

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. 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

NOTE: If you do not get an email, please check your junk mail folder before calling the Help Desk (898-4477)



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

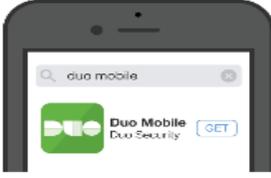
What type of device are you adding?

Mobile phone RECOMMENDED

Tablet (iPad, Nexus 7, etc.)

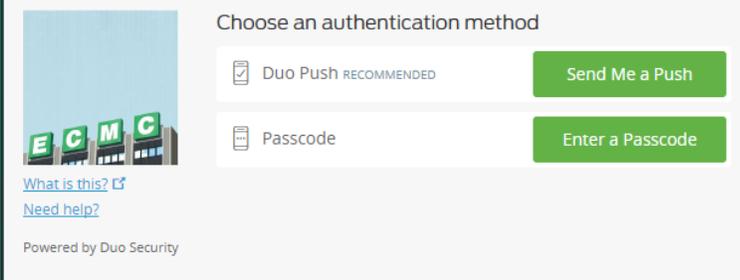
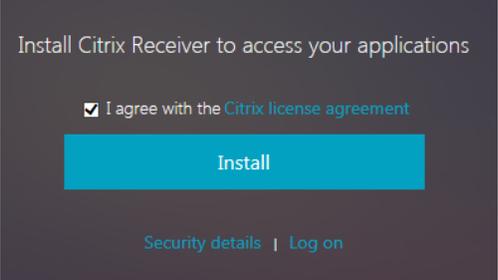


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<p>5. Enter your mobile phone number</p> <ul style="list-style-type: none"> Your typed number will display under the text box. <p>Click on the checkbox and click  button will light up</p> <p>6. Click </p>	<p>Enter your phone number</p> <p>United States </p> <p>+1 <input type="text" value="XXX-XXXX"/> </p> <p>ex: (201) 234-5678</p> <p> </p>
<p>7. Select your mobile phone operating system, if prompted.</p> <p>8. Click on </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> </p>
<p>9. Click </p> <p>You may get a screen that says “Finish by connecting to Duo Mobile”; click on </p>	<p>Install Duo Mobile for iOS</p>  <ol style="list-style-type: none"> Launch the App Store app and search for "Duo Mobile". Tap "Get" and then "Install" to download the app. <p>Tap "OK" when asked if Duo Mobile should be able to send push notifications.</p> <p> </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>	

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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	
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,	
8. Click on <input type="checkbox"/> I agree with the Citrix license agreement and click on 	
9. Message pops up, click on Run	
10. Follow the prompts to complete the set up of the Citrix Receiver	

Difficulty logging in?

The Citrix client will need to be installed on the device you are using to remote in.

If you cannot connect after installing the Citrix web-client on you may need to go to the Citrix website to install the Citrix client.

- **Windows 7 or 8 :** <https://www.Citrix.com/products/receiver/> click on 
- **For Windows 10 and Mac,** go to the app store and download the  Citrix receiver app

Once downloaded, please go back to <https://ecmcvdesktop.ecmc.edu> and log in again. This time it should launch the Citrix client without issue.

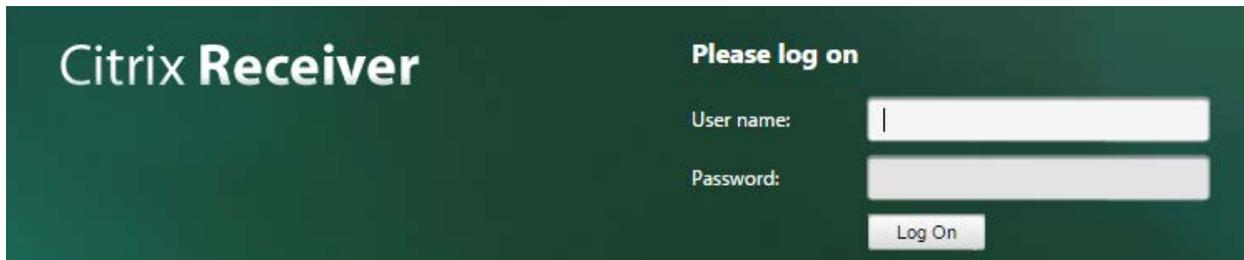
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Accessing ECMC Network Remotely

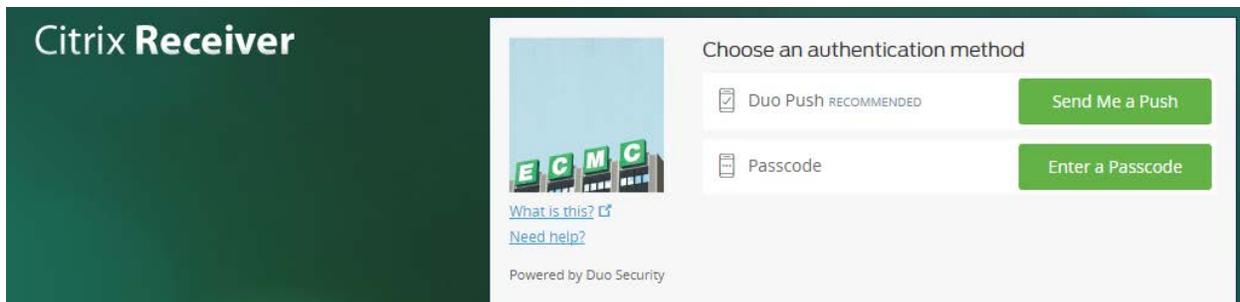
When your Duo Mobile app is activated and the Citrix receiver is installed on your computer, you will follow these steps to log into ECMC network remotely.

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.

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 "Send Me a Push" button, and "Passcode" with an "Enter a Passcode" button. There are also links for "What is this?" and "Need help?". The text "Powered by Duo Security" is 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.