

Registering with Duo without the Duo Mobile App

These instructions describe how to skip installing the Duo mobile app on your phone, restricting authentication to phone call or text message.

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.

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



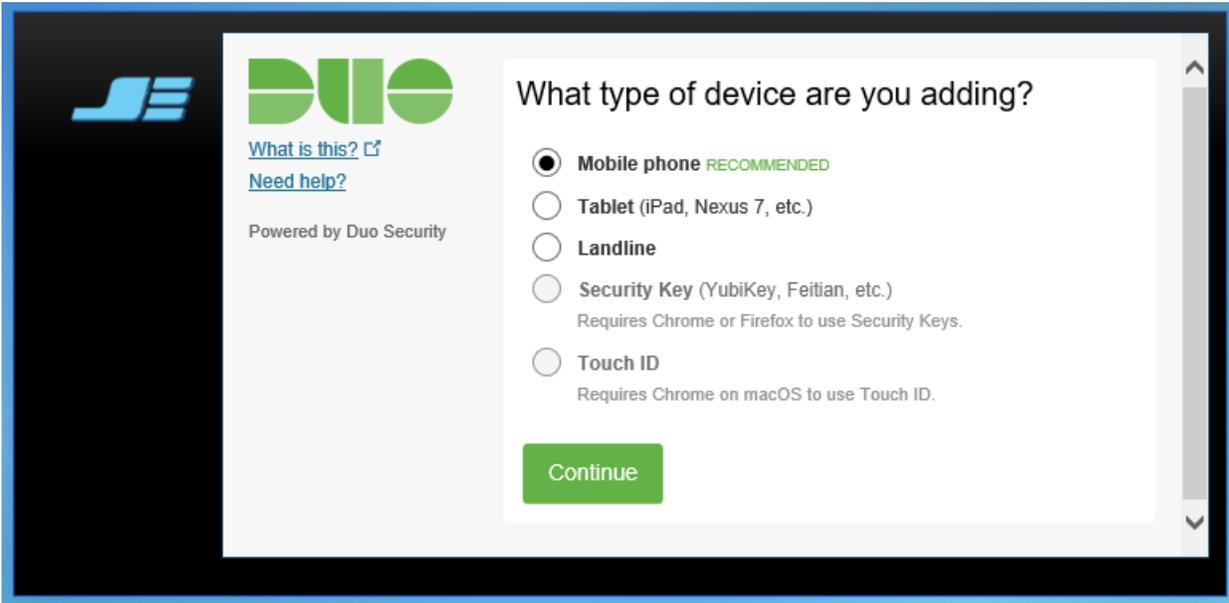
The image shows a login screen with a dark background and a blue border. On the left is the Johns Eastern logo. The title is "Citrix 2019 Login". Below the title are two input fields: "User name" and "Password". A "Log On" button is positioned below the password field.

