

Wednesday, May 26, 2021

Attn: All Users Who Access Employee Self Service and Webmail Remotely
DUO MOBILE (MULTI-FACTOR AUTHENTICATION) WILL BE REQUIRED TO ACCESS EMPLOYEE SELF SERVICE AND WEBMAIL REMOTELY – EFFECTIVE WEDNESDAY, JUNE 30

What is Multi-Factor Authentication?

A security enhancement that requires you to present two pieces of evidence (your credentials) when logging into your account.

Why is this happening?

NYC Health + Hospitals' Enterprise Information Technology Services, Information Security and Risk Management Team continues to actively monitor the cyber health of our environment. Given ongoing threats, including phishing and credential hacking, access to Employee Self Service and Webmail will be enhanced to include Multi-factor authentication (MFA).

Individuals who have not already downloaded and enrolled into Duo Mobile will need to do so by Friday, June 25. Multi-Factor Authentication via Duo Mobile will be required effective Wednesday, June 30.

See details below:

Date / Time

Friday, June 25 - Enrollment deadline for Duo Mobile.

Friday, June 30 - Multi-factor authentication via Duo Mobile enhancement will be in effect.

Impacts

- All individuals who wish to remotely access Employee Self Service (i.e. Timekeeping, online Payroll, evaluations, etc.) and Webmail will be prompted for Multi-Factor Authentication via Duo. If the individual is not enrolled, they will not be able to access these services.

Action Required: Set Up Multi-Factor Authentication

See instructions below for setting up multi-factor authentication in advance of this change:

- Download the Duo Mobile app onto your Android or iOS smartphone (must have a smart phone to use Duo). The links can be found [here](#).
- Enroll into Duo, please use this link: [Duo Self-Enrollment](#).
- For a step by step screen capture of the enrollment process, please see the **Duo Mobile First Time Use** screenshots below.

IMPORTANT NOTE: NYC Health + Hospitals will be pursuing similar authentication enhancements to a number of public facing services in the months ahead (e.g. Peoplesoft ELM, ServiceNow, etc.). Users who have not downloaded and enrolled into Duo Mobile should do so as soon as possible to ensure they retain access to these services without disruption.

If you have any questions or experience any issues with downloading or enrolling in Duo Mobile, please contact the Enterprise Service Desk:

Phone: (877) 934-8442

Email: enterpriseservicedesk@nychhc.org

DUO MOBILE FIRST TIME USE

Enrolling in Duo token (via Management Portal) :

1. Go to <https://duodmp.nychhc.org/>

2. Login with username and password

The screenshot shows the login page for the Duo Device Management Portal. At the top left is the NYC Health+ Hospitals logo. The page title is "Duo Device Management Portal". Below the header, it says "Please enter your system login credentials." There are two input fields: "User Name" and "Password", each with a small icon to its left. Below the password field is a blue "Log In" button. At the bottom left, there is a copyright notice: "© 2019 - NYC Health + Hospitals".

3. Click on start setup.

The screenshot shows the "Protect Your NYC HHC Account" page. On the left is the NYC Health+ Hospitals logo and links for "What is this?" and "Need help?". Below that, it says "Powered by Duo Security". The main content area has the heading "Protect Your NYC HHC Account" and two paragraphs of text explaining two-factor authentication. At the bottom right is a green "Start setup" button.

4. Click on Mobile phone number

The screenshot shows the "What type of device are you adding?" page. On the left is the NYC Health+ Hospitals logo and links for "What is this?" and "Need help?". Below that, it says "Powered by Duo Security". The main content area has the heading "What type of device are you adding?" and two radio button options: "Mobile phone RECOMMENDED" (which is selected) and "Tablet (iPad, Nexus 7, etc.)". At the bottom right is a green "Continue" button.

5. Put in phone number and make sure you click the box to verify then click continue.

The screenshot shows the "Enter your phone number" page. On the left is the NYC Health+ Hospitals logo and links for "What is this?" and "Need help?". Below that, it says "Powered by Duo Security". The main content area has the heading "Enter your phone number" and a dropdown menu for "United States". Below that is a text input field with "+1 9178541296" and a green checkmark. Below the input field is the text "Example: (201) 234-5678" and a checked checkbox with the text "You entered (917) 854-1296. Is this the correct number?". At the bottom are "Back" and "Continue" buttons.

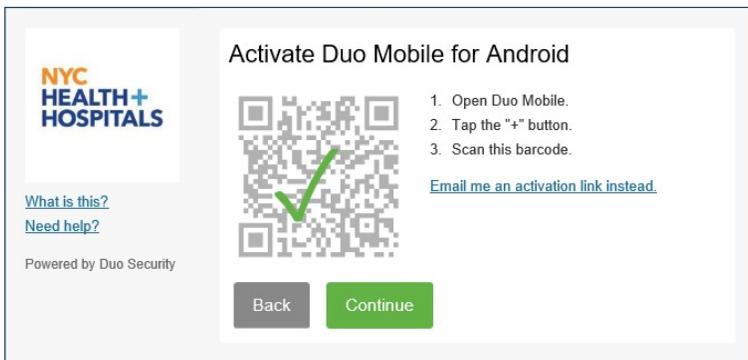
6. Select the type of phone the number is attached to.

The screenshot shows the "What type of phone is 917-854-1296?" page. On the left is the NYC Health+ Hospitals logo and links for "What is this?" and "Need help?". Below that, it says "Powered by Duo Security". The main content area has the heading "What type of phone is 917-854-1296?" and three radio button options: "iPhone", "Android", and "Windows Phone". At the bottom are "Back" and "Continue" buttons.

7. Install DUO Mobile on Device. Click on "I have Duo Mobile installed":

The screenshot shows the "Install Duo Mobile for Android" page. On the left is the NYC Health+ Hospitals logo and links for "What is this?" and "Need help?". Below that, it says "Powered by Duo Security". The main content area has the heading "Install Duo Mobile for Android" and a screenshot of a smartphone displaying the Duo Mobile app in the Google Play Store. To the right of the screenshot are two numbered instructions: "1. Launch the Google Play Store app and search for 'Duo Mobile'." and "2. Tap 'Install' to install the app." At the bottom are "Back" and "I have Duo Mobile installed" buttons.

8. Use the scan option from device to scan barcode on screen. Once scan is complete click Continue.



9. Setup is now complete:

