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About Two-Factor Authentication @ UNC Health

To keep sensitive information (like PHI) safe, UNC Health uses a security method called “Two-Factor Authentication”. With this method, you verify that “you’re you” before you see certain sensitive information or access certain applications.

A traditional form of verification is your username and password, but if your account credentials get compromised, an unauthorized person could access your account.

Two-Factor Authentication adds a second step to the verification process. This can be something you have, such as an ATM card, or something that is part of you, such as a fingerprint. At UNC Health we use your mobile phone to provide the second step. Combining this second step with your MyAccess ID credentials adds security to your confidential information.

Before You Begin

- Be prepared to complete the process in its entirety, review the setup process and learn more about Two Factor Authentication (2FA)
- Have your **mobile phone, or tablet** with you
 - When prompted, allow **Notifications** and **Camera** permissions during application install
 - Camera allows the phone to scan the activation QR Code during enrollment
 - Notifications allow the phone to ask your permissions during Two Factor Authentication
- **For more information**, consult the [Duo Enrollment Guide](#)



Self-Enrollment Video

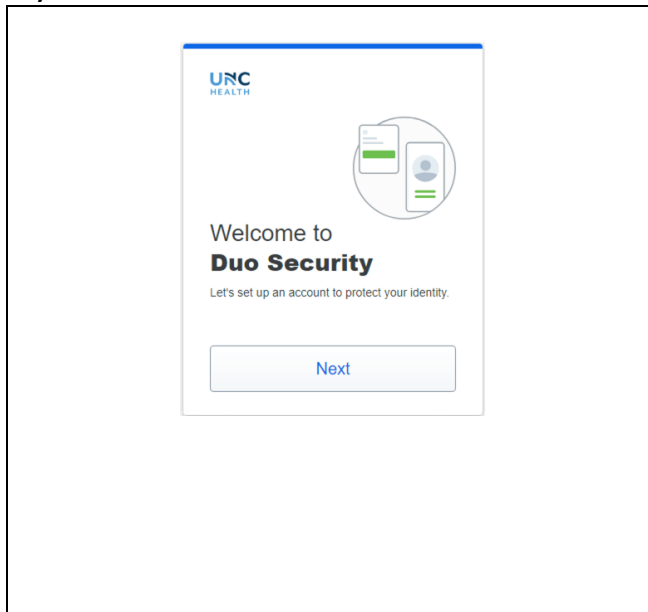
Enroll in Duo

You must have at least one device (mobile phone or tablet) to begin.

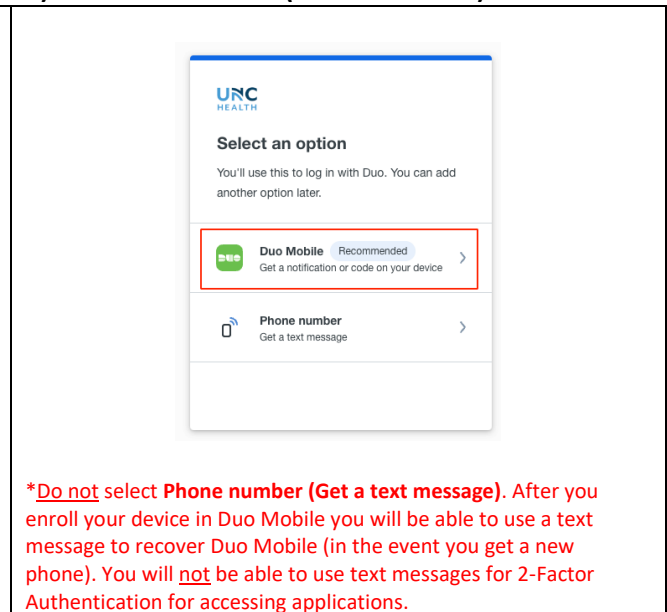
If you are not already enrolled in Duo:

1. Download the **Duo Mobile** app from your phones App Store
2. Go to the **Duo Self-Service Portal** – <https://myaccess.unch.unc.edu>
3. Follow the **on-screen instructions** to complete the enrollment process

