



## First Time Setup for UofL Health Email and Duo 2 Factor Authentication

Greetings and welcome to UofL Health!

You have been provisioned a new email account on the UofLHealth.org email domain. The following instructions will assist with the initial resetting of your email password and accessing your account for the first time.

- Your account will be active at 8 a.m. Dec. 16, 2019. If you experience any issues accessing your email account, please call the UofL Health IT Service Desk at 502-588-7003.
- Your new email account will be in the format of [FirstName.LastName@UofLHealth.org](mailto:FirstName.LastName@UofLHealth.org). If you have a hyphenated name, the hyphen will be included. If you have two last names the space is removed.
- You have been assigned a temporary password in the format of “ULH” followed by your 6 digit UofL Health Employee ID. You should have this EID in communications from UofL Health HR. For example, if your EID is 123456, your temporary PW is ULH123456.
- Your current CHI or KentuckyOne email will remain live for at least 90 days. (You will receive ample advance communication before it is decommissioned.)
- Please be aware that UofL Health IT cannot facilitate the mass transfer of email from the CHI email system into ours. Mission critical messages will need to be manually forwarded to your new address from the old one.

Let's get started!

- 1) Open a web browser and enter mail.uoflhealth.org into the address bar.
- 2) Enter your full email address (first.last@UofLHealth.org) and your temporary password.
- 3) You will be prompted to update your password.
  - a. The Old Password is your temporary password.
  - b. Your new password must follow the following criteria:
    - i. Be 8 or more characters in length
    - ii. Contain at least one upper-case letter
    - iii. Contain at least one number
    - iv. Contain at least one special character

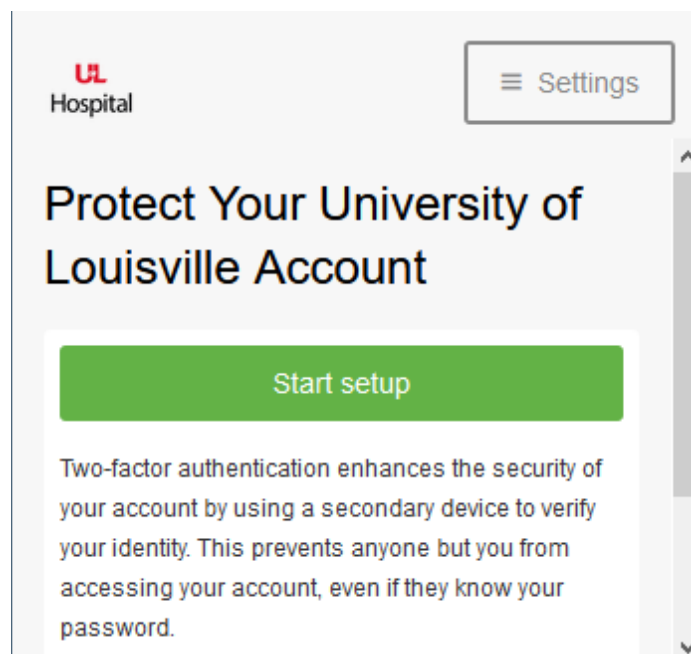
## Update Password

You must update your password because your password has expired.

- 4) Once you have created your new password, you may be returned to the login screen. If so, please enter your full email address again as well as your newly created password.
- 5) If you are off network, you will be prompted to start the DUO Setup. Duo is the two-factor authentication, used by UofL Health for added security on our IT systems. You will be prompted to use duo to access your email from any non-UofL Health network.

Click on start setup:



- 6) Duo has several ways to authenticate you. You have a choice of:
- a. Mobile Phone (DUO App or Text) **\*Recommended\***
  - b. Tablet (DUO App Only)
  - c. Landline – (Call back to a Cell or Desktop)
  - d. Security Key

The screenshot shows the Duo authentication setup interface. At the top left is the 'UL Hospital' logo, and at the top right is a 'Settings' button. The main heading is 'What type of device are you adding?'. Below this heading are five radio button options: 'Mobile phone RECOMMENDED' (selected), 'Tablet (iPad, Nexus 7, etc.)', 'Landline', 'Security Key (YubiKey, Feitian, etc.)', and 'Touch ID' (with a sub-note: 'Requires Chrome on macOS to use Touch ID.').

