

Using Horizon VDI to Work Remotely

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Overview

When you need to work from home or anywhere outside of a Jefferson facility, Horizon VDI allows you to open a virtual machine desktop that is within Jefferson's network. From that desktop, you can open and use various Jefferson clinical and business systems, such as the Intranet, Citrix applications, JeffInsights/Qlik, and much more. Additionally, from the virtual machine, you can use Remote Desktop (RDP) if you need to access your work computer that is located onsite at Jefferson.

There are two ways to launch Horizon VDI. The first option is to start from the Workspace ONE portal, which is simply a web page where you log in with your Jefferson campus key and password. Alternatively, you can start from the VMware Horizon Client that is installed on your computer.

Regardless of which method you use, you will need to have the [VMware Horizon Client installed](#) on the computer that you are using, which is a free download. Each time you connect to Horizon VDI, you will also need to complete [Duo authentication](#) using your mobile phone.

As an alternative to using Horizon VDI, you also have the option to use [Cisco AnyConnect VPN](#) to remotely access several Jefferson clinical and business systems without using a virtual machine.

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To download VMware Horizon Client, [CLICK HERE](#)

For instructions to download and set up DUO, [CLICK HERE](#)

Before You Begin

Download the VMware Horizon Client

If you have not already downloaded the [VMware Horizon Client](#), you will need to do so before you can connect to Horizon VDI.

Set Up Duo

If you have not already [set up Duo](#), you will need to do so before you can connect to Horizon VDI.

Video Overview

The video below demonstrates how to launch Horizon VDI starting from either Workspace ONE or the Horizon Desktop Client. The sections that follow provide written instructions for these processes.

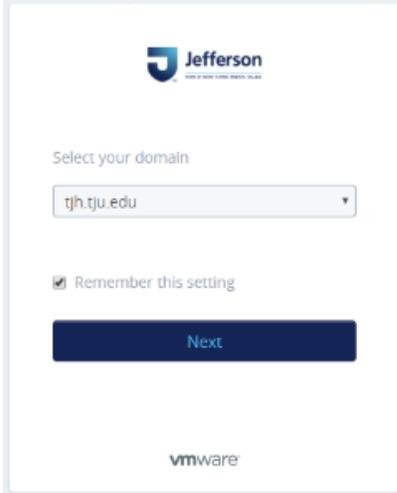
Your browser does not support the HTML5 video element

Opening Horizon VDI from Workspace ONE (Using a Web Browser)

Google Chrome is the preferred browser for accessing Horizon VDI.

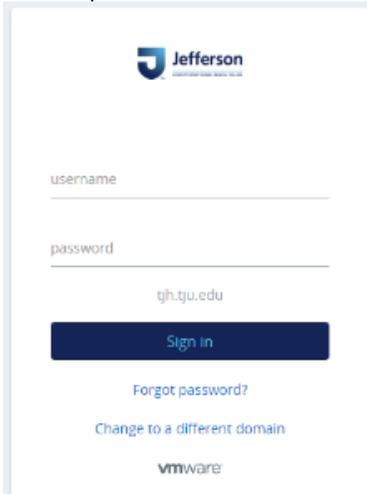
1. Go to <https://login.jefferson.edu>.

- Under **Select your domain** field, choose [tjh.tju.edu](#).

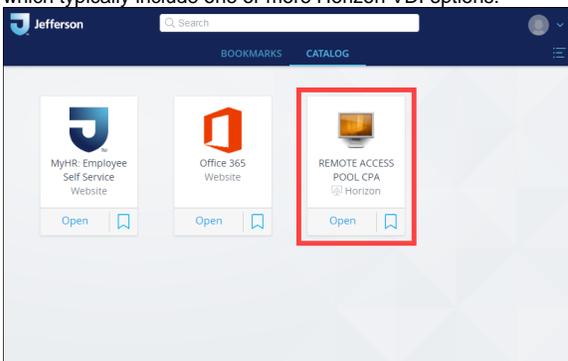


If you cannot successfully log in, [change the domain](#) to [tju-mst.jefferson.edu](#) and try again.

- Select **Next**.
- In the **username** field, enter your Jefferson Campus Key. In the **password** field, enter your Jefferson password.

