

Two-Step Login Enrollment



Children'sSM
Healthcare of Atlanta

Tip Sheet for All Users

Summary

To improve security for patients and staff, IS&T launched **Duo**, a **Two-Step Login** tool. This tool allows employees to remotely access Children's data when outside of the Children's network.

The steps below guide you through the Two-Step enrollment and registration process.

- You need a desktop or laptop computer on which to do the enrollment steps.
- You also need your smartphone or tablet to download the Duo Mobile app.
Note: You do not have to download the Duo app if you choose to receive a phone call for second factor authentication.

Part One: Enrollment

Users can register their device for Duo anytime via the Two-Step Login Portal.

1. Go to the Two-Step Login portal (webapps.choa.org/iamduoportal) to register.
2. Enter your Children's **Username** and **Password** and click **Sign In**.

The screenshot shows the 'Two-Step Login Portal' interface. At the top, there is a blue header with the Children's Healthcare of Atlanta logo and the text 'Two-Step Login Portal'. Below the header, a message reads: 'Use this portal to enroll in the Children's Two-Step Login tool, powered by Duo, or to manage Duo-enrolled devices.' Underneath, it says 'Sign in using your Children's account information.' There are two input fields: 'Username' and 'Password'. A blue 'Sign In' button is located below the password field. At the bottom of the page, there is a small copyright notice: '© 2019 Children's Healthcare of Atlanta Inc. All Rights Reserved.'

3. Click **Start setup**.

The screenshot shows the 'Protect Your CHOA Account' setup page. On the left, there is the Children's Healthcare of Atlanta logo and the text 'Powered by Duo Security'. Below the logo are links for 'What is this?' and 'Need help?'. The main content area has the heading 'Protect Your CHOA Account' and two paragraphs of text: 'Two-factor authentication enhances the security of your account by using a secondary device to verify your identity. This prevents anyone but you from accessing your account, even if they know your password.' and 'This process will help you set up your account with this added layer of security.' A green 'Start setup' button is positioned at the bottom of the text area.

4. Select the type of device (mobile phone is recommended) to register and click **Continue**. Choose **Landline** if you prefer to receive a phone call.

Children's Healthcare of Atlanta
What is this? Need help?
Powered by Duo Security

What type of device are you adding?

- Mobile phone **RECOMMENDED**
- Tablet (iPad, Nexus 7, etc.)
- Landline

Continue

5. Enter your phone number, click the checkbox to verify that the number is correct, and then click **Continue**. Use the number of your smartphone, landline, or cell phone that you will use when logging into a Duo-protected service.

Children's Healthcare of Atlanta
What is this? Need help?
Powered by Duo Security

Enter your phone number

United States

+1 4043957214 ✓

Example: (201) 234-5678

You entered (404) 395-7214. Is this the correct number?

Back Continue

Landline Device Only:
If you added Landline in Step 4, select the authentication method of **Automatically call this device** and click the **Continue to Login** button. This will complete your Two-Step login enrollment for the landline.

Children's Healthcare of Atlanta
What is this? Need help?
Powered by Duo Security

My Settings & Devices

Landline 404-785-7203 JUST ADDED Device Options

+ Add another device

Default Device: Landline 404-785-7203

When I log in: Ask me to choose an authentication method Automatically call this device

Saved

6. Select the type of phone and click **Continue**.

Children's Healthcare of Atlanta
What is this? Need help?
Powered by Duo Security

What type of phone is 404-395-7421?

- iPhone
- Android
- Windows Phone
- Other (and cell phones)

Back Continue

Proceed to Part Two—[mobile phone](#) or [iOS/Android tablets](#).



Part Two: Install Duo Mobile App on a Smartphone

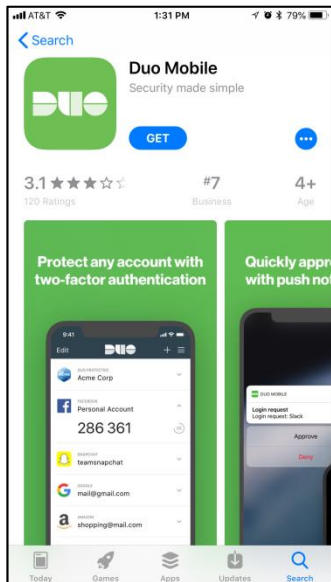
Duo Mobile is an application that helps you authenticate quickly and easily. Duo Mobile requires iOS 10.0 or greater for iPhone or Android 6.0 or greater for Android.

Note: Users with devices running versions below iOS 10.0 or Android 6.0 will authenticate using the “Call Me” option when logging in. Device registration for users with devices running versions below iOS 10.0 or Android 6.0 stops **HERE**.

