



FIRST STEP: Download Duo Multifactor Authentication



[See Page 2-3 for Additional Guide](#)

1. You will need to log on to the IU Health Network from any IU Health location.
2. Download Duo Mobile to access services in the App store or Google Play on your cell phone.
 - a. Allow the Duo Mobile App to send you notifications.
3. Register your device at <https://2fa.iuhealth.org> on a computer in the IU Health Network.
4. If you have an issues or do not have your mobile device, you can contact the IU Health Helpdesk at (317) 962-2828 to provide you a one-time IU Health passcode for authentication.

Access the IU Health Network

If your office uses Badge Tap / iGel

Using Personal Device Remotely:

1. Download and install [VMware Horizon View](#) Client.
 - a. https://my.vmware.com/en/web/vmware/info/slug/desktop_end_user_computing/vmware_horizon_clients/5_0
 - b. Select the correct type to download i.e. Windows, Mac, iOS, Android, etc.
2. Sign in with your IUH username and password then authenticate via DUO.
3. Once you have logged in, click the IUH Workspace on the favorites page to login to the network.
 - a. If you do not see it in your favorites, then click the Apps tab and search for "IUH Workspace"

[See Page 4-7 for Additional Guide](#)

Using iGel/VDI Equipment Provided by IUH Remotely:

[See Page 8-9 for setup and access](#)

Access Office 365

[See Page 10 for Additional Information](#)

1. Access your Outlook, Microsoft Teams, SharePoint, Word, Excel, etc. at <https://www.office.com> on any personal device.
2. Login with your IUH email address and password.
3. Receive a push notification via Duo to verify your identity.
4. You will not be able to access your home drives or group drives on Office 365. They can be moved to the One Drive for Business, Microsoft Teams or SharePoint to continue working on files.



Remote Access Guide

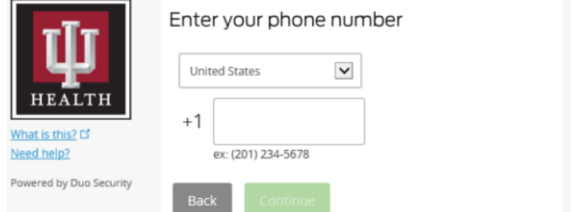
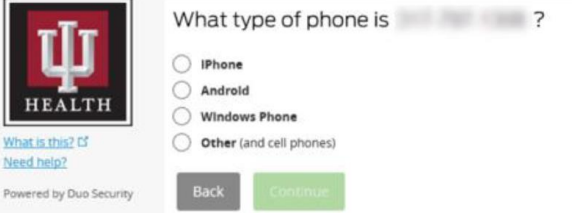
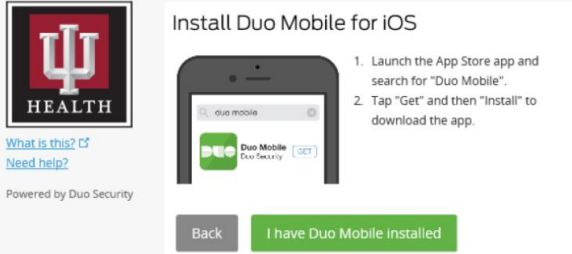

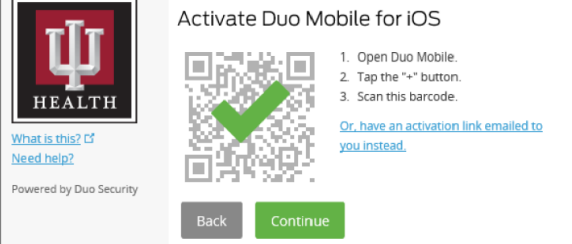
Downloading and Registering for Duo Multifactor Authentication

Step	Description:	Image:
1.	Navigate to the App Store (Apple) or Google Play (Android) on your MOBILE DEVICE.	
2.	Type "Duo mobile" in the search field.	
3.	Tap to select "Duo Mobile" and select the GET or INSTALL button. Then, open the application	
4.	Tap the "Allow" button.	
5.	Type in the URL "https://2fa.iuhealth.org" on a computer in the IU Health Network. Login using your IU Health Network credentials. Click the "Start Setup" button.	
6.	Select your mobile device from the options displayed. Click Continue.	



