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
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 won’t work for HS Apps.
4. Open https://hsapps.ucdmc.ucdavis.edu

5. Enter your username and password as usual.

6. Press **Log On**.

7. Choose enter a Passcode

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

9. HS Apps will let you in.