

## Registering with Duo

These instructions describe how to register with Duo, installing the Duo mobile app on your phone. It is easiest to register with Duo via Citrix. VDI will not automatically register.

### Registering with Duo

On a computer connected to WiFi, or outside of a Johns Eastern office, navigate to [jecitrix.johnseastern.com](http://jecitrix.johnseastern.com).

Enter your VDI login credentials and click “Log On.”



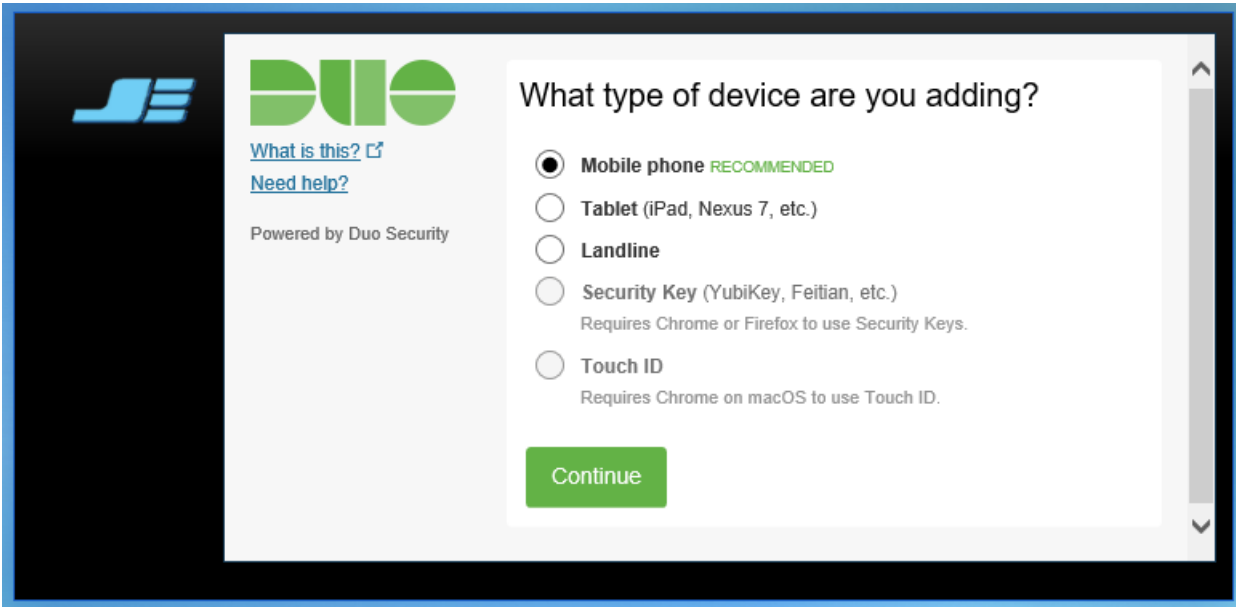
The image shows a login screen with a dark background and a blue border. On the left is the Johns Eastern logo. The title "Citrix 2019 Login" is centered at the top. Below it are two white input fields labeled "User name" and "Password". A "Log On" button is positioned below the password field.

The screen will change to the below. Click “Start setup.”