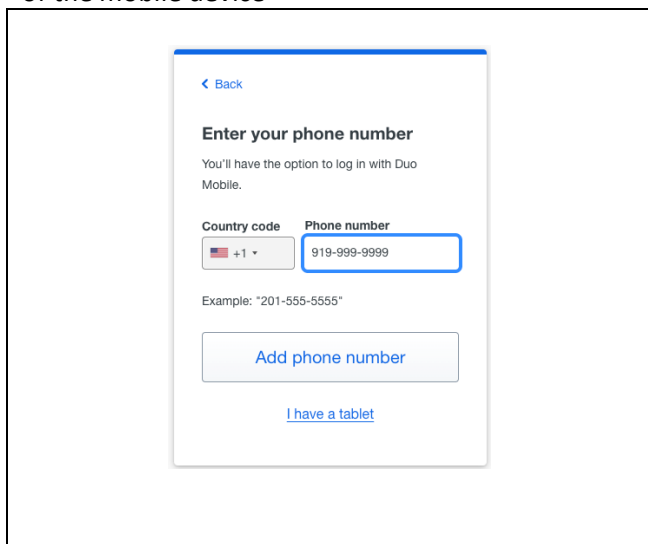
1) Click Next



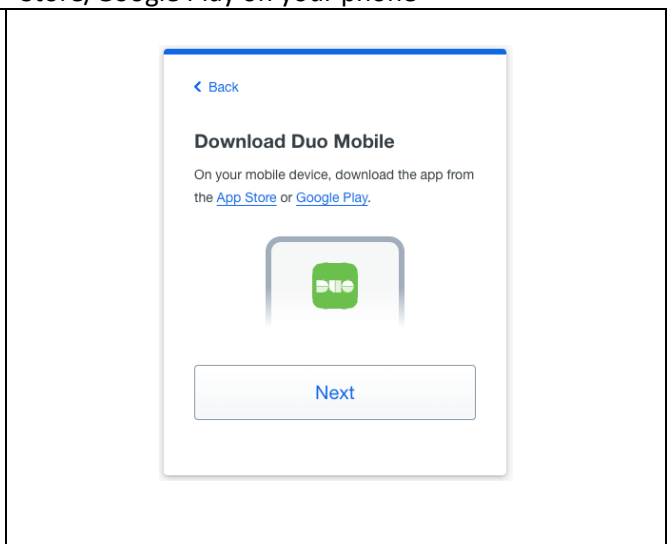
2) Select Duo Mobile (Recommended)



