Installing Duo and Using Two-Factor Authentication

Information for MiPCT Dashboard Users

► **PROCEDURAL GUIDE**

Introduction

As of December 20, 2016 the University of Michigan Health System (UMHS) requires that all users who connect to UMHS-sponsored services using a Virtual Private Network (VPN) use a two-factor authentication system called Duo. This requirement applies to all users of MDC's MiPCT Dashboard.

Two-factor authentication is a second layer of security to ensure that your account remains secure even if your passwords are compromised. After you log in to the UMHS VPN, you will either receive a Duo notification on your cell phone or tablet or a call on your cell phone or land line to verify that the person logging in is you.

To complete the steps in this guide, you will need access to the computer you use to log in to the MiPCT Dashboard, and either a mobile phone, tablet, or land line that you will have with you each time you log in to the Dashboard.

Overview of the Steps

The steps outlined in this guide, include:

1. Access the computer and the mobile phone, tablet, or landline phone that you will use for login.
2. Locate your MiPCT Dashboard login information.
3. Select the type of authentication notice you want to receive.
4. Download the Duo application on your smartphone or tablet.
    NOTE: You do not need to complete this step if you select a phone call as your authentication option.
5. Register your device with UMHS.
6. Log in.

Step 1: Access Your Computer and Authentication Device

Access the computer you will use to log in to the MDC Portal and the mobile phone, tablet, or land line that you will have with you each time you log in to the MDC Portal.

Step 2: Locate Your MiPCT Dashboard Login Information

Locate and have the following information available:

- UM uniqname (username)
- UM Level-1 password
- UM Level-2 password

IMPORTANT: If you do not have this information or if your passwords have expired, please contact the Health Information Technology and Services (HITS) Service Desk at 734-936-8000 for help with resetting your passwords. You will not be able to continue the steps in this guide until you have valid passwords.

Step 3: Select Your Duo Authentication Method

When you log in using the two-factor authentication, the Duo system will contact you on a separate device (cannot be the computer you are logging in on) to confirm that it is you who is logging in. The table below provides the options you can choose from and a brief description of how each option works.

NOTES:

- The method you select will be used permanently unless you modify it again using the steps in this guide.
- The device you choose to use for two-factor authentication needs to be with you each time you log in to the MiPCT Dashboard.

Option	Description
Duo Mobile push notification	• Requires that you install the Duo Mobile application on your smartphone or tablet. • Your smartphone or tablet must be connected to the Wi-Fi or to your cellular service. **How it works** After you log in to the UMHS VPN with your UM username and Level-1 password on your computer, you will receive a notification on your phone or tablet (via the Duo Mobile app) to accept the login request. You must accept the request to continue the login process. On your computer, you will then log in to the MiPCT Dashboard using your UM username and Level-2 password.
Phone call to either mobile phone or landline	Select this method if you do not have a smart phone or a data service, or if you do not want to use your personal phone. **How it works** After you log in to the UMHS VPN using your UM username and Level-1 password on your computer, you will receive a phone call at the phone number you registered. You will accept the request by pressing "1." On your computer, you will then log in to the MiPCT Dashboard using your UM username and Level-2 password. **Notes:** • If you select this method, you do not need to download the Duo App. Skip to Step 5 in this guide. • If you select this method, you need to call the HITS Service Desk after you register your device (step 5). For more information, see Important Information for Using Phone Call Authentication

Step 4: Download the Duo App

If you are using your smartphone or tablet to receive a Due Mobile push notification, complete the steps in this section to download the Duo application.

If you want to receive a phone call for authentication, you do not need to complete these steps. Go to Step 5: Register Your Device with UMHS.

NOTES

• Due Mobile is a free application
• Duo Mobile requires approximately 32 MB of internal storage on an Android device and less than 10 MB on an iPhone.
• Duo Mobile requires notification access and camera access on your device. The camera access is only used to scan a code as part of the activation process.

Steps for iPhone or iPad

1. On an iPhone, launch the App Store, or on an iPad, tap iPhone Apps at the top of the screen.

    NOTE: Duo is available only for iOS version 7 and higher.

2. Search for "Duo Mobile."

3. Tap **Get** and then **Install** to download the app.

Steps for Android Smartphone or Tablet

1. On your Android smartphone or tablet, launch the Google Play Store app.

    NOTES:

    – Duo is available only for Android OS versions 4 and higher.

    – If you are prompted to add a credit card number, you can dismiss this request.