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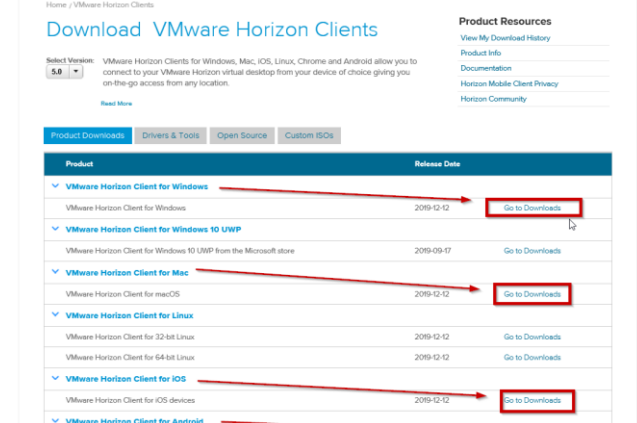
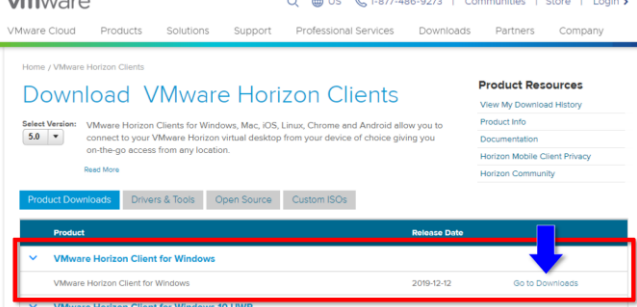
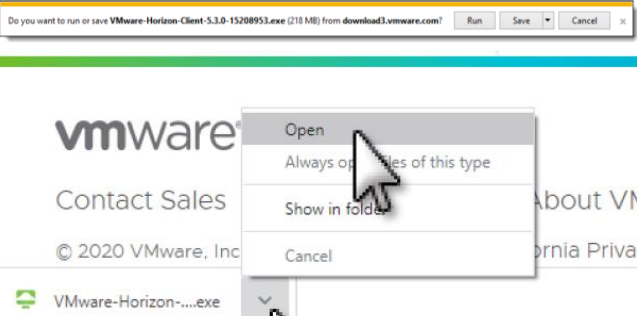
Downloading and Registering for Duo Multifactor Authentication

Step	Description:	Image:
7.	Enter your mobile phone number. Click continue.	 <p>The screenshot shows the Duo Mobile registration interface. On the left is the IU Health logo. The main heading is "Enter your phone number". Below it is a dropdown menu for "United States" and a text input field for the phone number, preceded by a "+1" sign. An example number "ex: (201) 234-5678" is shown below the input field. At the bottom are "Back" and "Continue" buttons.</p>
8.	Select the type of phone. Click continue.	 <p>The screenshot shows the Duo Mobile registration interface. On the left is the IU Health logo. The main heading is "What type of phone is?". Below it are four radio button options: "iPhone", "Android", "Windows Phone", and "Other (and cell phones)". At the bottom are "Back" and "Continue" buttons.</p>
9.	Click the "I have Duo Mobile Installed" button.	 <p>The screenshot shows the Duo Mobile registration interface. On the left is the IU Health logo. The main heading is "Install Duo Mobile for iOS". Below it is a screenshot of an iPhone search results page for the Duo Mobile app. To the right of the app screenshot are two numbered instructions: "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 are "Back" and "I have Duo Mobile installed" buttons.</p>
10.	Open the Duo Mobile app on your mobile device. Scan the QR barcode with your mobile device.	 <p>The screenshot shows the Duo Mobile registration interface. On the left is the IU Health logo. The main heading is "Activate Duo Mobile for iOS". Below it is a large QR code. To the right of the QR code are three numbered instructions: "1. Open Duo Mobile.", "2. Tap the '+' button.", and "3. Scan this barcode." Below the QR code is a link: "Or, have an activation link emailed to you instead." At the bottom are "Back" and "Continue" buttons.</p>
11.	Click the continue button to complete registration. You will now receive push notifications when logging on remotely.	 <p>The screenshot shows the Duo Mobile registration interface. On the left is the IU Health logo. The main heading is "Activate Duo Mobile for iOS". Below it is a QR code with a large green checkmark overlaid on it. To the right of the QR code are three numbered instructions: "1. Open Duo Mobile.", "2. Tap the '+' button.", and "3. Scan this barcode." Below the QR code is a link: "Or, have an activation link emailed to you instead." At the bottom are "Back" and "Continue" buttons.</p>



