

Register a Replacement Phone in Duo for VPN

When you get a replacement phone you will need to register it. If you still have your old phone, or if you have more than one authentication device you can do this yourself with the instructions below.

If you no longer have any working authentication devices, you must call the TOC at (916) 734-4357 to register the new phone.

1. Access the HSMFA website at:
<https://HSMFA.ucdmc.ucdavis.edu>.
2. Click **Enroll EPCS VPN Citrix**.



The image shows a screenshot of the UC Davis Health Duo Security enrollment page. At the top left is the UC Davis Health logo. To its right is a graphic with three smartphones and a landline phone. The first smartphone shows a question mark, the second shows a green checkmark and a red X, and the third shows a green checkmark and a red X. The landline phone is white. To the right of the phones is a green circle with the Duo logo. Below the graphic is a paragraph of text explaining the security posture. At the bottom are four circular buttons: 'Guides', 'Enroll O365 Banner CAS', 'Enroll EPCS VPN Citrix' (which is highlighted with a red border), and 'FAQ's'.

UCDAVIS HEALTH

To improve our security posture, UC Davis Health has incorporated Duo Security as a multi-factor authentication solution to access EPCS, Office 365, VPN, HS Apps, and other applications from off-site locations. DUO helps to verify identification by combining username and password (something you know) with cell phone or landline (something you have). This ensures that you are the person trying to access your account.

Guides **Enroll O365 Banner CAS** **Enroll EPCS VPN Citrix** **FAQ's**

UC Davis Health MFA Self Service

3. Click **Proceed**.

Both EPCS and AnyConnect VPN require prior authorization for access.
Enrolling a device will **not** authorize access.

This portal is intended for users who are already authorized and need to enroll a device or change an existing enrollment.

If you are uncertain about your authorization status, contact the Technology Operations Center at [\(916\) 734-4357](tel:9167344357).

If challenged for a password, use your windows userid and password.
Do **not** put / in front of your userid.

HS Apps (Citrix), does not require preauthorization.

If you need authorization for **VPN**, apply at
<https://www.ucdmc.ucdavis.edu/remotefaccess/downloadform.html>.

If you need authorization for **EPCS**, follow the procedure at
https://intranet.ucdmc.ucdavis.edu/emr/projects/epcs_duo.shtml.

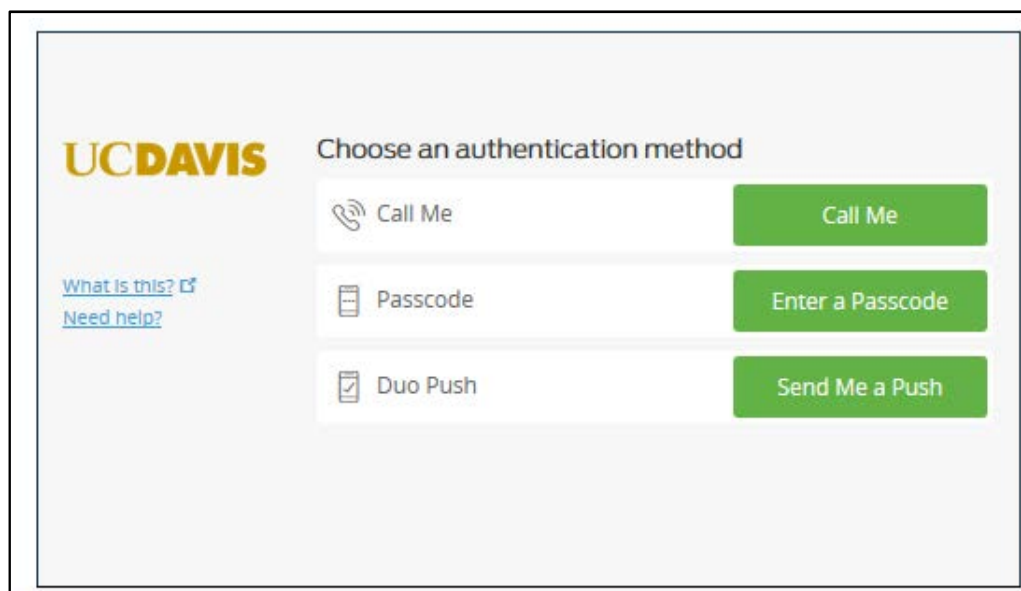
Note: The intranet.ucdmc.ucdavis.edu site is internal and can only be accessed from inside UC Davis Health.

Prior Approval Waring

4. If you use a non-Microsoft browser, or if you log in from outside the UC Davis Health Network, you will be challenged for your login ID. Use your normal windows login credentials.

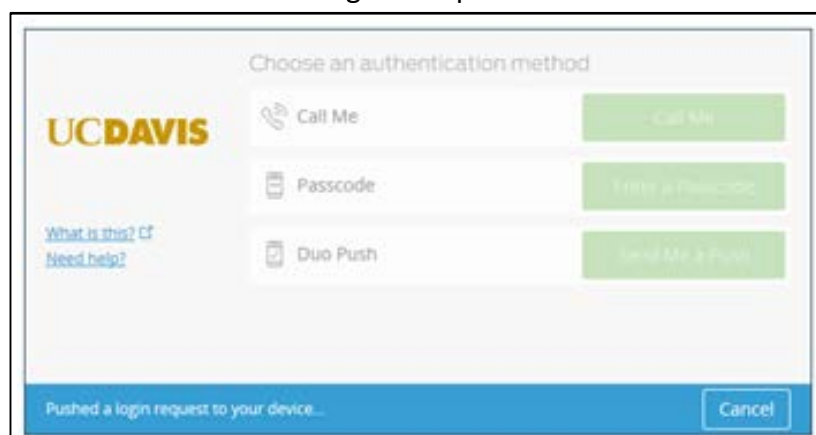
Forefront Login

5. You must use your original authentication device to prove your identity.
Click the authentication method you wish to use. (In this example, “Send me a push” is selected.)



Choose an Authentication Method

6. A notice confirming the requested authentication method displays.



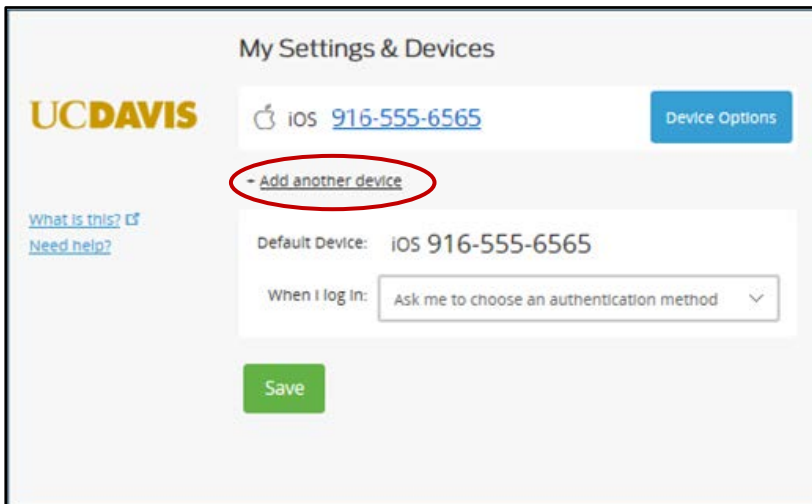
Authentication Confirmation

7. Approve access on your device.



Approve Access

8. After, approving access on the original authentication device, the **My Settings & Devices** screen displays. Click **Add another device**.



