



Clinical IS Job Aid




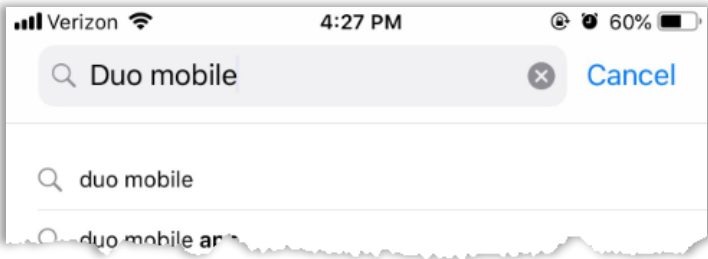
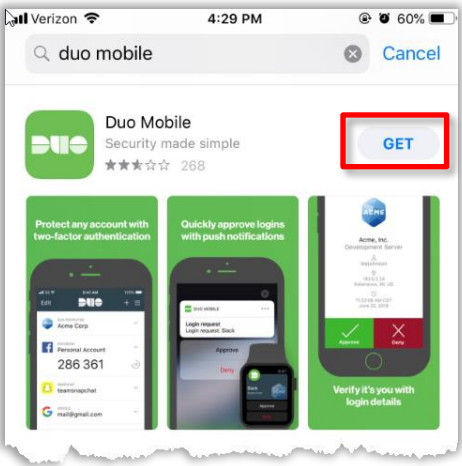
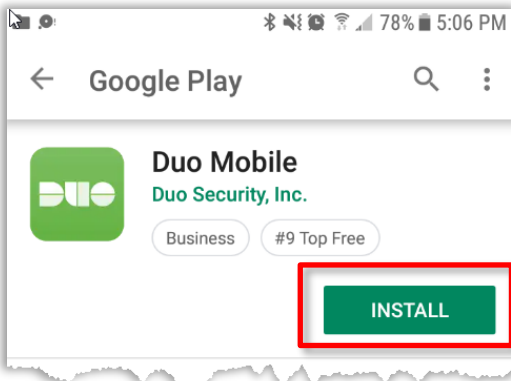
Topic: Download the Duo App
Facility: IU Health Inpatient and Ambulatory Facilities
Audience: Staff Who Use Multifactor Authentication

Effective Date
 January 15, 2019
Contact
 IU Health Help Desk
 helpdesk@iuhealth.org

Overview: *The following document reviews how to download the Duo App to your Apple or Android mobile device.*

Download the Duo App

Follow the steps below for your mobile device to download the **Duo App**.

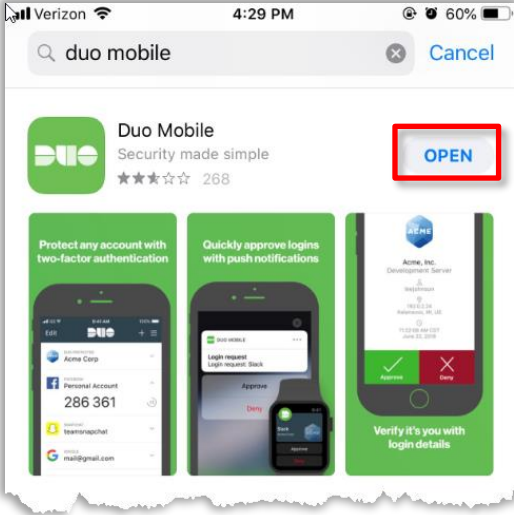
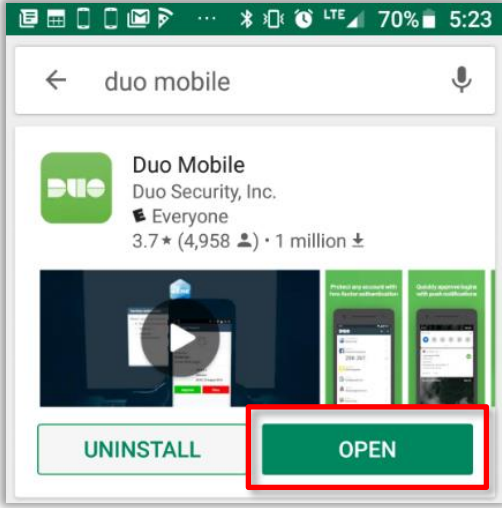
| Step | Action |
|------|--|
| 1 | Navigate to the App Store (Apple) or Google Play (Android) on your MOBILE DEVICE .  |
| 2 | Type ' Duo mobile ' in the Search field.  |
| 3 | Tap to select Duo Mobile . <i>Duo Mobile App details display.</i> |
| 4 | Tap the GET or Install button. <div style="display: flex; justify-content: space-around;"> <div data-bbox="435 1293 516 1325" style="text-align: center;"> Apple  </div> <div data-bbox="984 1293 1089 1325" style="text-align: center;"> Android  </div> </div> |

Continued on next page



Download the Duo App (continued)

Note:

| Step | Action |
|------|--|
| 5 | <p>Tap the Duo App OPEN button.</p> <div style="display: flex; justify-content: space-around;"> <div data-bbox="240 426 751 989"> <p style="text-align: center;">Apple</p>  </div> <div data-bbox="813 426 1312 982"> <p style="text-align: center;">Android</p>  </div> </div> <p><i>A notification displays to confirm whether you would like Duo Mobile to send you notifications.</i></p> <div data-bbox="228 1083 751 1430" style="border: 1px solid gray; border-radius: 15px; padding: 10px; background-color: #f0f0f0;"> <p style="text-align: center;">"Duo Mobile" Would Like to Send You Notifications</p> <p style="text-align: center;">Notifications may include alerts, sounds, and icon badges. These can be configured in Settings.</p> <div style="display: flex; justify-content: space-between; margin-top: 10px;"> Don't Allow Allow </div> </div> |
| 6 | <p>Tap the Allow button.</p> <p><i>The Duo Mobile App is now ready for mobile device registration. Proceed to the Job Aid titled, "Register Your Mobile Device with Duo".</i></p> |