Physician Connect - Enroll a Smart Phone in Duo for HS Apps Citrix Connection

HS Apps Citrix requires Multi-Factor authentication (MFA) when logging in from outside of a UC Davis Health System facility. To use MFA, in addition to entering your user name and password, you must use a registered smart phone. This document provides step-by-step instructions to enroll a smart phone in Duo.

Step-by-Step

Step 1: Download the Duo App to Your Smart Phone

1. From the mobile phone, download the Duo Mobile app from your app store (**App Store** for Apple iPhones; **Google Play** for Android phones) and install it on the phone: Allow notifications and camera access and leave all other settings at default.
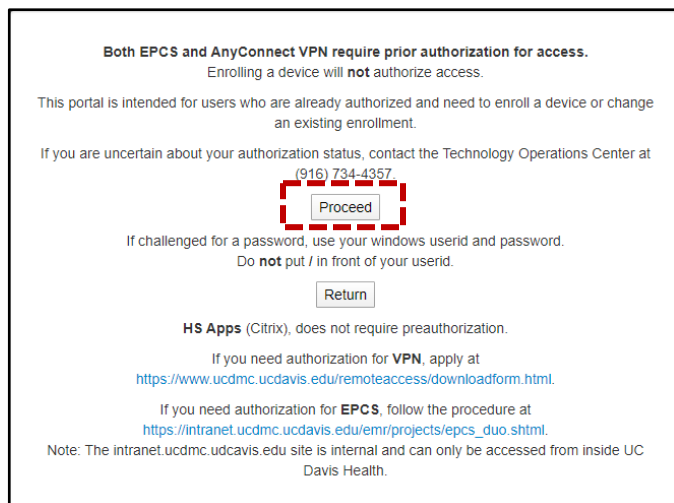
Step 2: Enroll Your Smart Phone from a Desktop Computer or Laptop

1. From a Windows desktop/laptop browser, access the HSMFA website at: https://HSMFA.ucdmc.ucdavis.edu.
2. Click **Enroll EPCS VPN Citrix**.

Enroll EPCS VPN Citrix

3. Read the next screen. When you are ready to continue, click **Proceed**.
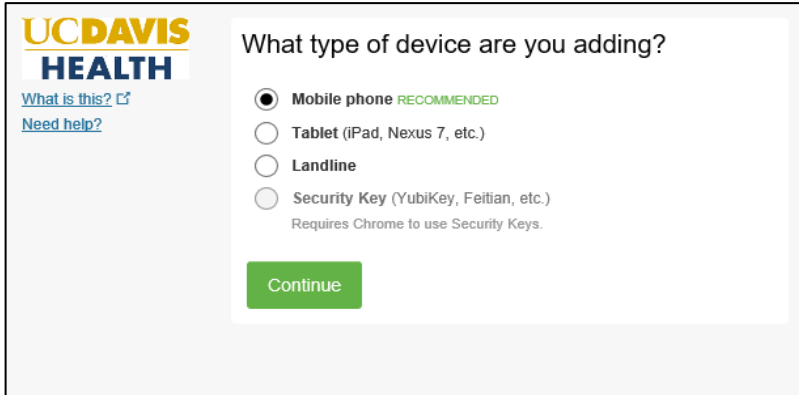

Proceed

4. If a **Forefront Threat Management Gateway** screen displays. You must log on using your UC Davis Windows login credentials:
    a. Enter your UC Davis Windows user name (do not enter a domain or use a backslash (****) in front of your user name)
    b. Enter your password.
    c. Click **Log on.**

Forefront Threat Management Gateway – User Name and Password Fields

5. Click **Start setup**.

Start Setup

6. Select the device type being added and click **Continue**. (For this example, we add a mobile phone.)
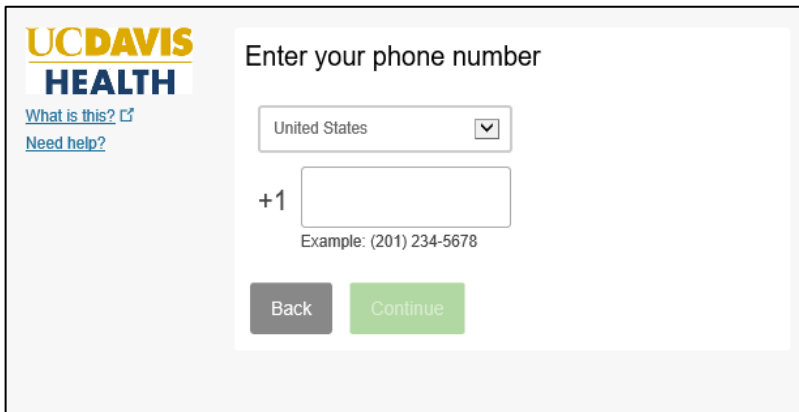
Select Device Type