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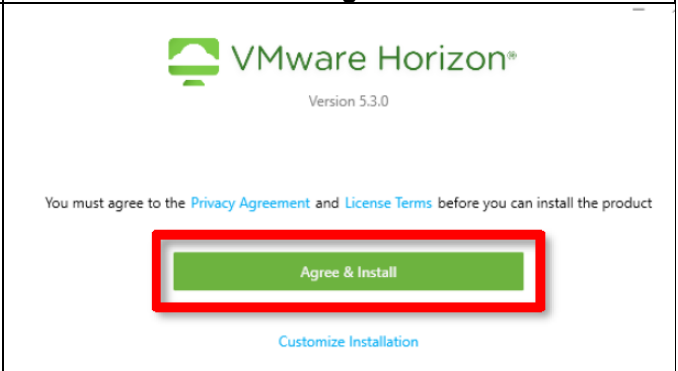
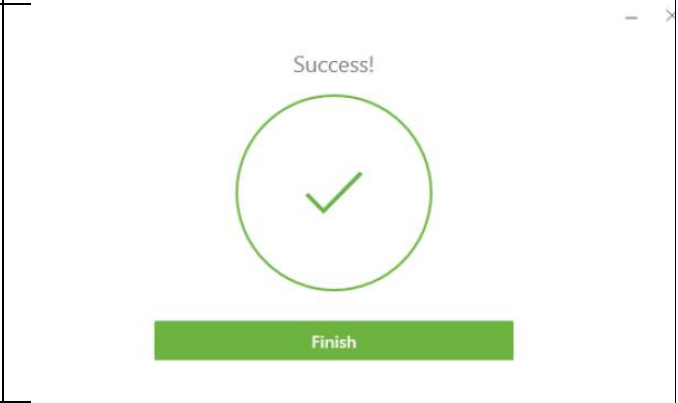
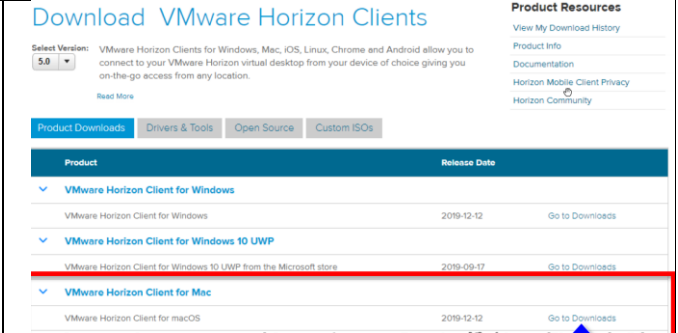

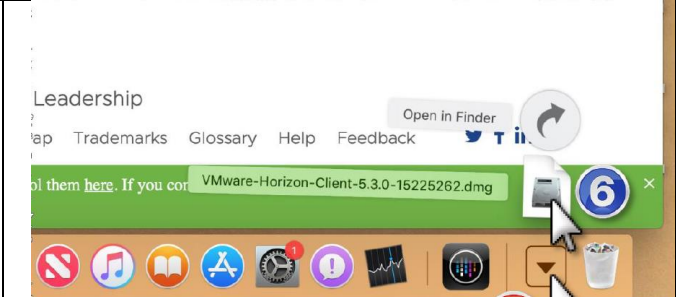
Access IUH Workspace Remoted (iGel/Badge Tap & VMware)