- 7) Choose Mobile phone and click continue. You will be prompted for your mobile phone number:

The screenshot shows the 'Enter your phone number' screen. At the top left is the 'UL Hospital' logo, and at the top right is a 'Settings' button. The main heading is 'Enter your phone number'. Below the heading is a dropdown menu for the country, currently set to 'United States'. Below that is a text input field with a red 'X' next to it, indicating an error. The field contains '+1' followed by a vertical line. Below the input field is the text 'Example: (201) 234-5678'. At the bottom are two buttons: 'Back' and 'Continue'.

- 8) After you enter your number, you will be prompted to confirm the number.

UL Hospital Settings

## Enter your phone number

United States

+1 2012345678 ✓

Example: (201) 234-5678

You entered (201) 234-5678. Is this the correct number?

Back Continue

UL Hospital Settings

United States

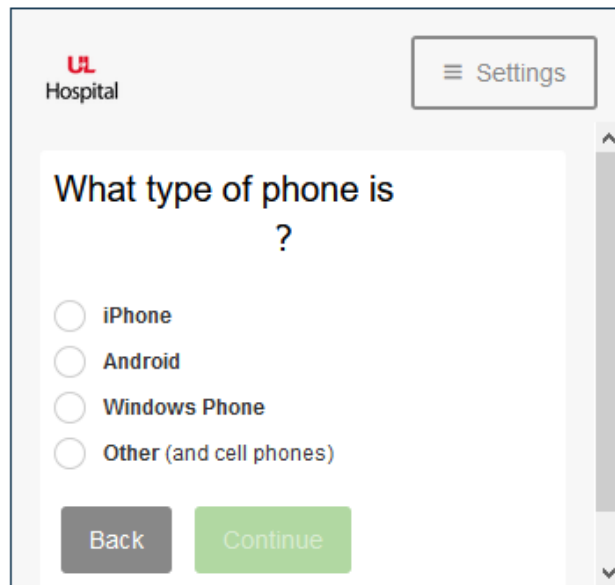
+1 5025880411 ✓

Example: (201) 234-5678

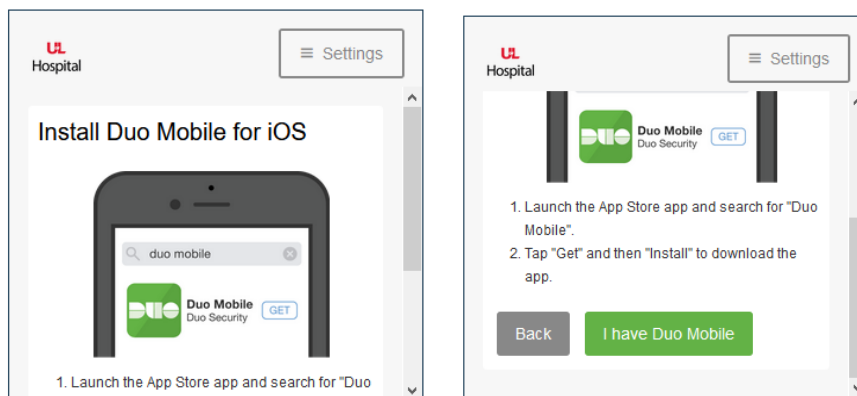
You entered (502) 588-0411. Is this the correct number?

Back Continue

- 9) The next screen will prompt you for the type of phone you will be using. (iPhone is used as the example). Choose your phone type, then click continue.

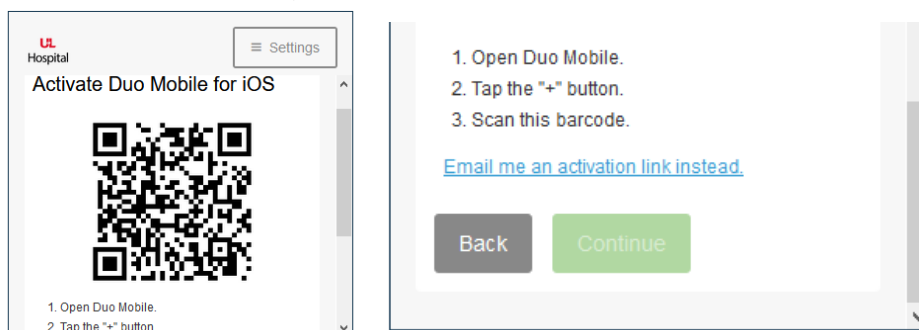


- 10) You will be prompted to go to your phone's App Store to download the correct Duo App.

