



Enrolling in Duo (OHSU)

Overview

OHSU uses Duo Security for two-step authentication, which is required when logging into many OHSU systems from outside the network. After entering your OHSU username and password, you will confirm your identity by using the Duo Mobile app on an enrolled smartphone or tablet. This is the second step of the two-step authentication process.

After you install Duo app for your mobile device, you can enroll in Duo in about two minutes.

Before you start

- You must have a working OHSU network account.
- Your computer must be connected to the internet.
- Your mobile device (smartphone or tablet) must be connected to the internet.
- If you are using an Apple device, an Apple ID is required to download the Duo Mobile app from the App Store. If you do not have an Apple ID, [create one](#).
- If you are using an Android device, a Google account is required to download the Duo Mobile app from the Google Play Store. If you do not have a Google account, [create one](#).

First-time Duo setup

[What to expect](#)

When you log into an OHSU system that uses Duo, there are two steps for a successful login: signing in with your username and password and then confirming your identity using your Duo app or Duo key token.

After you enroll in Duo, you will be prompted to confirm your identity the next time you log in to a Duo-protected system from outside the OHSU network. You will enter your username and password, then you will approve a push notification on your Duo-enrolled mobile device. Alternatively, you can enter a passcode from your Duo Mobile app or your Duo security token (if you have one).

Every time you log in using Duo, you must use your Duo-enrolled mobile device or a Duo security token.

[Install the Duo Mobile app on your smartphone \(or tablet\)](#)

1. **With your mobile device**, launch its app store and search for *Duo Mobile*.

Note: There are many apps with similar names. Be sure to download the *Duo Mobile* app. The correct icon has a bright green background with *DUO* in white, capital letters.



Duo Mobile
Security made simple

2. Download and install the app.



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- **iOS:** Select **Get** then **Install**.
 - **Android:** Select **Install**.
3. Continue the setup process **with your computer** in the next section.

Use your computer and your smartphone (or tablet) to register with Duo

If you are replacing a mobile device you previously enrolled in Duo, please review the *Enroll your new/replacement phone in Duo* section to learn how to reactivate your Duo Mobile app on your new smartphone.

1. **From your computer**, open a web browser.

If you are connected to the OHSU secure network (e.g., wired or *OHSU-Secure* wireless network), open [Duo Self-Service Portal \(duo.ohsu.edu\)](#), select **Manage Your Duo Devices** and log in with your OHSU **Username** and **Password**.



Duo Device Management Portal

Log in to access the Duo Device Management Portal where you can enroll in Duo, add new devices, remove existing devices, and change your Duo settings.

Username

Password

If you are away from the OHSU campus, open [OHSU Outlook Web App \(mail.ohsu.edu\)](#) and log in with your OHSU **Username** and **Password**.



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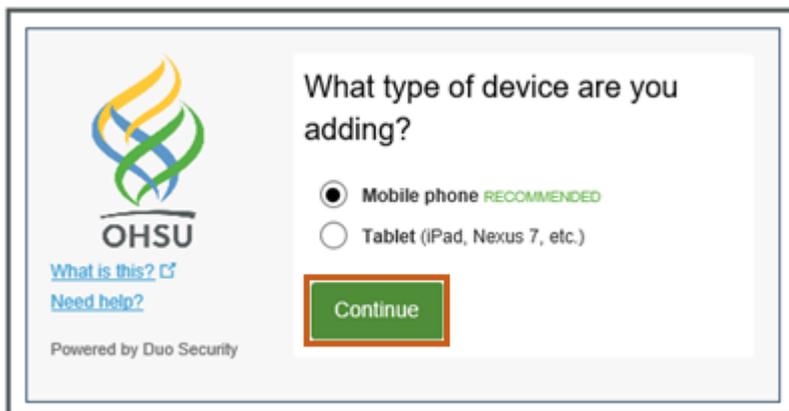
The image shows the Outlook login interface. On the left is a blue vertical bar with the OHSU logo. The main area is white and features the Outlook logo at the top. Below the logo are two input fields: 'User name:' with the text 'beyonce' and 'Password:' with a masked password of ten dots. At the bottom left of the main area is a 'sign in' button with a right-pointing arrow icon.

2. Select **Start setup**.



The image shows the 'Protect Your OHSU Account' screen. It features the OHSU logo on the left. The main text explains that two-factor authentication enhances account security by using a secondary device. Below this text is a green 'Start setup' button. There are also links for 'What is this?' and 'Need help?' and a note that the service is 'Powered by Duo Security'.

3. Select **Mobile Phone** or **Tablet**, depending on the type of device. Select **Continue**.



The image shows the device selection screen. It features the OHSU logo on the left. The main text asks 'What type of device are you adding?'. There are two radio button options: 'Mobile phone RECOMMENDED' (which is selected) and 'Tablet (iPad, Nexus 7, etc.)'. Below the options is a green 'Continue' button. There are also links for 'What is this?' and 'Need help?' and a note that the service is 'Powered by Duo Security'.



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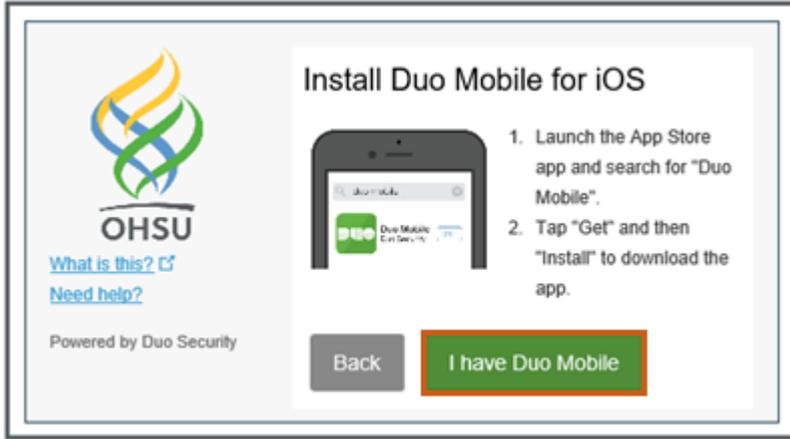
4. **Smartphones only:** Enter your smartphone number, verify that you have entered it correctly and select **Continue**.

