## Connect to HS Apps while phone has no connection

INFORMATION TECHNOLOGY SECURITY

UCDAVIS HEALTH

Occasionally a laptop has Internet access, but the Duo registered phone used to approve sessions does not have Internet or cellular network access. This is most common on aircraft where access to Internet must be purchased for each device.

Follow the procedure below to access HS Apps in those situations.

- 1. Open the Duo app on your phone.
- 2. Find the UC Davis Health Account



Tap here for help

## Duo App

3. Click the Green key next to the UC Davis Health account.

Note: make sure you are looking at the correct account . the **UC Davis - Duo Security** account passcode <u>won't</u> work for HS Apps.



Tap here for help

- 4. Open https://hsapps.ucdmc.ucdavis.edu
- 5. Enter your username and password as usual.
- 6. Press Log On.

Please log on to continue.	
User name	
Password	
	Log On

HS Apps Login

7. Choose enter a Passcode

UC DAVIS HEALTH		≡ Settings		
Device:	iOS (XXX-XXX-2493)	~		
Send Me a Push				
Call Me				
Enter a Passcode				
Remember me for 12 hours				

8. Enter the code from your phone and press Log In.

Settings	~
Call Me	
883858	
Log In	
Remember me for 12 hours	
Enter a passcode from Duo Mobile or a text. Dismiss Text me new codes	

9. HS Apps will let you in.