

Process: DUO Installation and Enrollment**Updated on:** 07/07/2015

Please note: Duo prompts you to enroll when you log into a protected VPN, server, or web application. In order to complete the initial DUO enrollment, an external connection must be established outside of Norton Healthcare’s network/domain.

1. **Download** and **install** the Duo Mobile application on a smartphone or tablet. (Figure 1.1)



Figure 1.1

2. **Enroll** in Norton Healthcare remote access by navigating to:
“https://remote.nortonhealthcare.org” from an externally connected laptop or workstation.

Enter the unique Norton Healthcare username and password. (Figure 1.2)

The image shows a screenshot of the Norton Healthcare Remote Portal login page. At the top left is the Norton Healthcare logo. Below it, the text reads "Welcome to the Norton Healthcare Remote Portal". There are two input fields: "username" and "password", both highlighted with red rectangles. To the right of the password field is the text "Please sign in to begin your secure session:". Below the input fields is a "Sign In" button.

Figure 1.2

3. **Launch** Duo Mobile from the smartphone or tablet utilized in step 1.

Select *Start setup* on the Duo screen from an externally connected laptop or workstation.
(Figure 1.3)

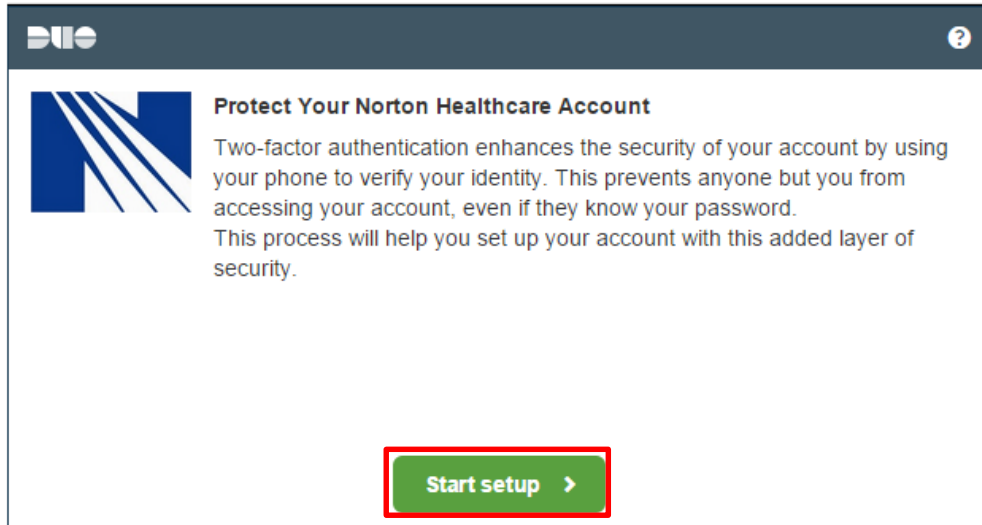


Figure 1.3

4. **Select** the appropriate device utilized in step 1 and **touch/click** *Continue*. (Figure 1.4)

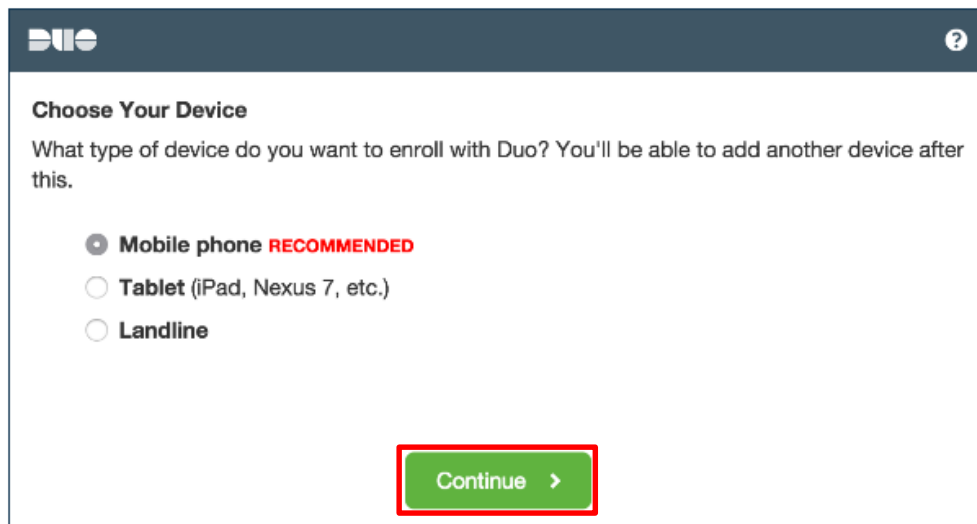


Figure 1.4

5. **Enter** the device's phone number (if *Mobile phone* was selected in step 4).