Step	Description:	Image:
1.	<p>Download and install VM Horizon Client https://my.vmware.com/en/web/vmware/info/slug/desktop_end_user_computing/vmware_horizon_clients/5_0</p> <p>Choose the correct system:</p> <ol style="list-style-type: none"> Windows – skip to step 2 Mac – skip to step 6 <p>If already downloaded, skip to step 11 for accessing the network remotely.</p>	
2.	<p>For Windows user, locate the VMware Horizon Client for Windows</p>	
3.	<p>Download per browser guidelines:</p> <ol style="list-style-type: none"> Internet Explorer – Click “Run” button at the bottom of the screen Google Chrome – Click Downloads menu in the bottom, left corner. Then, click the Open command 	
3.	<p>The User Account Control verification box displays and click the “Yes” button.</p>	



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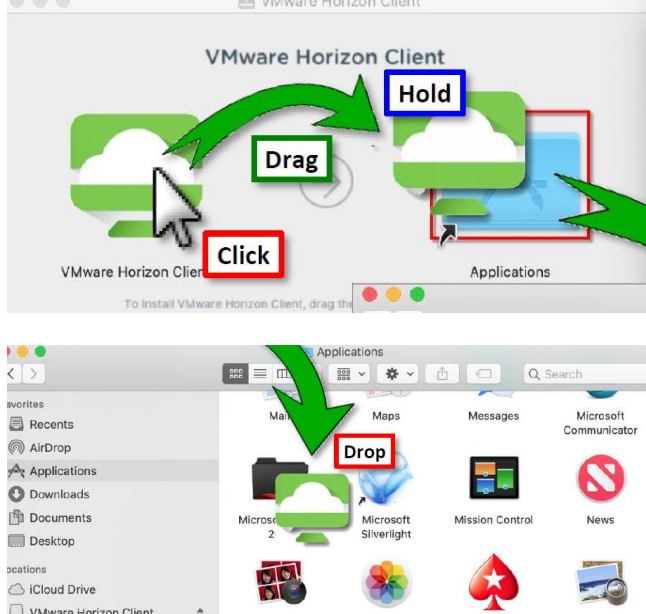
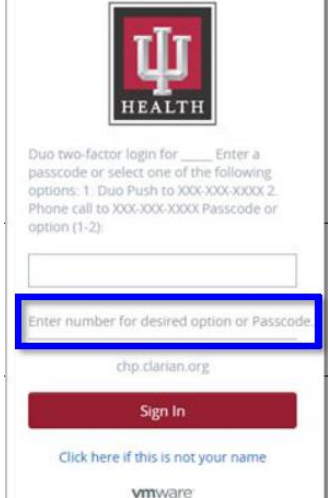
Access IUH Workspace Remoted (iGel/Badge Tap & VMware)

Step	Description:	Image:
4.	Click the Agree & Install Button to let the program install.	
5.	Click the Finish Button. Then click the Restart button. Skip to step 11 to access the network.	
6.	For Mac users , locate the VMware Horizon Client for Mac section and click the "Go to Downloads" link.	
7.	Click the Download button.	
8.	Click the Downloads folder (a pop-up display recently downloaded files with the VMware-Horizon_Client0xxxx). Click the VMware-Horizon-Client.X.X.X...dmn icon.	



Remote Access Guide

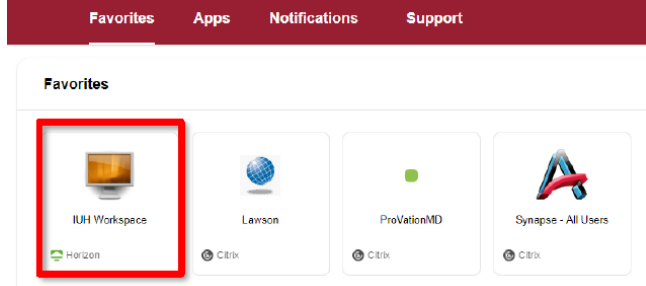
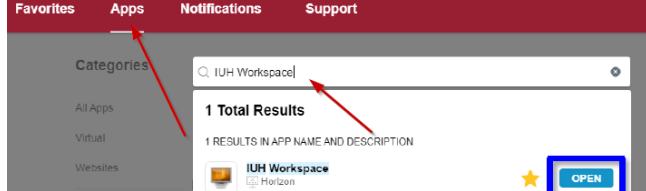
Access IUH Workspace Remoted (iGel/Badge Tap & VMware)

