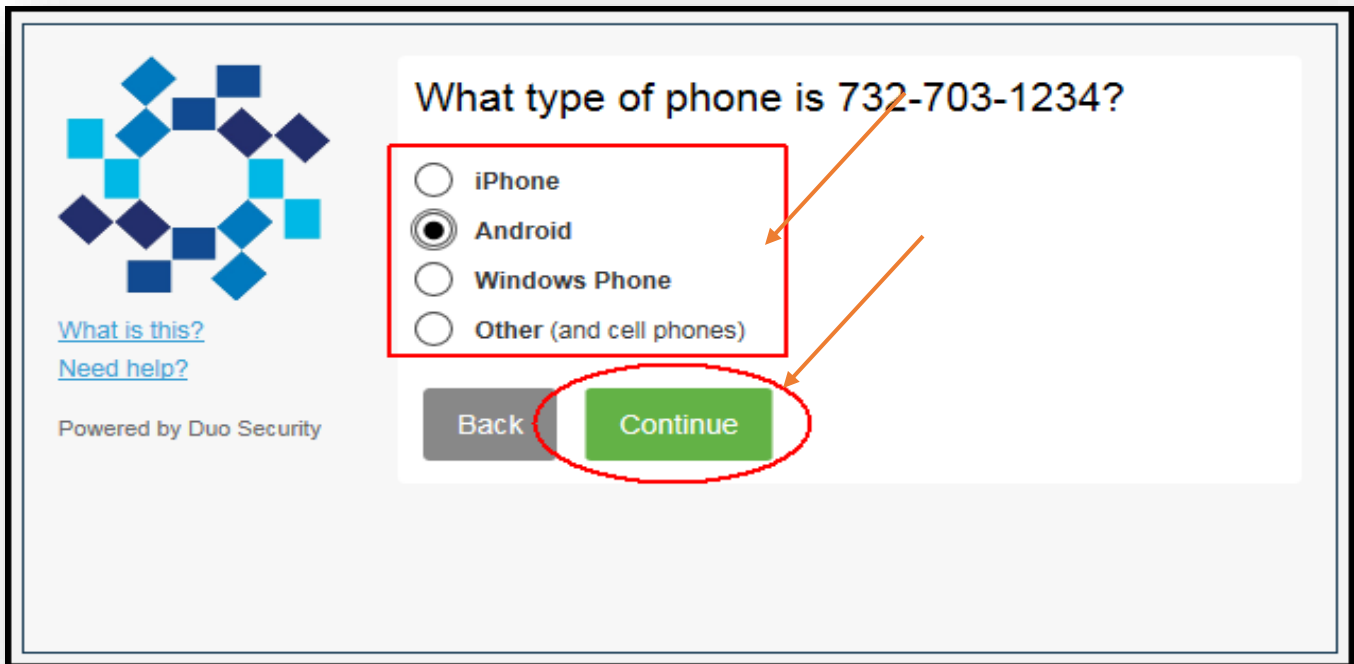
You entered (732) 703-1234. Is this the correct number?

