

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://penmedaccess.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.

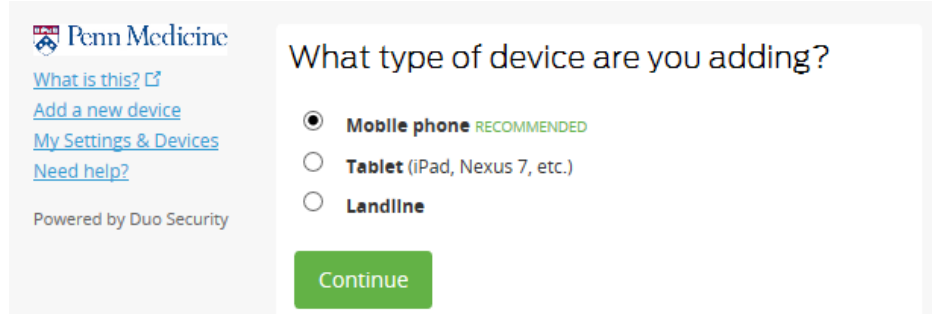
This process will help you set up your account with this added layer of security.

Start setup

*** (On PC)

01. Click "Start Setup"
02. Select "Mobile phone"
03. Click "Continue"

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[Add a new device](#)
[My Settings & Devices](#)
[Need help?](#)
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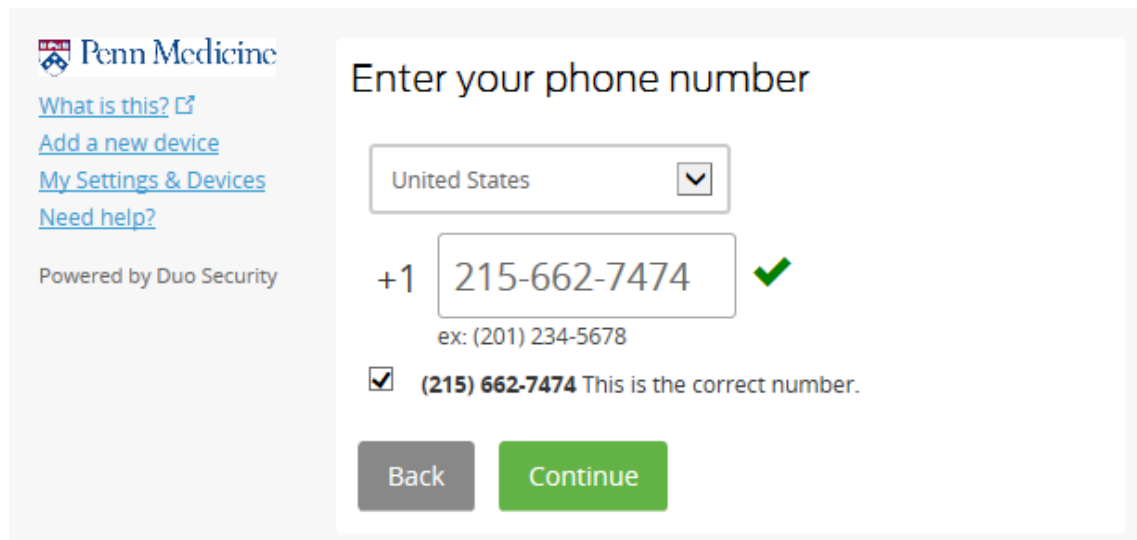
What type of device are you adding?

Mobile phone RECOMMENDED

Tablet (iPad, Nexus 7, etc.)

Landline

Continue



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Enter your phone number

United States

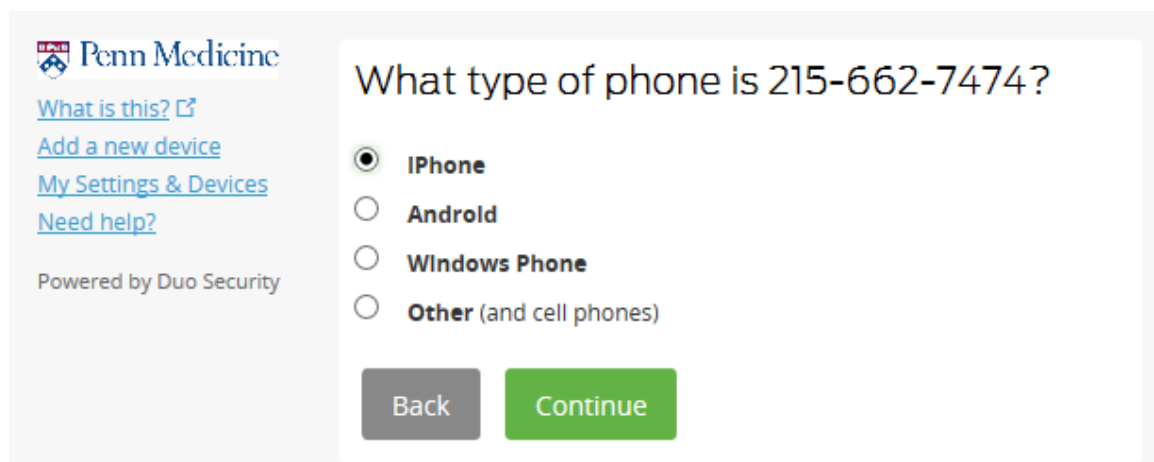
+1 215-662-7474 ✓

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)