My Settings & Devices

UCDAVIS

What is this? [Need help?](#)

~ Add another device

Device Options

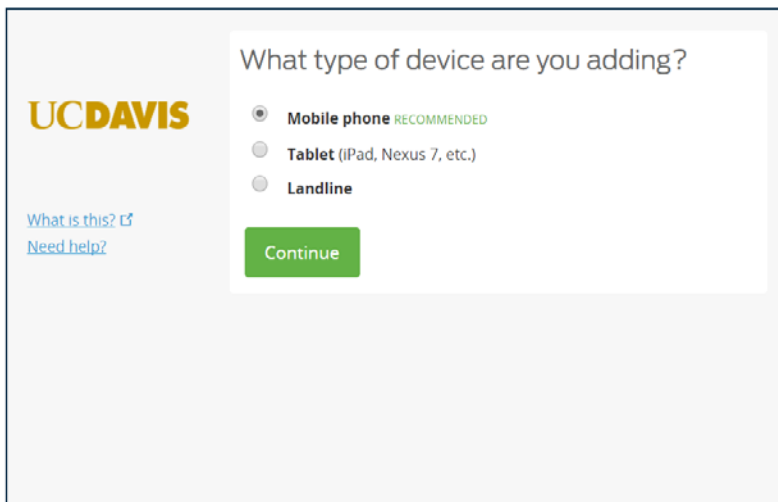
Default Device: iOS 916-555-6565

When I log in: Ask me to choose an authentication method

Save

Settings and Devices

9. Select the device type being added and click **Continue**. (For this example, we add a Mobile phone.)



What type of device are you adding?

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What is this? [Need help?](#)

☒ Mobile phone **RECOMMENDED**

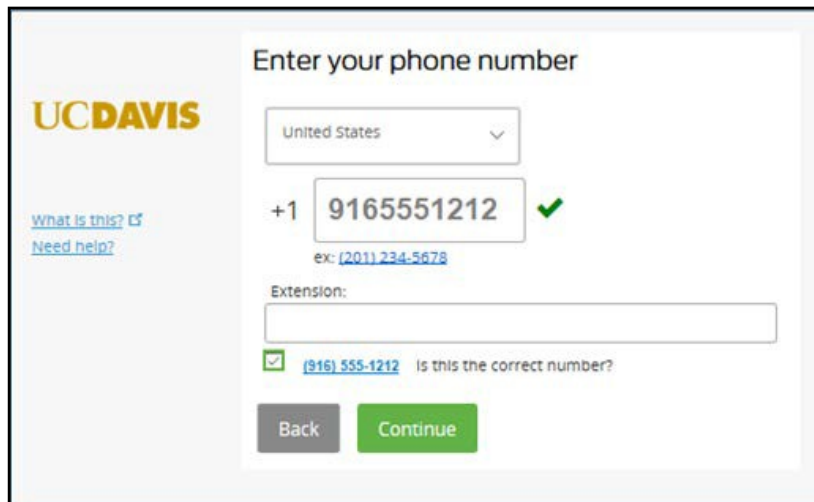
☐ Tablet (iPad, Nexus 7, etc.)

☐ Landline

Continue

Select Device Type

10. Enter the phone number, click the checkbox to confirm the correct number, and then click **Continue**.



Enter your phone number

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What is this? [Need help?](#)

United States

+1 9165551212 ✓

ex: (201) 234-5678

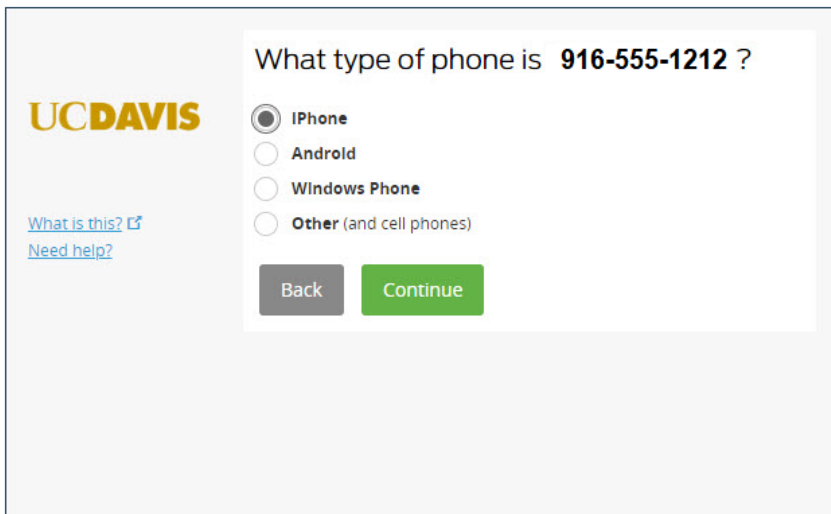
Extension:

☒ (916) 555-1212 Is this the correct number?

