Web Portal\DUO Security for iOS Devices

iPhone (Mobile Phone) Set Up

*This requires both your phone and PC.

This document contains instructions on phone install, tablet install and FAQ’s.

Web Authentication

*** (On PC)
01. Proceed to the Penn Medicine Access Portal at https://pennmedaccess.uphs.upenn.edu
02. Enter your UPHS credentials
03. Click “Logon”

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.

This process will help you set up your account with this added layer of security.

Start setup

*** (On PC)
01. Click “Start Setup”
02. Select “Mobile phone”
03. Click “Continue”
04. Enter your phone number
05. Check box “This is the correct number”
06. Click “Continue”
07. Select “iPhone”
08. Click “Continue”
Set of instructions for the iPhone piece are below.

*** (On iPhone)

09. Open the App Store

10. Search for “Duo Mobile”

11. Install “Duo Mobile”

12. Exit the App Store
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13. Open the Duo Mobile Application

*** (On PC)

14. Click “I have Duo Mobile Installed”

15. Inside the Duo Application, click “+” to activate your camera

16. Scan the barcode presented on the PC

Activate Duo Mobile

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

Or, have an activation link emailed to you instead.
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17. A “Penn Medicine” profile will be created within the Duo Application

18. Select a default method of communication from the “When I log in” drop-down list
19. Click “Continue to Login”

iPad/iPod Touch (Tablet)

01. Select “Tablet”
02. Click “Continue”
03. Select “iOS”
04. Click “Continue”
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*** (On Tablet)

05. Open the App Store

06. Search for “Duo Mobile”

07. Install “Duo Mobile”
08. Exit the App Store
09. Open the Duo Mobile Application

*** (On PC)
10. Click “I have Duo Mobile Installed”
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**Activate Duo Mobile**

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

Or, have an activation link emailed to you instead.

*** (On Tablet)

11. Inside the Duo Application, click “+” to activate your camera

12. Scan the barcode presented on the PC

13. A “Penn Medicine” profile will be created within the Duo Application
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14. Select a default method of communication from the “When I log in” drop-down list
15. Click “Continue to Login”

FAQ

Q: What’s the difference between this portal and the VPN Client?
A: This portal does not provide Remote Desktop/SSH sessions or access to shared drives.

Q: Can I add multiple devices to my profile?
A: Yes, this is recommended. Once inside DUO, select the “Add a New Device” option.

Q: What if I’m not seeing all the Web Portal Shortcuts?
A: Please open a Service Desk ticket for resolution. They can be reached at 215-662-7474.

Q: What if my QR Barcode doesn’t work?
A: Log into the Penn Medicine Access Portal to register your device. You will be given a new QR code during the registration process.

Q: What if I accidentally registered incorrect information?
A: Please open a Service Desk ticket for resolution. They can be reached at 215-662-7474. Your identity must be verified with the Service Desk Analyst before any change can be processed.

Q: Why is the App/Play Store asking for my credit card information?
A: Sometimes a form of payment is required to download applications. You will not be charged to download Duo Mobile.