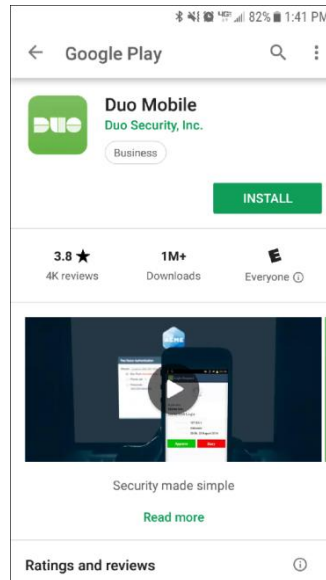
1. Follow the platform-specific instructions provided by Duo in the final step of enrollment, or search for “Duo Mobile” in your device’s app store, to install Duo Mobile.

Note: For instructions on enrolling a tablet, proceed to [Install Duo Mobile App on a Tablet](#).

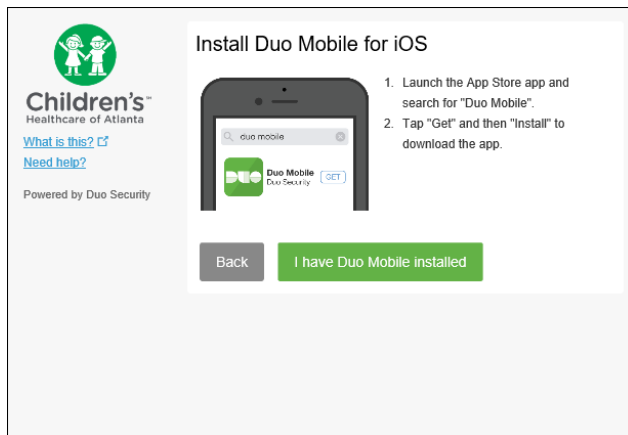
iPhone



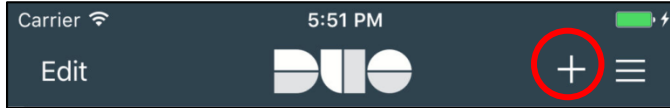
Android



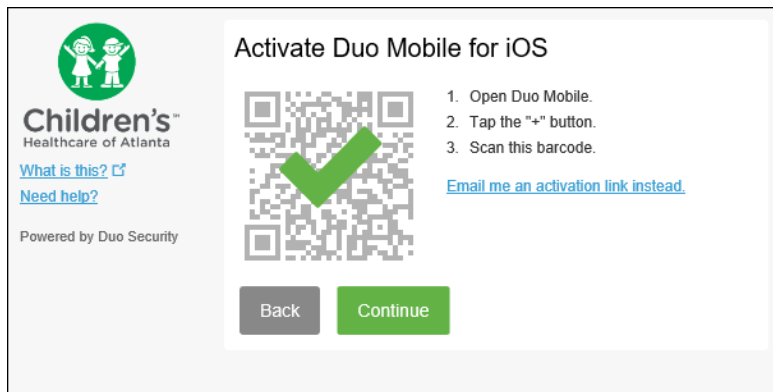
2. After installing the app, return to the enrollment window and click **I have Duo Mobile installed**.



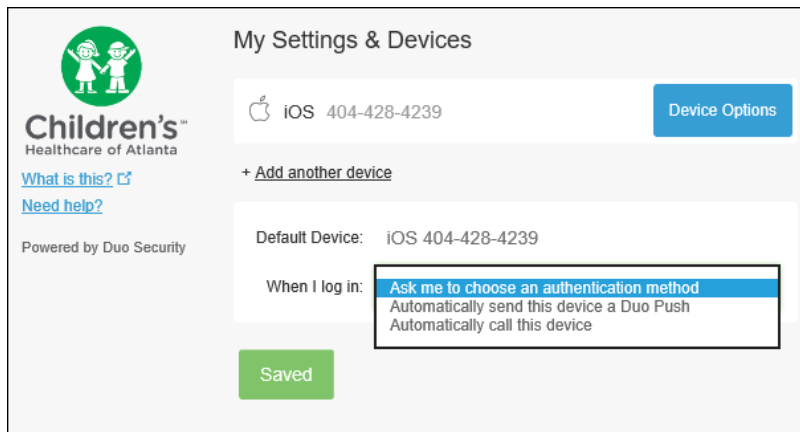
3. Activate Duo Mobile to link your account for authentication use.
 - a. Open the Duo **Mobile** app on your device.
 - b. When asked if Duo Mobile can send you notifications, click **Allow**.
 - c. Tap the + button in the upper right of the app screen.