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



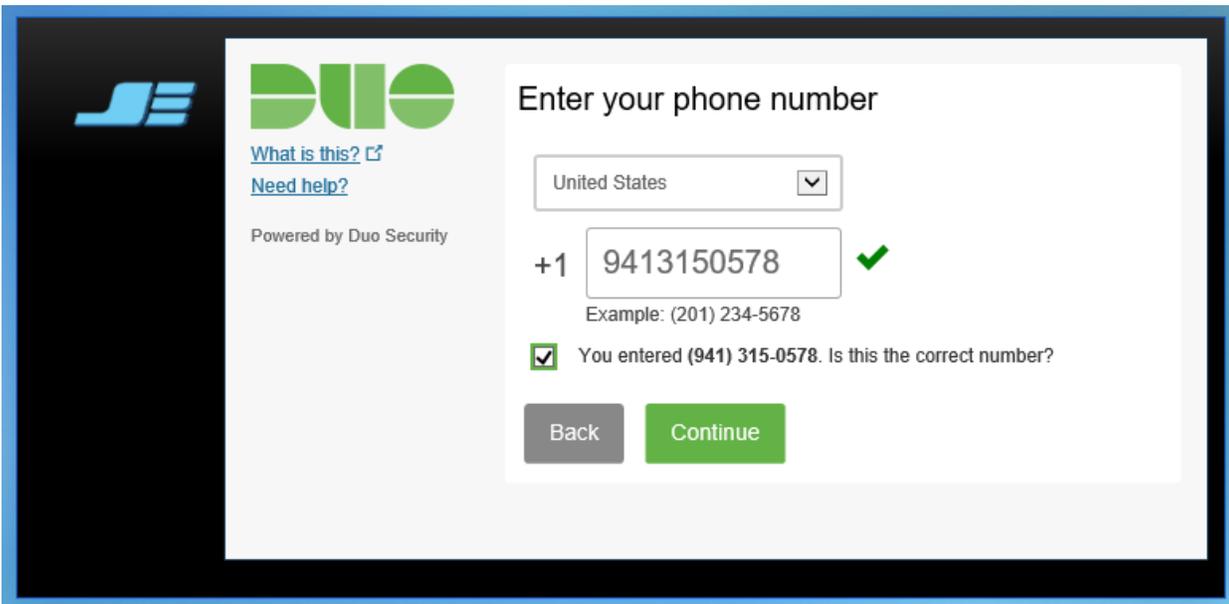
The image shows a Duo Security setup screen with a white background and a blue border. On the left is the Johns Eastern logo. The Duo Security logo is in the top left. Below it are links for "What is this?" and "Need help?". The text "Powered by Duo Security" is below the links. The main heading is "Protect Your Johns Eastern Company Account". Below this is a text box explaining two-factor authentication. At the bottom is a green "Start setup" button.

Click "Continue."



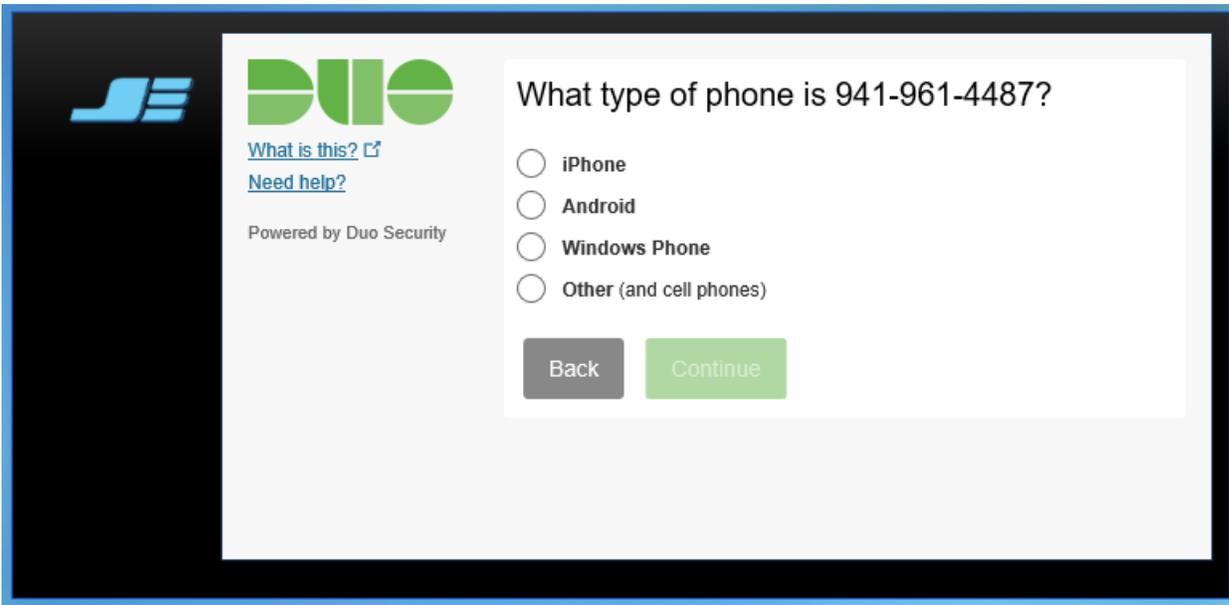
The screenshot shows the Duo Security interface for selecting a device. On the left, there is a logo and links for "What is this?" and "Need help?". Below that, it says "Powered by Duo Security". The main heading is "What type of device are you adding?". There are five radio button options: "Mobile phone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



