

# DUO Phone App & FortiClient VPN software.

## DUO is a 2-step authenticator.

### DUO TROUBLESHOOTING

#### Question #1 – Are you receiving the DUO Prompt?

- Have the DUO phone app open – the notice does NOT always pop up automatically.

#### Question #2 – Are you reaching 40% on the progress bar?

- Your Wi-Fi is too weak and needs a stronger signal. Try a hotspot or another wireless location.

If both answers are 'Yes' and you are still unable to connect, then submit a DAS ticket.

## How to Register with DUO

### 1. Request Enrollment

- If you need to enroll or have your DUO documentation resent, please submit a DAS Ticket with the subject "DUO Enrollment."
- For first-time enrollment, be sure to include the name of your manager in the request.

### 2. Check Your Email

- You will receive an email from DUO Security at your MNHC email address. (See example image below.)
- Follow the instructions as outlined in the Email.

### 3. Install the DUO Mobile App and Register with DUO

- Download the DUO Mobile app from your phone's app store (Apple App Store or Google Play Store).

### 4. Complete the VPN Agreement

- Follow the instructions in the DUO email and complete the **MNHC VPN and Remote Access Form** using the link provided below.

- [MNHC VPN Form Instructions](#)
- [MNHC VPN and Remote Access Form](#)

**This is an automated email from Duo Security.**

Your organization invites you to set up a user account for Duo. You will find instructions from your Duo administrator below. If you have questions, please reach out to your organization's IT or help desk team.

Hello,

Your organization is now rolling out Duo Security, a friendly and secure way for you to log into your applications. Your administrator has invited you to set up your account for Duo so you can start logging in.

To begin, click this link to enroll a phone, tablet, or other device:

<https://api-53618454.duosecurity.com/frame/portal/v4/enroll?code=749190faa7b413d1&akey=DAN9W6KMWTEB48ITU3LE>

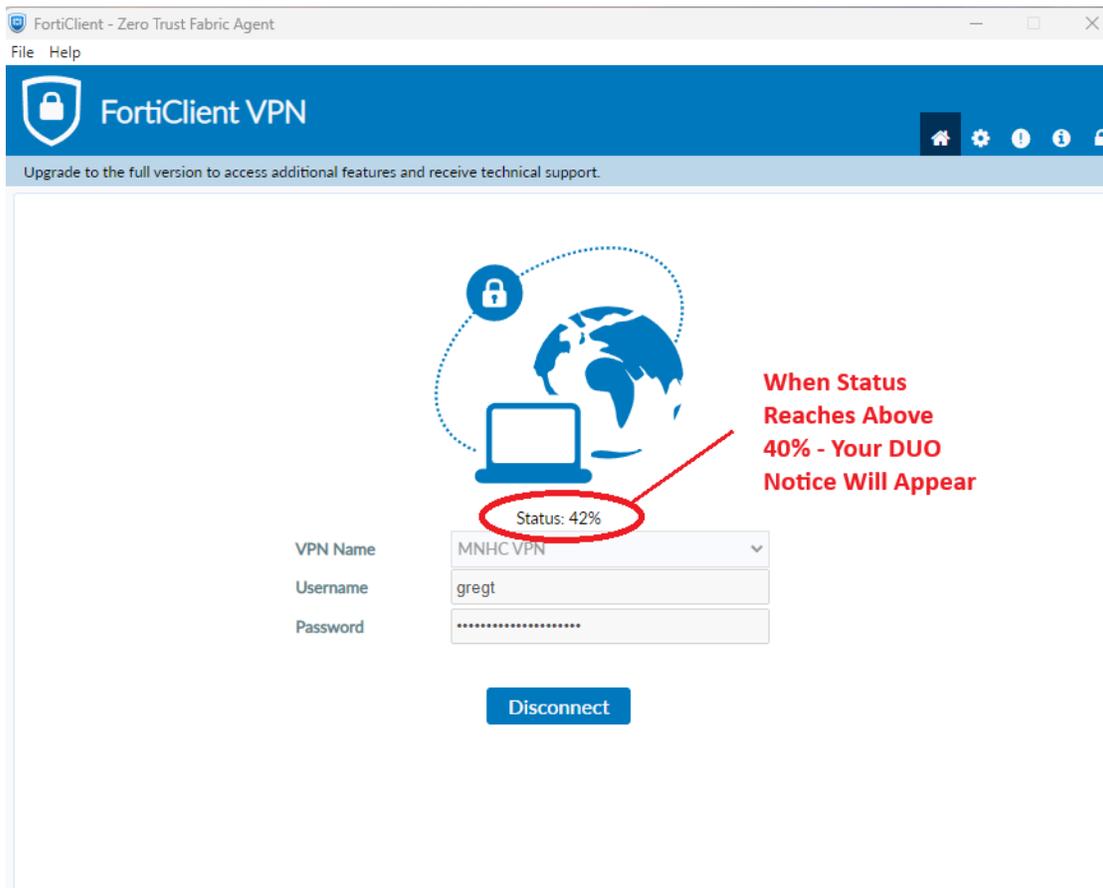


**Duo Mobile**

## FortiClient Software: How to Connect to MNHC VPN

Open up FortiClient on the desktop to launch the login screen.

- The username and password are the same as your Windows login when logging into the **FortiClient VPN** software.
- When logging into the VPN, the progress bar will reach 40% and the **DUO prompt** will ask you to accept. View the above troubleshooting tips if needed.



For Troubleshooting Tips, look at the top of this document.