5. Select your device type and select **Continue**.



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6. *On your computer screen*, select **I have Duo Mobile**.



7. Verify that a QR code appears *on your computer screen*. This code will be used in a later step.



8. Open the Duo Mobile app *on your mobile device*. If prompted, allow Duo Mobile to access your smartphone's camera (this permission can be turned off after activating the app).
9. With *your mobile device*, scan the QR code on *your computer screen*.
10. The Duo Mobile app will send a push notification to your mobile device. Open it and select **Approve**.



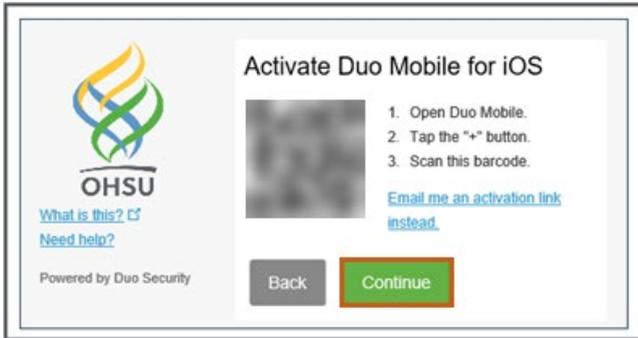
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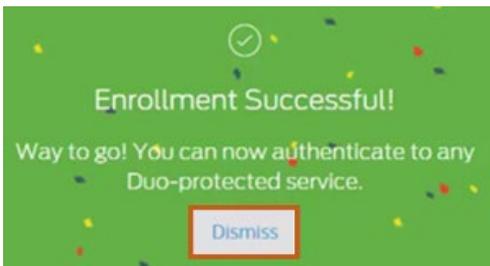
11. On your computer, a green check mark will appear on the QR code to confirm that you have scanned the code. Select **Continue**.



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12. When the computer displays an *Enrollment Successful!* message, select **Dismiss**.



13. Continue to the next section. You will choose how to configure the Duo mobile app to automatically prompt you during a login attempt.

Set Duo notification options

After enrolling your mobile device, a **My Settings & Devices** screen appears in *your computer's browser*.

1. In the **When I log in:** pull-down menu, choose how you wish to be notified when you log into a Duo-protected system from outside the OHSU network.
 - **Ask me to choose an authentication method:** Every time you log in, you will be asked if you want to receive a push notification or enter a passcode. The latter option is recommended if you are in areas without cell phone service (where receiving Duo push notifications may be difficult).
 - **Automatically send this device a Duo Push:** Every time you log in, you will automatically receive a push notification. This requires you to open the Duo Mobile app and approve the notification to complete the login process.



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2. Select **Save**.



3. The **Save** button turns to **Saved**. Select **Log Out**.

Note: If you do not save your changes before logging out, your preferences will *not* be retained.

[Log in with Duo for the first time](#)

After you enroll in Duo, log in to a Duo-protected system from outside the OHSU network *with your computer*. In these steps, we will use [OHSU Outlook Web App \(mail.ohsu.edu\)](mailto:mail.ohsu.edu).



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1. **From your computer**, navigate to a Duo-protected system and log in.



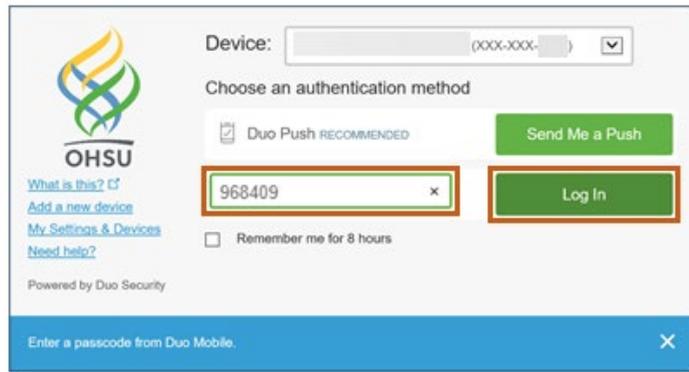
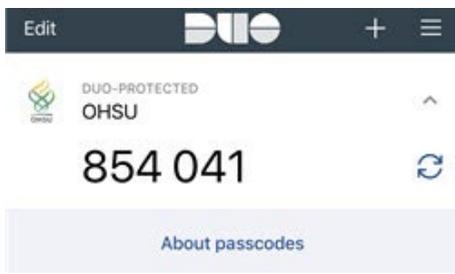
2. At the Duo Mobile prompt, authenticate with Duo. How you authenticate depends on your personal Duo preferences.
3. **Push notification in the Duo app with your mobile device:** On your mobile device, select the Duo Mobile Login request notification. Select **Approve** from the Duo Mobile app.





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4. **Passcode in the Duo app with your mobile device:** In the Duo Mobile app, select the **V** icon to retrieve your passcode, and enter it in the login screen *on your computer*.





Enrolling in Duo (PSU)

Duo Two-Factor Authentication (2FA) overview

Duo Two-Factor Authentication (2FA) helps protect you against online attacks designed to gain unauthorized access to your Odin account and information.