Back Continue

Confirm Number

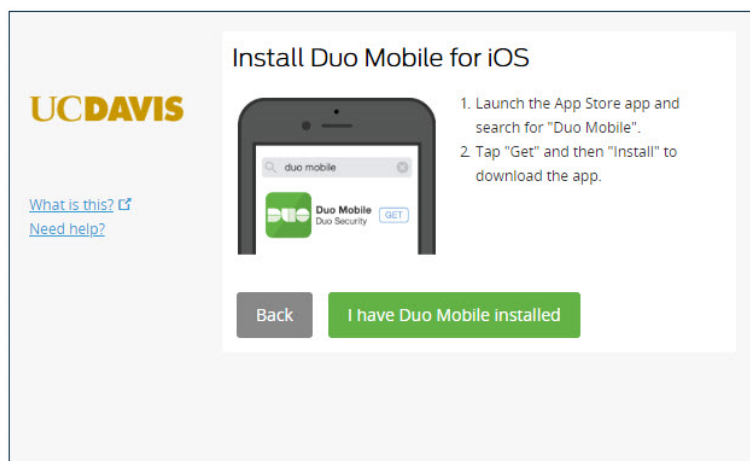
11. Select the phone type, and click **Continue**.



The screenshot shows the UCDavis Duo Mobile setup interface. On the left, the UCDAVIS logo is displayed in orange, with links for "What is this?" and "Need help?". The main content area has the heading "What type of phone is 916-555-1212 ?". Below this heading are four radio button options: "iPhone" (selected), "Android", "Windows Phone", and "Other (and cell phones)". At the bottom of the selection area are two buttons: "Back" and "Continue".

Select Phone Type

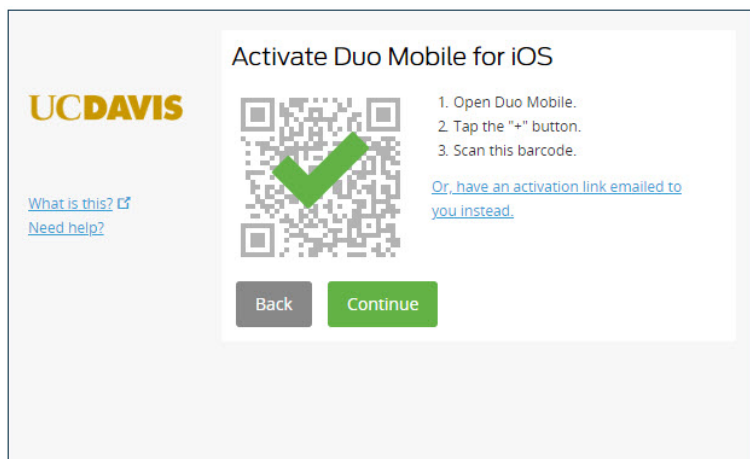
12. Open the Duo app on your mobile phone and press the + sign in the upper right hand corner. Then from your computer click **"I have Duo Mobile installed"**



The screenshot shows the UCDavis Duo Mobile setup interface for iOS. On the left, the UCDAVIS logo is displayed in orange, with links for "What is this?" and "Need help?". The main content area has the heading "Install Duo Mobile for iOS". Below the heading is an image of a smartphone screen showing the Duo Mobile app in the App Store search results. To the right of the image are two numbered instructions: "1. Launch the App Store app and search for 'Duo Mobile'." and "2. Tap 'Get' and then 'Install' to download the app." At the bottom of the instruction area are two buttons: "Back" and "I have Duo Mobile installed".

