

## Duo Mobile New Enrollment

Duo Mobile is a Multifactor Authentication (MFA) app for iOS and Android phones and tablets. It's fast and easy to use and doesn't require cell services. Duo pushes login requests to Duo Mobile when you have mobile data or Wi-Fi connectivity to the internet. When you have no data service, you can generate passcodes with Duo Mobile to log into applications.

The current version of Duo Mobile supports iOS 13.0 or greater and Android 8 or greater. To get started, head to the UC Davis Health Duo webpage here:

<https://hsmfa.ucdmc.ucdavis.edu/>

1. Select Health to begin the enrollment process.

**UC DAVIS  
HEALTH**



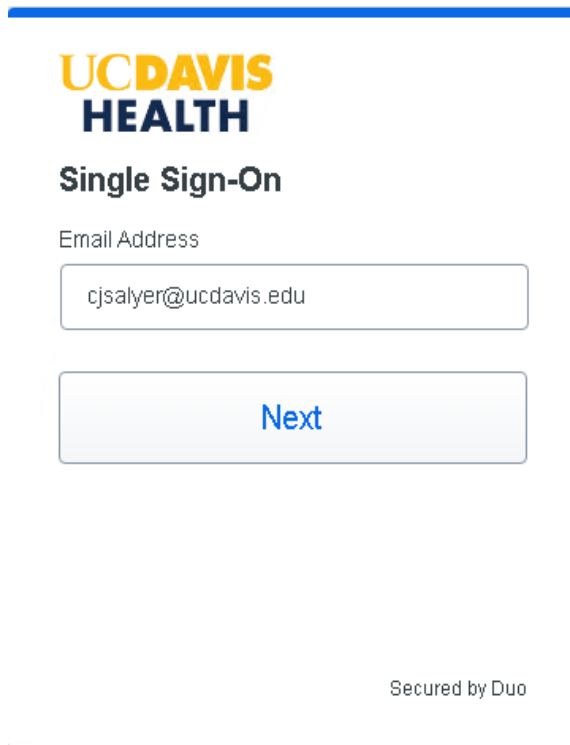
**\*\*UC Davis Health will no longer be offering a phonecall back as a way to authenticate.\*\***

Please enroll your device to use 'PUSH' authentication by clicking the Health and Campus enrollment circles below.

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 (something you have). This ensures that you are the person trying to access your account. To request a token for access, contact the Technical Operations Center: 4-HELP (916-734-4357).



2. Enter your UC Davis Health Email address and then click **Next**.



**UC DAVIS**  
**HEALTH**

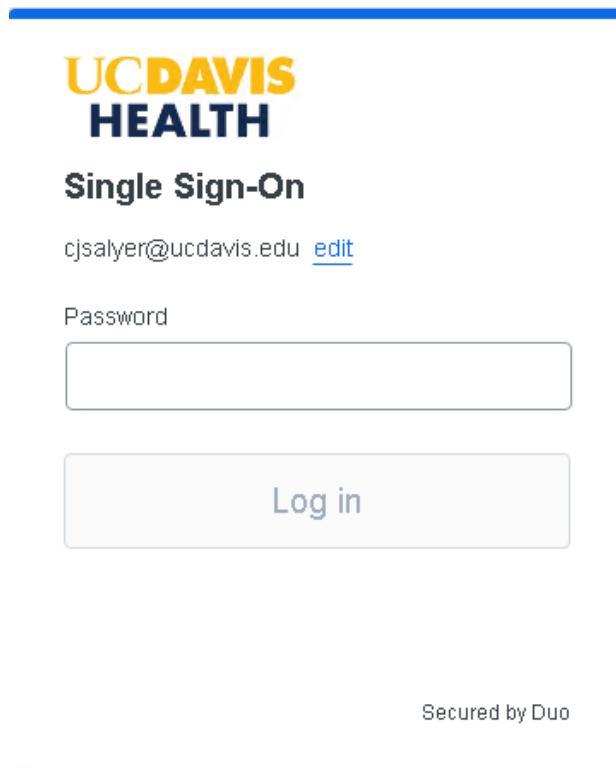
**Single Sign-On**

Email Address

**Next**

Secured by Duo

3. Enter your UC Davis Health password (Citrix, Computer login) and click **Log in**.



**UC DAVIS**  
**HEALTH**

**Single Sign-On**

cjsalyer@ucdavis.edu [edit](#)