On this page

- [How Duo 2FA works](#)
- [Start using Duo 2FA](#)
- [Enroll in Duo 2FA](#)
- [Add Duo protections to Single Sign-On](#)
- [Configure Duo to remember you on trusted devices](#)
- [Recommendations](#)

How Duo 2FA works

Duo 2FA adds a second layer of security when you sign in to certain systems, such as PSU's Single Sign-On (SSO) or Virtual Private Network (VPN). To access a protected system, you'll combine your Odin account information with a secondary credential delivered through your phone, mobile device, hardware token, or security key. This prevents anyone else from signing in with your account, even if they know your password.

1. You enter your Odin account username and password as usual.
2. You are prompted to authenticate using your phone or other method to verify your identity.
3. You are securely signed in to your account.



Start using Duo 2FA

To use Duo 2FA, you must first enroll. After enrolling a device, you will automatically receive certain protections for PSU systems based on whether you are a PSU student or employee.

- **PSU employees** automatically receive protections for Single Sign-On (SSO) and the Virtual Private Network (VPN).
- **PSU students** automatically receive protection for the Virtual Private Network (VPN). **To receive the Odin password extension benefit, students must also add protection to Single Sign-On (SSO).**

Enroll in Duo 2FA



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To enroll in Duo with a **mobile device and the Duo app (recommended)**, follow these steps. Instructions for enrolling alternative devices can be found at [Enroll and manage settings in Duo Two-Factor Authentication \(2FA\)](#).

1. Sign in to the Odin Account Manager (OAM) at oam.pdx.edu.
2. Select **Set up Duo / Manage Duo Settings**.
3. Select **Start setup**.
4. Choose your device from the options displayed.
Note: Hardware tokens can't be used as your only authentication device, but can be added as a secondary option later.
5. Select your country and enter your phone number.
Note: Use the number of a smartphone, landline, or mobile phone that you'll have with you when you're signing in (you can enter an extension if you choose "Landline").
6. Confirm that you entered the correct number.
7. Check the box and select **Continue**.
8. Choose your device's operating system.
9. Follow the platform-specific instructions on the screen to install the Duo Mobile app.
10. Activate Duo Mobile by scanning the barcode on screen with the app's built-in barcode scanner.
Note: After you scan the barcode, click the **Continue** button. If you can't scan the barcode, click the **Can't scan the barcode?** link and follow the instructions.
11. Follow the platform-specific instructions.
12. Select **Enroll another device** to add an additional device (such as a backup phone), or select **I'm done enrolling devices** to continue to the verification prompt.

Add Duo protections to Single Sign-On

To add Duo protections to **Single Sign-On (SSO)**, follow these steps:

1. Sign in to the Odin Account Manager (OAM) at oam.pdx.edu.
2. Click **Update Duo Protections**.
3. Select the checkbox next to the **Single Sign-On (SSO)** service.
4. Click **Continue**.
5. On the **Successfully updated Duo protections** screen, click **OK**.

Configure Duo to remember you on trusted devices

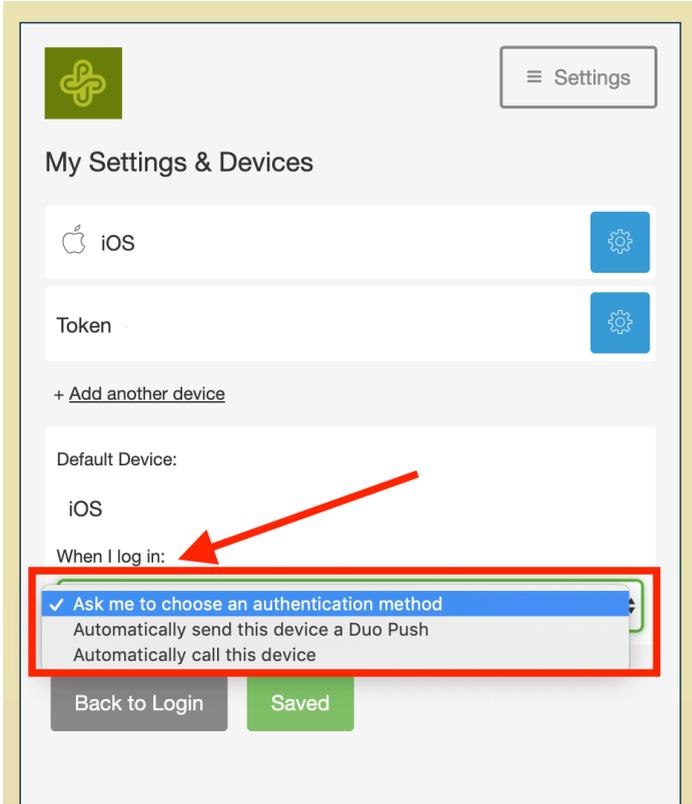
On trusted devices, you can configure Duo to remember you for 30 days. To do this:

1. Sign in to the Odin Account Manager (OAM) at oam.pdx.edu.
2. Select **Manage Duo Settings**.
3. Select the **Settings** button, then select **My Settings & Devices**. You will be prompted to confirm your identity with Duo authentication. After you have completed authentication, you can adjust your Duo settings.