Back **Continue**

07. Select "iPhone"
08. Click "Continue"

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[What is this?](#) 

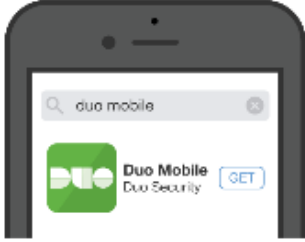
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[My Settings & Devices](#)

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Install Duo Mobile for iOS



1. Launch the App Store app and search for "Duo Mobile".
2. Tap "Get" and then "Install" to download the app.

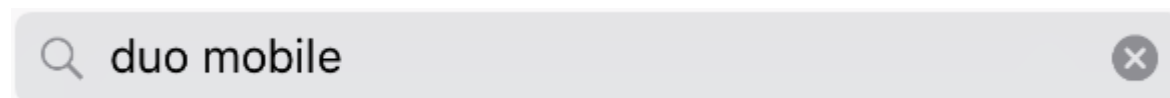
[Back](#) [I have Duo Mobile installed](#)

Set of instructions for the iPhone piece are below.

*** (On iPhone)



09. Open the App Store



10. Search for "Duo Mobile"



Duo Mobile
Duo Security

11. Install "Duo Mobile"

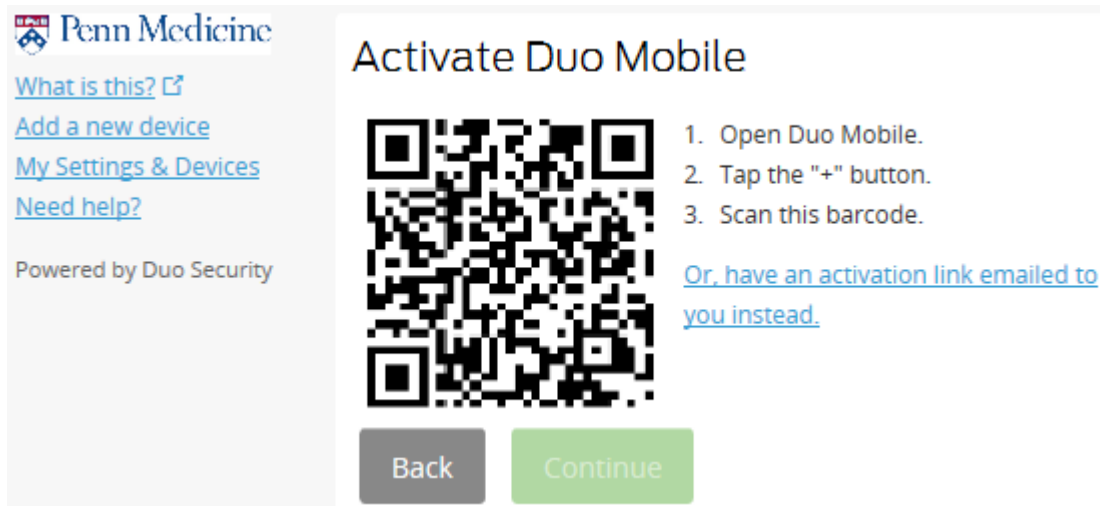
12. Exit the App Store

Web Portal\DUO Security for iOS Devices

13. Open the Duo Mobile Application

*** (On PC)

14. Click "I have Duo Mobile Installed"



*** (On iPhone)

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



16. Scan the barcode presented on the PC

Activate Duo Mobile



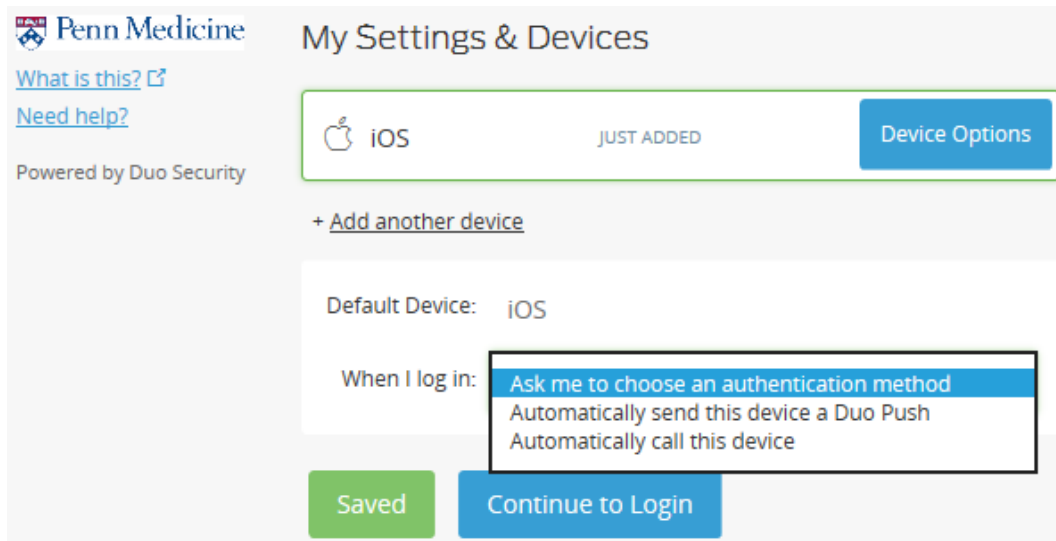
1. Open Duo Mobile.
2. Tap the "+" button.
3. Scan this barcode.

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



Web Portal\DUO Security for iOS Devices

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

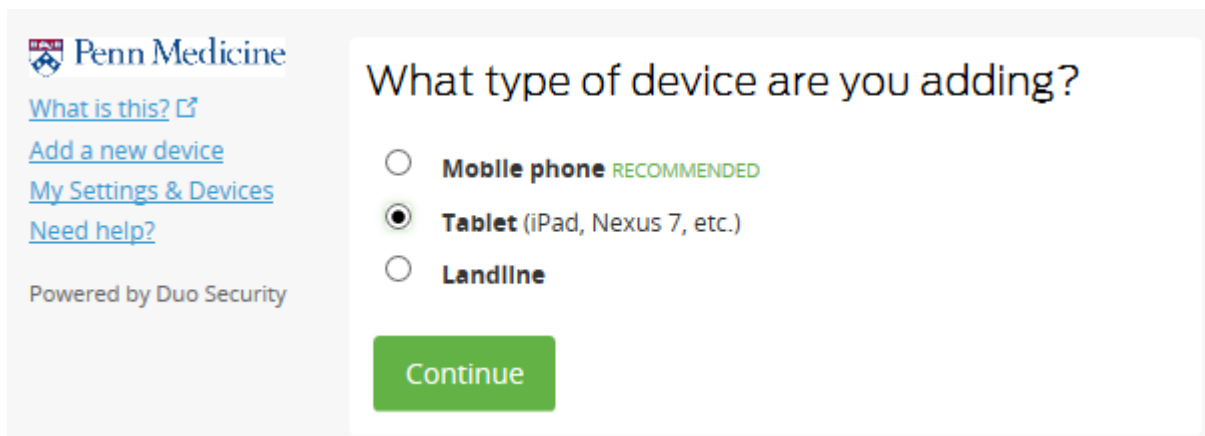