Password


**Log in**

Secured by Duo


4. At the Welcome to Duo Security screen click **Get Started**.

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**UCDAVIS**  
**HEALTH**

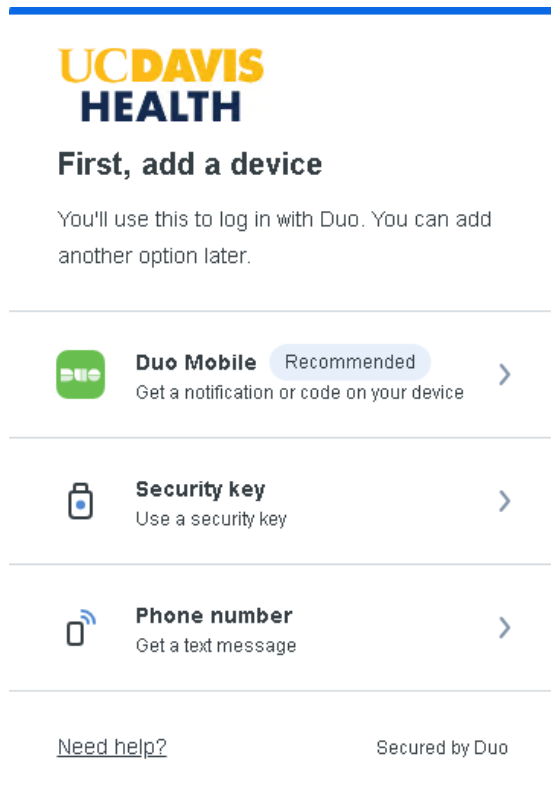


Welcome to  
**Duo Security**

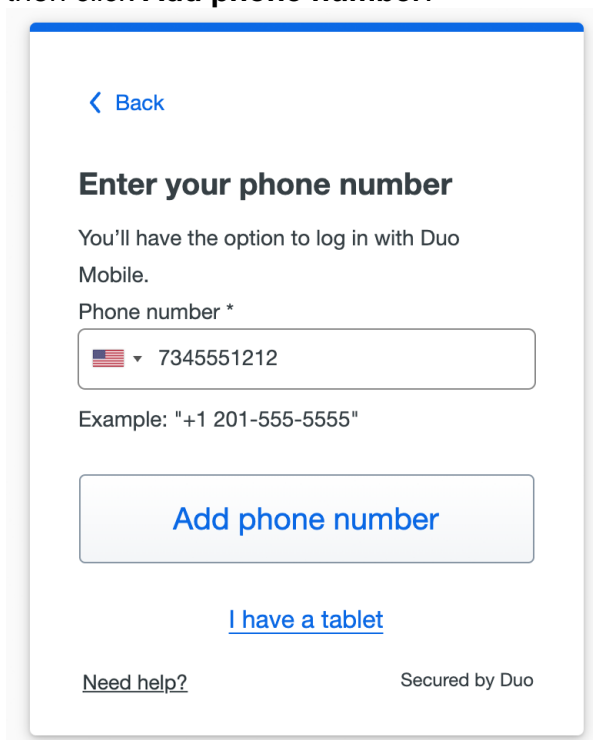
Your organization uses Duo Security to protect your identity. Create an account to get started.  
[Learn more about Duo](#) 

**Get started**

5. At the First add a device prompt, you will select one of the following:
  1. Duo Mobile (To get push notifications). **Highly recommended for the safest and most secure way to do MFA.**
  2. Phone number (To get a text msg).



