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
   (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 Start setup
4. Select Mobile phone, click Continue

**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.

Start setup

What type of device are you adding?

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

Continue

Questions? Call the Help Desk at 898-4477
### Remote Access using Double Authentication (Duo Mobile)

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>5.</td>
<td>Enter your mobile phone number&lt;br&gt;• Your typed number will display under the text box.  Click on the checkbox and click button will light up</td>
</tr>
<tr>
<td>6.</td>
<td>Click Continue</td>
</tr>
<tr>
<td>7.</td>
<td>Select your mobile phone operating system, if prompted.</td>
</tr>
<tr>
<td>8.</td>
<td>Click on Continue</td>
</tr>
<tr>
<td>9.</td>
<td>Click I have Duo Mobile installed&lt;br&gt;You may get a screen that says “Finish by connecting to Duo Mobile”; click on Take me to Duo Mobile</td>
</tr>
<tr>
<td>10.</td>
<td>The Duo app should open and look similar to this.</td>
</tr>
<tr>
<td>11.</td>
<td>You have completed this set up and can close the app.</td>
</tr>
<tr>
<td>12.</td>
<td>Proceed to your browser on the device you want to use for remote access (<strong>ex:</strong> your computer)</td>
</tr>
</tbody>
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Remote Access using Double Authentication (Duo Mobile)

Initial Log in using Citrix Receiver

1. Open a web browser
   (instructions are based on Internet Explorer)
   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

4. A notification will be sent to your phone.

5. Click the PENDING NOTIFICATION

   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.

6. Click

7. On your first attempt you may have to install the Citrix Receiver on your computer,

8. Click on ☑ I agree with the Citrix license agreement and click on Install

9. Message pops up, click on Run

10. Follow the prompts to complete the set up of the Citrix Receiver

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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.

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

3. Choose Send Me a Push

   A. A notification will be sent to your phone.

   B. Click Approve

   **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.

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