Enrolling in Catholic Health System DUO for Secure Authentication

CLICK HERE to get started

If you see a message to “Protect Your Catholic Health System Account” after entering your CHS credentials:

- Click the “Start setup” button and follow the Duo Setup steps on the screen to link your phone number
- Smartphone, cellular phone, tablet, home phone, desk phone or desk extension are all accepted
- Please note that you may need to scroll down to see all steps and buttons on some screens

Directions:

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**Computer Guide**

→ Click the “Start setup” button

**If you already have Duo setup but want to add a new phone or set up the Duo Mobile app then tap “Settings” and then tap “Add a new device” to continue**

Select the device type you are setting up:

→ **Mobile phone**: smartphone, cellular/flip phone  
→ **Tablet**: any Apple or Android (only works with WiFi)  
→ **Landline**: home phone, desk phone or desk extension

→ Tap the “Continue” button

→ Enter your **phone number** with area code  
→ Optional: Enter an extension if needed for a ‘landline’ phone  
→ Put a check in the box to verify your phone number is correct  
→ Tap the “Continue” button
→ 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

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

→ After the Duo Mobile app is installed on your phone scroll down and click the green “I have Duo Mobile” button to continue

→ If prompted, use the Duo Mobile app on your phone to scan the barcode on your computer screen
→ After scanning the barcode in the Duo Mobile app, scroll down and click the green Continue button (the button will not work until you scan the code)

→ Confirm your phone number and device type is correct

→ Use the ‘When I log in’ drop down menu to select “Automatically send this device a Duo Push”

→ Click “Continue to Login” to finish Duo setup

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 “APPROVE” the Login Request on your phone
→ 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 text message with a one-time Passcode
Tap the “Start setup” button

If you already have Duo setup but want to add a new phone or set up the Duo Mobile app then tap “Settings” and then tap “Add a new device” to continue.

Select the device type you are setting up:

- **Mobile phone**: smartphone, cellular/flip phone
- **Tablet**: any Apple or Android (only works with WiFi)
- **Landline**: home phone, desk phone or desk extension

Tap the “Continue” button
→ Swipe up (to scroll down) and enter your phone number with area code
→ Optional: Enter an extension if needed for a ‘landline’ phone
→ Put a check in the box to verify your phone number is correct
→ Tap the “Continue” button

→ Swipe up (to scroll down) and tap the App Store button to install “Duo Mobile” or open the App Store icon on your homescreen to search and install the “Duo Mobile” app on your phone
→ After the Duo Mobile app is installed on your phone go back to the enrollment screen and tap “I have Duo Mobile” to continue

→ Tap “Take me to Duo Mobile” button to automatically Open your Duo Mobile app and add Catholic Health Systems

***If the “Duo Mobile” app opens and you see “Catholic Health System” added to the app, then please skip the EMAIL ACTIVATION steps
**EMAIL ACTIVATION (Optional Step)**

**If the “Take me to Duo Mobile” button does not work, then to continue tap on:**

“Enroll by scanning a QR code or via activation link”

→ Swipe up (to scroll down) and tap on:

“Email me an activation link instead”

**EMAIL ACTIVATION (Optional Step)**

→ Type in your personal email address that you can open on your cell phone
→ Tap on “Send email”
→ Open the email from ‘Duo Security’ on your phone that has Duo Mobile installed and click the link in the email. The link will automatically open the Duo Mobile app on your phone and add “Catholic Health System” to the Duo Mobile app

**EMAIL ACTIVATION (Optional Step)**

→ After opening the email link go back to the enrollment screen and tap “Dismiss”
→ Tap the “Continue” button
→ Confirm your phone number and device type is correct
→ Use the 'When I log in' drop down menu to select “Automatically send this device a Duo Push”
→ Click “Back to Login” to complete Duo setup

→ If prompted, tap “Send Me a Push”
→ Tap the Duo Mobile notification and then tap “Approve” to finish logging in