

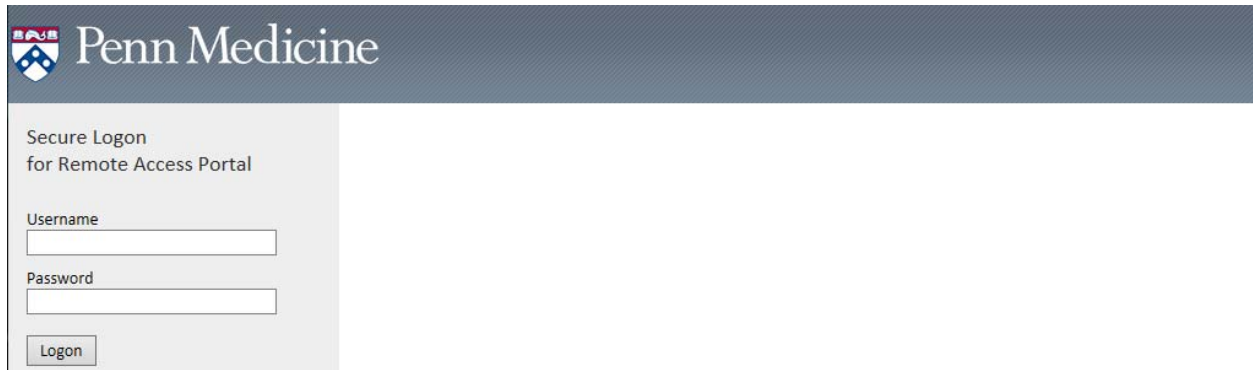
Web Portal\DUO Security for Android

Android (Mobile) 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"**

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What type of device are you adding?

☒ **Mobile phone** RECOMMENDED

☐ **Tablet** (iPad, Nexus 7, etc.)


☐ **Landline**

Continue

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Enter your phone number

United States

+1 


ex: (201) 234-5678

☒ **(215) 662-7474** This is the correct number.

Back **Continue**

04. Enter your phone number
05. Check box "This is the correct number"
06. Click "Continue"

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What type of phone is 215-662-7474?


☐ iPhone

☒ **Android**

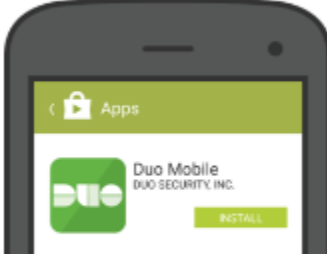
☐ Windows Phone

☐ Other (and cell phones)

- 07. Select "Android"
- 08. Click "Continue"

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Install Duo Mobile for Android



1. Launch the Google Play Store app and search for "Duo Mobile".
2. Tap "Install" to install the app.

Set of instructions for the phone piece are below.

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*** (On Phone)



09. Open the Play Store

← duo mobile



10. Search for "Duo Mobile"



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11. Install "Duo Mobile"
12. Exit the Play Store
13. Open the Duo Mobile Application

*** (On PC)

14. 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.](#)

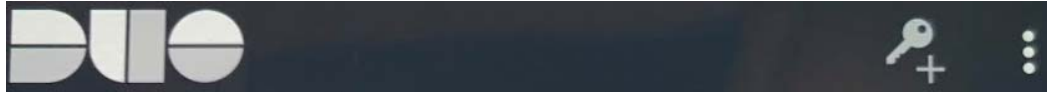
Back

Continue

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*** (On Phone)