Back Continue

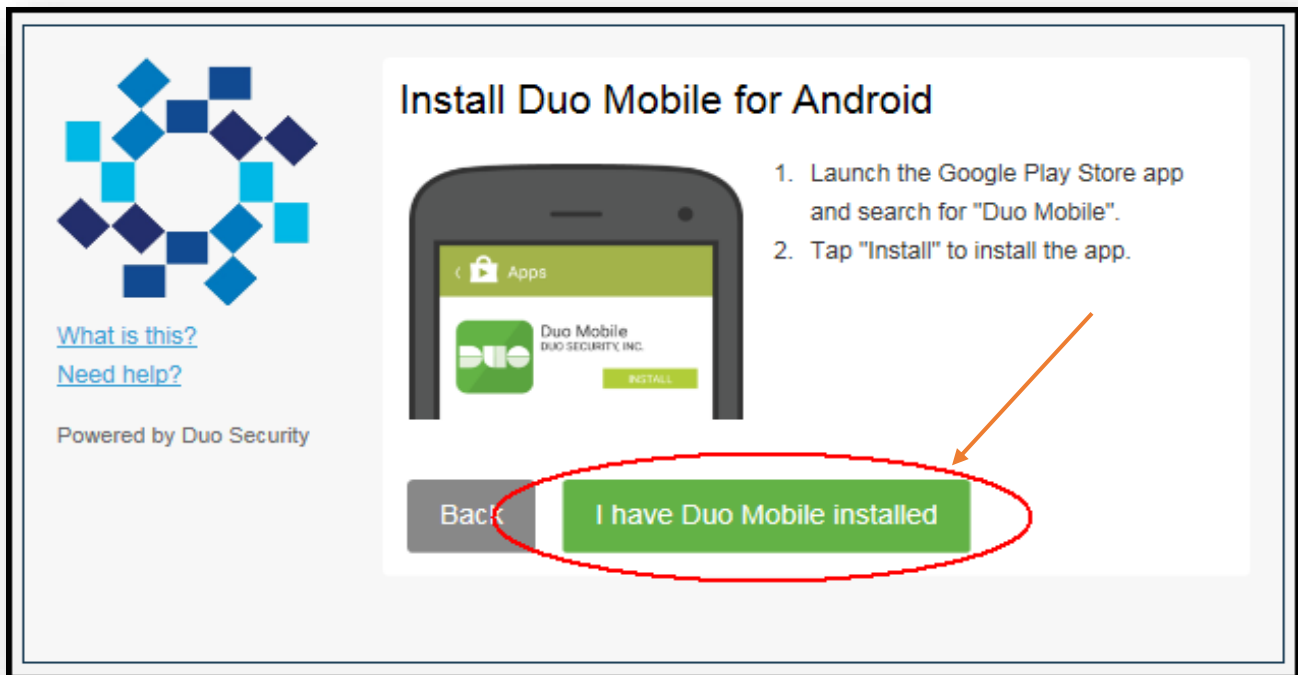
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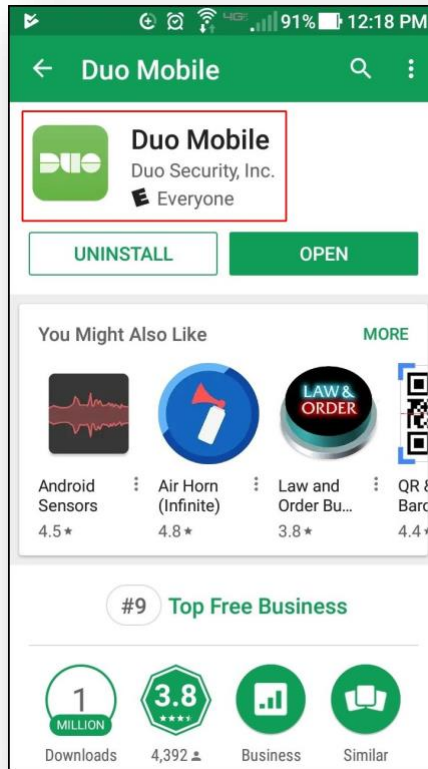
5. Select the type of phone (iPhone, Android, Windows Phone or Other) then click Continue. The “Other” category can be used for non-smart phones.



6. When you see this screen, please either install the Duo application on your smart phone or ensure that you have the Duo application already installed on your phone. Please note that you will not see screen if you clicked “Other” above. If you have Duo Mobile already installed on your phone, you can click “I have Duo Mobile installed.”

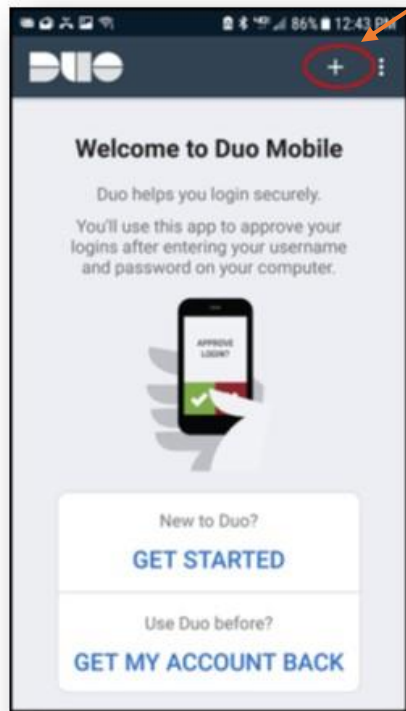


- To get the Duo application from your phone, launch the App Store, search for Duo Mobile, download the application and install. Your phone may not look exactly like the screen shot below but you should follow the platform-specific instructions on the screen to install the Duo Mobile app.



- After installing the app, return to the enrollment window and click **I have Duo Mobile installed** button (step number 7 above).

