

How to use F5 Portal with Windows

Step 1: Open Internet Explorer

Windows 10 users, be careful **not to use the Edge Browser**, which has a similar icon. You can find Internet Explorer by hitting the Start Button and scrolling down to the “Windows Accessories” folder.

Microsoft Edge



Microsoft Internet Explorer



Step 2: Log into the Remote Access Portal with your UPHS credentials.

<https://penmedaccess.uphs.upenn.edu>

A screenshot of a web browser window showing the Penn Medicine Remote Access Portal login page. The browser's address bar contains 'penmedaccess.uphs.upenn.edu'. The page header features the Penn Medicine logo and name. Below the header, the text 'Secure Logon for Remote Access Portal' is displayed. There are two input fields: 'Username' and 'Password'. A 'Logon' button is located below the password field.

Step 3: Choose your device and preferred authentication method for Duo Security

- a. Push- Sends a notification to your device
- b. Call me- Calls the telephone number you have listed
- c. Passcode- Generates a passcode on your Duo Mobile device. Enter it on the website.

A screenshot of the Duo Security authentication page on the Penn Medicine Remote Access Portal. The browser's address bar shows 'penmedaccess.uphs.upenn.edu'. The page header includes the Penn Medicine logo and name. On the left, there are links for 'What is this?', 'Add a new device', 'My Settings & Devices', and 'Need help?'. Below these links, it says 'Powered by Duo Security'. The main content area has a 'Device:' dropdown menu set to 'iOS (XXX-XXX-0411)'. Underneath, it says 'Choose an authentication method'. There are three options, each with a green button: 'Duo Push RECOMMENDED' with a 'Send Me a Push' button, 'Call Me' with a 'Call Me' button, and 'Passcode' with an 'Enter a Passcode' button. At the bottom, there is a checkbox labeled 'Remember me for 4 hours'.

Step 4: Portal Authorization

After Duo Authentication, you should be presented with the full list of Applications that are available.