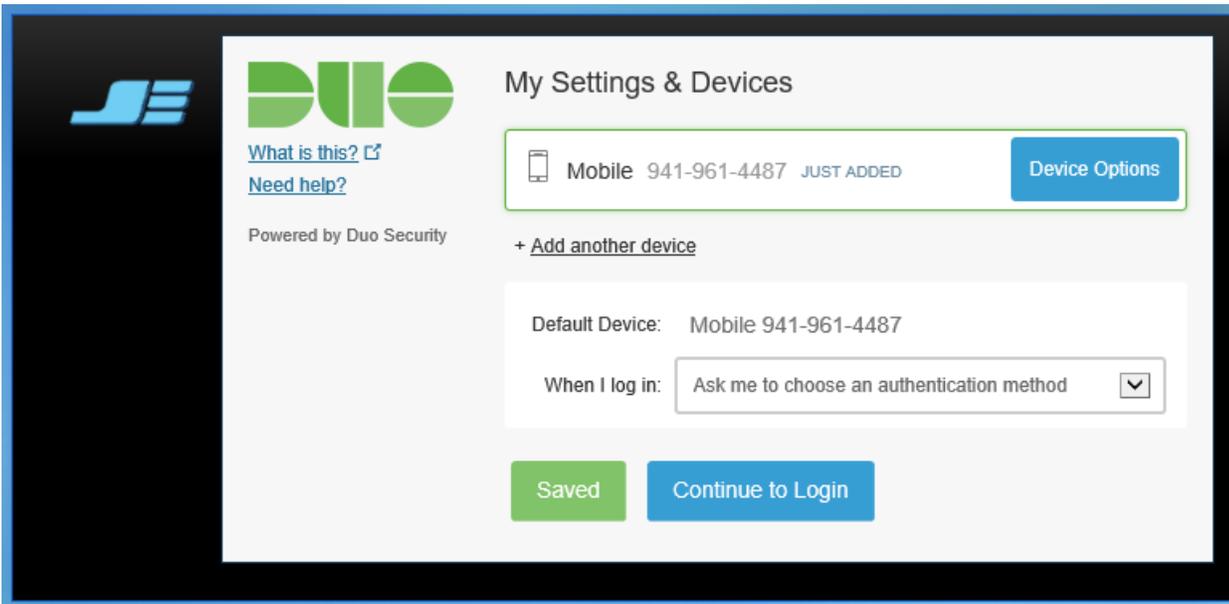
The screenshot shows the Duo Security interface for entering a phone number. On the left, there is a logo and links for "What is this?" and "Need help?". Below that, it says "Powered by Duo Security". The main heading is "Enter your phone number". There is a dropdown menu for "United States". Below that 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 "Other (and cell phones)" even if your phone type is listed and click "Continue."



The screenshot shows the Duo Security interface for selecting a phone type. 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 phone is 941-961-4487?". There are four radio button options: "iPhone", "Android", "Windows Phone", and "Other (and cell phones)". At the bottom, there are two buttons: "Back" and "Continue".

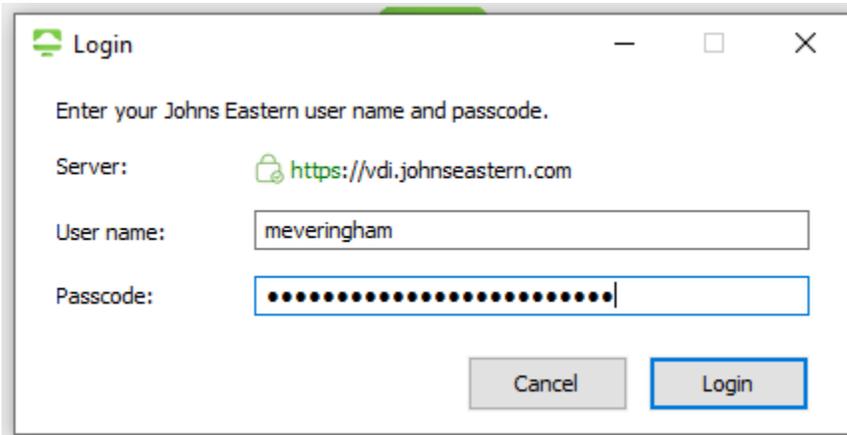
Click "Continue to Login" and the page will change.