Install Duo

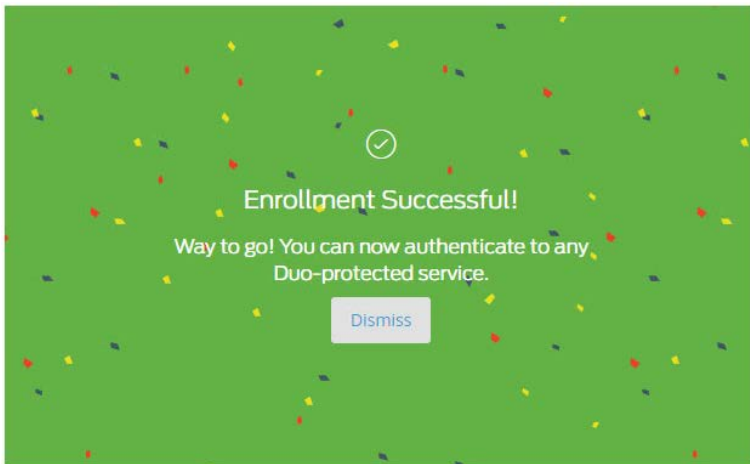
13. Point the Mobile phone camera at the QR code on your computer screen until the green check mark appears. Then click **Continue**.



The screenshot shows the UCDavis Duo Mobile setup interface for activation. On the left, the UCDAVIS logo is displayed in orange, with links for "What is this?" and "Need help?". The main content area has the heading "Activate Duo Mobile for iOS". Below the heading is a large QR code with a green checkmark overlaid on it. To the right of the QR code are three numbered instructions: "1. Open Duo Mobile.", "2. Tap the '+' button.", and "3. Scan this barcode." Below the instructions is a link: "Or, have an activation link emailed to you instead." At the bottom of the activation area are two buttons: "Back" and "Continue".

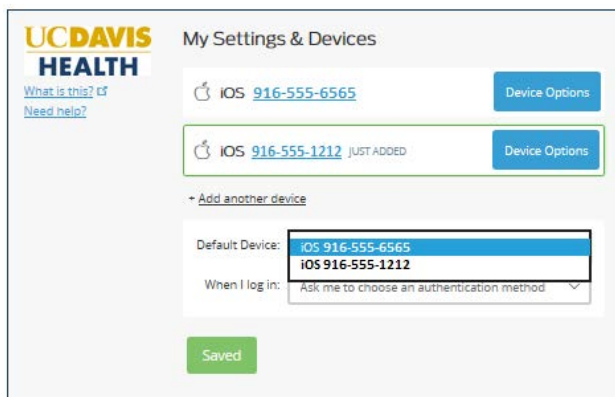
Register Phone

14. Click **Dismiss**.



Enrollment Successful

15. Verify that your phone number is correct, and select the **Default Device**. Click **Save**.



Default Device

16. Close the browser tab or window.

17. Access the HSMFA website at: <https://HSMFA.ucdmc.ucdavis.edu> and click **Enroll EPCS VPN Citrix**.



Enroll VPN

18. Click **Proceed**.

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Prior Approval Warning

19. Use the new device to prove your identity. Click the authentication method you wish to use.(In this example, "Send me a push" is selected.)

Device:

UCDAVIS Choose an authentication method

[What is this?](#) [Need help?](#)

 Call Me	<input type="button" value="Call Me"/>
 Passcode	<input type="button" value="Enter a Passcode"/>
 Duo Push	<input type="button" value="Send Me a Push"/>


Choose an Authentication Method

20. A notice confirming the requested authentication method displays.

Choose an authentication method

UCDAVIS

[What is this?](#) [Need help?](#)

 Call Me	<input type="button" value="Call Me"/>
 Passcode	<input type="button" value="Enter a Passcode"/>
 Duo Push	<input type="button" value="Send Me a Push"/>

Pushed a login request to your device...