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



16. Scan the barcode presented on the PC
Activate Duo Mobile



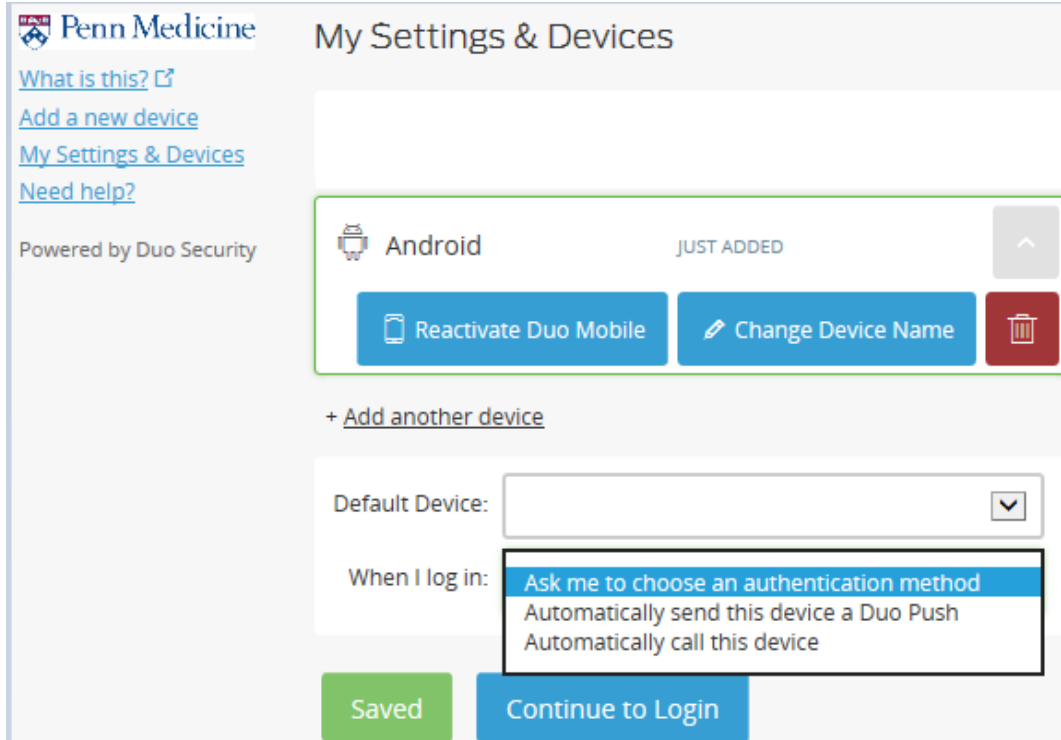
1. Open Duo Mobile.
2. Tap the “+” button.
3. Scan this barcode.

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



17. A “Penn Medicine” profile will be created within the Duo Application

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Android JUST ADDED

Reactivate Duo Mobile Change Device Name

+ Add another device

Default Device:

When I log in:

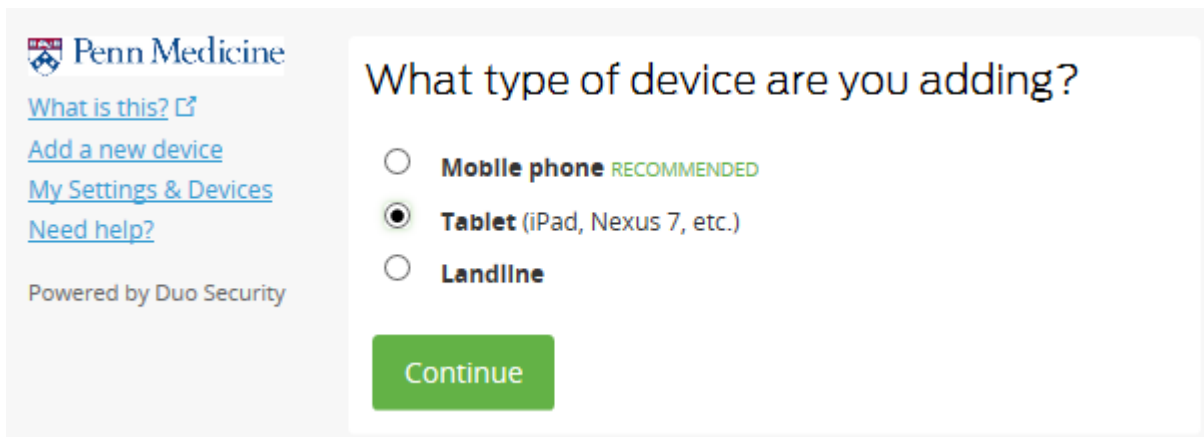
- Ask me to choose an authentication method
- Automatically send this device a Duo Push
- Automatically call this device

Saved Continue to Login

*** (On PC)

18. Select a default method of communication
19. Click "Continue to Login"

Android (Tablet)



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What type of device are you adding?