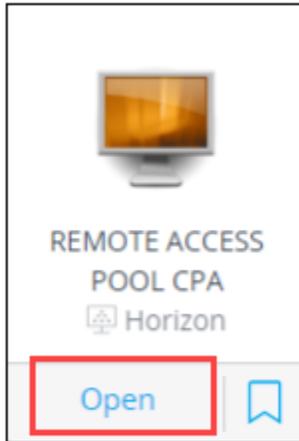


- Select **Sign in**.
- The **Workspace ONE** portal appears where you can choose from several different resources, which typically include one or more Horizon VDI options.

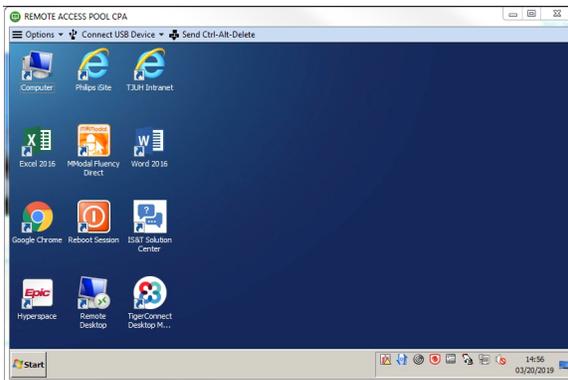


If more than one Horizon VDI option appears, each option will generally allow you to access different Jefferson applications.

7. On the Horizon VDI icon, select **Open**.



8. Follow the prompts to complete [Duo authentication](#).
9. A Horizon VDI virtual machine opens, where you can access internal Jefferson applications.

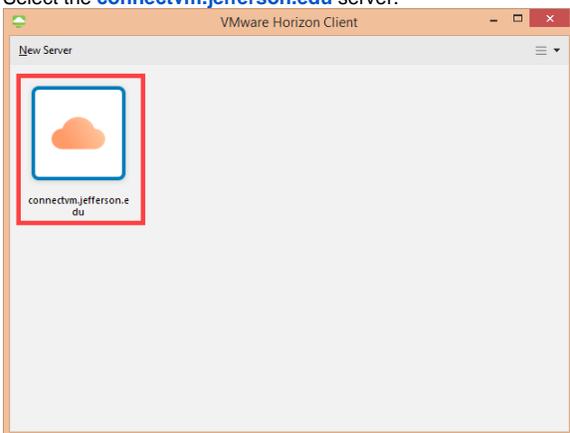


Opening Horizon VDI from Horizon Desktop Client

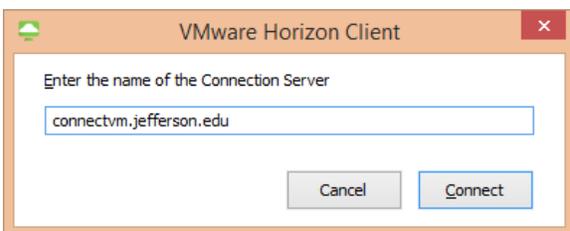
1. Launch the **VMware Horizon Client** using the desktop icon.



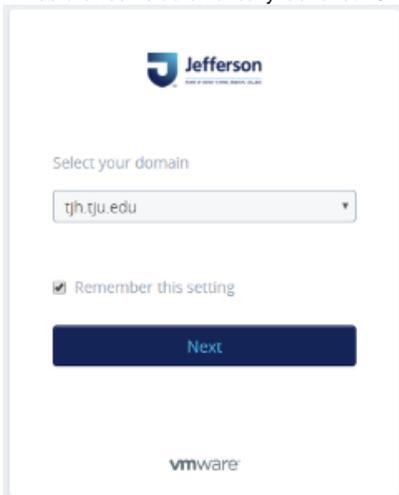
2. Select the connectvm.jefferson.edu server.



If the connectvm.jefferson.edu server does not appear as shown above, select **New Server**, enter connectvm.jefferson.edu, and select **Connect**.