The screenshot shows the 'My Settings & Devices' page for an iOS device. The page title is 'My Settings & Devices'. On the left, there is a sidebar with the Penn Medicine logo, links for 'What is this?', 'Need help?', and 'Powered by Duo Security'. The main content area shows a device card for 'iOS' with the status 'JUST ADDED' and a 'Device Options' button. Below the device card is a '+ Add another device' link. Underneath, there is a 'Default Device: iOS' section and a 'When I log in:' dropdown menu. The dropdown menu is open, showing three options: 'Ask me to choose an authentication method' (highlighted in blue), 'Automatically send this device a Duo Push', and 'Automatically call this device'. At the bottom of the page, there are two buttons: 'Saved' (green) and 'Continue to Login' (blue).

*** (On PC)

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)




The screenshot shows the 'What type of device are you adding?' page. The page title is 'What type of device are you adding?'. On the left, there is a sidebar with the Penn Medicine logo, links for 'What is this?', 'Add a new device', 'My Settings & Devices', 'Need help?', and 'Powered by Duo Security'. The main content area has three radio button options: 'Mobile phone RECOMMENDED', 'Tablet (iPad, Nexus 7, etc.)' (selected), and 'Landline'. At the bottom of the page, there is a green 'Continue' button.

*** (On PC)

01. Select “Tablet”
02. Click “Continue”

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What type of tablet are you adding?