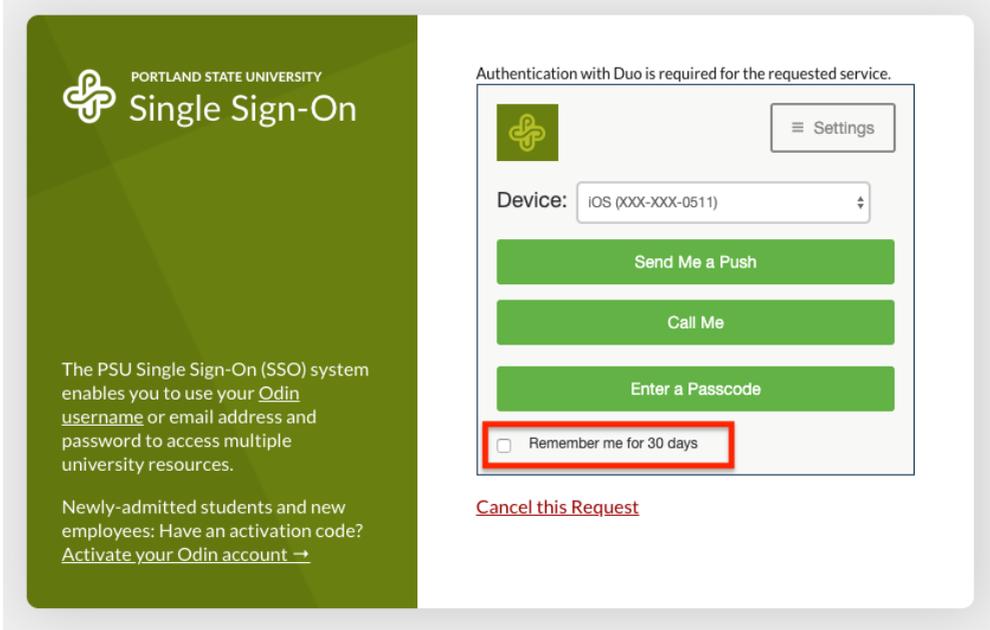


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4. From the **My Settings & Devices** screen, in the **When I log in** drop-down menu, select **Ask me to choose an authentication method**.



5. The next time you authenticate with Duo on a trusted device, select the **Remember me for 30 days** option.





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Recommendations

For most people, **we recommend using a mobile device with the Duo Mobile app installed** as the best method of two-factor authentication. Using the Duo Mobile app on a smartphone or tablet gives you the greatest number of options when you sign in to a protected system. Most people find the push notification the most convenient option.

Push notification

With the Duo Mobile app, you can use the **Send me a Push** method of authentication and tap **Approve** on the login request sent to your device.

Generate an offline passcode

With the Duo Mobile app, **even when you don't have cell service or an internet connection**, you can generate a passcode.

Additional resources

Read more about two-factor authentication on [Duo's Guide to Two-Factor Authentication](#).



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Using Citrix Web Portal (OHSU)

Overview

The [Citrix Web Portal \(portal.ohsu.edu\)](http://portal.ohsu.edu) offers web-based, secure access to OHSU systems and applications from any computer. For example, you can use the Citrix Web Portal when you are working from home on a personally owned computer. Learn how to use the Citrix Web Portal.

Before you start

- You must have a working OHSU network account, and your computer must be connected to the internet.
- You must have Citrix Web Portal access privileges. Staff who receive paychecks from OHSU and students already have Citrix Web Portal access.
- Two-step authentication with Duo is required to use the Citrix Web Portal from off campus. If you aren't already using Duo, you'll be guided through the steps to set up the Duo Mobile app on your mobile device (e.g., smartphone) the first time you log in from off campus.

Personally owned computers: First-time Citrix Web Portal setup (light version – no software required)

Use the light version of the Citrix Web Portal if you do not require advanced Citrix features, or if you do not want to install additional software on your personally owned computer.

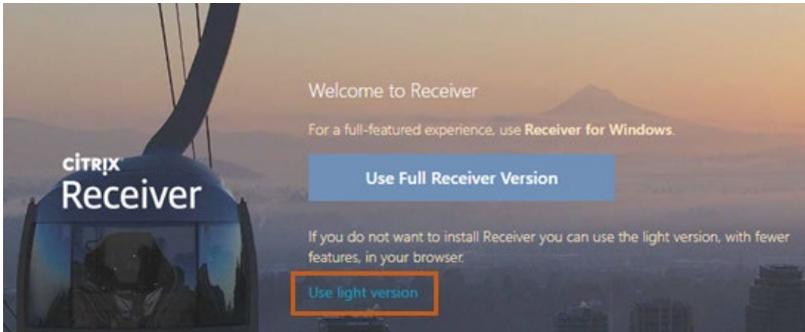
1. Open a web browser and go to the [Citrix Web Portal \(portal.ohsu.edu\)](http://portal.ohsu.edu).
2. Enter your OHSU **User name** and **Password**. Select **Log On**.

Note: If connecting from off campus, you will be prompted to confirm your login with Duo. If you aren't already enrolled in Duo, follow the onscreen prompts to set up the Duo Mobile app on your mobile device (e.g., smartphone).

3. The first time you successfully log in to the Citrix Web Portal from your personally owned computer, you will be prompted to choose a version of Citrix Receiver. Select **Use Light Version**.



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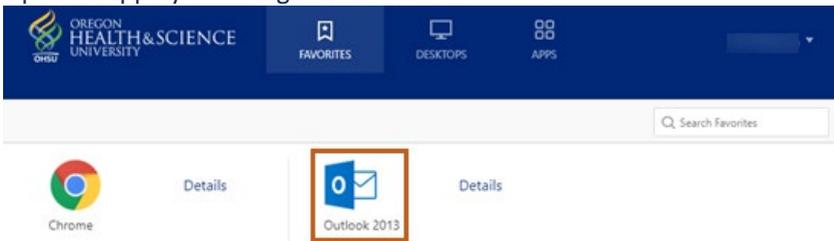


