

EMORY HEALTHCARE

Emory Healthcare Duo and Citrix Setup

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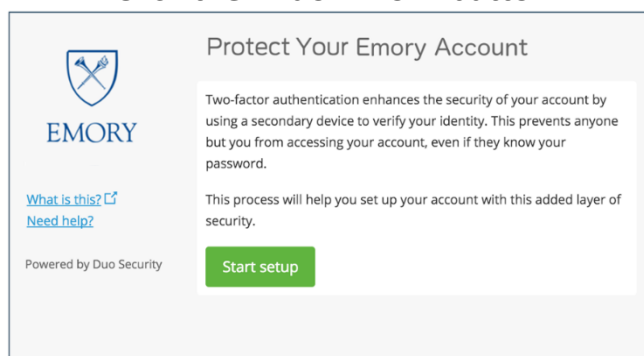
Duo Security Enrollment Instructions

To enroll in Duo two-factor authentication, please follow the steps below. Please note that all of the images on this page are examples, and explain what you will be doing at each step.

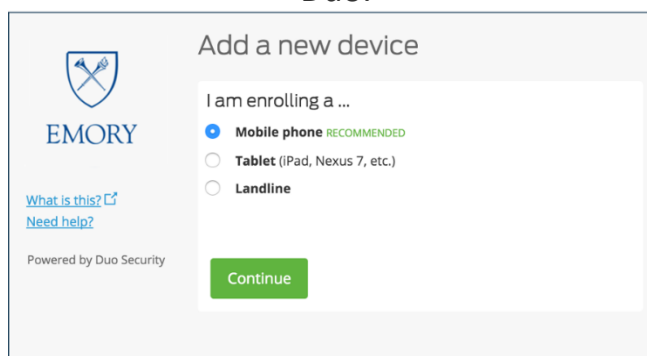
If you have already enrolled and wish to add a new device to use with Duo, or modify an existing one, you can visit the Duo self-service portal at [the Duo website](#). There you will find instructions for adding or modifying devices and phone numbers that you use with Duo.

Enrollment Instructions

1. Visit [the Duo website](#). It is highly recommended that you do this from a computer, and not the mobile device that you will be enrolling with Duo.
2. Click the "Duo Enroll" button

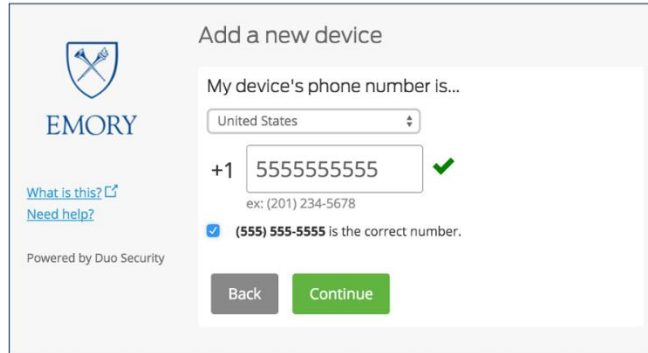


3. The next page will ask you if you would like to set up your account with a mobile phone, a tablet, or a landline. It is **HIGHLY** recommended that you use a mobile phone, as this option best supports the features offered by Duo.

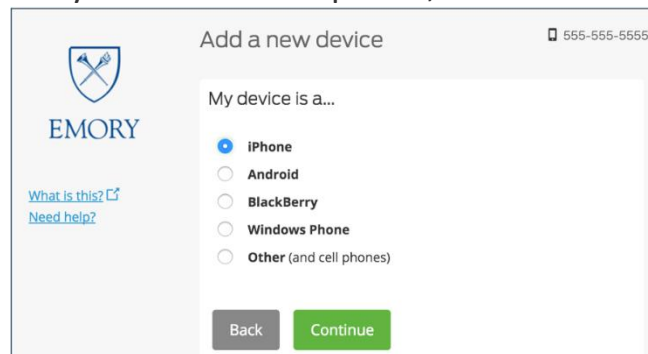


4. On the next page, you will need to enter your phone number, confirm that it is correct, and confirm that you own the device by receiving a call or text message. You will then enter the verification code that you're given to continue to the next step. The number below is only for demonstration

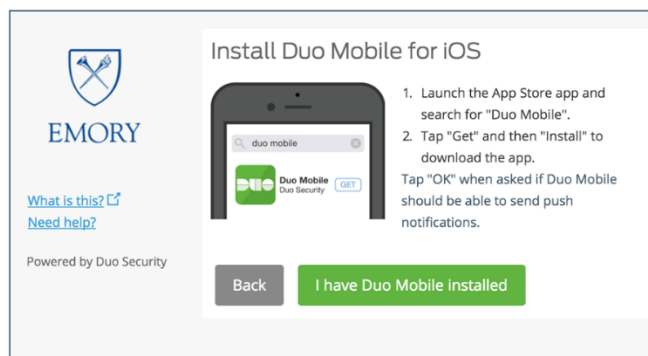
purposes, please enter your own phone number.