2. Search for "Duo Mobile."

3. Tap **Install** to install the app.

Steps for Windows Phone

1. Search for "Duo Mobile" in the Windows Store.

2. Tap **Install** to install the app.

Steps for Blackberry Phone

1. Search for "Duo Mobile" in BlackBerry World.

2. Tap **Download** to install the app.

Step 5: Register Your Device with UMHS

Regardless of the authentication method you selected, you need to register the device (mobile phone, tablet, or landline) with UMHS to receive your authentication notices. The steps in this section will guide you through the registration process.

From your computer, complete the following steps:

1. Navigate to the following site: https://password.it.umich.edu/pwm/public/.

2. Click **Login** in the upper-right corner.
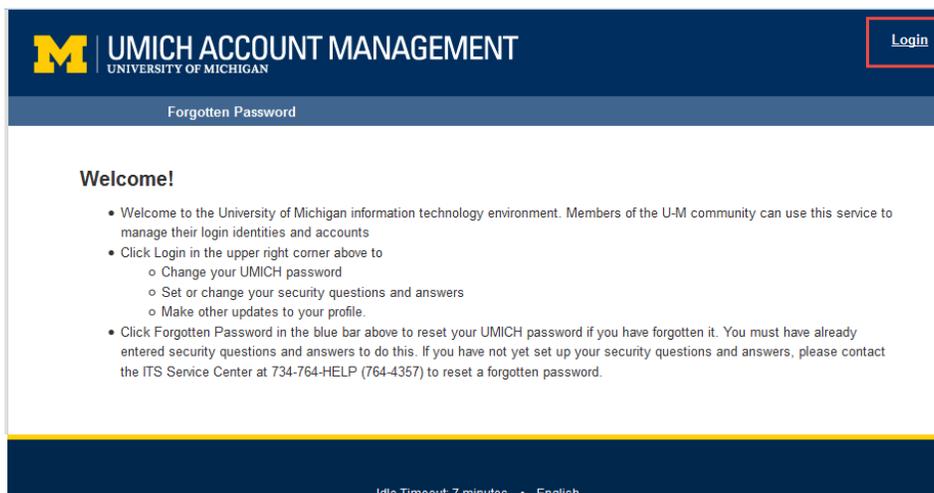
3. Enter your UM username and Level-1 password.
4. Select the **Two-Factor (Duo)** tab.
5. Click **Manage Services**.
6. Click **Start setup**.
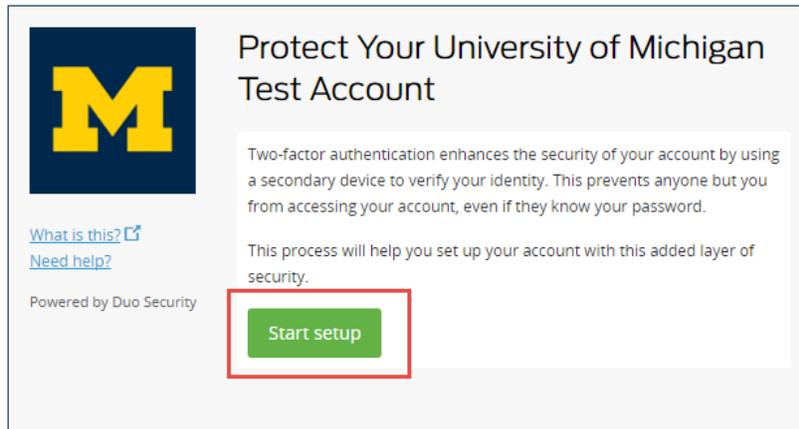
7. If you are adding a mobile phone or tablet, go to Adding a Mobile Phone or Tablet.

   If you are adding a landline, go to Adding a Landline.

Adding a Mobile Phone or Tablet

Complete these steps if you want to receive a Duo push notification on your mobile phone or tablet.

1. Select one of the following options to enroll your device, and then click **Continue**.
   – Mobile phone
   – Tablet
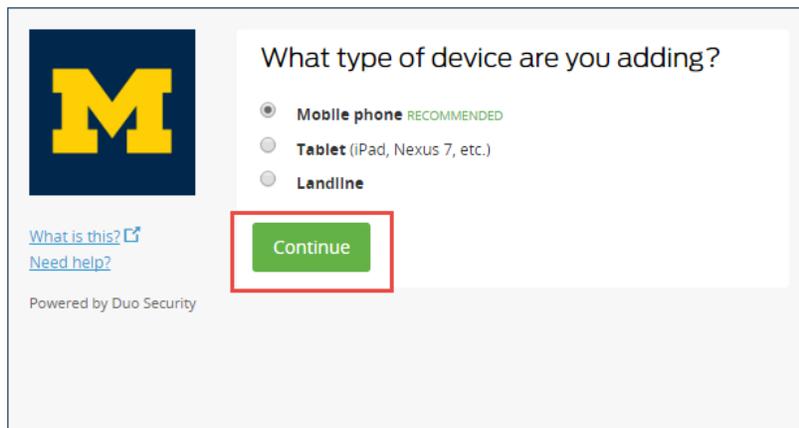
2. Enter your device's phone number.