4. Select a menu (**Favorites**, **Desktops** or **Apps**) to display your available apps.



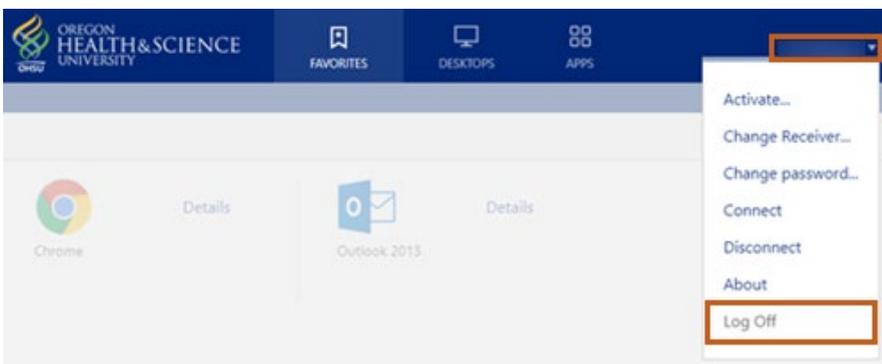
Note: Select **Apps** to show all of your available apps.

5. Open an app by selecting its button.



Tip: To add an app to your **Favorites** menu, select **Details** next to the app, and then choose **Add to Favorites**.

6. When you are done using the Citrix Web Portal, select your name (in the upper-right corner of the screen) and choose **Log Off**.



Personally owned computers: First-time Citrix Web Portal setup (full version – software required)

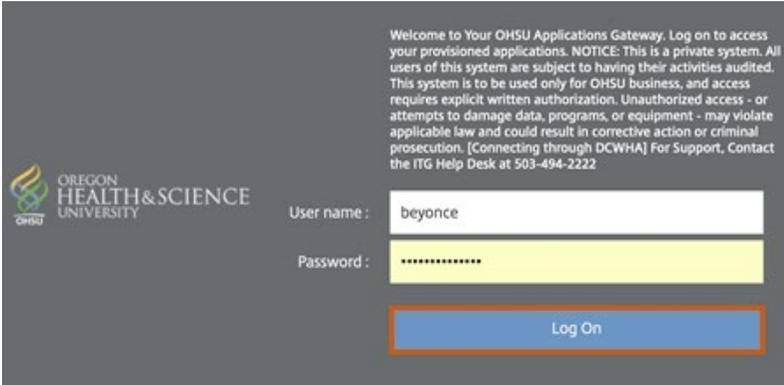
The full Receiver version is used to perform advanced functions in Citrix apps. This version requires you to install software on your personally owned computer.

Note: The full Receiver software is already installed on OHSU-managed computers.



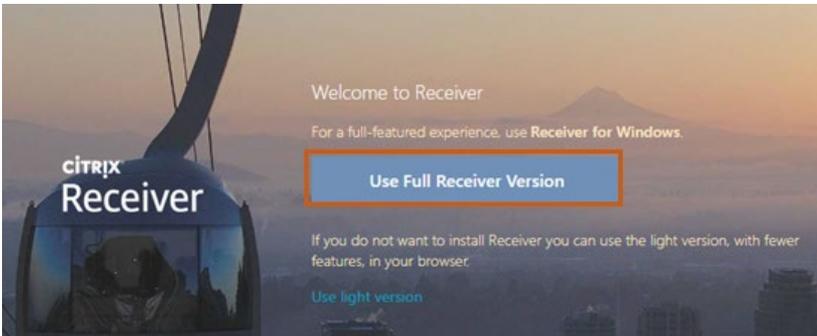
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1. Open a web browser and go to the [Citrix Web Portal \(portal.ohsu.edu\)](https://portal.ohsu.edu).
2. Enter your OHSU **Username** and **Password**. Select **Log On**.



Note: If connecting from off campus, you will be prompted to confirm your login with Duo. If you aren't already enrolled in Duo, follow the onscreen prompts to set up the Duo Mobile app on your mobile device (e.g., smartphone).

3. The first time you successfully log in to the Citrix Web Portal from your personally owned computer, you will be prompted to choose a version of Citrix Receiver. Select **Use Full Receiver Version**.



4. Your browser will check your computer for the Citrix software it needs to use the full version of Citrix Receiver. If an *Open Citrix Receiver Launcher?* (or *Open URL: Citrix Receiver*) prompt appears, select **Open Citrix Receiver Launcher**.

Open Citrix Receiver Launcher?

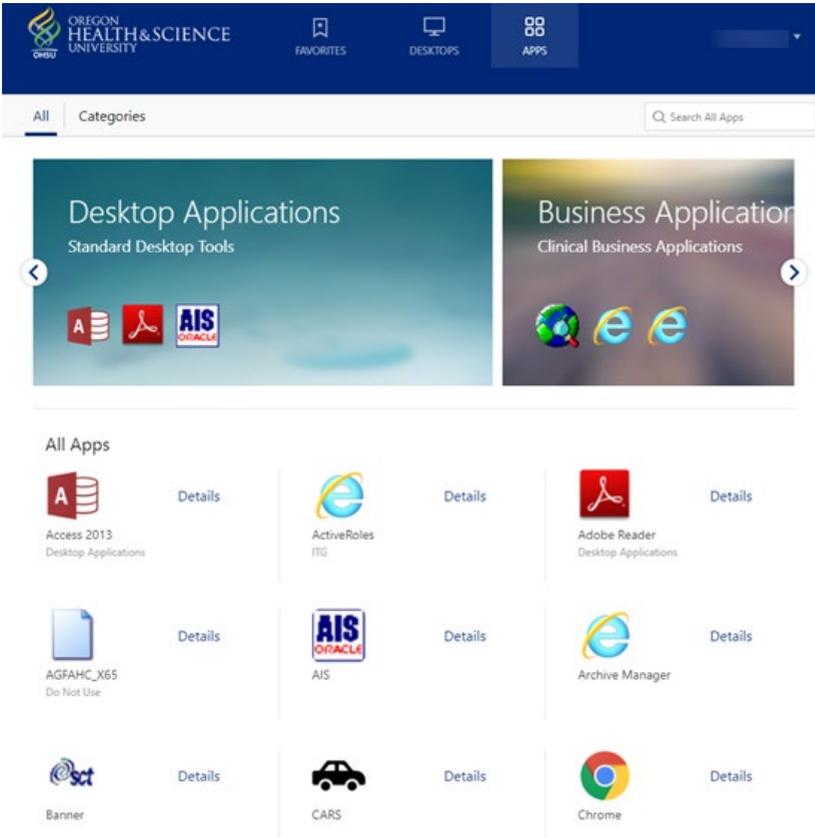
https://portal.ohsu.edu wants to open this application.



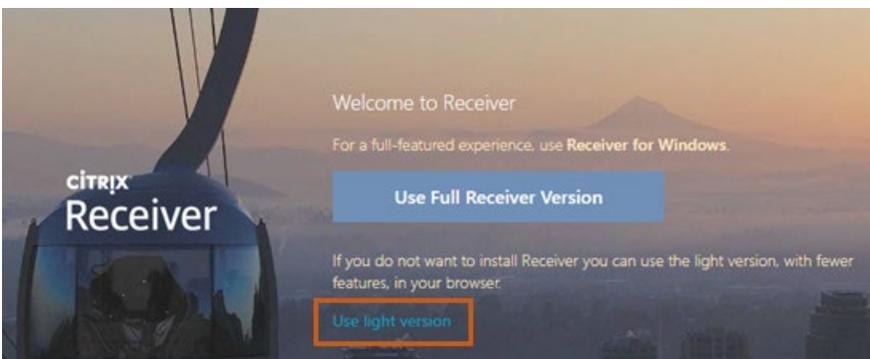


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5. If your browser detects the Citrix software it needs, the Citrix Web Portal will display your available apps. Skip to Step 11.



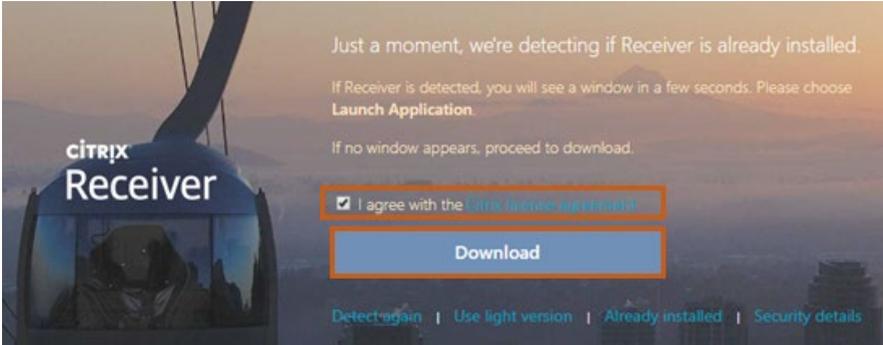
6. If your browser does not detect the Citrix software it needs to use the full version of Citrix Receiver, a screen with additional options will appear. If you think your computer already has the necessary Citrix software but it wasn't detected, select **Detect again**.



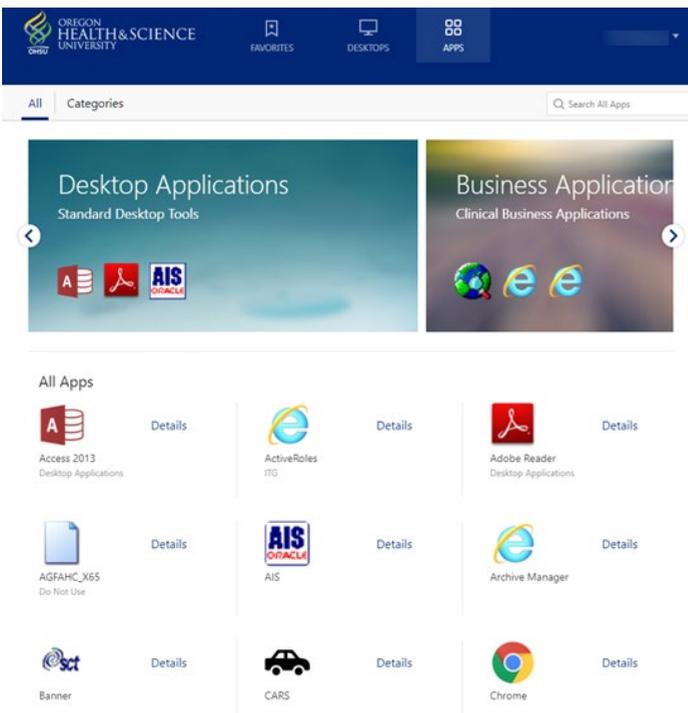


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- To install the Citrix software, check the *I agree with the Citrix license agreement* box. Select **Download**.



- While installing the Citrix software, do **not** select the **Enable single sign-on** checkbox.
- Follow the onscreen licensing agreement prompts and install the Citrix software.
- After the installation completes, the Citrix Web Portal will display your available apps.



Note: If no apps are displayed, reload the page to force your browser to detect Citrix software again.

- Select a menu (**Favorites, Desktops** or **Apps**) to display your available apps.