5. On the next page, you will need to select the type of device you have. If you are using a phone that is not a smartphone, select 'other' and the setup will be complete. If you have a smartphone, continue to the next step.



6. You will now be prompted to install the Duo app from your device's application store (iTunes App Store, Google Play Store, etc.). It is highly recommended that you install the Duo Mobile app on your smartphone. Otherwise, you will not be able to take advantage of the full Duo Security authentication feature set.

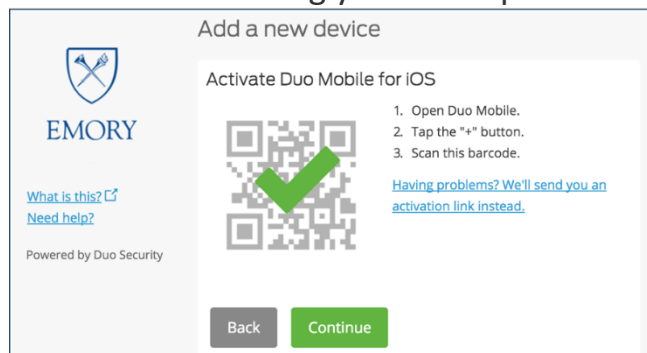


7. Upon installation of the app, you will be given the option to add a device by scanning a QR code. If you are going through this part of the set up process on your mobile device, you will need to select the 'Having Problems?' link to receive an activation code, since you won't be able to scan the QR code with your phone. **NOTE: Do not attempt to scan the QR code in the image**

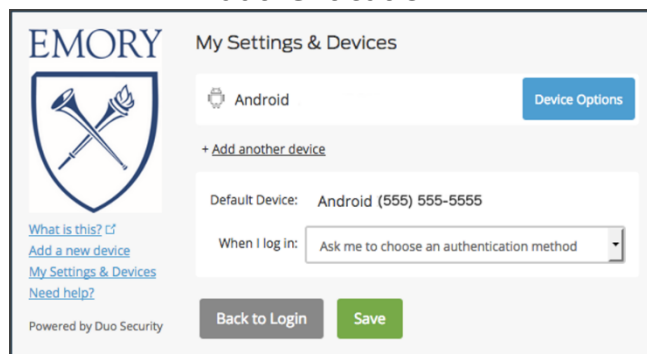
below.



8. Once you have scanned the QR code on your device, you should see the screen below, indicating success. If it does not, click the 'Having Problems?' link to enter a code that will be sent to your phone instead. You have now finished enrolling your smartphone.



9. When adding a new device, it is defaulted to 'Ask me to choose an authentication method'. If you choose to automatically push or call, you won't be able to select the option to remember your device when logging into Duo-enabled applications. You may change this setting at any time in the self-service portal (or when logging into Duo-enabled applications) by selecting My Devices & Settings before completing two-factor authentication.



Installing the Citrix for Emory Healthcare Workspace

- Please make sure your local PC has the latest Microsoft Windows updates and patches.
- The Emory Healthcare Workspace environment provides employees secure, easy-to-use access to the applications and data to which they have been given rights.
- To get to the Emory Healthcare Workspace environment from your computer, you need a web browser plus a small piece of software (a client) installed on your computer.
- You will need to access the Emory Healthcare Workspace environment using the Chrome browser

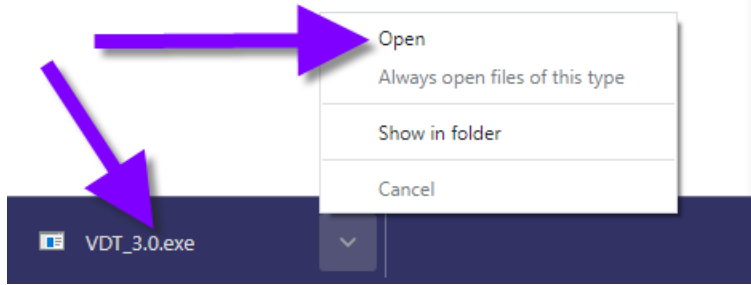
Citrix Client Installation Steps:

- You will need to allow 15-30 minutes for the installation process. The installation also requires a reboot, so you will want to save any data and close any other applications that are open.
- If you have previously installed the Citrix client, be sure to close all Virtual Desktop applications and logout of the Virtual Desktop. All of the steps below must be done from your local computer.