10. From your phone, open the DUO app and select the “+” sign and scan the QR code. Allow Duo Mobile to take pictures and record video.





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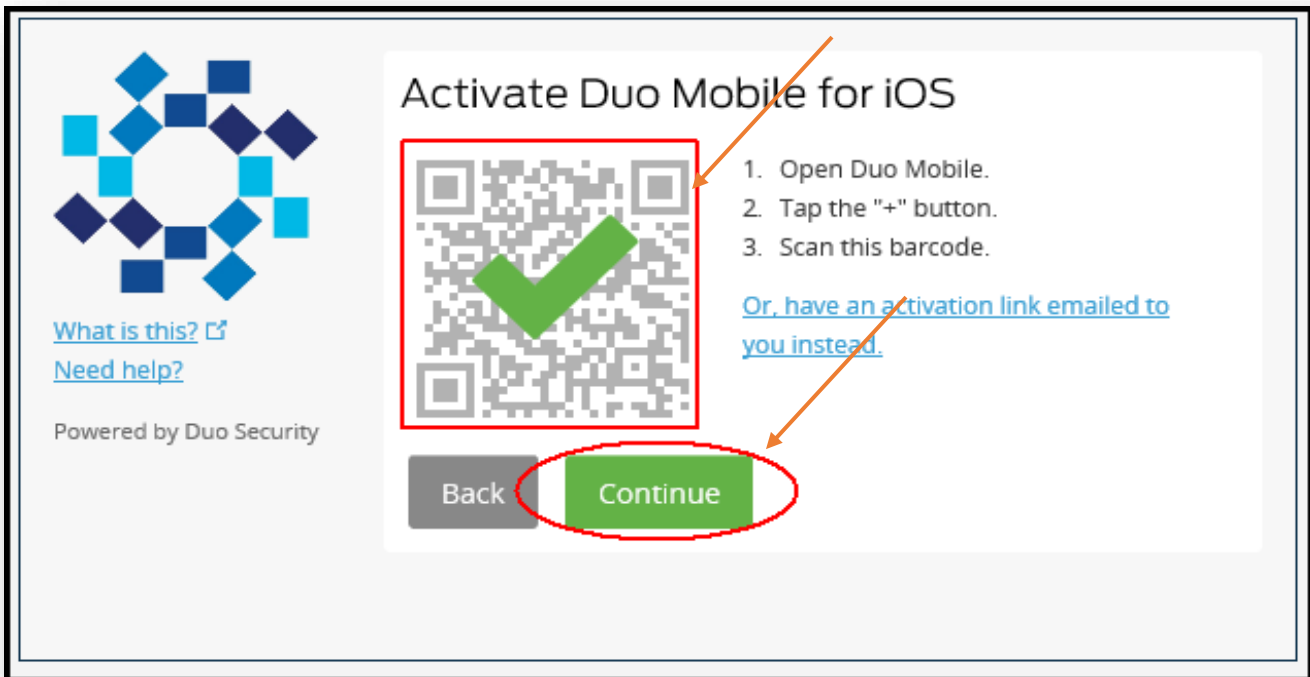
Activate Duo Mobile for iOS