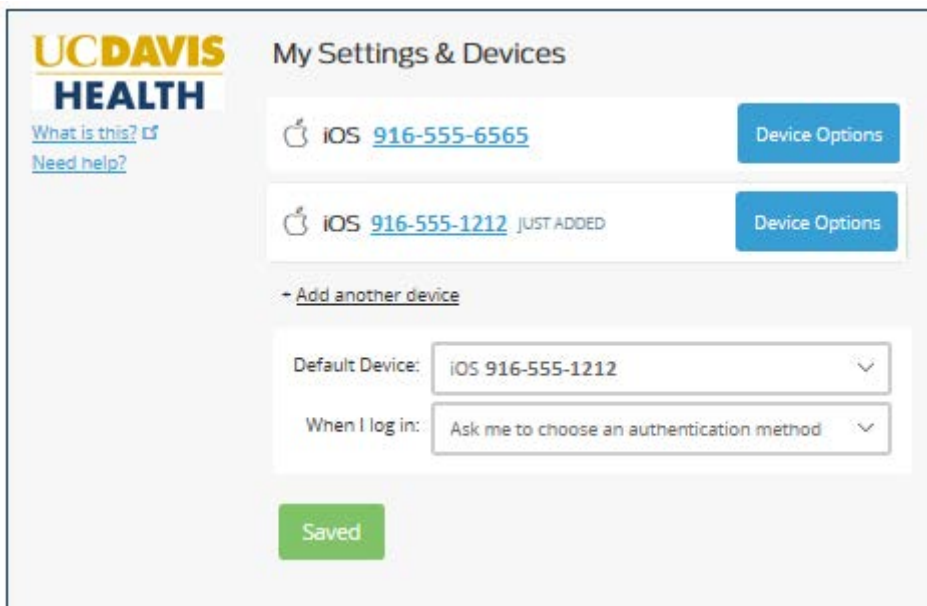
Authentication Confirmation

19. Approve access on your new device.



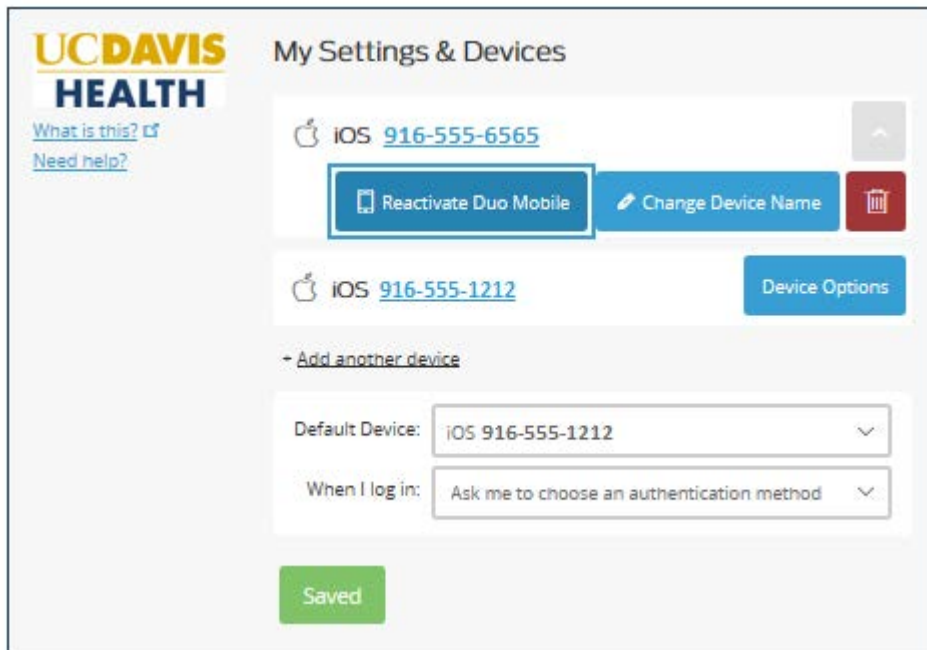
Approve Access

20. Click Device Options next to your old device.



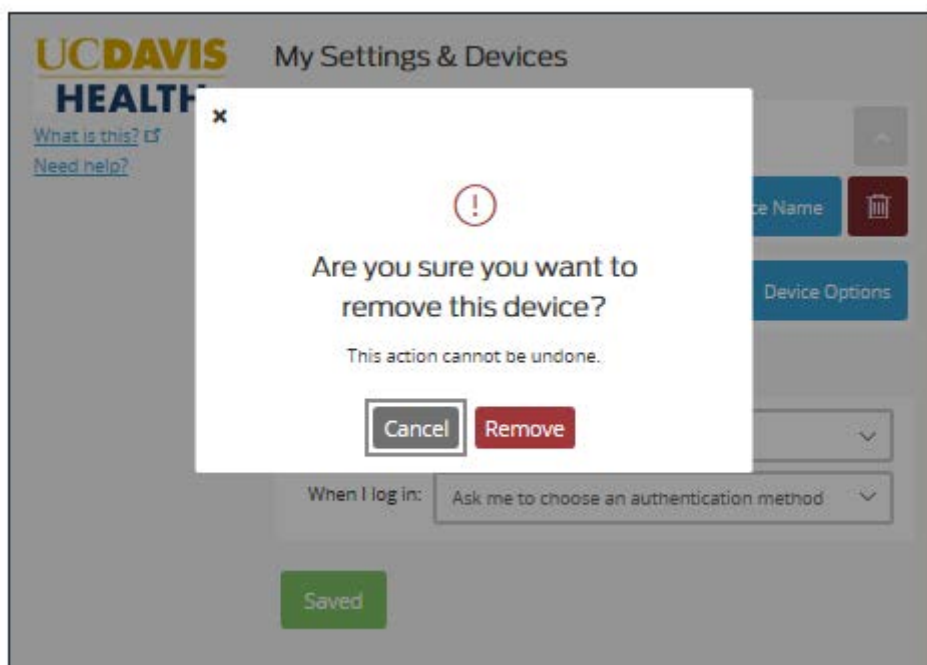
Settings and Devices