Step	Description:	Image:
9.	Click the Agree button for the program to finish downloading.	
10.	Click, Drag and Hold the VMware Horizon Client icon over the Applications Folder. Then drop the file into the Applications folder.	 <p>The image shows two screenshots. The top one is a VMware Horizon Client window with a mouse cursor over the icon, a 'Click' label, a green arrow pointing to the Applications folder, a 'Drag' label, and a 'Hold' label. The bottom screenshot shows the Applications folder with the VMware Horizon Client icon being dropped into it, with a 'Drop' label.</p>
11.	After downloading, navigate to https://works.iuhealth.org in your internet browser.	
12.	Enter your IU Health username and password. Then, click the Sign In button. You will be prompted for Duo Authentication.	
13.	Enter "1" to receive a Duo push notification to approve sign in. Other options include, entering "2" for a phone call or getting a 6-digit passcode from Duo mobile app.	 <p>The image shows a Duo two-factor login screen for IU Health. It includes the IU Health logo, instructions to enter a passcode or select an option, a list of options (Duo Push, Phone call, Passcode), an input field, and a 'Sign In' button. The input field is highlighted with a blue box.</p>



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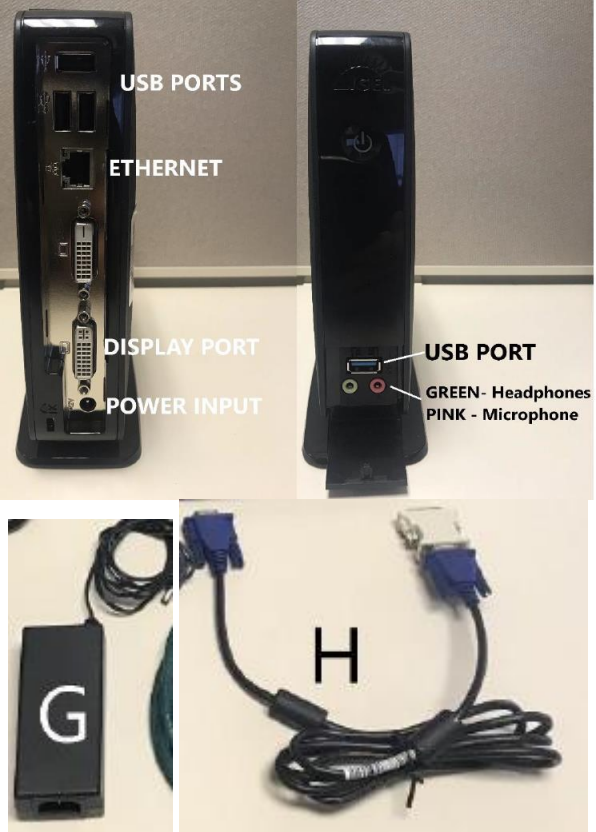
Access IUH Workspace Remoted (iGel/Badge Tap & VMware)