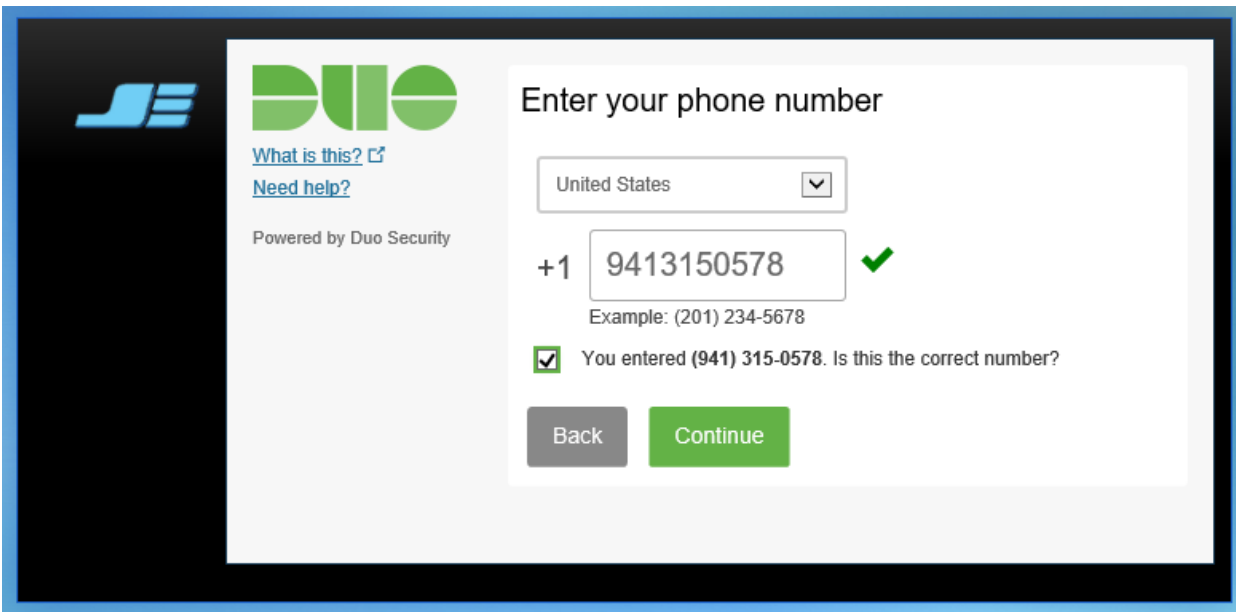
The image shows a security notification screen with a dark background and a blue border. On the left is the Johns Eastern logo. The title "Protect Your Johns Eastern Company Account" is centered at the top. Below the title are two links: "What is this?" and "Need help?". Below the links is the text "Powered by Duo Security". A white box contains the following text: "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." Below this text is another line: "This process will help you set up your account with this added layer of security." At the bottom of the white box is a green "Start setup" button.

Click "Continue."



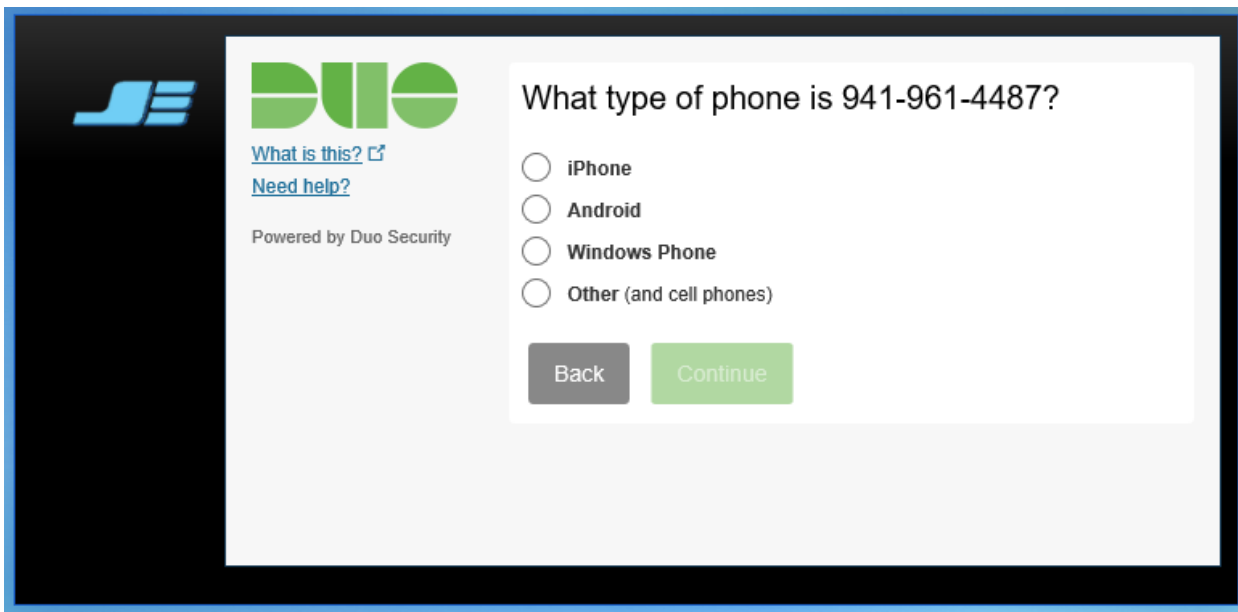
The screenshot shows the Duo Security interface for selecting a device. On the left, there is a logo and links for "What is this?" and "Need help?". Below that, it says "Powered by Duo Security". The main heading is "What type of device are you adding?". There are five radio button options: "Mobile phone RECOMMENDED", "Tablet (iPad, Nexus 7, etc.)", "Landline", "Security Key (YubiKey, Feitian, etc.)" (with a note "Requires Chrome or Firefox to use Security Keys."), and "Touch ID" (with a note "Requires Chrome on macOS to use Touch ID."). A green "Continue" button is at the bottom.