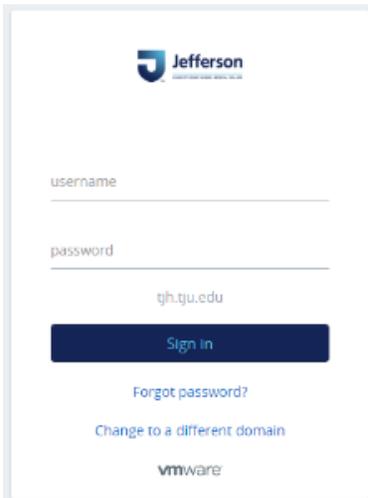


3. A web browser is automatically launched. Under **Select your domain**, choose tjh.tju.edu.



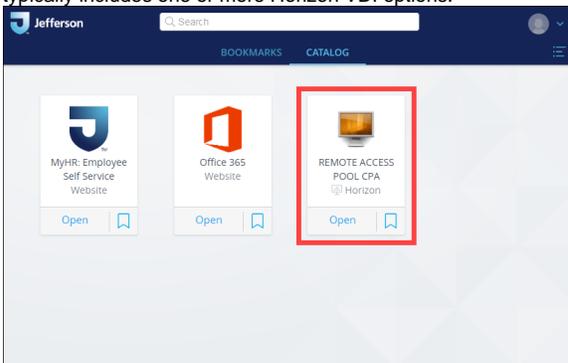
If you cannot successfully log in, [change the domain to tju-mst.jefferson.edu](https://tju-mst.jefferson.edu) and try again.

4. Select **Next**.
5. In the **username** field, enter your Jefferson Campus Key. In the **password** field, enter your Jefferson password.



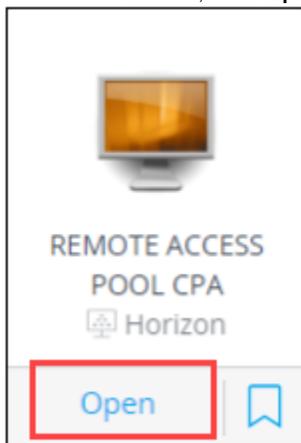
6. Select **Sign in**.

7. The **Workspace ONE** portal appears where you can access several different resources, which typically includes one or more Horizon VDI options.



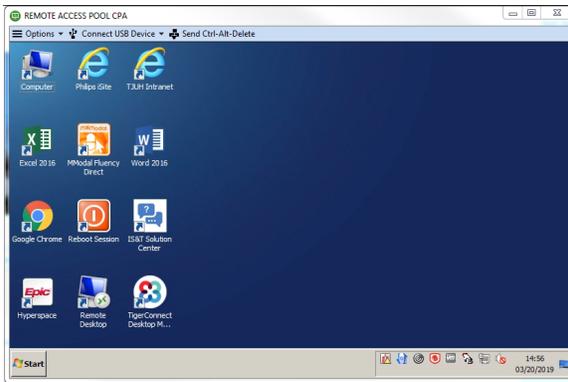
If more than one Horizon VDI options appears, each option will generally allow you to access different Jefferson applications.

8. On the Horizon VDI icon, select **Open**.



9. Follow the prompts to complete [Duo authentication](#).

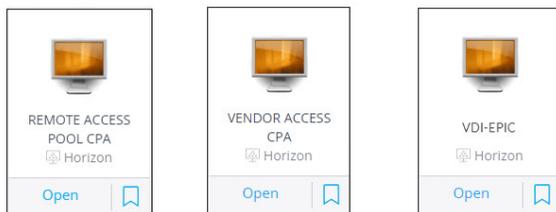
10. A Horizon VDI virtual machine opens, where you can access internal Jefferson applications.



Warnings and Notes

When using a virtual machine through Horizon VDI, you should not attempt to customize the virtual machine or save any files directly on the virtual machine, such as on the desktop. Any customizations or saved files will not be retained.

There are a few different Horizon VDI "pools." Each Horizon VDI pool is a set of virtual machines that have the same configuration across the pool; different Horizon VDI pools provide access to different applications. Depending on which applications you need to access, you may have permission to use one or more Horizon VDI pools. The image below shows examples of three different pools that may be available to you.



If an application that you need to access to is not available through any of your Horizon VDI pools, it typically means that you were never given access to that application and need to request it. To request access, go to the [Solution Center](#), select **Request Something, Access**, then follow the prompts on the page. Additionally, there are some Jefferson applications that are not available through Horizon VDI and therefore you need to set up and use [Cisco AnyConnect VPN](#) in order to use these applications when you are working remotely.

