


Remote Access using Double Authentication (Duo Mobile)


Remote Access at ECMC

This document has the instructions needed to activate your remote access and use it.

1. Download the Duo Mobile  app to your cell phone. P1
2. Open the Duo welcome email on your phone. **NOTE:** *The email may take up to 24 hours after your request.* P1-2
3. Complete the activation steps. P3
4. Log in remotely. P4

Downloading App

You will need to download an app on your cell phone.

1. Open Google Play Store and search for **Duo Mobile** 
2. Complete the install. (*follow prompts on the phone screen*)

Activating account

1. **Open the Duo Security Email on your phone**

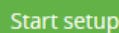


Duo Security <no-reply@duosecurity.com>
Tue 5/30, 3:15 PM
Liliana Dawn ✕

(The email will contain links that you will need to set up your app. It is best to access your email from the device that you are going to use the app from.)

2. Click on the link in your email to start the set up process


3. Click on



Protect Your ECMCC Account

Two-factor authentication enhances the security of your account by using a secondary device to verify your identity. This prevents anyone but you from accessing your account, even if they know your password.

This process will help you set up your account with this added layer of security.




4. Select **Mobile phone**, click

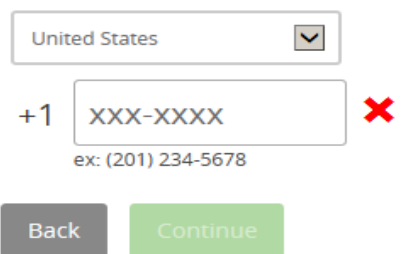
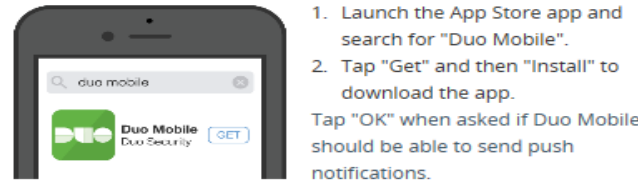



What type of device are you adding?

- Mobile phone** RECOMMENDED
 Tablet (iPad, Nexus 7, etc.)

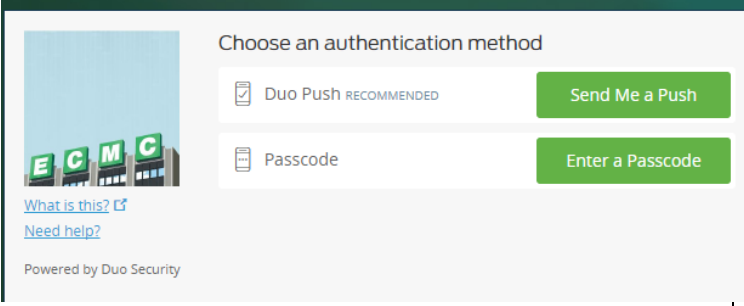

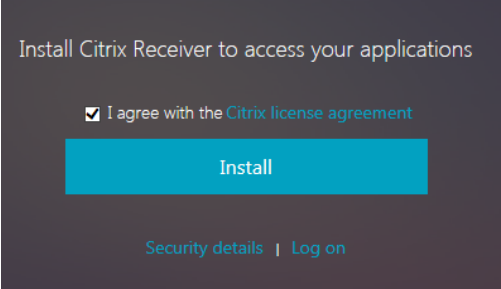

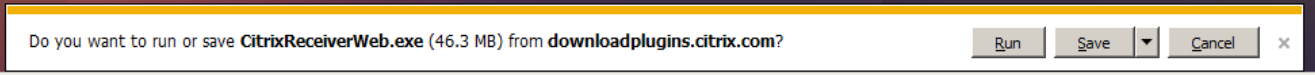


Remote Access using Double Authentication (Duo Mobile)

<p>5. Enter your mobile phone number</p> <ul style="list-style-type: none"> Your typed number will display under the text box. <p>Click on the checkbox and click Continue button will light up</p> <p>6. Click Continue</p>	<p>Enter your phone number</p> 
<p>7. Select your mobile phone operating system, if prompted.</p> <p>8. Click on Continue</p>	<p>What type of phone is 716-9</p> <p><input type="radio"/> iPhone</p> <p><input type="radio"/> Android</p> <p><input type="radio"/> Windows Phone</p> <p>Back Continue</p>
<p>9. Click I have Duo Mobile installed</p> <p>You may get a screen that says “Finish by connecting to Duo Mobile”; click on Take me to Duo Mobile</p>	<p>Install Duo Mobile for iOS</p>  <p>Back I have Duo Mobile installed</p>
<p>10. The Duo app should open and look similar to this.</p> <p>11. You have completed this set up and can close the app.</p> <p>12. Proceed to your browser on the device you want to use for remote access (ex: your computer)</p>	

Remote Access using Double Authentication (Duo Mobile)