Enter the phone number you'd like to use. Check the box that appears to confirm the number is correct.



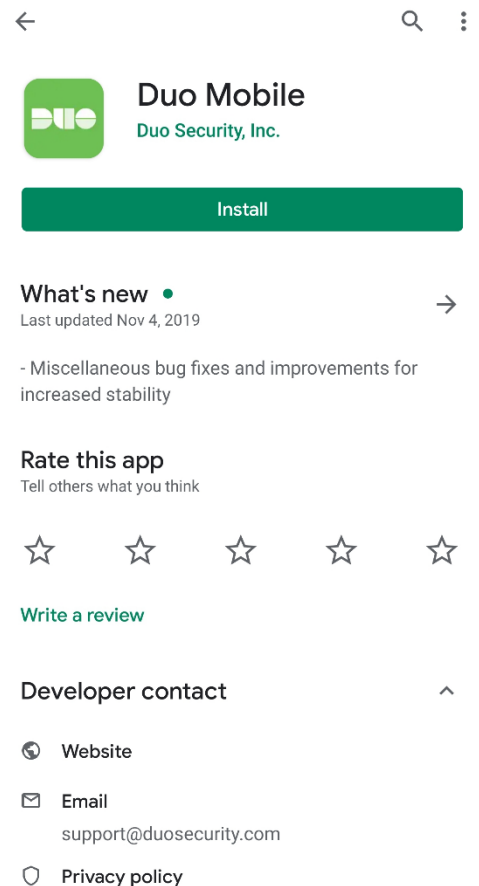
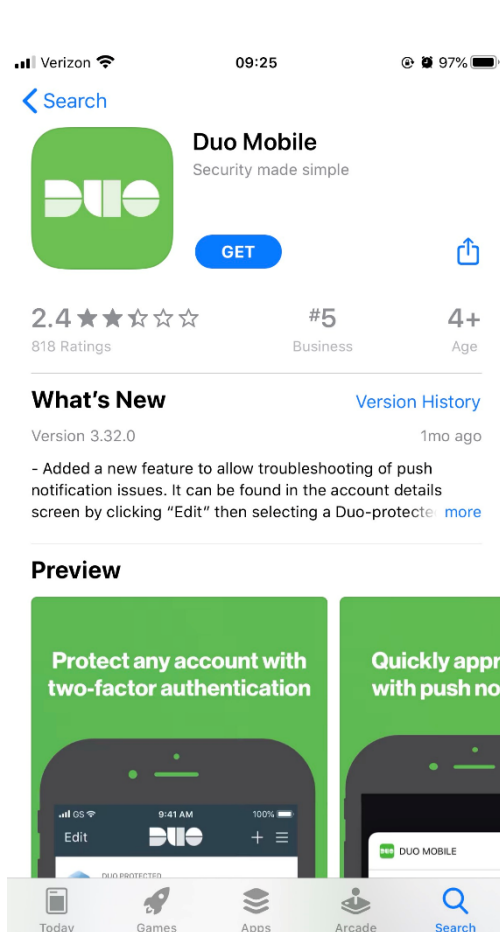
The screenshot shows the Duo Security interface for entering a phone number. On the left, there is a logo and links for "What is this?" and "Need help?". Below that, it says "Powered by Duo Security". The main heading is "Enter your phone number". There is a dropdown menu for "United States". Below that is a text input field containing "+1 9413150578" with a green checkmark to its right. Below the input field is the text "Example: (201) 234-5678". There is a checked checkbox followed by the text "You entered (941) 315-0578. Is this the correct number?". At the bottom, there are two buttons: "Back" and "Continue".