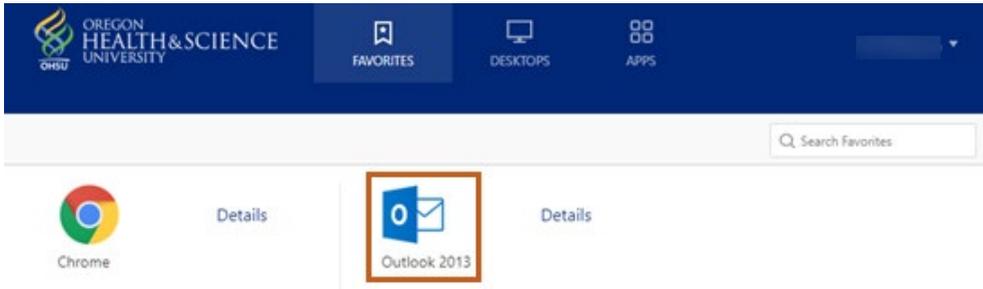


Note: Select **Apps** to show all of your available apps.



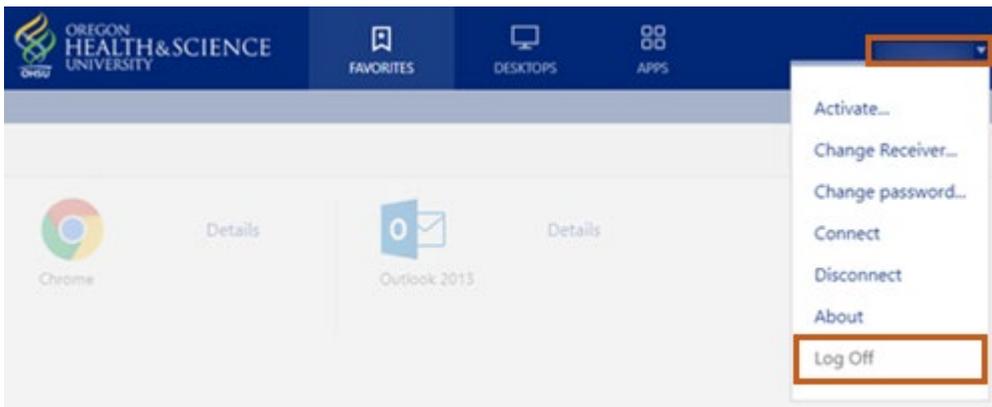
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12. Open an app by selecting its button. If an app does not open, refer to the next section of these instructions: *Troubleshoot your Citrix Web Portal setup*.



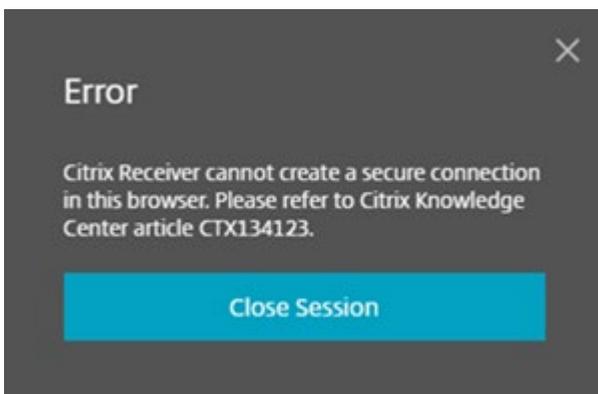
Tip: To add an app to your **Favorites** menu, select **Details** next to the app, and then select **Add To Favorites**.

13. When you are done using the Citrix Web Portal, select your name (in the upper-right corner of the screen) and choose **Log Off**.



Troubleshoot your Citrix Web Portal setup

If a *Citrix Receiver cannot create a secure connection in this browser* message appears, you may be using the light version of Citrix Web Portal while connected to OHSU's secure networks.



Switch to the full Receiver version of Citrix Web Portal to resolve this.

