

## Home Access of CHS Information with Duo

Duo is a “two factor authentication” system that verifies your identity by using an app on your smartphone, a call to your home/desk/cellular phone, or a SMS text message to your cellular phone. Once you’ve contacted your CHS manager and been set up to access Catholic Health using Duo, please reference these step by step directions for help:

**Step 1)** Open ‘Internet Explorer’ and go to: <https://webvpn.chsbuffalo.org/AssociateHub>

**Step 2)** Authenticate into the Associate Hub with your CHS Active Directory username and password



### Catholic Health Associate Hub with "Duo"

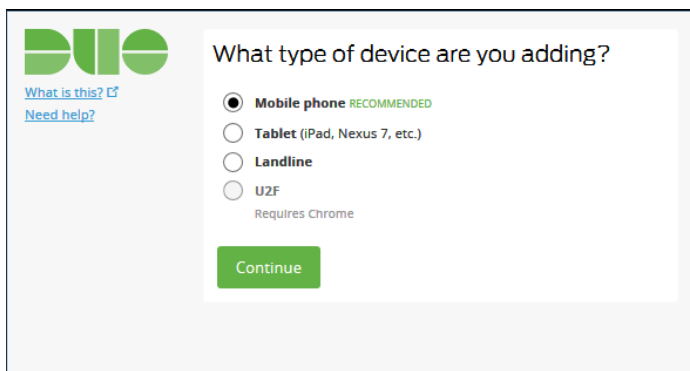
Username   
Password

→ Username: *Enter your Active Directory Username*

→ Password: *Enter your Active Directory Password*

Sign In

**Step 3)** Follow the Duo Setup steps on the screen to link your phone number (smartphone, cellular phone, home phone, desk phone or desk extension are all accepted)



→ **Mobile phone:** smartphone, cellular/flip phone

→ **Tablet:** any Apple or Android (only works with WiFi)

→ **Landline:** home phone, desk phone or desk extension

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Enter your phone number

United States

+1 7165555555 ✓  
 ex: (201) 234-5678

You entered (716) 555-5555. Is this the correct number?

Back Continue

- Enter your phone number with area code
- Optional: Enter extension if needed for a “landline”
- Put a check in the box to verify your phone number is correct

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What type of phone is 716-555-5555?

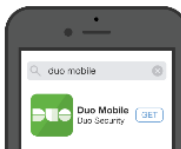
iPhone  
 Android  
 Windows Phone  
 Other (and cell phones)

Back Continue

- **iPhone:** any Apple phone
- **Android:** phones made by Google, Samsung, LG, HTC, etc.
- **Windows Phone:** Microsoft, Nokia
- **Other (and cell phones):** any flip phone or other non-smartphone that cannot download an app

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Install Duo Mobile for iOS




1. Launch the App Store app and search for "Duo Mobile".
2. Tap "Get" and then "Install" to download the app.

Back I have Duo Mobile installed

- If prompted, follow the instructions to search and download the “**Duo Mobile**” app on your iPhone, Android, or Windows phone.

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Activate Duo Mobile for iOS



1. Open Duo Mobile.
2. Tap the "+" button.
3. Scan this barcode.

[Or, have an activation link emailed to you instead.](#)

Back Continue

- If prompted, use the Duo Mobile app on your phone to scan the barcode on your computer screen

**Step 4)** After you set up Duo with your phone number, you will be able to authenticate using Duo

→ **Send Me a Push:** use if you have the Duo Mobile app, then click “Accept” on your smartphone

→ **Call Me:** use if you have a home phone, desk phone, or flip phone to get a phone call, then hit any key on the phone

→ **Enter a Passcode:** use if you have a non-smartphone, then click the “Text me new codes” button to get a SMS test message with a one-time Passcode

\* On this page you can also “Add a new device” or change “My Settings & Devices”

**Step 5)** Select the Catholic Health remote access resource that best fits your needs.

### Troubleshooting:

- 1) What is my Active Directory Username or Password?
  - a. Active Directory username/password are used for all of the following:
    - i. Logging into computer
    - ii. Logging into Snygo Imaging
    - iii. Logging into your Virtual Desktop
    - iv. Accessing the Internet

If you know your username and password for one of these, you know your Active Directory username and password.
- 2) Why can't I download or use the “Duo Mobile” app on my smartphone?
  - a. Verify you are searching on the App Store/Play Store for “Duo Mobile” (not the Google Duo app, which will not work with CHS remote access).
  - b. You may need to enter your Apple or Google email address or password while trying to download the Duo Mobile app. If you do not know your Apple or Google password, you may need to contact their support for assistance (CHS cannot assist with this type of reset).

- c. If your phone asks you for payment method information while downloading the “Duo Mobile” app you can usually use the “Skip” option to enter the information at a later time. Duo does not require any kind of payment information to operate.
  - d. “Camera permission” is REQUIRED for the Duo Mobile app barcode scanner to work while syncing your CHS Duo account. Please grant access to your camera when installing the app.
  - e. Make sure your smartphone date and time are correct and verify that the date and time phone settings are set to automatic/sync if necessary.
- 3) What happens if I get a replacement smartphone?
- a. Use Apple or Android backup and restore feature to automatically get the Duo Mobile app back on your phone. The Duo Mobile app will ask you to sign in to CHS login page so that it can verify your identify and restore your settings.
  - b. If you are unable to restore the app and have no other devices set up with Duo, call the CHS Help Desk at 716-828-3600 to have your Duo account reset and then follow the Duo Setup instructions above to re-install and re-setup your Duo Mobile app.

**If you have any problems, please contact the helpdesk at 828-3600**