Step	Description:	Image:
14.	After you login, the Favorites page will display. Click the IUH Workspace on the Favorites page to launch you into the network desktop.	 A screenshot of a user interface with a dark red header containing 'Favorites', 'Apps', 'Notifications', and 'Support'. Below the header, the 'Favorites' section is active. It displays four application tiles: 'IUH Workspace' (with a monitor icon and 'Horizon' below it), 'Lawson' (with a globe icon and 'Citrix' below it), 'ProVationMD' (with a green square icon and 'Citrix' below it), and 'Synapse - All Users' (with a blue 'A' icon and 'Citrix' below it). The 'IUH Workspace' tile is highlighted with a red rectangular box.
15.	If you do not see it in your Favorites tab, then click the Apps Tab and search for "IUH Workspace"	 A screenshot of the 'Apps' tab in the same interface. The 'Apps' header is active. A search bar contains the text 'IUH Workspace'. Below the search bar, it shows '1 Total Results' and '1 RESULTS IN APP NAME AND DESCRIPTION'. A single result for 'IUH Workspace' is shown with a monitor icon and 'Horizon' below it. A blue 'OPEN' button is visible in the bottom right corner of the result card. Red arrows point from the 'Apps' header and the search bar to their respective locations in the image.



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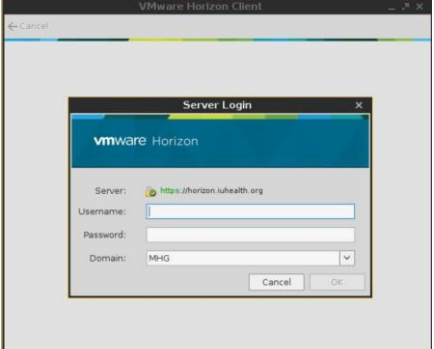


Using iGel/VDI Equipment Provided by IUH Remotely

Step	Description:	Image:
1.	Begin your setup close to your internet modem/router. The Ethernet cable provided will be between 6-9 feet long. E=Ethernet cable	
2.	Connect the iGel Thin Client (A)	
3.	Connect the: <ol style="list-style-type: none"> 1. Ethernet cable to your modem/router and then to the location in the back of the iGel Thin Client 2. Connect the Mouse and Keyboard to the USB ports at the top of the iGel Thin Client 3. Connect the Power Adapter (G) to the Power Input 4. Connect the provided Display Cable (H) and adapter to the monitor and the iGel Thin Client via the Display Port 	



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Using iGel/VDI Equipment Provided by IUH Remotely

Step	Description:	Image:
4.	Turn on the iGel by pressing the power button in the front.	
5.	Log into the Horizon Client with your IUH username and password	
6.	OPTIONAL – Setting up a second monitor. The following DVI cable will be included	
7.	The DVI cable should be used on the left monitor and plugged in where it shows in the photo.	
8.	Duo Multifactor Authentication will be required to be able to login. Home users will be prompted with the Duo window upon logging into the Horizon Client.	



Remote Access Guide

Office 365 Remote Access FAQ Greetings Team Members

How do I access Office 365 from Home?

You can access all your available Office 365 applications directly at <https://www.office.com> from any browser. Click 'Sign In' and login with your IUH email address and password when prompted. You must be registered for Duo (multi-factor authentication) as you may receive a push notification on your mobile device to verify your identity.

Do I need to use the IUH VPN to access Office 365 (O365)?

No, VPN is not required. You can navigate to <https://www.office.com> from any browser, sign in with your IUH email address and network password, and access all of the Office apps, including Outlook, Teams, SharePoint Online, Word, Excel, etc. You can also access client desktop apps such as Outlook and Microsoft Teams, and they will continue to work as they do when you are onsite at IUH. The only prerequisite is that you must be registered for Duo (multi-factor authentication) on your mobile device, as you may receive a push notification to the Duo app to verify your identity. Please click [here](#) for more information on how to register your mobile device for Duo.

Do I need to use an IUH-issued device?

No, however, the use of a personal device is subject to all applicable mobile device security and related HIPAA compliance policies. All of your files are available in the online versions of OneDrive for Business, Teams, and SharePoint Online, and can be viewed and edited in the online versions of Word, Excel, PowerPoint, etc.

What about my files stored on my home drive or a group share?

If accessing O365 at home via direct internet connection (not using VPN), your home drive and group shares will not be accessible. If there are critical files that you collaborate on that are located in home drives or group shares, it is recommended that they be moved to OneDrive for Business and Teams/SharePoint, respectively, so that you and your team members can continue to work with these files should the VPN gateway become unavailable.