21. Click the trash can in the Red rectangle.



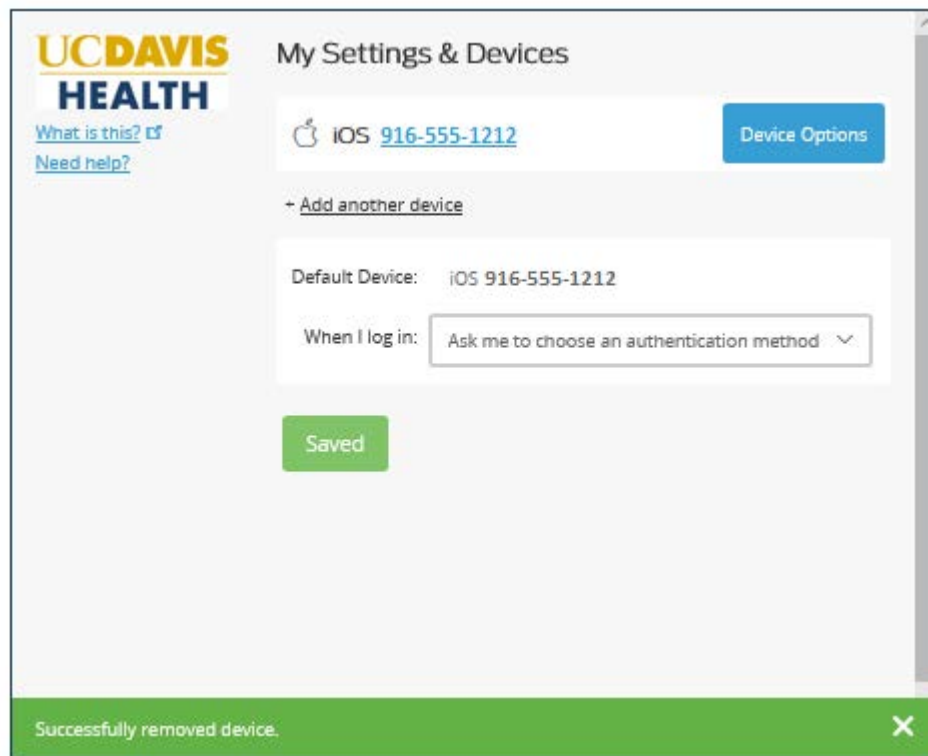
Device Options

22. Click **Remove** in the red rectangle.



Confirm

23. A message appears confirming successful removal.



Success

24. All Done. Close the browser tab or window.