☐ Mobile phone RECOMMENDED

☒ Tablet (iPad, Nexus 7, etc.)


☐ Landline

Continue

*** (On PC)

01. Select "Tablet"
02. Click "Continue"

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What type of tablet are you adding?


☐ **IOS** (iPad, iPod Touch)

☒ **Android**

03. Select "Android"
04. Click "Continue"

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Install Duo Mobile for Android



1. Launch the Google Play Store app and search for "Duo Mobile".
2. Tap "Install" to install the app.

*** (On Tablet)



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05. Open the Play Store

← duo mobile



06. Search for "Duo Mobile"



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4.0 ★

07. Install "Duo Mobile"


08. Exit the Play 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.](#)

Back

Continue

*** (On Tablet)

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



12. Scan the barcode presented on the PC

Activate Duo Mobile for Android



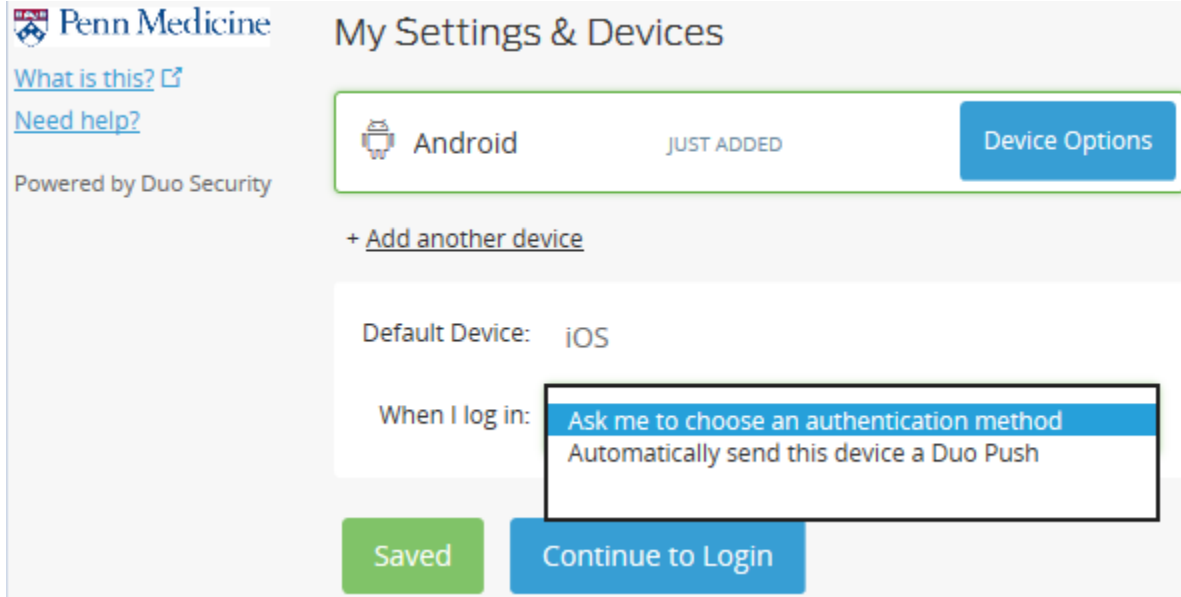
1. Open Duo Mobile.
2. Tap the “+” button.
3. Scan this barcode.

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



13. A “Penn Medicine” profile will be created within the Duo Application

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My Settings & Devices

 Android JUST ADDED [Device Options](#)

+ [Add another device](#)

Default Device: iOS

When I log in:

[Ask me to choose an authentication method](#)
[Automatically send this device a Duo Push](#)

[Saved](#) [Continue to Login](#)

*** (On PC)

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 share 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.



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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.