Accessing Specific Applications through Horizon VDI

Once you have followed the instructions above and have successfully opened a virtual machine, you will be able to access Jefferson applications. If you need further instructions on accessing specific applications, use the links below. Note that there are several additional applications available through Horizon VDI that are not listed below.

- [Connecting to Remote Desktop \(RDP\) through Horizon VDI](#)
- [Remote Access to Citrix/JeffApps through Horizon VDI](#)
- [Remote Access to Jefferson Intranet through Horizon VDI](#)
- [Remote Access to JeffInsights/Qlik through Horizon VDI](#)
- [Remote Access to the Management Portal through Horizon VDI](#)

Installing VMware Horizon Client

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Overview

If you want to work from home or anywhere outside of a Jefferson facility, Horizon VDI allows you to access several Jefferson applications that you may need. This tool works by providing you with a virtual machine that is within the Jefferson network, making internal Jefferson applications available to you when you are located offsite.

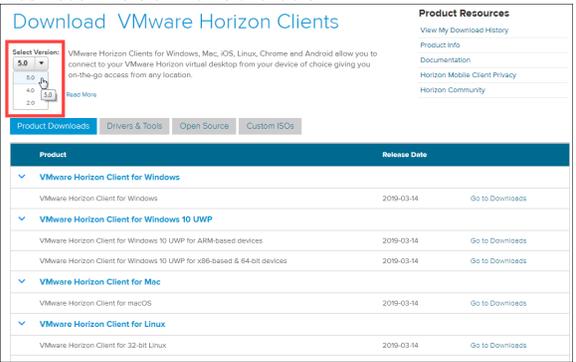
You need to have the VMware Horizon Client installed on your computer in order to access Horizon VDI. The VMware Horizon Client can be downloaded for free from the VMware website. Follow the steps below to download and install the VMware Horizon Client.

Make sure to download the VMware Horizon Client by following the instructions on this page and do not download it from the Microsoft store. Problems have been reported when using the version that is downloaded from the Microsoft store.

1. Go to <https://connectvm.jefferson.edu>.
2. Select **Install VMware Horizon Client**.



3. On the Download VMware Horizon Clients page, click the **Select Version** arrow and select the most recent version that is available.



4. Select the appropriate **Go to Download** link for your operating system.

Product Downloads	Drivers & Tools	Open Source	Custom ISOs	Client History	
Filter					
VMware Horizon Client for Windows				2020-08-11	GO TO DOWNLOAD
VMware Horizon Client for Mac				2020-08-11	GO TO DOWNLOAD
VMware Horizon Client for macOS				2020-08-11	GO TO DOWNLOAD
VMware Horizon Client for Linux				2020-08-11	GO TO DOWNLOAD
VMware Horizon Client for 32-bit Linux				2020-08-11	GO TO DOWNLOAD
VMware Horizon Client for 64-bit Linux				2020-08-11	GO TO DOWNLOAD
VMware Horizon Client for Linux (ARM-based)				2020-08-11	GO TO DOWNLOAD
VMware Horizon Client for iOS				2020-10-15	GO TO DOWNLOAD
VMware Horizon Client for Android				2020-10-15	GO TO DOWNLOAD
VMware Horizon Client for Android 32-bit ARM-based devices				2020-10-15	GO TO DOWNLOAD
VMware Horizon Client for Android 64-bit ARM-based devices				2020-10-15	GO TO DOWNLOAD
VMware Horizon Client for Android 32-bit ARM-based devices				2020-10-15	GO TO DOWNLOAD
VMware Horizon Client for Android devices from Google Play Store				2020-10-15	GO TO DOWNLOAD
VMware Horizon Client for Kindle Fire in Amazon Appstore for Android				2020-10-15	GO TO DOWNLOAD
VMware Horizon Client for Chrome				2020-10-15	GO TO DOWNLOAD
VMware Horizon Client for Chrome devices				2020-10-15	GO TO DOWNLOAD

5. Select the **Download** button.

Home / VMware Horizon Client for Windows

Download VMware Horizon Client for Windows

Version: 5.0.0

Description: VMware Horizon Client for Windows for x86-based & 64-bit devices

Documentation: Release Notes

Release Date: 2019-03-14

Type: Product Binaries

Product Resources

- View My Download History
- Product Info
- Documentation
- Horizon Mobile Client Privacy
- Horizon Community

