

# Additional Security Requirement for External Access to the Denver Health Network



\* Indicates document interactivity, must be viewed in IE

**All Denver Health Staff** are required to employ a second-factor security authentication to be able to access the Denver Health network and its data from an external device. This additional security is handled via an independent app (Duo Mobile) on your mobile phone or via a phone call/text push to your mobile phone or landline. **Note**, if using the phone call/text push option, you **MUST** be available to answer your phone when remoting into the secure network or its applications.

- 1 To initially register your device, while in-network go to: <https://dhremoteaccess.dhha.org>\*; this must only be done once to set-up a DUO account with DH.
- 2 On the Duo Mobile landing screen, select **Start Setup**.
- 3 Select what type of device you are registering:
  - ▶ **Mobile phone** (recommend) to download the Duo Mobile app to your phone, or receive a call on that device.
  - ▶ **Tablet** to register an iOS or Android Tablet.
  - ▶ **Landline** to answer that phone each time you remote in.After making a selection, select **Continue**.  
(click the corresponding device type at right for further info)

\* Mobile Phone

\* Tablet

\* Landline



Click the type of device you are planning to use to authenticate remote network access. Multiple devices can be registered.

**IF** you ever receive a Duo Mobile notification when you are **NOT** attempting to remote into the Denver Health network, select the **'Deny'** option which automatically notifies the DH Security team.

## To add another device:

- ▶ Go to: <http://DuoWeb.Hosp.dhha.org>\*
- ▶ Authenticate based on your first device, i.e., if your first device is a mobile phone, click **Send Me a Push**.
- ▶ Click **Add another device** and follow the process explained to the right.

To delete a device, first you must add another device to get the delete option.

*If you have any questions or an issue with the **Duo Mobile** authentication, contact the **Help Desk**\* at 303.436.3777.*



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