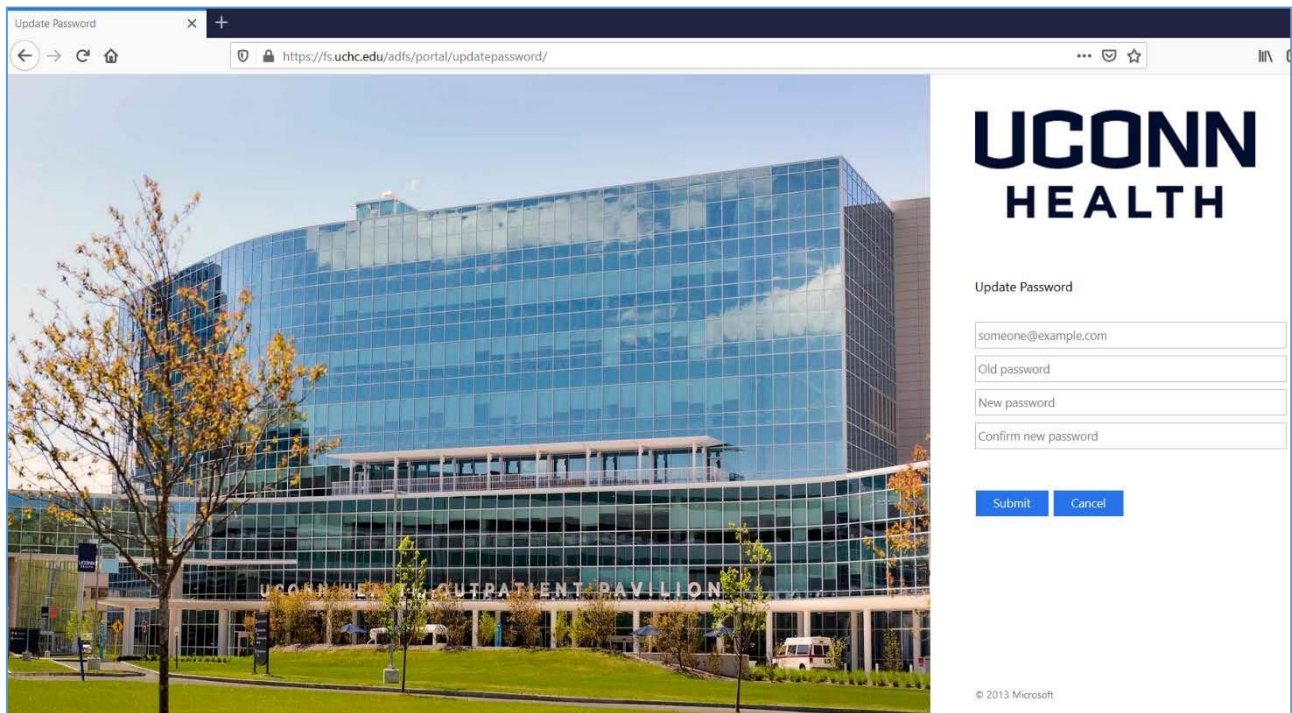


# UConn HEALTH

## New User Remote Network Access Instructions

- 1) Open a web browser and navigate to <https://user.uchc.edu>.
- 2) You will be redirected to UConn Health's Update Password page:



- 3) On the right side of the screen enter your userid (must have @uchc.net after it), your current password, and the new one you would like twice.