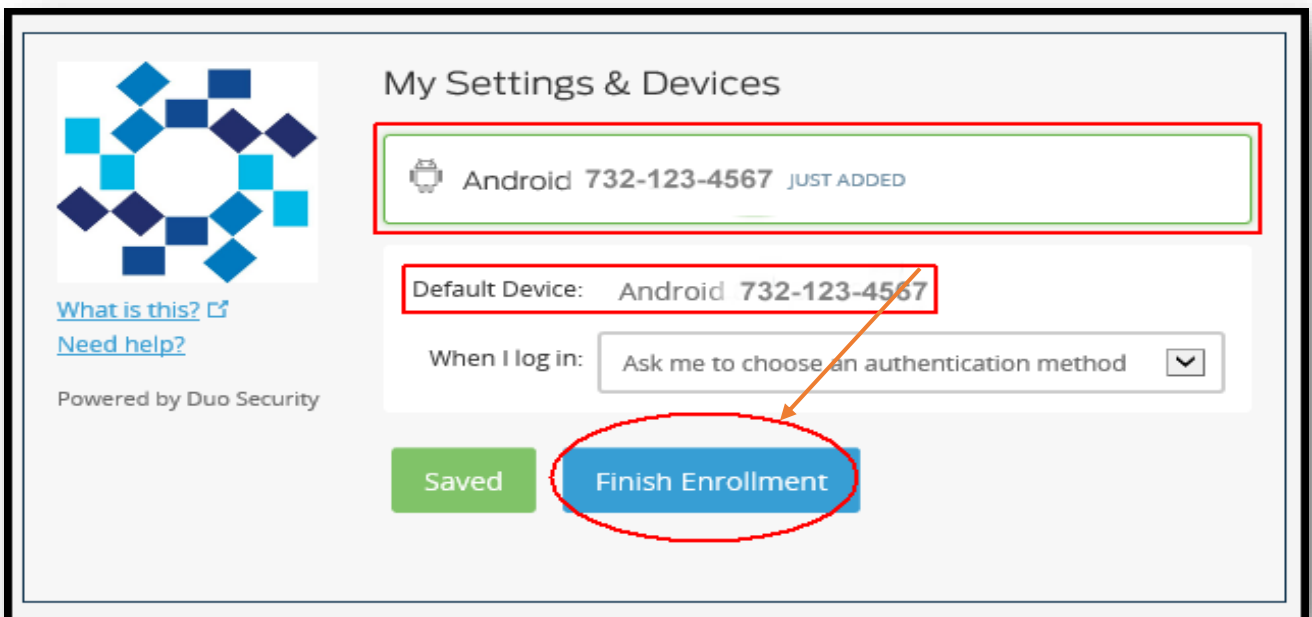
1. Open Duo Mobile.
2. Tap the "+" button.
3. Scan this barcode.

[Or, have an activation link emailed to you instead.](#)

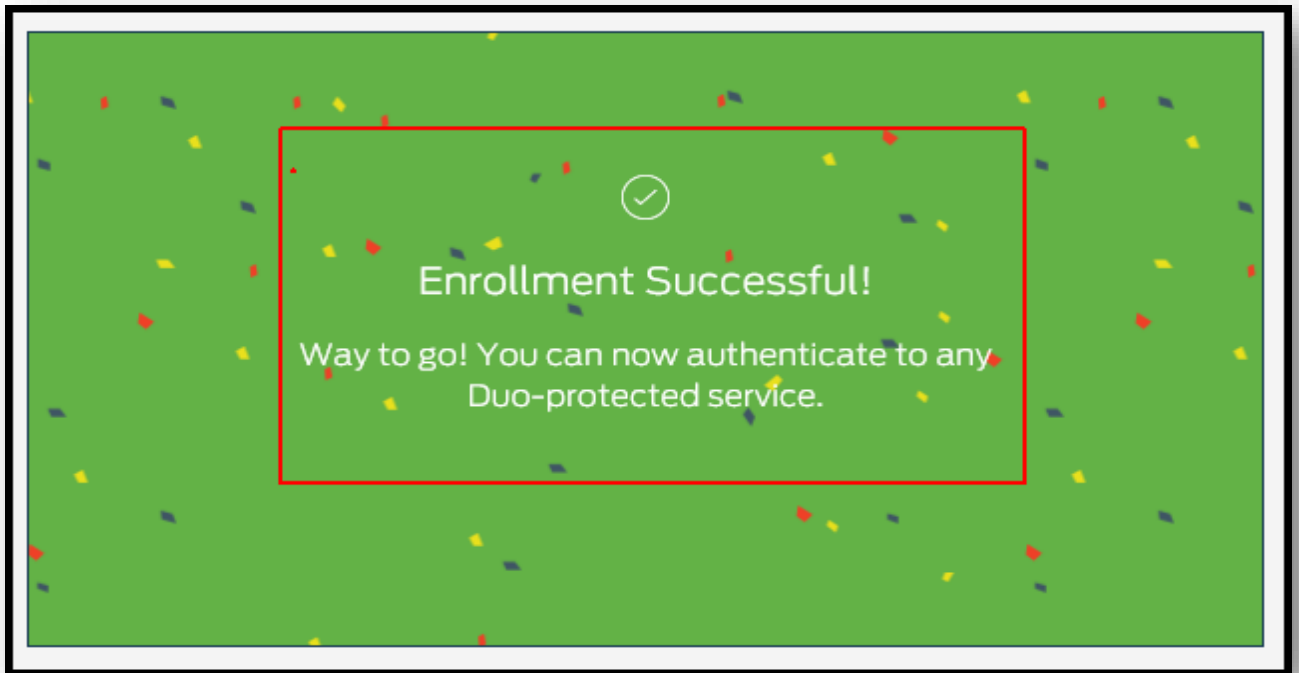
11. A green check mark indicates that the mobile device is successfully enrolled. Please see below. Click the Continue button.