The screenshot shows the "My Settings & Devices" page in Duo Security. 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 "My Settings & Devices". There is a list of devices with one entry: "Mobile 941-961-4487 JUST ADDED" with a "Device Options" button next to it. Below the list, there is a link "+ Add another device". Underneath, there are settings for "Default Device: Mobile 941-961-4487" and "When I log in: Ask me to choose an authentication method" with a dropdown arrow. At the bottom, there are two buttons: "Saved" and "Continue to Login".

Logging in to VDI

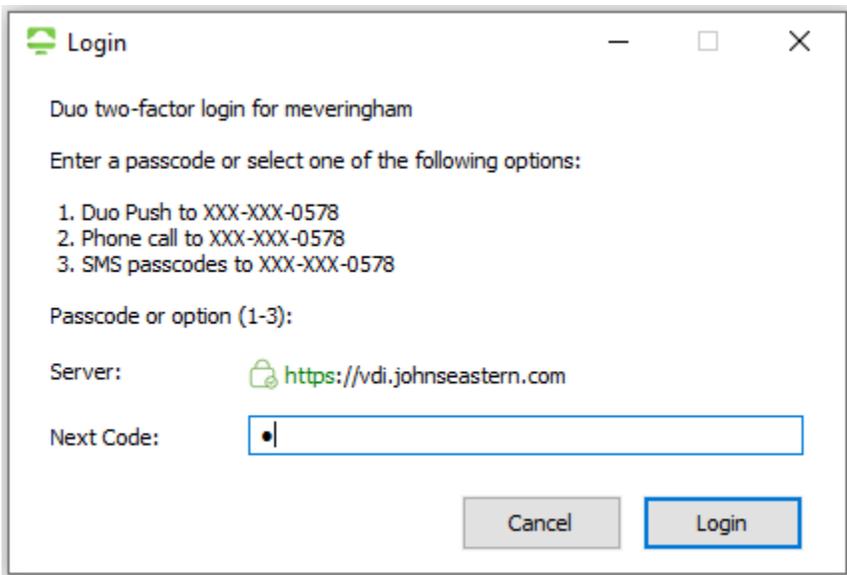
Close the browser and login to VDI as usual.



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'.

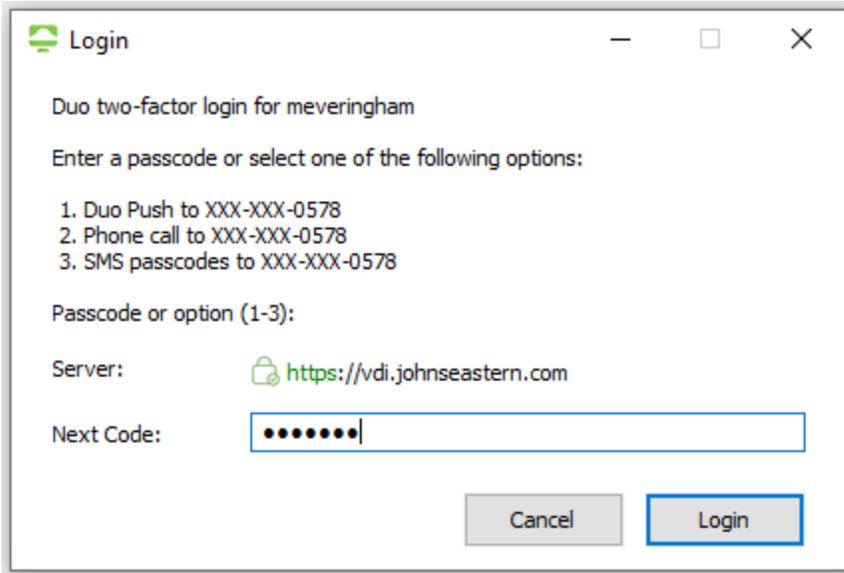
Select an authentication method by entering:

- 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'. Underneath the list is the label 'Passcode or option (1-3):'. Below that, there are two fields: 'Server:' with a lock icon and the URL 'https://vdi.johnseastern.com'; and 'Next Code:' with a text box containing one 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.