### UConn Health Password Policy

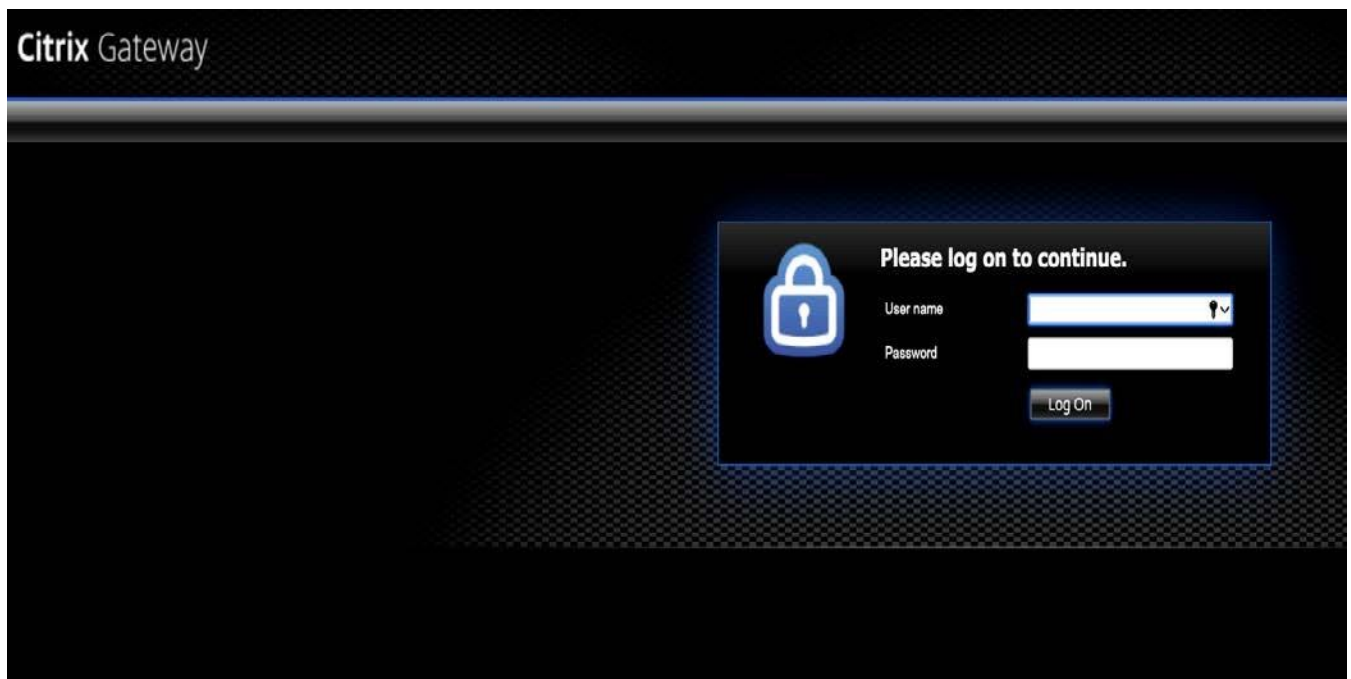
UConn Health policies for passwords require using a minimum of an eight-character which includes letters, numbers and symbols. Our policy also requires that passwords be changed at least once every 90 days. In addition to being good security practice, these policies also help to ensure compliance with regulatory requirements.

Managers and sponsors of affiliate accounts, please note, if your affiliated users do not regularly login to UConn Health network resources while onsite, they can change their password by accessing any of our remote services such as VPN, remote email or Citrix. Failure to change your UConn Health password at least once every 90 days may result in a loss of access to network resources

- 4) Click on the Submit button. You will get a confirmation the password was updated successfully.