Click the type of smartphone you have and click "Continue."

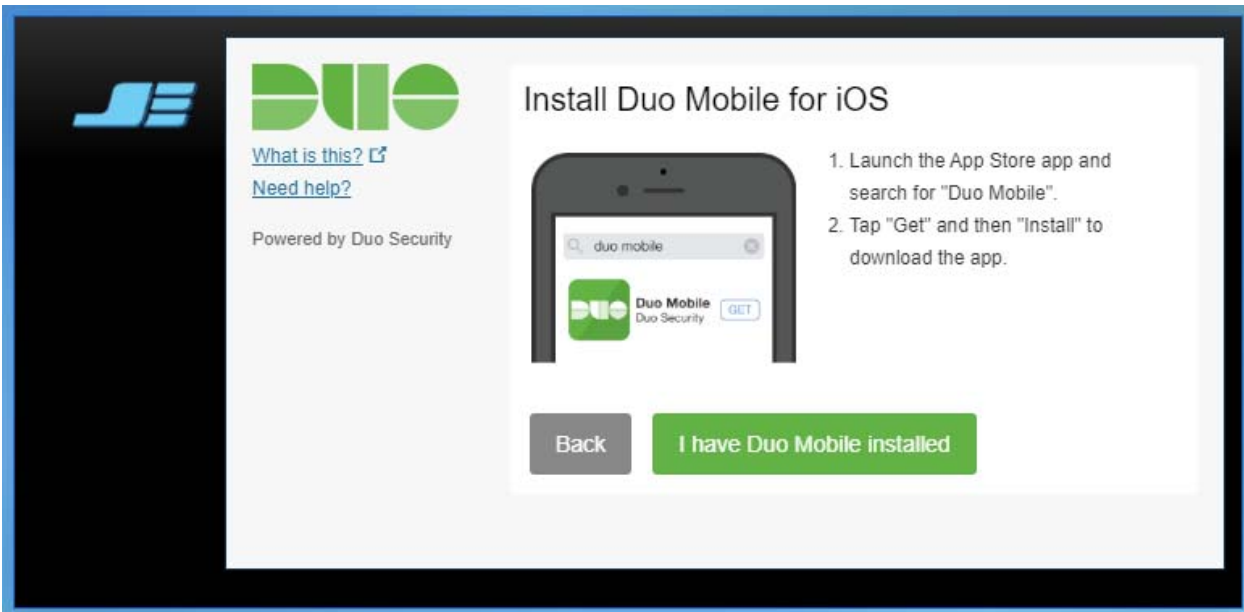


For iPhone users, navigate to the app store and search for "Duo." When you find the app below, select "GET."

For Android users, navigate to the play store and search for "Duo." When you find the app below, select "Install."



Click "I have Duo Mobile installed."