- d. When asked if Duo Mobile can access your camera, click **OK**.
- e. Hold the phone in front of the computer screen to scan the QR code. If you are unable to register using a computer, you may select **Email me an activation link instead** to enter a code that is sent to your phone.
- f. Upon successful scan of the barcode, click **Continue**.



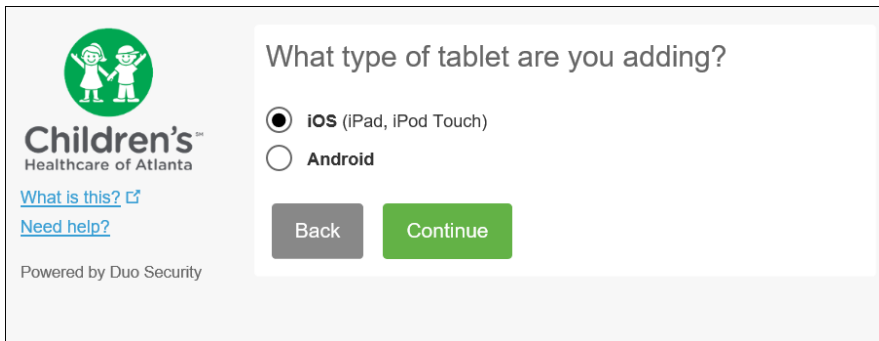
4. Select the authentication method from the drop-down list and click **Save**.
 - **Automatically send this device a Duo Push** – receive a login request to either approve or deny the authentication attempt.
 - **Automatically call this device** – receive a phone call from Duo with voice prompts to either approve or deny the authentication attempt.



Part Two: Install Duo Mobile App on a Tablet

You can use a tablet for your authentication device. However, you must install Duo Mobile in order to do so. Duo Mobile lets you authenticate with push notifications by simply tapping a button on your tablet or with generated passcodes. Duo Mobile on a tablet follows the same process as downloading on a smartphone.

1. If choosing a tablet as your authentication device, click **Tablet** on the What type of device are you adding? page (refer to [Step 4 in Part One: Enrollment](#)).
2. Select the type of tablet to add and click **Continue**.



3. A message saying that you need to install the Duo Mobile app on your tablet displays. Go to the app store for your device and search for **Duo Mobile**. After you have installed it, click **I have Duo Mobile installed**.
Note: For iOS tablet users, search for **Duo Mobile** under the iPhone apps (not iPad apps).
4. Activate Duo Mobile to link your account for authentication use.
 - a. Open the **Duo Mobile** app on your tablet.
 - b. Tap the + in the upper right corner.
 - c. Hold the tablet camera in front of the computer screen to scan the QR code and tap **Scan Barcode**.
Note: You can also visit the URL at the bottom of the page with your tablet to activate Duo Mobile.
 - d. Click **Continue** when your account has been added to Duo Mobile.
5. If you want your tablet to be your default device, click **Yes** make my <device name> my default. If you make this tablet your default device, you need to choose a default authentication method. (Push Notification is recommended because it is easiest to use.) Both push notification and passcode methods are available, but the login page presents your default method first.

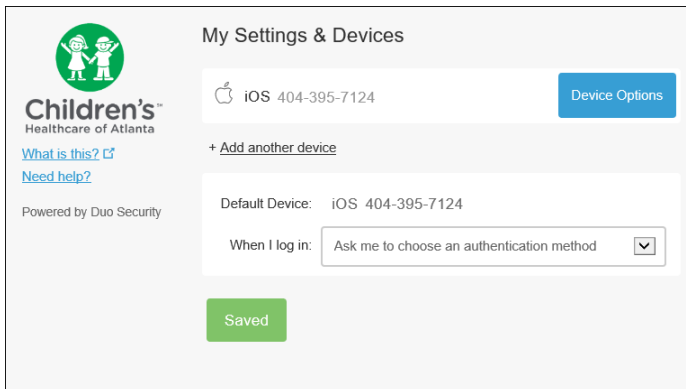
A message saying that you have successfully set up your tablet displays.



Add or Manage Devices

The Two-Step Login Portal allows you to add a new device or manage your existing device. If you get a new phone, you'll need to reactivate Duo Mobile.

1. Go to webapps.choa.org/iamduoportals.
2. Enter your Children's **Username** and **Password** and click **Logon**.
3. Confirm your identification by selecting an authentication method to begin adding a new device to your Duo account.
4. Click **+Add another device**.



5. Select the type of device you are adding and click **Continue**.
6. Follow the prompts on the screen for the particular device you are adding.

Questions

Contact the [Solution Center](#) at 404-785-6767 (ext. 56767).