Initial Log in using Citrix Receiver

1. Open a web browser <i>(instructions are based on Internet Explorer)</i>	Go to: https://ecmcvdesktop.ecmc.edu
2. Citrix Receiver window will open, log in with the same user name and password that you use to log into ECMC computers. Click on Log On	
3. Choose Duo Push to authenticate	 A screenshot of the Duo authentication interface. On the left is the ECMC logo. The main heading is "Choose an authentication method". There are two options: "Duo Push RECOMMENDED" with a checkmark icon and a green "Send Me a Push" button, and "Passcode" with a green "Enter a Passcode" button. Below the options are links for "What is this?" and "Need help?". At the bottom, it says "Powered by Duo Security".
4. A notification will be sent to your phone. 5. Click the PENDING NOTIFICATION Tip: <i>if you didn't accept push notifications from Duo Mobile, you will need to open the app to see the request. If you accepted push notifications, you will get a popup notification on your phone.</i>	
6. Click 	
7. On your first attempt you may have to install the Citrix Receiver on your computer,	 A screenshot of the Citrix Receiver installation window. The title is "Install Citrix Receiver to access your applications". There is a checked checkbox for "I agree with the Citrix license agreement". A large blue "Install" button is in the center. At the bottom, there are links for "Security details" and "Log on".
8. Click on <input type="checkbox"/> I agree with the Citrix license agreement and click on 	
9. Message pops up, click on Run	 A screenshot of a Windows file dialog box. The text says "Do you want to run or save CitrixReceiverWeb.exe (46.3 MB) from downloadplugins.citrix.com?". There are buttons for "Run", "Save", and "Cancel".
10. Follow the prompts to complete the set up of the Citrix Receiver	

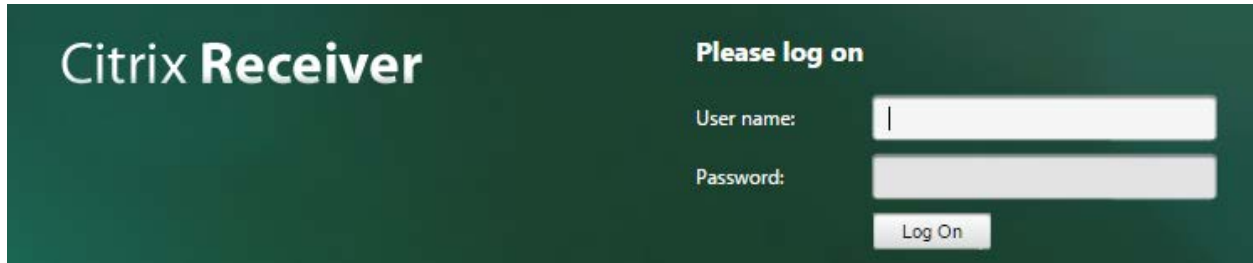
Remote Access using Double Authentication (Duo Mobile)

Accessing ECMC Network Remotely

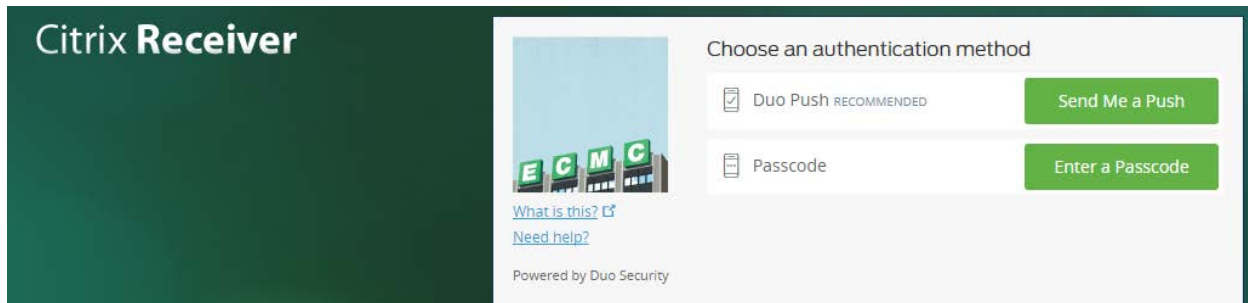
When your Duo Mobile app is activated and the Citrix receiver is installed on your computer, you will follow these steps to log into ECMC network remotely.

1. Open a web browser on the computer and go to:
<https://ecmcvdesktop.ecmc.edu>

TIP: make a shortcut on your desktop or add a bookmark in your browser.

The image shows the Citrix Receiver login interface. On the left, the text "Citrix Receiver" is displayed in white on a dark green background. On the right, the text "Please log on" is displayed in white. Below this, there are two input fields: "User name:" and "Password:". A "Log On" button is located at the bottom right of the login area.

2. Logon with the same user name you use to log into ECMC computers. Click on **Log On**

The image shows the Citrix Receiver authentication screen. On the left, the text "Citrix Receiver" is displayed in white on a dark green background. On the right, the text "Choose an authentication method" is displayed in white. Below this, there are two options: "DUO PUSH RECOMMENDED" with a green checkmark and a "Send Me a Push" button, and "Passcode" with a "Enter a Passcode" button. There are also links for "What is this?" and "Need help?" and the text "Powered by Duo Security" at the bottom.

3. Choose **Send Me a Push**

A. A notification will be sent to your phone.

B. Click 

Tip: if you didn't accept push notifications from Duo Mobile, you will need to open the app to see the request. If you accepted push notifications, you will get a popup notification on your phone.