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.

2. Click Enroll EPCS VPN Citrix.

UC Davis Health MFA Self Service
3. If you are Authorized to use VPN, 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) 734-4367.

If challenged for a password, use your Windows user ID and password. Do not put / in front of your user ID.

**HS Apps** (Citrix), does not require preauthorization.

If you need authorization for **VPN**, apply at [https://www.ucdmc.ucdavis.edu/remoteaccess/downloadform.html](https://www.ucdmc.ucdavis.edu/remoteaccess/downloadform.html).


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

---

**Prior Approval Warning**

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

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

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

![Select Phone Type](image)

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**”

![Install Duo](image)

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

![Register Phone](image)
14. Click **Dismiss**.

15. Verify that your phone number is correct, and select the **Default Device**. Anyconnect doesn’t allow device selection during login. It will always use the default device. Click **Save**.

16. Close the browser tab or window.

17. Access the HSMFA website at: https://HSMFA.ucdmc.ucdavis.edu and click **Enroll EPCS VPN**
18. If you are Authorized to use VPN, 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 (516) 754-4367.

**Proceed**

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

**Return**

**HS Apps** (Citrix), does not require preauthorization.

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

If you need authorization for **EPCS**, follow the procedure at https://intranet.ucdmc.ucdavis.edu/ehr/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 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.)

**Choose an Authentication Method**

20. A notice confirming the requested authentication method displays.
19. Approve access on your new device.

20. Click Device Options next to your old device.
21. Click the trash can in the Red rectangle.

![Device Options](image)

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

![Confirm](image)
23. A message appears confirming successful removal.

![Device Removal Confirmation]

Success

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