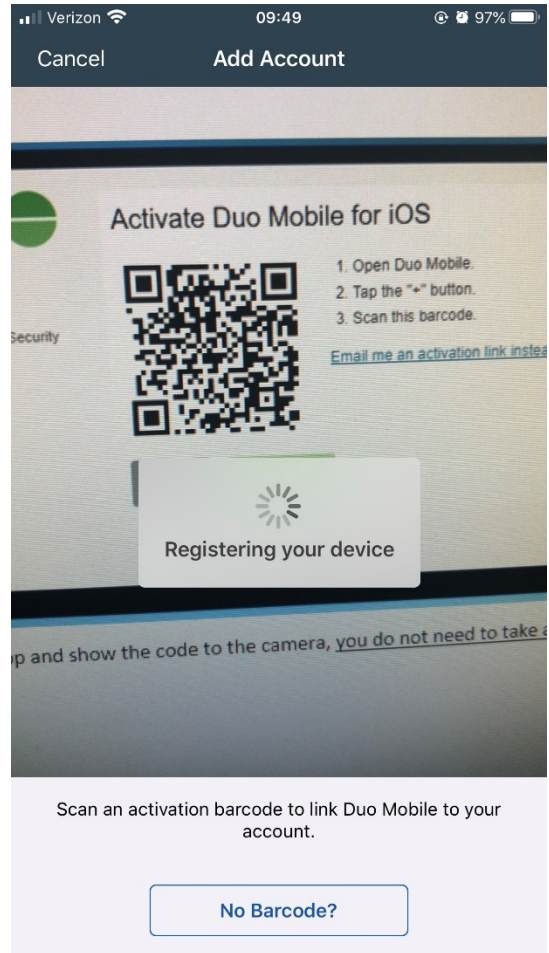
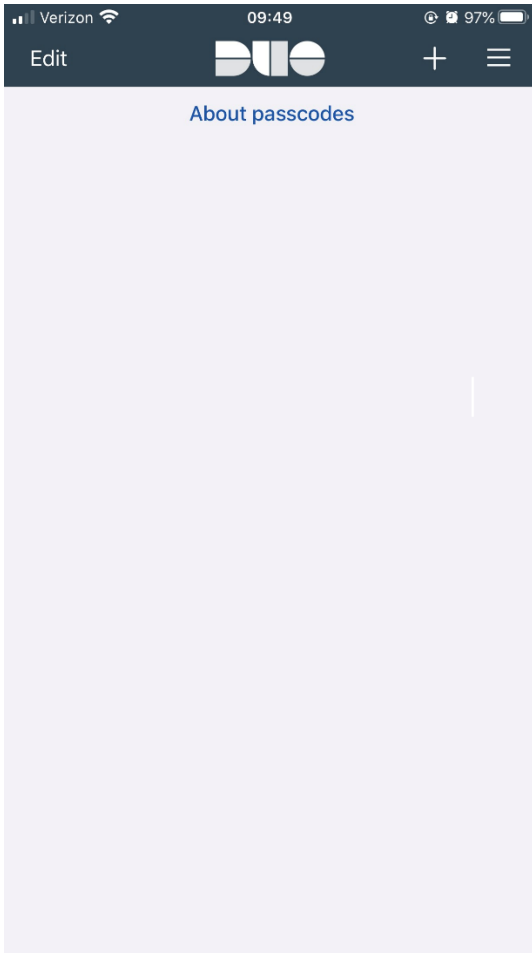
The screenshot shows a web page for installing Duo Mobile on an iOS device. On the left, there is a blue logo and the Duo logo. Below the Duo logo are links for "What is this?" and "Need help?", and the text "Powered by Duo Security". The main heading is "Install Duo Mobile for iOS". Below this is a smartphone mockup showing the Duo Mobile app in the App Store search results. To the right of the mockup are two numbered steps: "1. Launch the App Store app and search for 'Duo Mobile'." and "2. Tap 'Get' and then 'Install' to download the app." At the bottom of the main content area are two buttons: a grey "Back" button and a green "I have Duo Mobile installed" button.

A QR code appears.