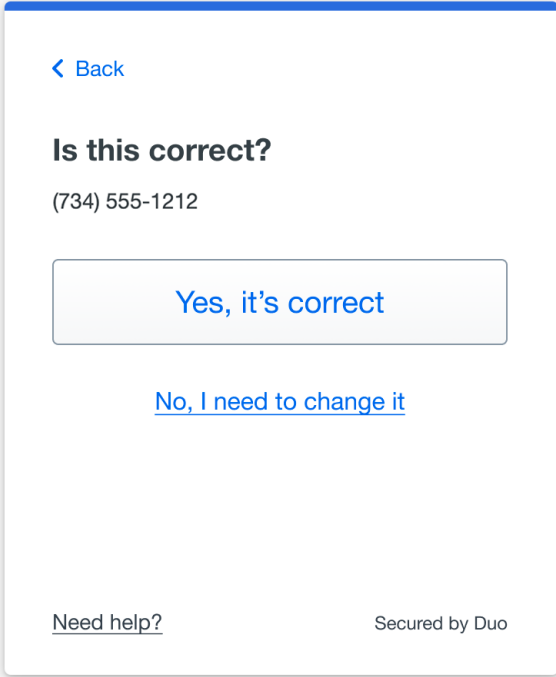
6. Select your country from the drop-down list, type your mobile phone number, and then click **Add phone number**.



The screenshot shows a mobile interface for adding a phone number. At the top left is a blue back arrow and the text '< Back'. Below that is the heading 'Enter your phone number' in bold. The text 'You'll have the option to log in with Duo Mobile.' is followed by 'Phone number \*'. A text input field contains a US flag icon, a dropdown arrow, and the number '7345551212'. Below the field is the text 'Example: "+1 201-555-5555"'. A large blue button labeled 'Add phone number' is centered below the field. At the bottom center is a blue link 'I have a tablet'. At the bottom left is a link 'Need help?' and at the bottom right is the text 'Secured by Duo'.

**Note:** If you're going to use Duo Mobile on a tablet (like an iPad) with no phone service, don't enter a phone number and click **I have a tablet** instead.

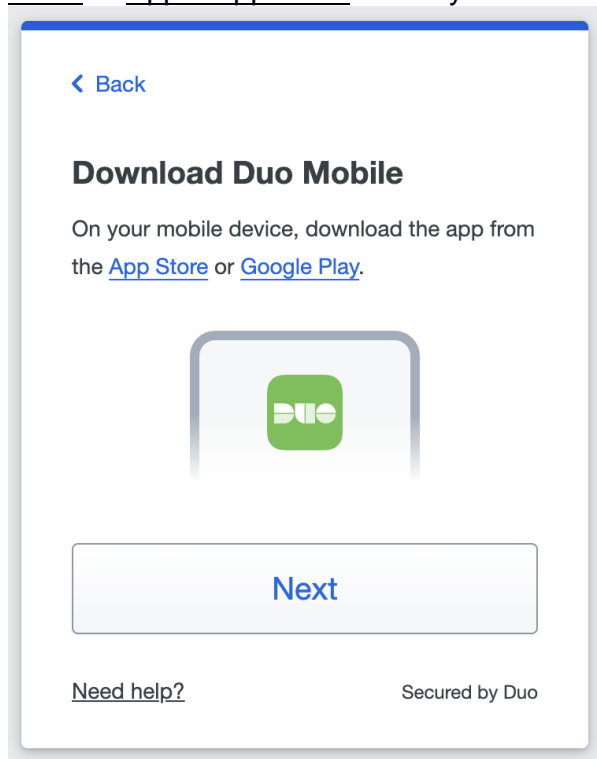
7. If you entered a phone number, double-check that you entered it correctly and click **Yes, it's correct** to continue (or **No, I need to change it** to go back and enter the number again).