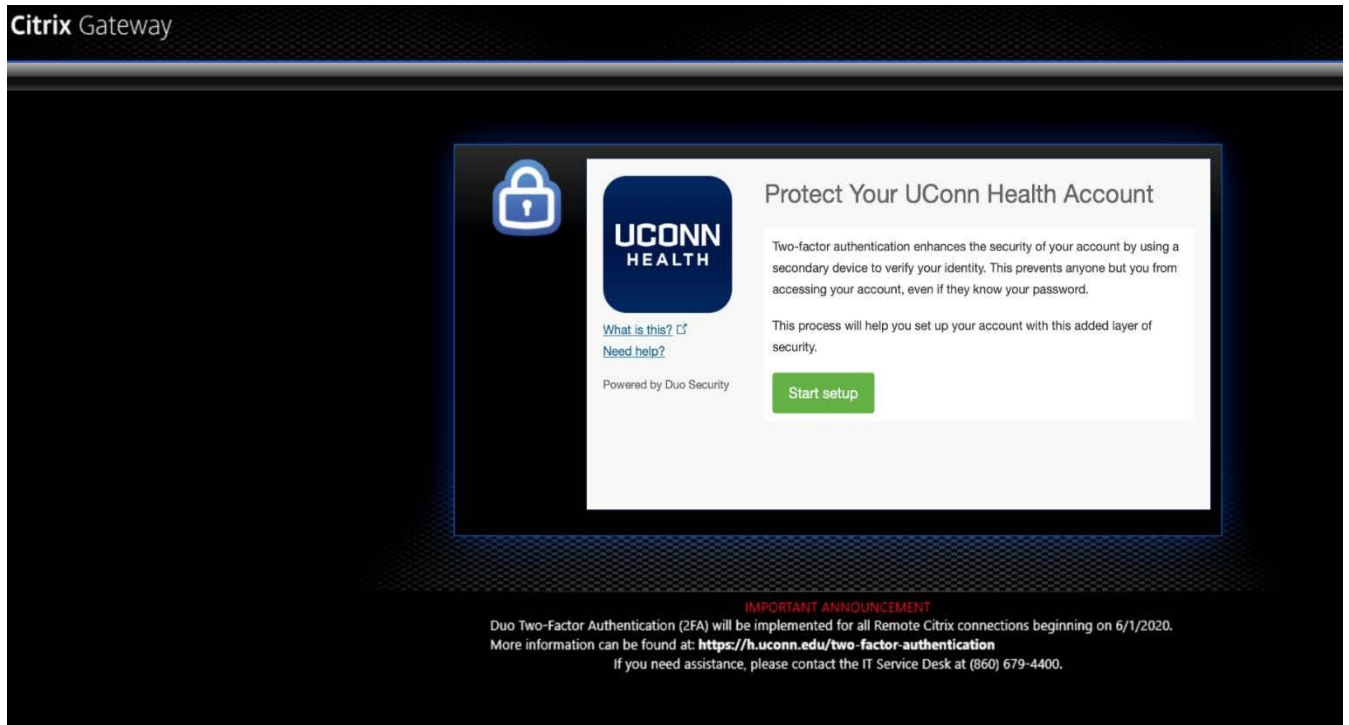


- 5) Open a web browser and navigate to: <https://remote.uchc.edu>.
- 6) Logon to the Citrix Gateway with your domain name and password and click 'Log On'.

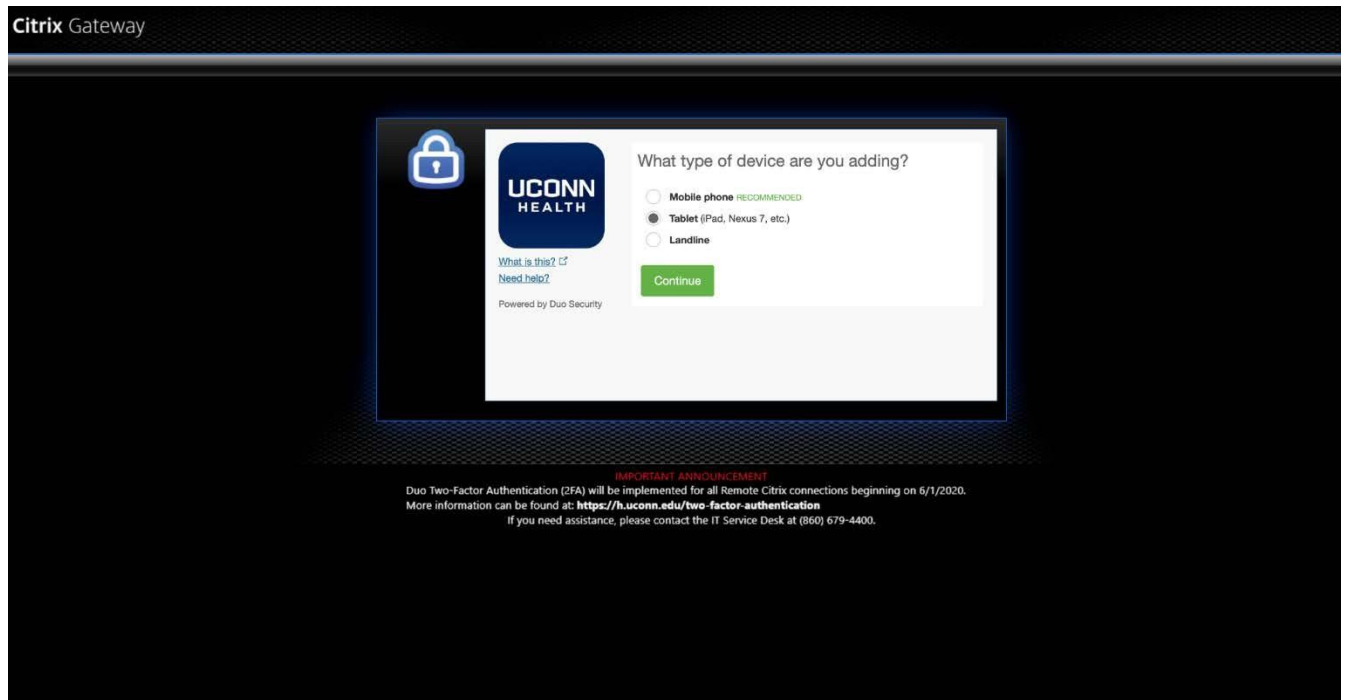


**NOTE:** UConn Health uses Two-Factor Authentication (2FA), powered by Duo Security, to provide an extra layer of security to your username and password process. It combines something you know (your username and password) with something you have (mobile phone, tablet, text message, landline phone) to verify your identity. The following steps will guide you through the Duo 2FA enrollment process.