   NOTE: The phone number steps will automatically skip for tablet users.
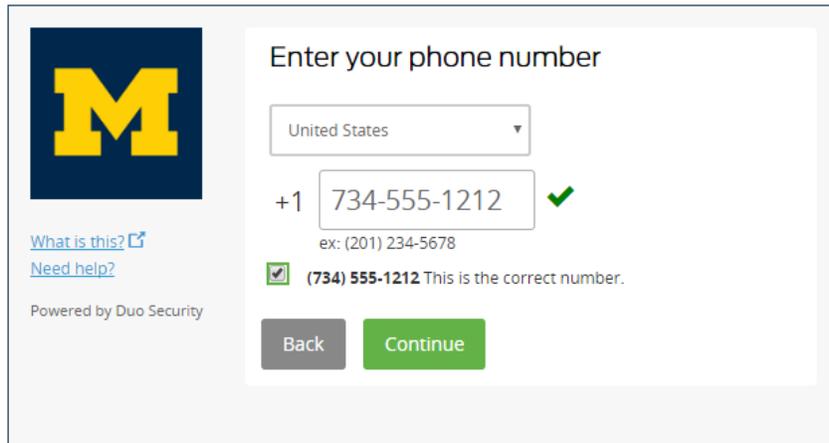
3. Click the checkbox to verify the number, and then click **Continue**.

4. Select your device's operating system, and then click **Continue**.
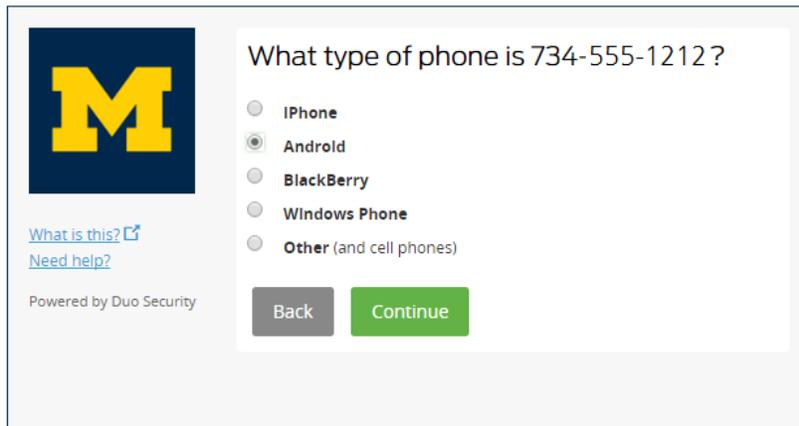
5. Click **I have Duo Mobile installed**.

6. Open the Duo Mobile app on your device.

7. Use the Duo Mobile app's built-in barcode scanner to scan the barcode on screen, and then click **Continue**.
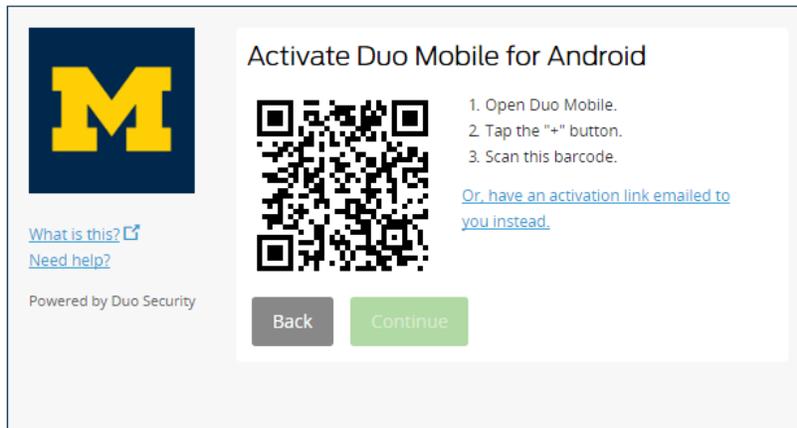
NOTE: If you have a Blackberry OS smartphone, you will not use a barcode scanner. Instead, enter your email address as prompted on the screen and click **Send Email**. On your phone, open the email message and click the activation link.

8. In the **When I log in** field, select **Automatically send this device a Duo Push**.
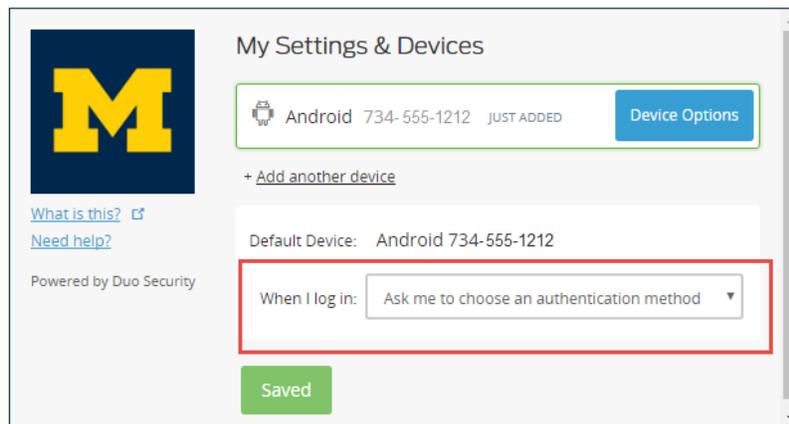
Adding a Landline

Complete these steps if you want to receive a phone call notification on your landline or mobile phone.

1. For **What type of device are you adding?**, select **Landline**, and then click **Continue**.

2. Enter your phone number.

3. If applicable, add the extension.

4. Click the checkbox to verify the number, and then click **Continue**.
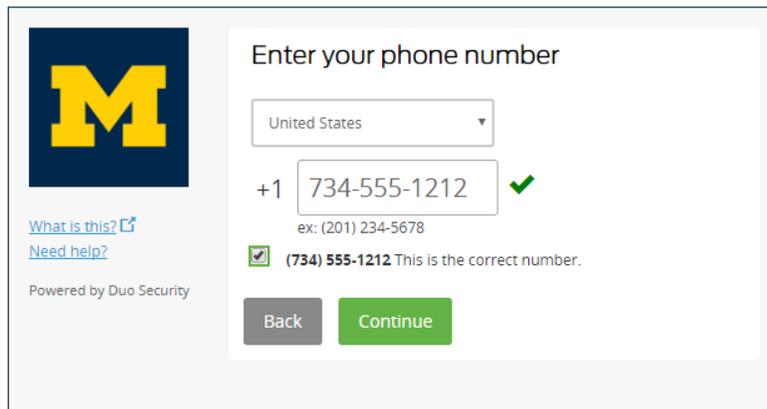
5. To verify ownership, click **Call Me**.

6. Duo will automatically call the number and provide a 6-digit code.

7. Enter the 6-digit code, and then click **Continue**.
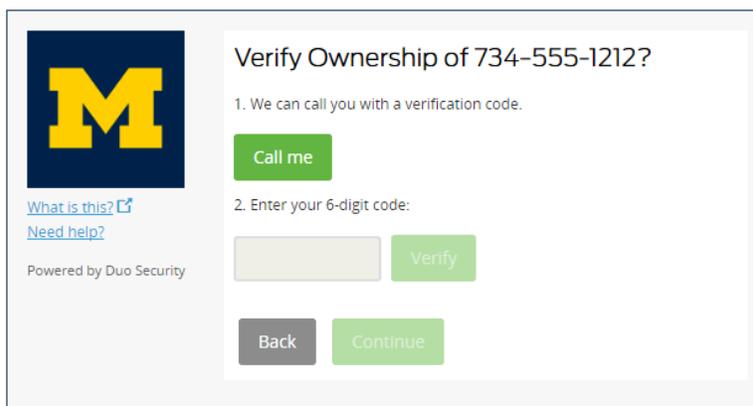
8. In the **When I log in** field, select **Automatically call this device**.
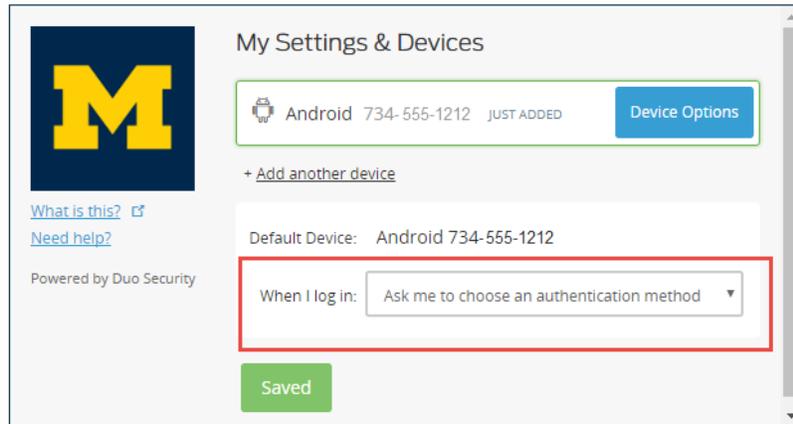
## Important Information for Using Phone Call Authentication