3) Enter the phone number, including area code, of the mobile device

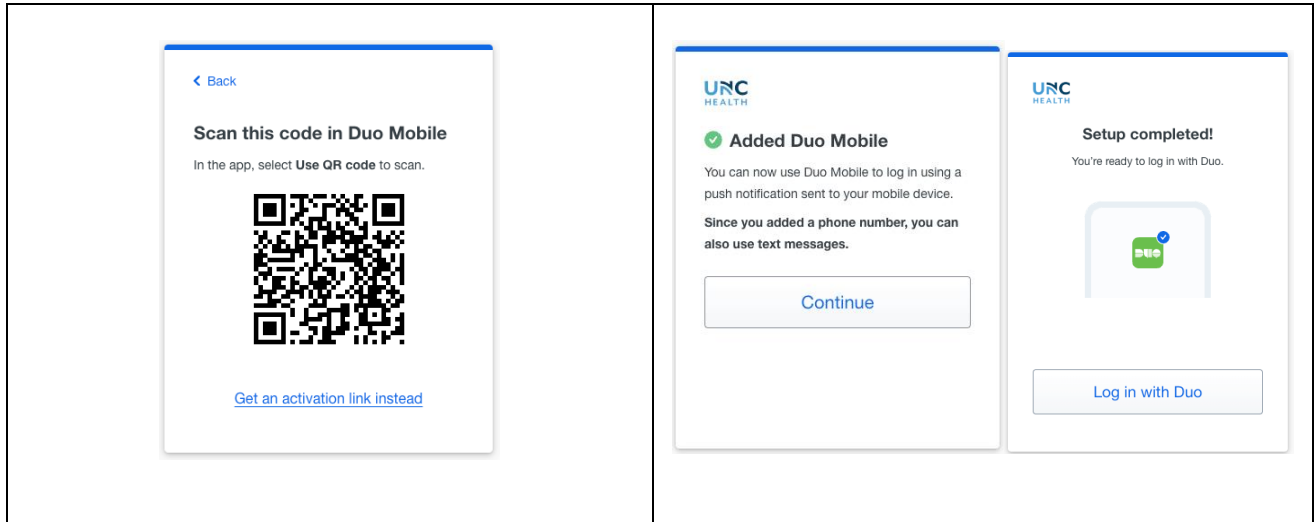


4) Download the Duo Mobile app from the App Store/Google Play on your phone



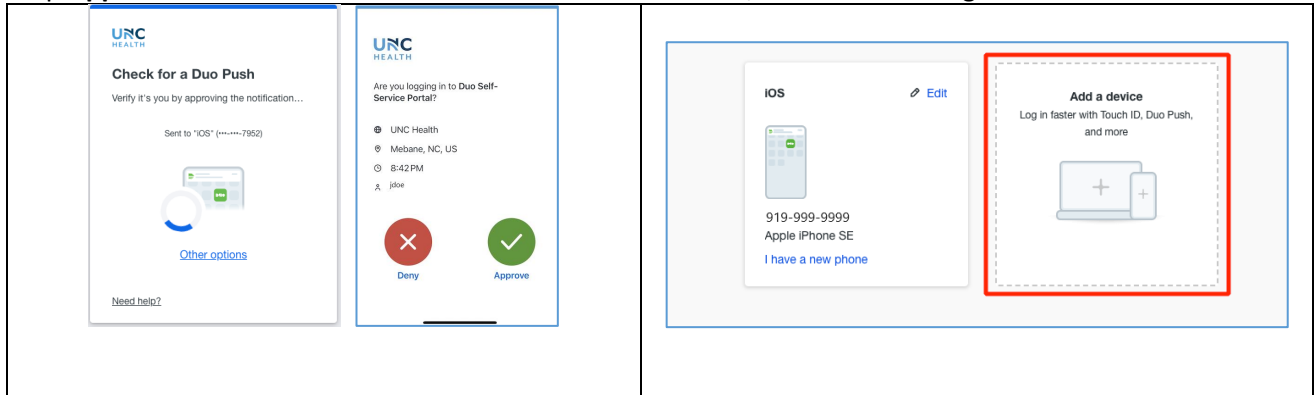
5) Open the Duo App, click the + at the top right, and hold your phones camera up to your screen to scan the QR Code

6) Enrolled! Click **Continue then **Log in with Duo****



7) Check your device for a Duo Notification and tap **Approve**

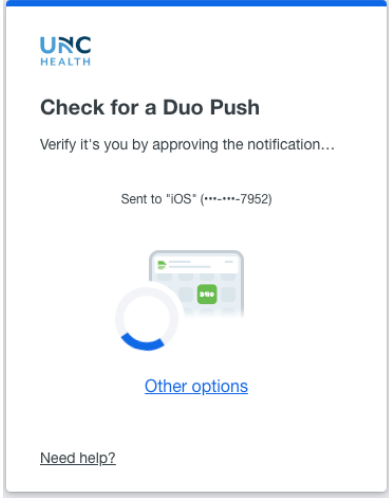
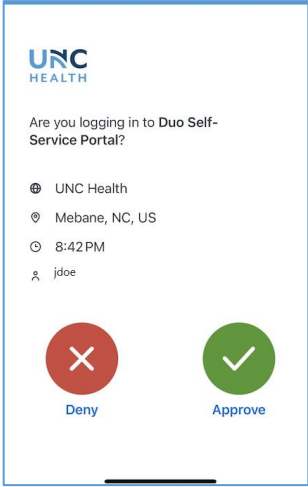
8) Optional: Add an additional device or rename/reactivate existing devices



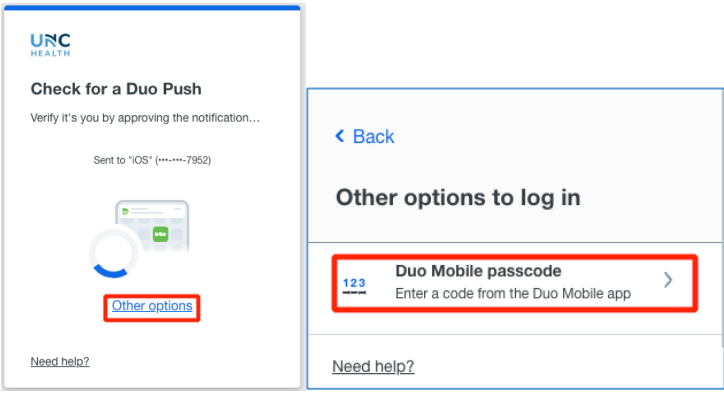
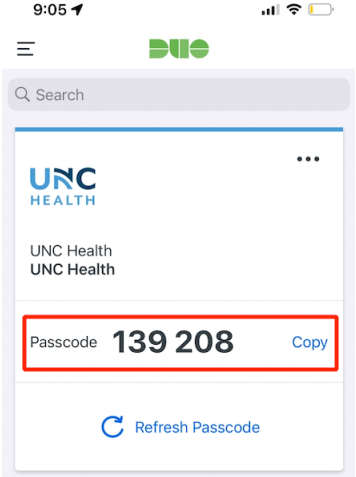
You are now enrolled and may stop here! You will be challenged for 2-Step approval the next time you login to a 2-Factor Protected application.