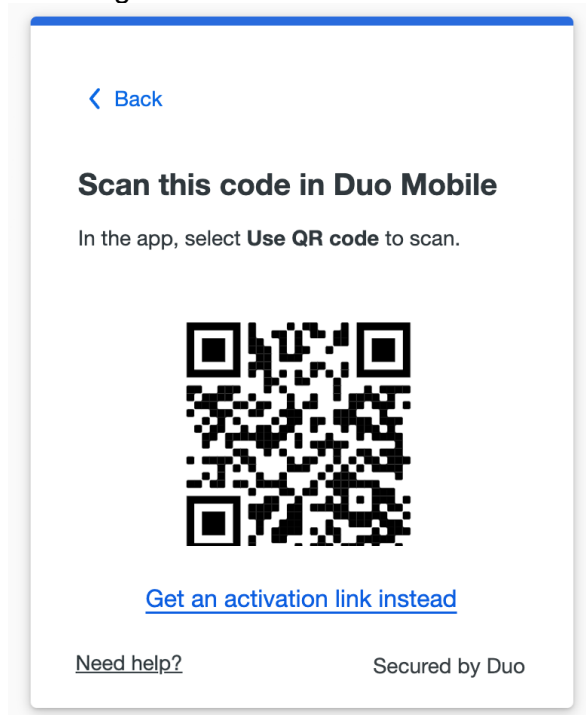
The screenshot shows a white rectangular dialog box with a blue border at the top. In the top left corner, there is a blue left-pointing arrow followed by the text '< Back'. Below this, the text 'Is this correct?' is displayed in bold black font. Underneath, the phone number '(734) 555-1212' is shown in a smaller black font. A large, light blue button with rounded corners and a thin border is centered, containing the text 'Yes, it's correct' in blue. Below the button, the text 'No, I need to change it' is displayed in blue and underlined. At the bottom left, there is a link 'Need help?' in blue and underlined. At the bottom right, the text 'Secured by Duo' is displayed in a small black font.

**Note:** If the phone number you entered already exists in Duo as the authentication device for another user, then you'll need to enter the code sent to that number by text message to confirm that you own it. Choose how you want to receive the code and enter it to complete verification and continue.

8. Download and install Duo Mobile on your phone or tablet from the [Google Play Store](#) or [Apple App Store](#). Once you have Duo Mobile installed click **Next**.



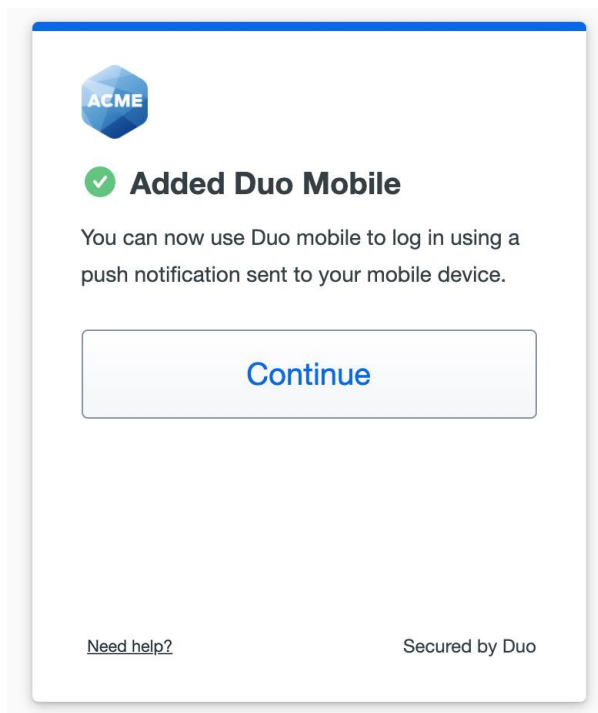
9. Open the Duo Mobile app on your phone or tablet and add this account by scanning the QR code shown on-screen.



If you aren't able to scan the QR code, tap **Get an activation link instead** and then enter your email address to send the activation link to yourself. Follow the instructions in the email to activate the new account in Duo Mobile.

If you're on a mobile device, tap **Open Duo Mobile** to activate the new account in Duo Mobile.

10. When you receive confirmation that Duo Mobile was added click **Continue**.



You can now log into Duo-protected applications with Duo Push or a Duo Mobile passcode.