If you are using the phone call authentication method, you need to call the HITS Service Desk for assistance with changing your UMHS Global Default Override. To do so, complete the following steps:

1. Call the HITS Service Desk at 734-936-8000.
2. Inform them of the following:
   - You are a non-UMHS employee who has a sponsored account to sign in to the Michigan Data Collaborative Dashboard.
   - You are signed up for Duo and using the phone-call authentication.
   - You are locked out of your Profile page and need help changing your UMHS Global Default Override.
3. The help desk support person will walk you through the rest of the process and help you verify that your Duo authentication is functional.

Step 6: Log in to the MiPCT Dashboard

After you register with Duo and register your device with UMHS, you can log in to the MiPCT Dashboard. Complete the following steps to log in:

1. Navigate to the [Michigan Data Collaborative website](#).
2. Click **Log In**.
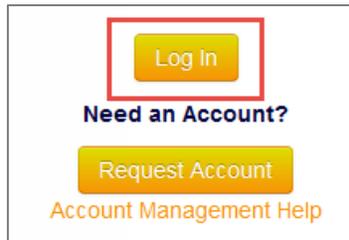
3. Enter your UM username and Level-1 password.
4. You will receive a Duo authentication login request on your mobile phone, tablet, or your landline.
    − For mobile phone /tablet notifications, approve the request.
    − For phone calls, press **1**.
5. Select the **MiPCT Dashboards and Reports** link.
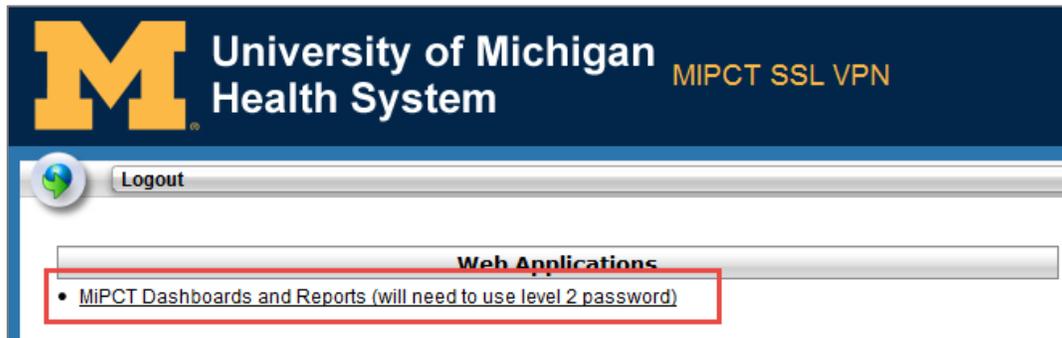
6. Enter your UM username and Level-2 password, and then click **Submit**.

Getting Help

If you need any assistance with this process or with retrieving your username or passwords, contact the Health Information Technology and Services (HITS) Service Desk.

Phone: 734-936-8000

Email: MCITServiceDesk@med.umich.edu.

Additional Information: Additional information and documentation can be found here: https://wiki.umms.med.umich.edu/display/UMHSHELPDESK/Duo+Two-Factor+Security#DuoTwo-FactorSecurity-HowdoIenroll%3F.

NOTES:

When you call the HITS Service Desk, please give them the following information, as applicable:

- If possible, access your UM ID, UM username, and your Level-1 and Level-2 passwords
- Inform the help desk employee that you are a user of the Michigan Data Collaborative's (MDC) Dashboard. You are not a UM employee; however, you have a UM ID and passwords in order to access the Dashboard.
- You are trying to set up Duo to access your Dashboard account.