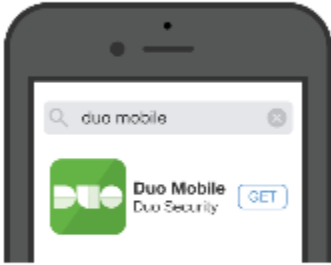
IOS (iPad, iPod Touch)

Android

03. Select "iOS"
04. Click "Continue"

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Install Duo Mobile for iOS



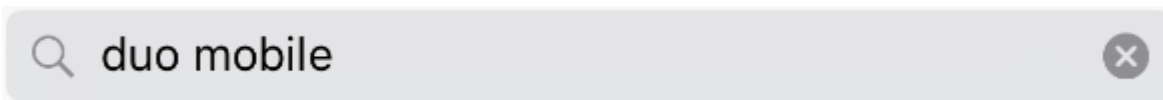
1. Launch the App Store app and search for "Duo Mobile".
2. Tap "Get" and then "Install" to download the app.

Web Portal\DUO Security for iOS Devices

*** (On Tablet)



05. Open the App Store



06. Search for "Duo Mobile"



Duo Mobile
Duo Security

07. Install "Duo Mobile"

08. Exit the App Store

09. Open the Duo Mobile Application

*** (On PC)

10. Click "I have Duo Mobile Installed"

Web Portal\DUO Security for iOS Devices



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

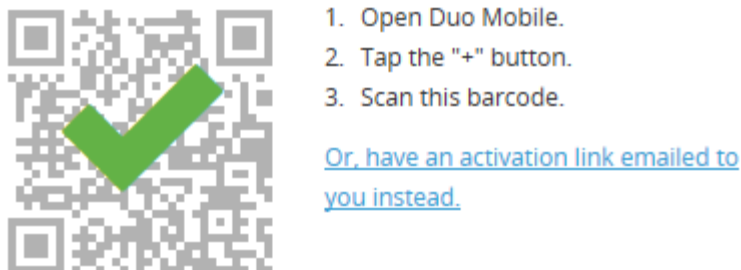
*** (On Tablet)

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



12. Scan the barcode presented on the PC

Activate Duo Mobile



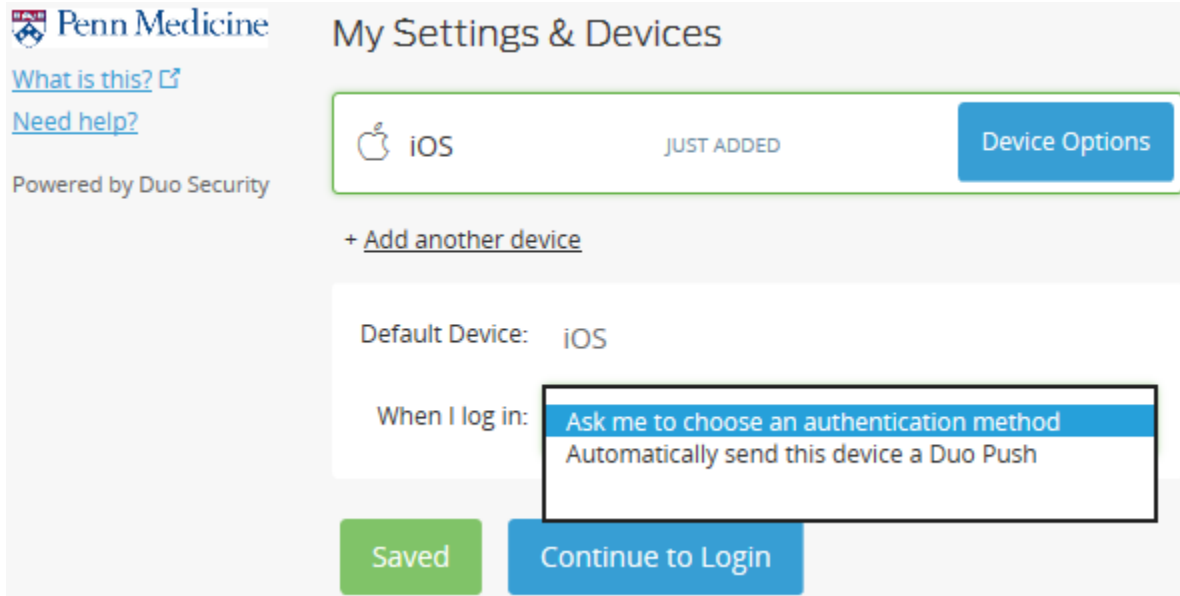
1. Open Duo Mobile.
2. Tap the "+" button.
3. Scan this barcode.

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



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

Web Portal\DUO Security for iOS Devices



My Settings & Devices

Apple iOS 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 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.