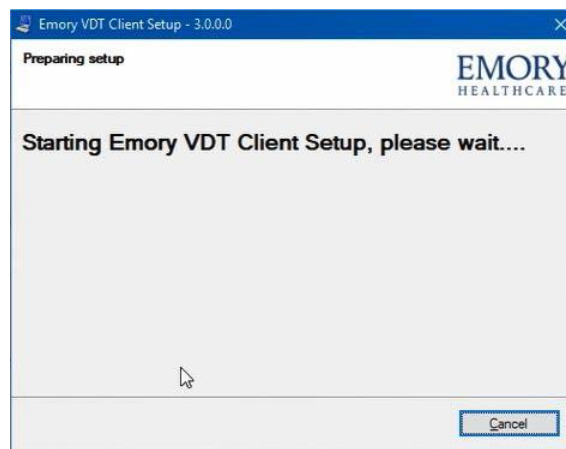
Click on this link and the Citrix installer will download and save to your Downloads folder:

https://download.emoryhealthcare.org/EHCV/VDT_3.0.exe?_ga=2.168937577.952689111.1634062296-1410813570.1629316165

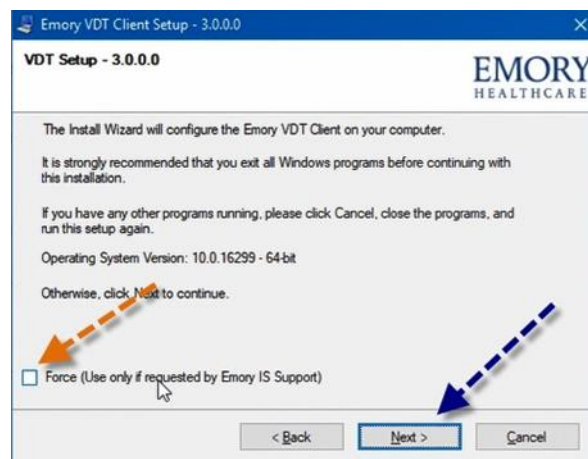
- You will see in the bottom left hand corner of the browser: **VDT 3.0.exe**.
- Click on the UP Arrow (^) and choose open:



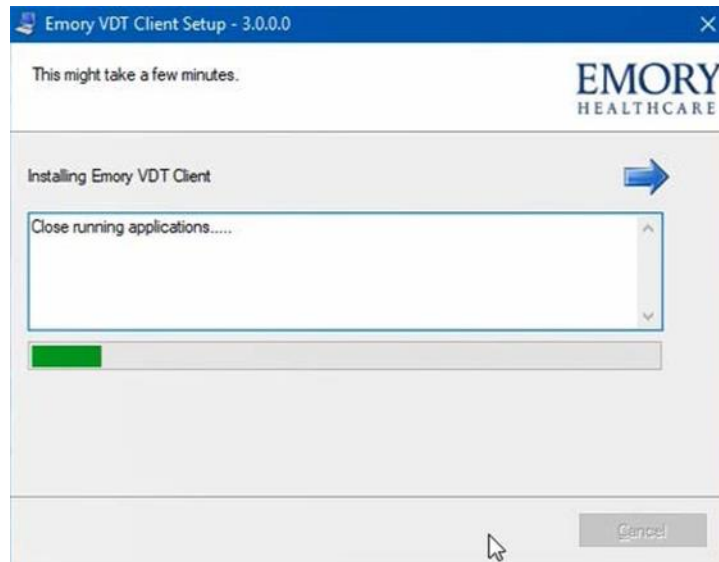
The Citrix client software will now start to install:



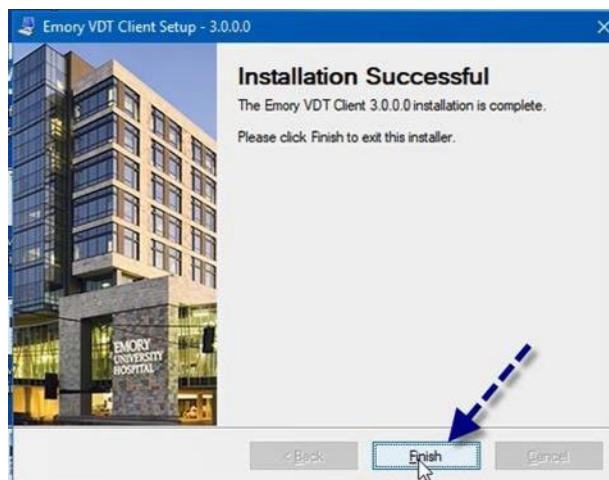
1. Click the ***Force*** box and then click 'NEXT' on this screen to continue installation process



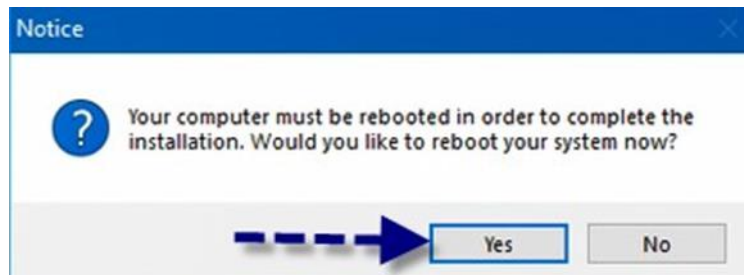
- The installation will take a few minutes to complete



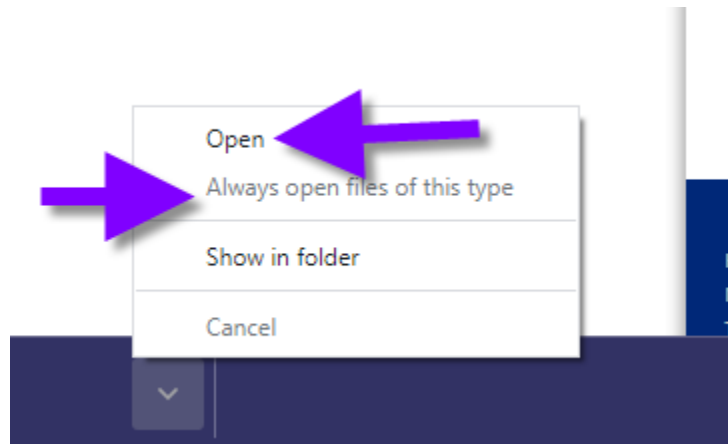
- The citrix installation has successfully installed



- Click 'YES' to reboot your system



5. With the Citrix client software installed and the computer rebooted, you are ready!
6. To access the Emory Healthcare Workspace environment, start Chrome and go to <https://workspace.emory.org>
7. If you are using Chrome, Workspace might not automatically launch the .ica file. What you will need to do is to:
 - Click on the download box in the bottom left-hand corner of the browser
 - Click on the Down arrow
 - Click on always open files of this type
 - Click on Open



Changing your Emory Healthcare Password:

- When you first log into Workspace you will be required to reset your password.
- Your login ID for the EHC Workspace is your Emory Healthcare Network ID (net-ID).

Password

- Your password for Emory Healthcare applications has been initially set to a standard lowercase password as follows: first letter of first name, first letter of last name, last two digits of your Social Security Number followed by ##xx\$.
- Example: John Doe, SSN 888-77-1234
- Password = jd34##xx\$
- (Remember: This password is lowercase.)

- You will be prompted to change your password the first time you log in. Your new password must follow
- the standards listed below:
 - Password cannot match any of the previous 24 passwords used with the account
 - Password may not include more than two consecutive characters that are identical
 - Password must be at least 9 characters in length
 - Password must be no more than 30 characters in length
 - Password must contain at least 2 alphabetic characters
 - Password must contain at least 2 non-alphabetic characters (spaces, numerals, punctuation and/or special characters)
 - User ID cannot be part of the password

Sharing IDs and Passwords

- Do not share logon IDs or passwords with anyone! Access to patient information is audited based on the
- Logon ID that accessed the information. You are responsible for information accessed using your logon ID and password.

Troubleshooting Password Reset Issues

- If you are having trouble with logging in to the Emory Healthcare VDT or EHC Workspace, please call the
- Help Desk (404-778-4357).