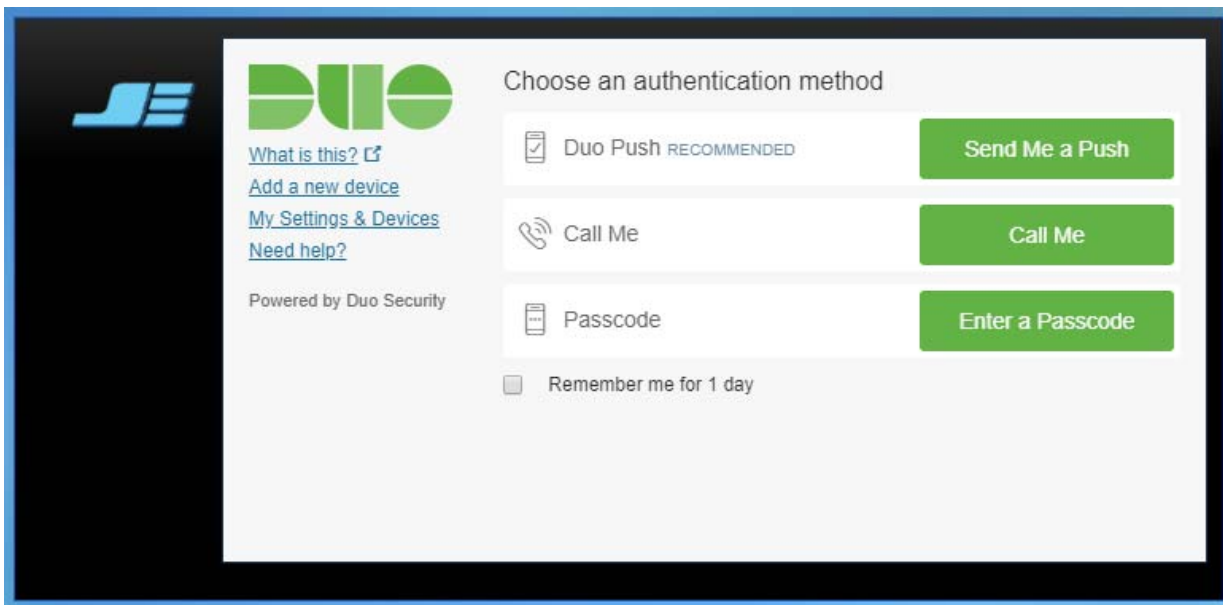


The screenshot shows a web page for activating Duo Mobile on an iOS device. On the left, there is a blue logo and the Duo logo. Below the Duo logo are links for "What is this?" and "Need help?", and the text "Powered by Duo Security". The main heading is "Activate Duo Mobile for iOS". Below this is a large QR code. To the right of the QR code are three numbered steps: "1. Open Duo Mobile.", "2. Tap the '+' button.", and "3. Scan this barcode." Below the steps is a link: "Email me an activation link instead." At the bottom of the main content area are two buttons: a grey "Back" button and a green "Continue" button.

Open the Duo mobile app and you should be prompted to scan the QR code. If not, click the “+” sign at the top right of the screen and scan the code.

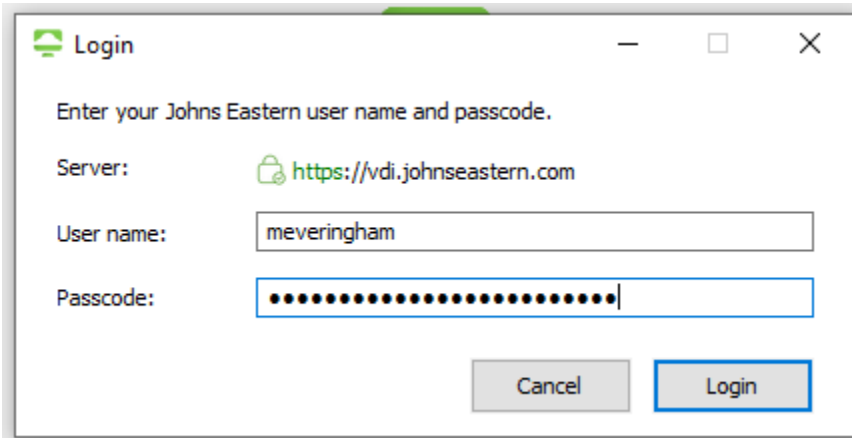


Click “Continue to Login” and the page will change.