12. Click the Finish Enrollment button.

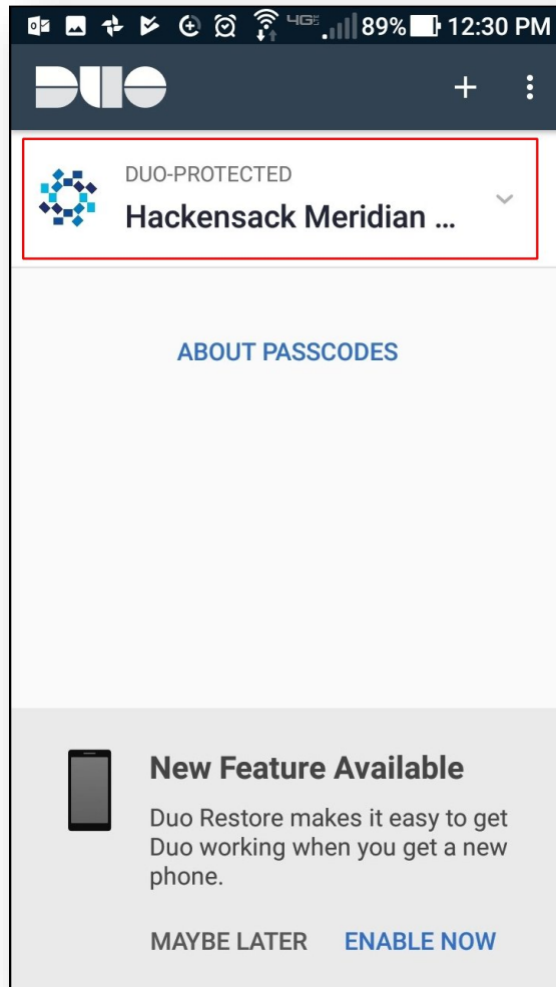


13. Enrollment is then completed.



Congratulations! You have completed the mobile enrollment in Duo Security.

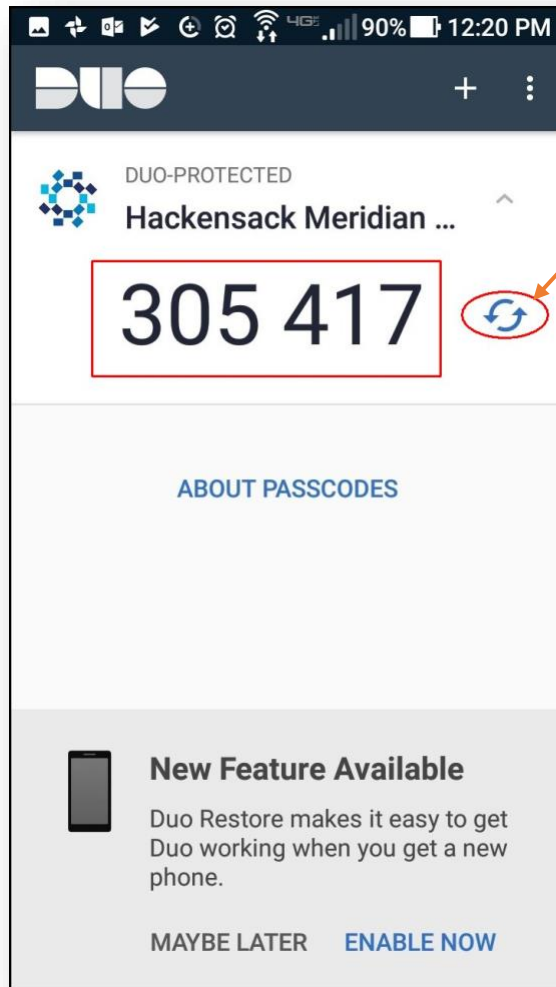
14. Once successfully enrolled, you can open the DUO apps and it should display the logo of HMH with the words "DUO-PROTECTED" ... similar to below.



Here is a sample screenshot of what you will receive from your phone when a push authentication is requested.



For those occasions when there is no phone signal for a push or phone call as the second factor for authentication, you can generate a passcode, by clicking the down arrow to display randomly generated numbers. You can use this password to confirm your identity.



Note: Clicking the rotational arrows will generate a fresh passcodes.