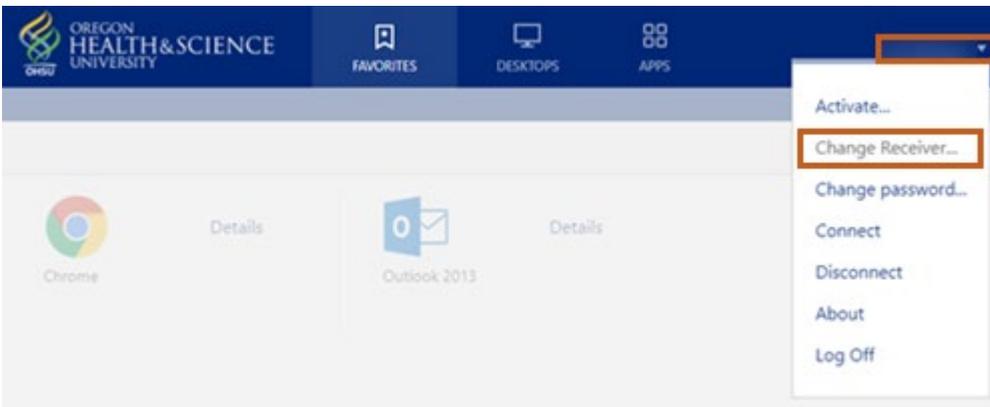


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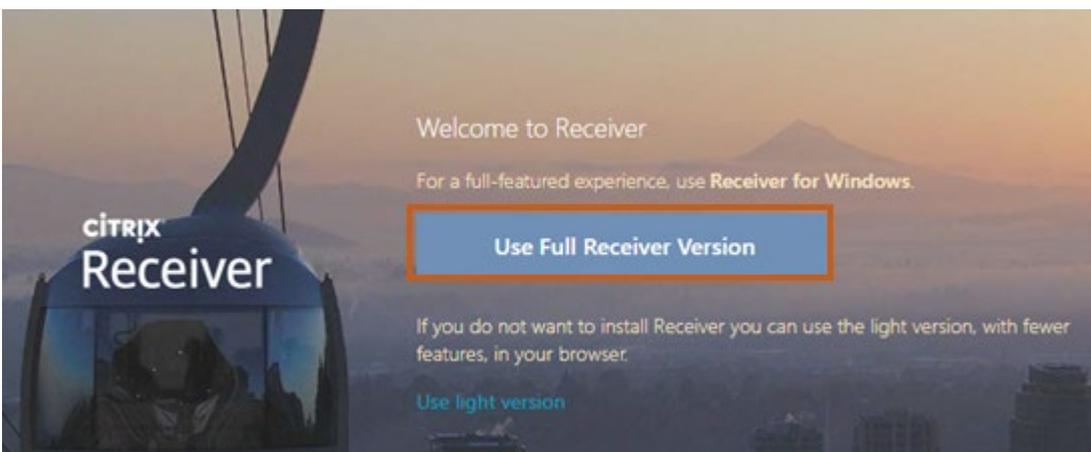
1. With a web browser, navigate to the [Citrix Web Portal \(portal.ohsu.edu\)](http://portal.ohsu.edu).
2. Enter your OHSU **Username** and **Password**. Select **Log On**.

Note: Access from off-campus will require you to use Duo authentication.

3. Select your name (in the upper-right corner of the screen) and choose **Change Receiver...**



4. Select **Use Full Receiver Version**.





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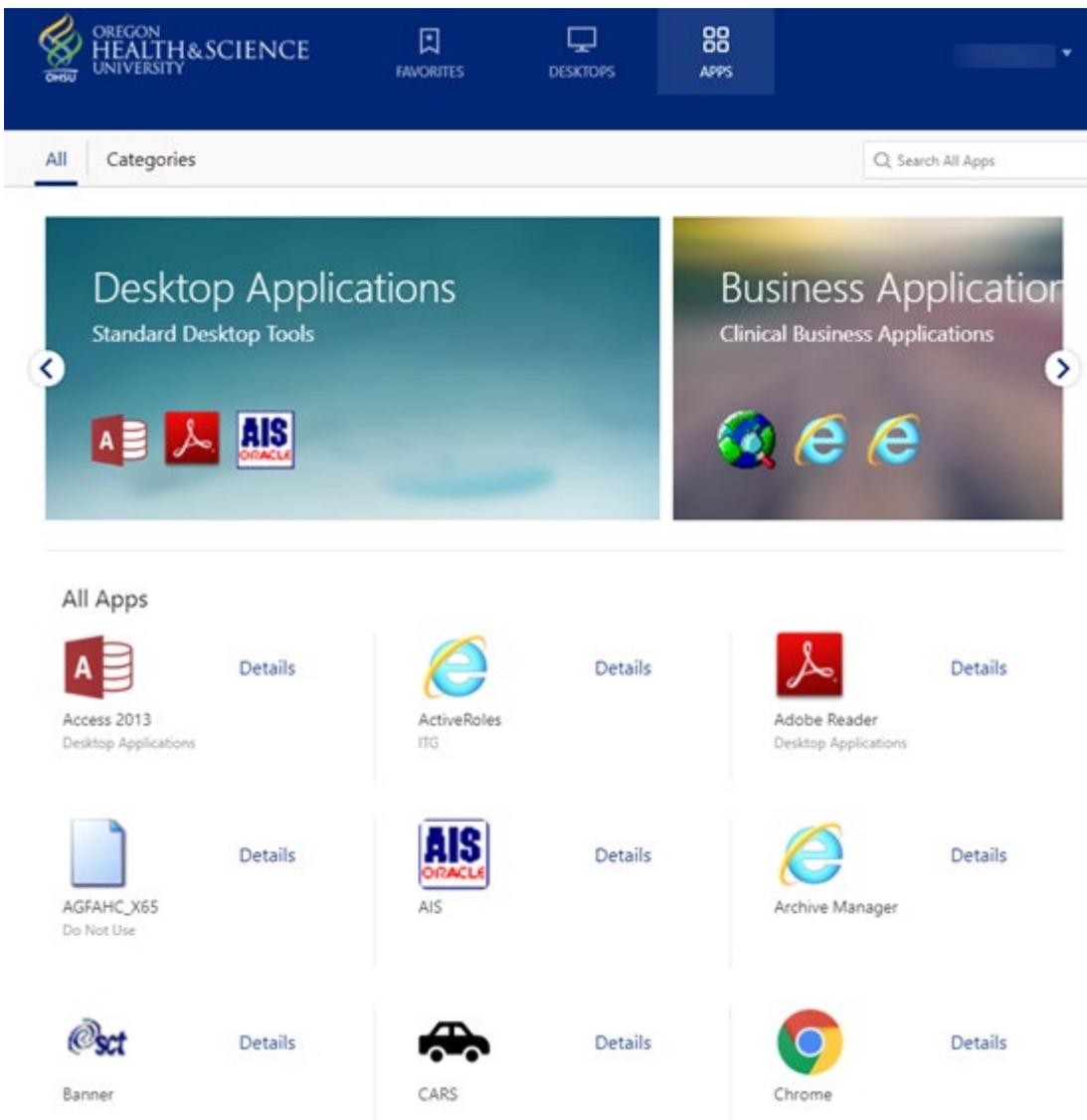
5. If an *Open Citrix Receiver Launcher?* (or *Open URL: Citrix Receiver*) prompt appears, select **Open Citrix Receiver Launcher**.

Open Citrix Receiver Launcher?

https://portal.ohsu.edu wants to open this application.



6. The Citrix Web Portal will display your available apps.



7. Open several Citrix apps and verify that they are working.