## Logging in to VDI

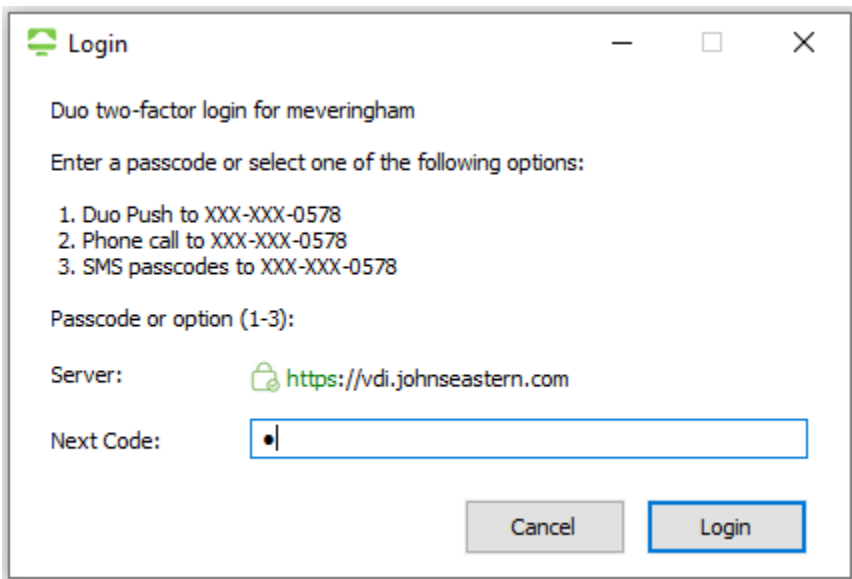
Close the browser and login to VDI as usual.



The screenshot shows a 'Login' dialog box with a title bar containing a green icon, the text 'Login', and standard window controls (minimize, maximize, close). The main content area contains the instruction 'Enter your Johns Eastern user name and passcode.' Below this, there are three fields: 'Server:' with a lock icon and the URL 'https://vdi.johnseastern.com'; 'User name:' with a text box containing 'meveringham'; and 'Passcode:' with a text box filled with 12 black dots. At the bottom right, there are two buttons: 'Cancel' and 'Login'.

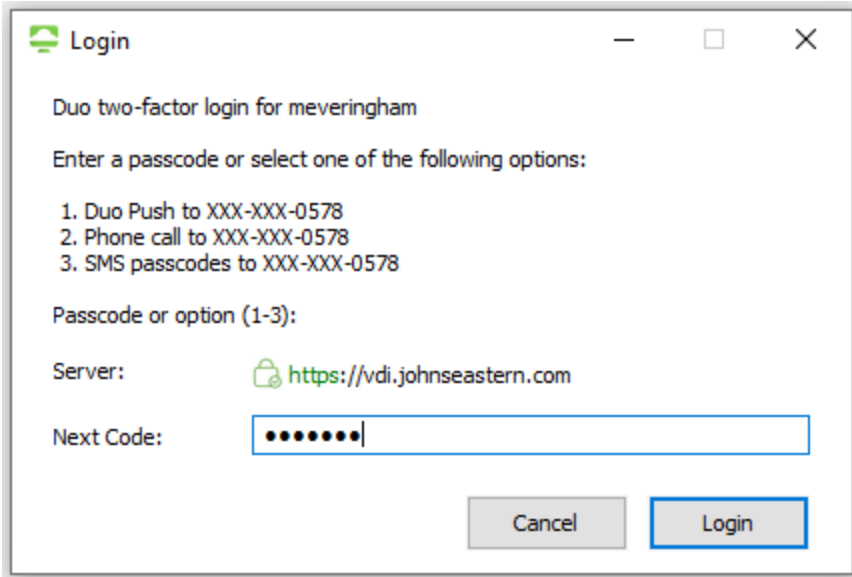
Select an authentication method by entering:

- 1 for a push notification
- 2 for a phone call
- 3 for a text message



The screenshot shows a 'Login' dialog box with a title bar containing a green icon, the text 'Login', and standard window controls (minimize, maximize, close). The main content area contains the text 'Duo two-factor login for meveringham' and the instruction 'Enter a passcode or select one of the following options:'. Below this, there is a numbered list of three options: '1. Duo Push to XXX-XXX-0578', '2. Phone call to XXX-XXX-0578', and '3. SMS passcodes to XXX-XXX-0578'. Below the list, there is a label 'Passcode or option (1-3):' followed by a text box containing a single black dot. At the bottom right, there are two buttons: 'Cancel' and 'Login'.

If you choose option 2 or 3, the field will clear. Enter the passcode that you receive in the same field.



Otherwise, if you selected option 1, you'll get a notification on your phone. Open the notification and select the approve option in the bottom left.