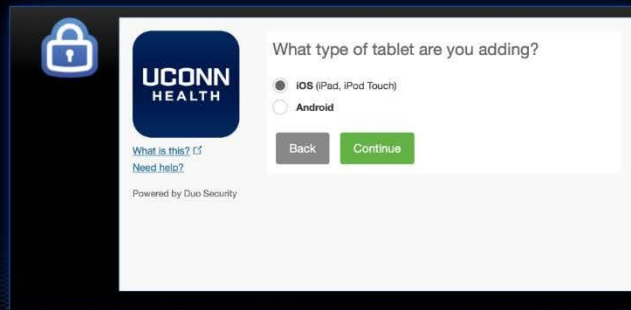
- 7) Click 'Start Setup' to continue with enrollment in Duo Two-Factor Authentication (2FA).



- 8) Select on the device that you would like to register to received your second authentication method and click 'Continue'.



- 9) Select on the type of device you are adding (Apple or Android) and click 'Continue'.



**IMPORTANT ANNOUNCEMENT**  
Duo Two-Factor Authentication (2FA) will be implemented for all Remote Citrix connections beginning on 6/1/2020.  
More information can be found at: <https://h.uconn.edu/two-factor-authentication>  
If you need assistance, please contact the IT Service Desk at (860) 679-4400.

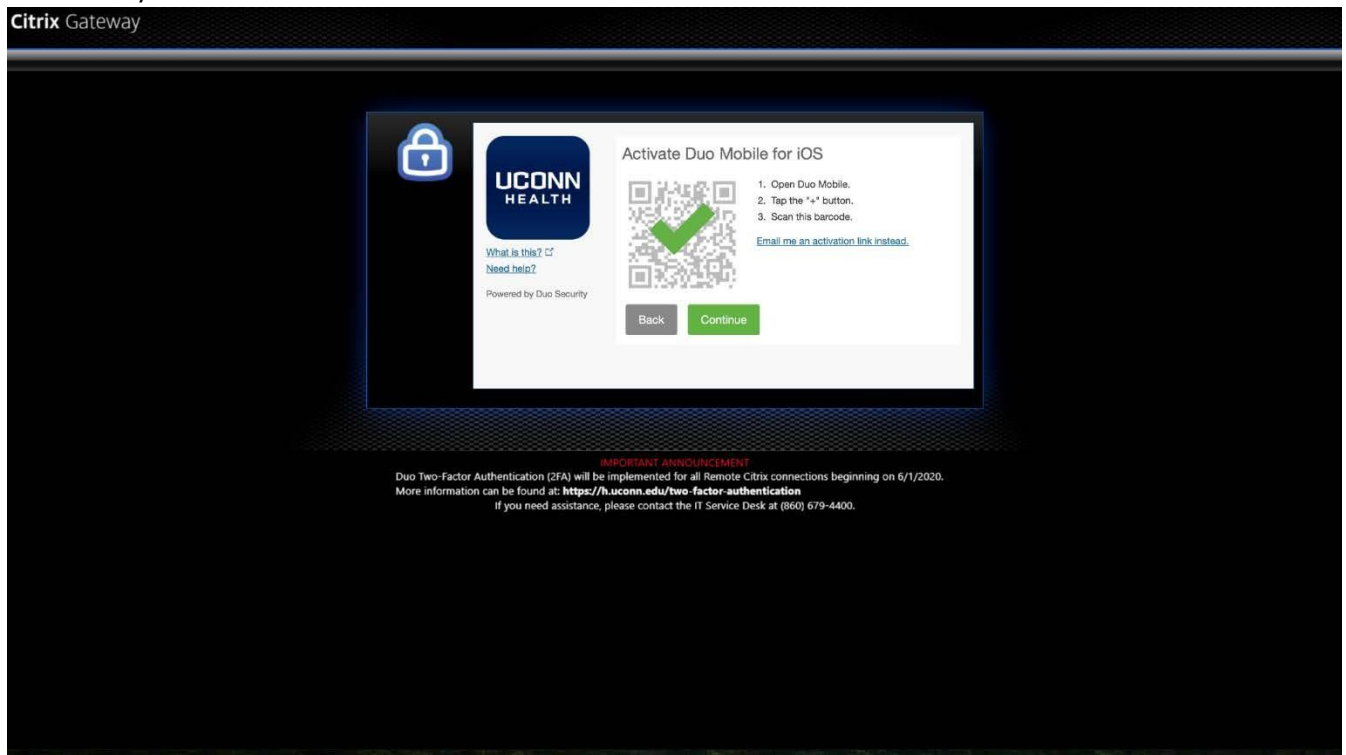
- 10) Go to Apple App store or Google Play store and install Duo Mobile, **making sure it is the green Duo Mobile app** (see below). Once app is installed, click the green button "I Have Duo Mobile Installed" to proceed.