Logging in with Duo

Via Duo Push (Preferred)

At Login	On Your Phone
 <p>*Duo will automatically initiate the most secure 2-Factor Verification method (Duo Push)</p>	

Via Passcode

At Login	On Your Phone
 <p>*Select Other Options, then click Duo Mobile passcode</p>	

Add & Manage Your Devices

After you have enrolled your first device, you can add more devices and manage your existing ones.

To add or manage devices:

1. Go to the **Duo Self-Service Portal** – <https://myaccess.unch.unc.edu>
2. Log in with your **MyAccess ID and password**
 - a. To add devices, see Duo’s [Adding a New Device](#) page
 - b. To manage devices, see Duo’s [Managing Your Devices](#) page

Frequently Asked Questions

- **I already enrolled my UNC-Chapel Hill ONYEN in Duo. Do I still need to enroll my UNC Health MyAccess ID?**
 - **Yes**, The Duo system for UNC Health and ePrescribe for Controlled Substance (EPCS) is separate from the university. Your Duo app **WILL** support multiple accounts on the same app/phone.
- **When do I have to use Two-Factor Authentication (2FA) to login?**
 - At this time, 2FA will only be required when logging in from off-campus or when using Epic ePrescribe (EPCS)
- **Does installing the Duo Mobile app give up control of my phone?**
 - **No**. Duo mobile has **no access to change settings on your phone**. Duo mobile **cannot** read your emails or see your browser history, and it **requires your permission** to send you notifications. Lastly, Duo Mobile **cannot** remotely wipe your phone. The visibility Duo Mobile requires is to verify the security of your device, such as OS version, device encryption status, screen lock, etc. We use this to help recommend security improvements to your device and you always are in control of whether you take action on these recommendations.
- **Why does the Duo Mobile app need access to my camera?**
 - Duo Mobile **only** accesses your camera when scanning a QR code during enrollment/activation
- **Can I use something other than a smartphone to authenticate?**
 - At this time, UNC Health only supports iOS (iPhone, iPad, and Apple Watch), Android (Phone and Tablet) for Two-Factor Authentication
- **I do not have or wish to use my smart device for Two-Factor Authentication, what are my options?**
 - **(Not permitted for Epic EPCS)** If you do not use a smartphone or tablet for the UNC Health Two-Factor Authentication, ISD has arranged an alternative Two-Factor Authentication procedure that does not require a device. When you are ready to login from a remote location, call the ISD Service Desk and request a DUO 2-Factor bypass code. Then when you reach the DUO 2-Factor screen while logging in, select **passcode** and enter the bypass code.
- **What if I don’t have a Wi-Fi connection or cellular reception? (Travelling)**
 - Your phone can generate a Duo Passcode even without internet connection. Simply tap on the UNC Health logon in the Duo Mobile App to retrieve a passcode. Duo PUSH will NOT work without an internet connection.

Troubleshooting

What if my push alerts aren't coming through?

Try these easy troubleshooting steps for [Apple iOS](#) and [Android](#).

I receive "Access Denied" when trying to login to an application

Your account does not appear to be enrolled with a 2FA device. See the [Enroll in Duo](#) section above.

I replaced my 2FA device and cannot login

If you have replaced or factory-reset your phone, Duo will no longer function. See scenarios below for more information

- **I have multiple devices enrolled on my account**
 - For **Apple iOS** devices backed up to iCloud, Duo will restore your UNC Health account back to your Duo App and should be functional
 - For **Android** devices backed up to Google Cloud, Duo will restore your UNC Health account back to your Duo App, but it will need to be reactivated.

- **I have a new device, and it has the same phone number**
 1. Open the Duo App on your phone and look for the UNC Health logo. (If you do not see the UNC Health logo proceed to "I have a new device, and it has a new phone number"
 2. Select the "Reconnect" link to the right of the UNC Health logo
 3. Log in when prompted with your **MyAccess ID and password**
 4. At the Duo prompt, select the **Enter a Passcode** option, then tap **Text me new codes** on the blue bar at the bottom of the Duo window
 5. Enter the temporary passcode you were sent via text message into the passcode box within the Duo window and tap "Log in"
 6. **Reconnect** should no longer show to the right of the UNC Health logo. The device is active!

- **I have a new device, and it has a new number**
 1. Call the UNC Health Service Desk **(984) 974-4357** and select **Option 2 (Duo/password)**
 2. Ask to have your old mobile device removed from your account
 3. Enroll your new device in the **Duo Self-Service Portal** – <https://myaccess.unch.unc.edu>