* If an alternate selection was made in step 4, please enter the required information as indicated or requested on the screen.

Select *Continue*. (Figure 1.5).

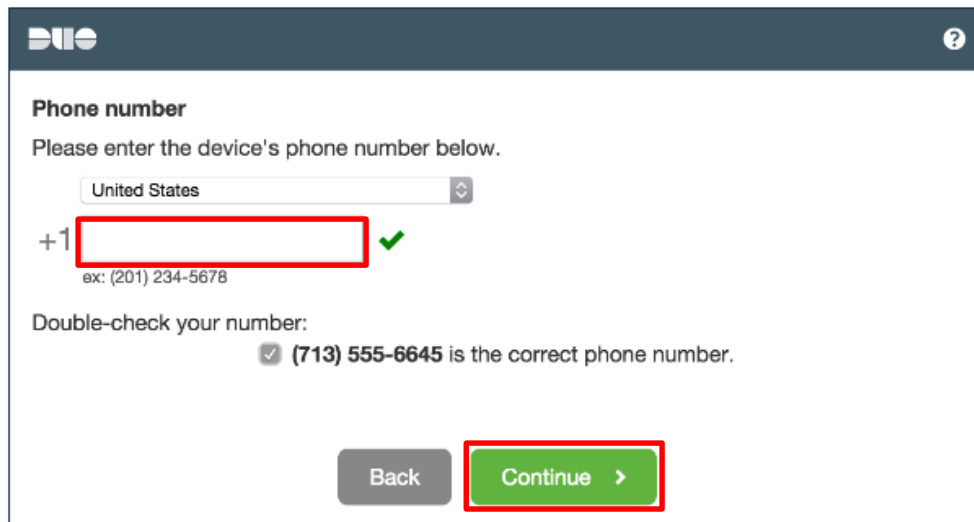


Figure 1.5

6. **Select** the appropriate operating system and **touch/click** *Continue*. (Figure 1.6)

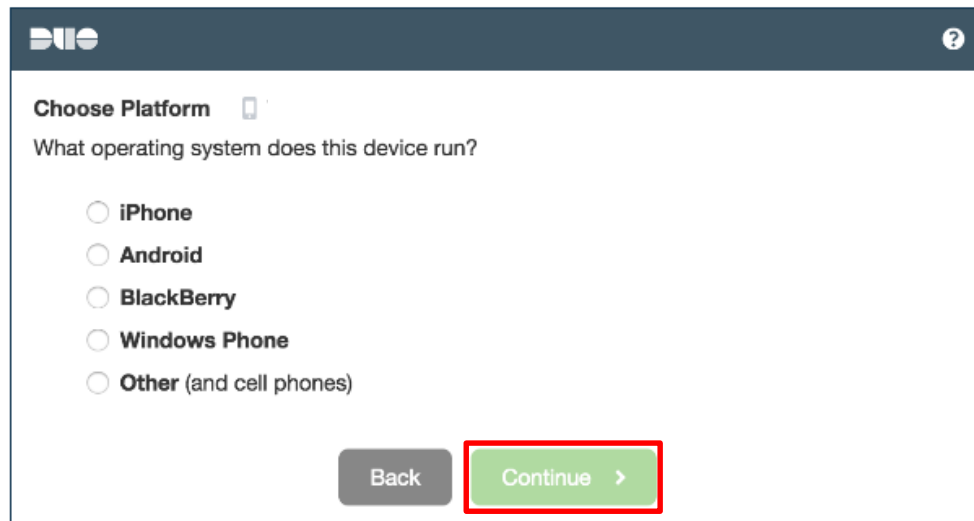


Figure 1.6

7. **Touch/Click** *Continue* to proceed with the installation. (Figure 1.7)