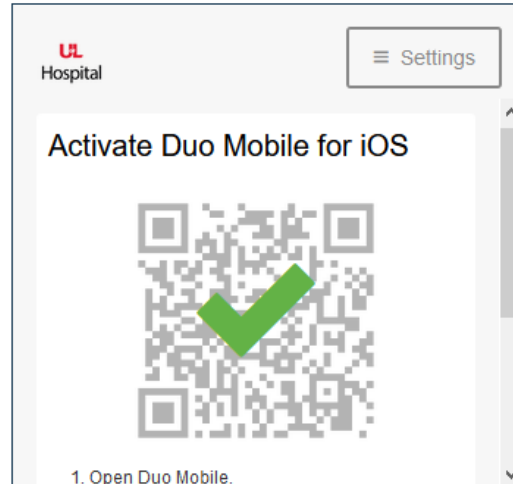


- 11) Once you have downloaded and installed the DUO App on your phone, click on the "I Have Duo Mobile" button.

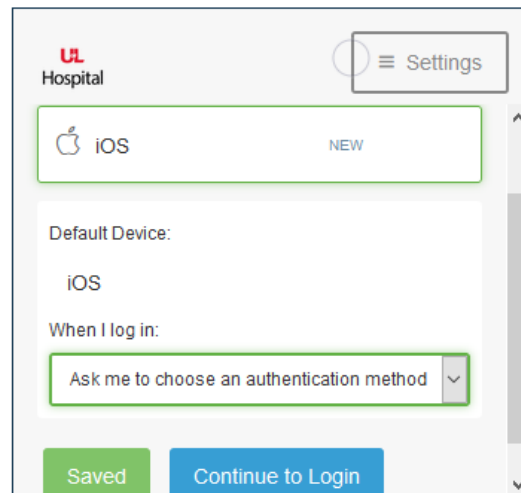
- 12) You are now prompted with a QR Code. (You may be prompted to allow the app to use the camera to scan the code.)



- 13) Launch the DUO App from your phone and tap '+' in the upper right of the screen. You may be asked to allow the app to use the phone's camera and you will need to select allow. You now should be able to scan the QR Code with your phone.
- 14) Once the scan has been completed you will get a check sign on your screen. Click continue

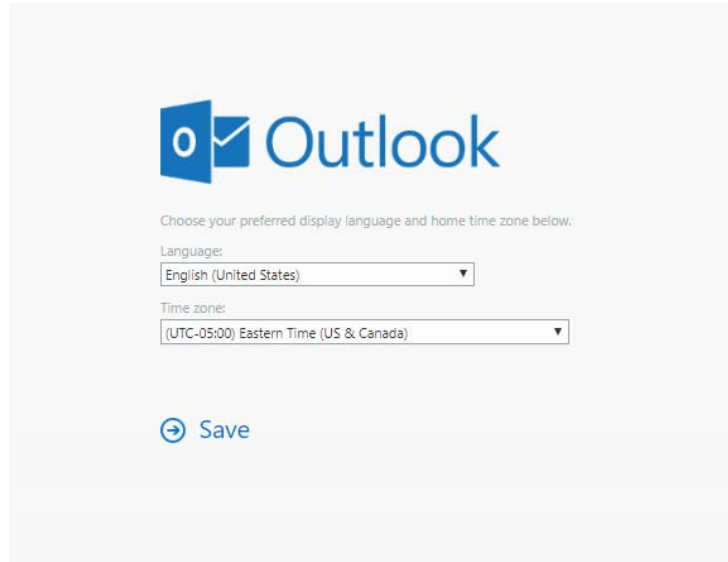


- 15) Please confirm your information (phone number) and what type of authentication (Recommended to be left as default). Click "Continue to Login".



- 16) You will then be asked how to you would like to interact with Duo.
  - a. Push (Prompt on phone for approval) (most common)
  - b. Call me (call mobile phone to verify)
  - c. Enter a Code (a code will be in the DUO App to enter)

17) Once Duo setup is completed, you will be in the email system. On first login, you may be prompted to choose your Time Zone. Please select UTC-05:00 Eastern Time.



18) You are now in your UofL Health Email.