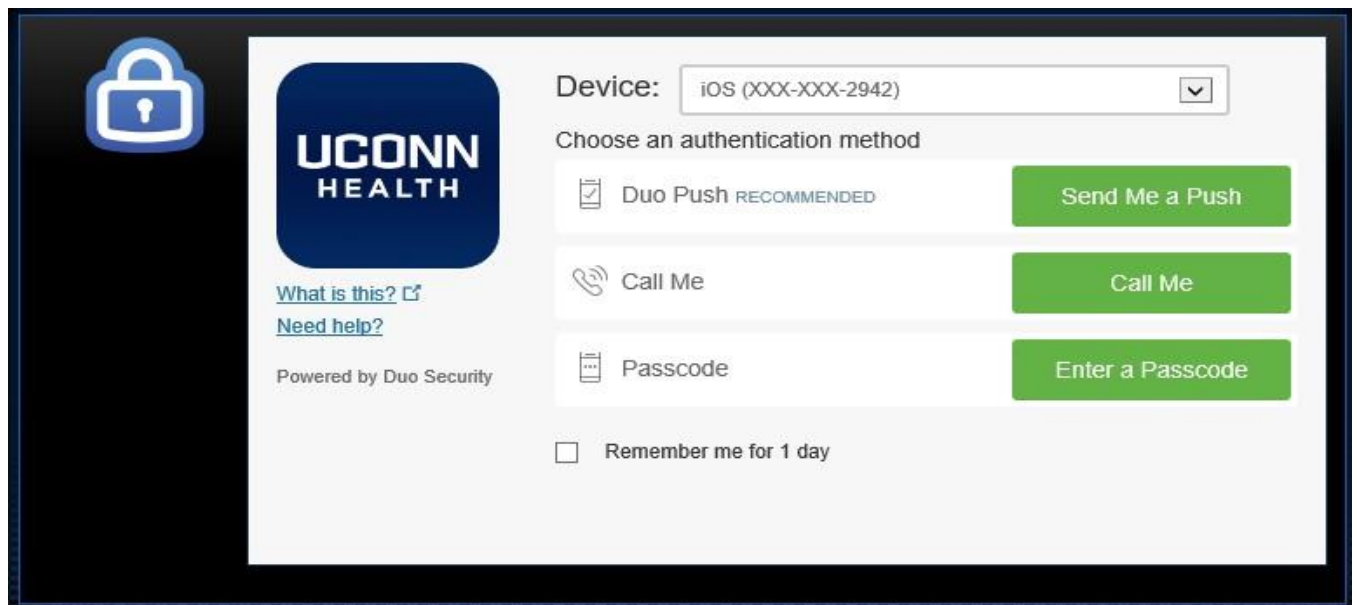
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- 11) You are then presented with a QR code on your **computer screen**. Scan the barcode that appears on the screen. Ensure the barcode fits within the camera window. You may also need to adjust the distance before the barcode is scanned. Once the barcode is successfully scanned, a check will appear on the barcode and the "**Continue**"

button is enabled. **Can't scan the barcode?** If so, click "**Email me an activation link instead.**" and follow the instructions. You should then see the checkmark (below) indicating you have completed your enrollment successfully.



12) Select your desired method for authentication. 'Duo Push' sends a message to your phone, simply click on the green button if the logon attempt was made by you, or the red button if it was not. 'Call Me' will you're your number, push any key to authenticate if it was you, \* key if it was not, and report it as fraud. 'Passcode' required you to open the Duo app on your phone and enter the passcode displayed.



13) You should now be logged into Citrix and able to access your applications as needed.

## **For additional instructions on authenticating a 2FA request using Duo**

Refer to the Two-Factor Authentication request help document on this site.

## **Where do I go to get help?**

Important information about using Duo, enrolling and managing your device and additional information is located on this site.

If you need help with an issue that isn't listed here, or are having trouble logging in, contact the UConn Health Service Desk at 860-679-4400.