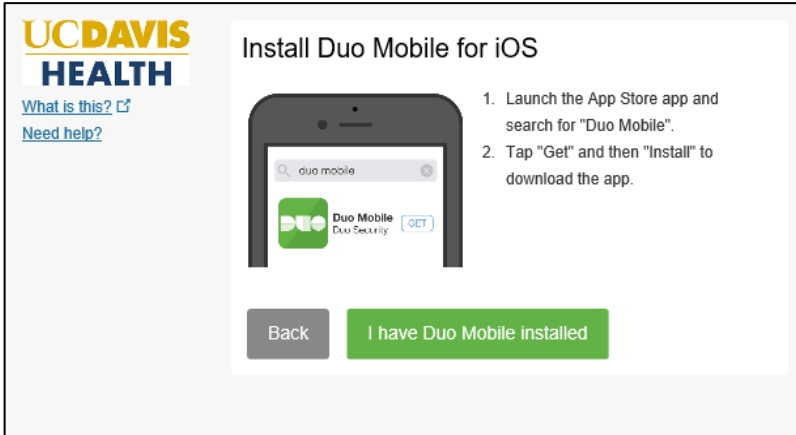7. Enter your phone number and click **Continue**.
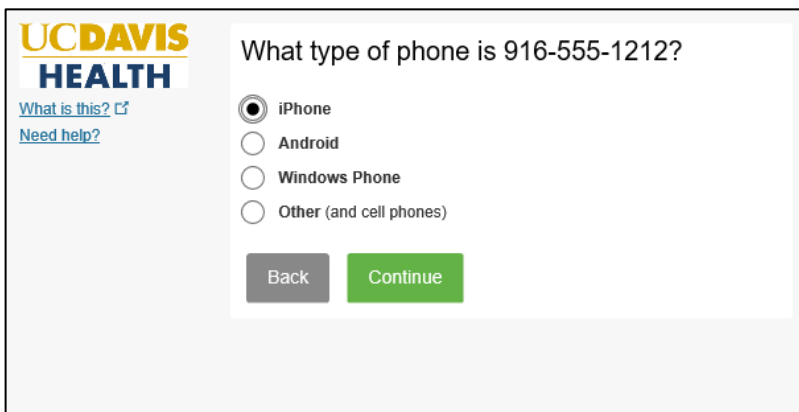
Enter Mobile Number

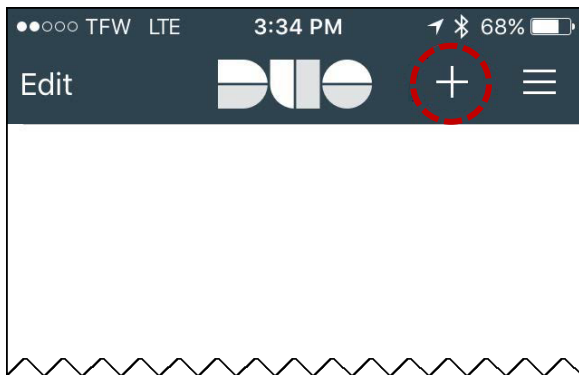8. Select the phone type and click **Continue**.

Select Phone Type

9. At the **Install Duo Mobile** screen, click **I have Duo Mobile installed.**
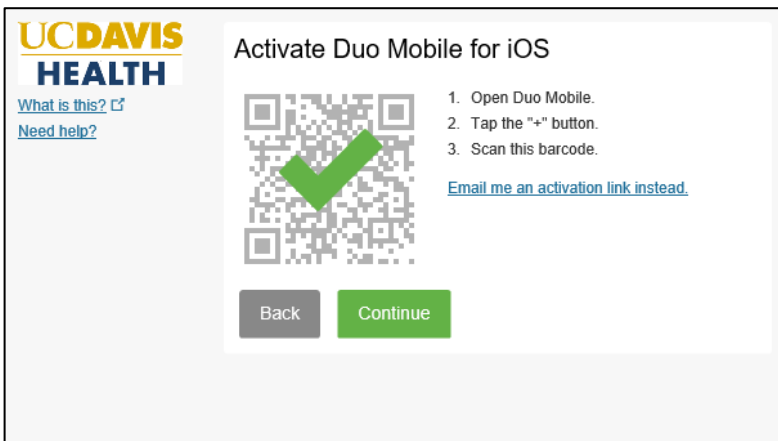

Install Duo Mobile

10. The **Activate Duo Mobile** screen displays with a QR bar code.
11. On your smart phone, open the Duo App and press the **Add Account** icon (**+**) in the upper right hand corner.
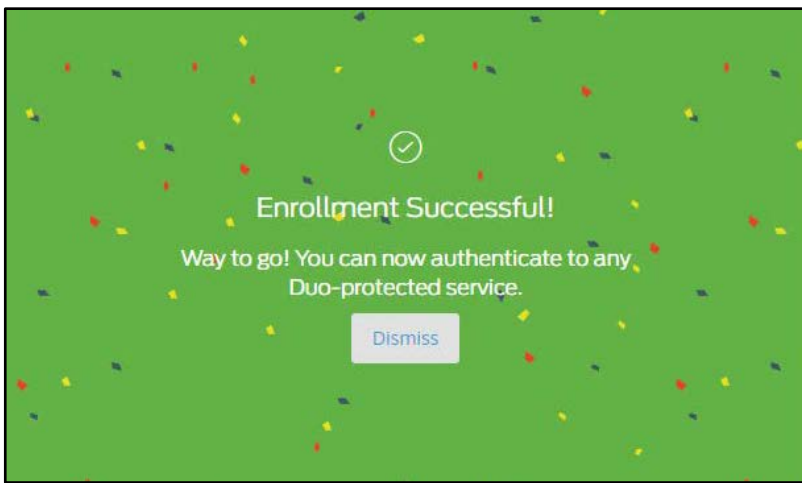

Add Account

12. Point the Mobile phone camera at the QR code on your computer screen until the green check mark appears. Click **Continue.**

QR Code Scanned

13. At the **Enrollment Successful** screen, click **Dismiss.**

Enrollment Successful

14. At the **My Settings & Devices** screen, verify that your phone number is correct and select an authentication option in the **When I log in** field.

My Setting & Devices

15. Close the browser to finish the process.

How to Use Duo to Log Into HSAPPS Citrix

1. Be sure to have the Duo-enrolled smart phone powered on and unlocked when you log into HSAPPS for Citrix.
2. After entering your user ID and password, the Duo app automatically contacts you using the authentication method selected in the **My Settings & Devices** screen during the enrollment process.
3. You must respond to the Duo contact in order to complete the HSAPPS Citrix connection.