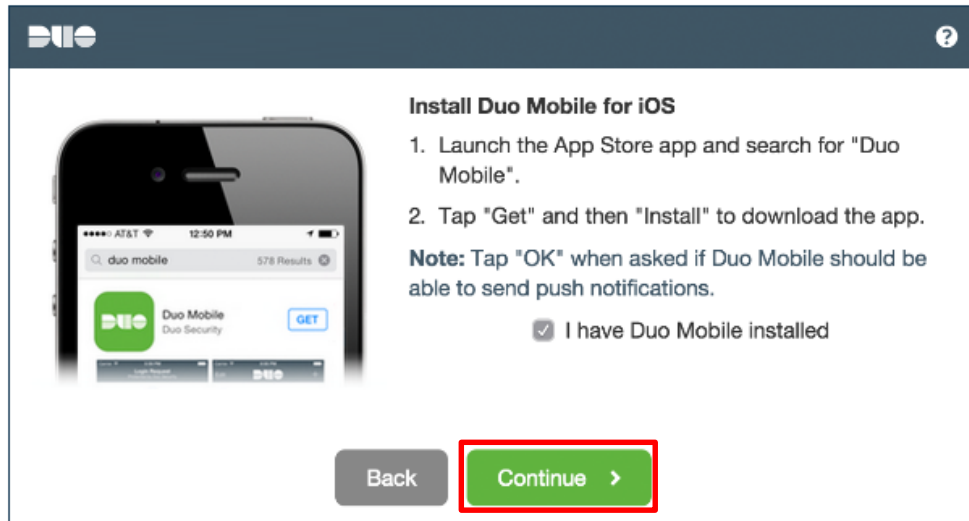


Figure 1.7

8. **Touch/Click** the *plus (+)* button in order to display the barcode on the laptop or workstation screen.

Scan the required barcode displayed on the laptop or workstation screen. (The barcode displayed in Figure 1.8 is not functional and cannot be utilized).

Select the *Continue* button once the barcode has been successfully scanned from the laptop or workstation screen.

* *Can't scan the barcode* should be selected if the barcode is unavailable for scanning or when/if the barcode will not scan.

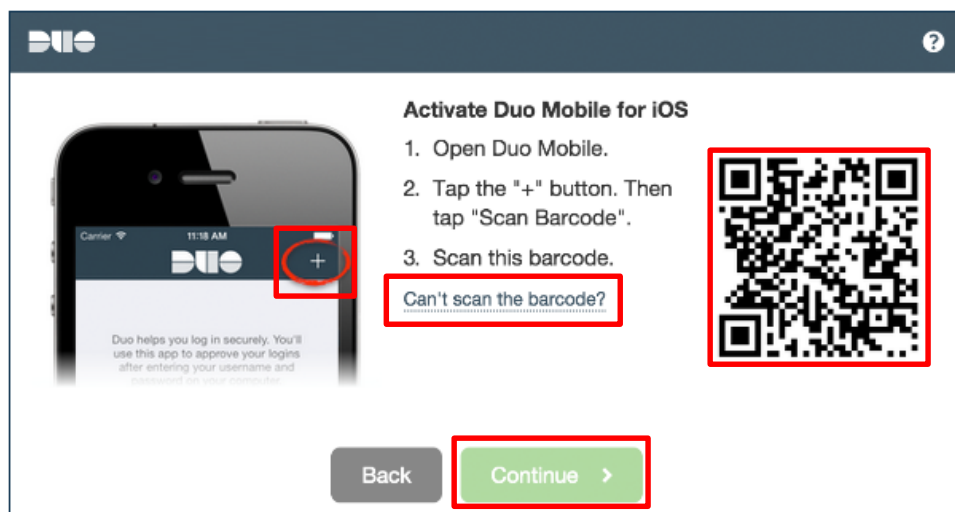


Figure 1.8

9. **Select *Done*** once complete. Select *Enroll another device* to start a new process for an additional device to use for authenticating. (Figure 1.9)

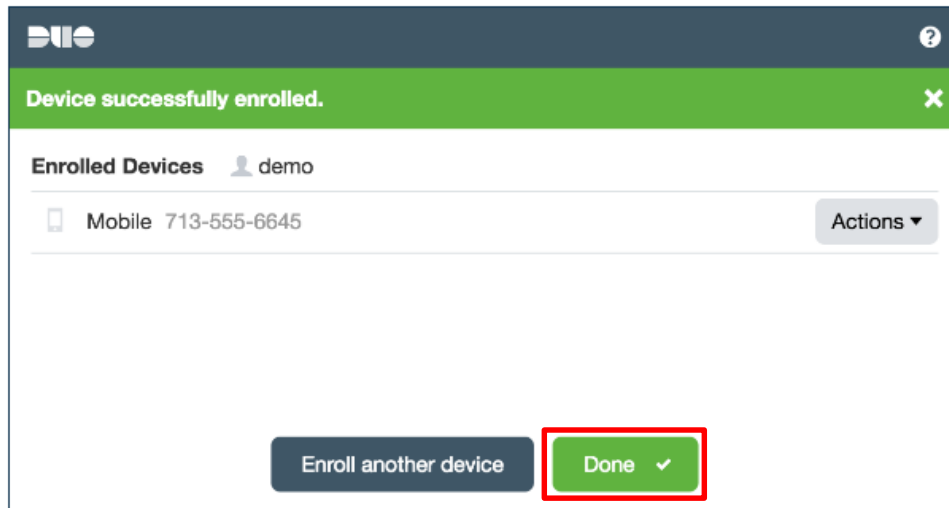


Figure 1.9

- Contact the Norton Service Center at 629-8911 for assistance with the DUO enrollment and/or installation.