Product Downloads Drivers & Tools Open Source Custom ISOs

Product Details

VMware Horizon Client for Windows
File size: 193.20 MB
File type: .exe file
Read More

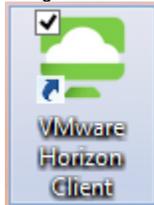
Information about MSE (checksums and SHA1 checksums) and SHA256 (checksums)

Download

6. Run the installer. Follow onscreen prompts for a typical installation. If prompted, reboot computer to finish the installation.



7. The installation is now complete. To open the Horizon VDI, launch the **VMware Horizon Client** using the new icon that was added to your desktop.



8. For the remaining steps, refer to [Connecting to Horizon VDI](#).

Setting Up and Using Duo

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Overview

If you want to access secure Jefferson applications remotely, such as when working from home, you need to use Duo to log in. Duo uses authentication from your mobile phone to provide a secure connection.

This page provides instructions on how to set up your Duo account as well as how to complete authentication with Duo.

For most users, you should download the Duo Mobile app on your phone and set it up for push notifications. This means that when you attempt to remotely access a Jefferson resource, you will get an alert on your phone and you simply click a button on the app to authenticate your login. However, if your phone is not compatible with the Duo Mobile app (such as if you have an older phone or a non-smart phone), then you can authenticate using a passcode that is delivered to your phone by text message or by receiving a voice call.

Keep in mind that Jefferson keeps a mobile phone number on file for you (in MyHR/Peoplesoft if you are an employee; in BannerWeb if you are a student). Your mobile phone number that is on file with Jefferson is periodically synchronized with Duo, so you should make sure to keep your mobile phone number up to date in Jefferson's system.

[Getting Started](#)

- [Updating Your Mobile Phone Number on File with Jefferson](#)
 - [New Duo Users: Do I Update My Mobile Phone Number Before or After I Set Up Duo?](#)
 - [How to Update Your Mobile Phone Number on File with Jefferson](#)
- [Setting Up and Using the Duo Mobile App](#)
 - [Downloading the Duo Mobile App](#)
 - [Setting Up Push Notifications](#)
 - [Authenticating with the Duo Mobile App](#)
- [Authenticating Without the Duo Mobile App](#)

[Additional Information](#)

- [Setting Up and Using Multiple Devices for Authentication](#)
- [What If I Change My Phone or Phone Number?](#)
 - [I Got a New Phone, but My Phone Number Didn't Change](#)
 - [I Got a New Phone Number](#)

[Instructional Videos](#)

- [Setting Up Duo When Your Mobile Phone Number is on File](#)
- [Setting Up Duo When Your Mobile Phone Number is Not on File](#)

Getting Started

Updating Your Mobile Phone Number on File with Jefferson

For all users, regardless of whether you plan to use the Duo Mobile app or you plan to authenticate through a voice call or text, your current mobile phone number needs to be on file with Jefferson. Your mobile number is periodically synchronized from Jefferson's system to Duo, so it is important that Jefferson's record is accurate. Furthermore, when your phone number is in Jefferson's system, it is easier to resume using Duo if you get a new phone.

You should update your mobile phone number in Jefferson's system when setting up your Duo account for the first time as well as if you ever change your mobile phone number.

For many Jefferson employees, your mobile number may already be on record; it may have been entered when you were hired or you may have already entered it in the past. However, you can easily check to verify if your correct mobile number is on file, and update it as needed.

New Duo Users: Do I Update My Mobile Phone Number Before or After I Set Up Duo?

If possible, you should update your mobile phone number that Jefferson has on file *before* you proceed to set up and use Duo. This can easily be done when you are onsite at a Jefferson facility (connected to a Jefferson network).

However, when setting up your Duo account for the first time, you may need to update your mobile phone number *after* you set up Duo. For example, if you are currently located at home, it may be necessary to set up Duo first, as you need to authenticate with Duo in order to access MyHR/Peoplesoft to update your phone number. In that scenario, please remember to promptly update your mobile phone number after you set up Duo, as it is important to have a matching phone record between Jefferson's system and Duo.

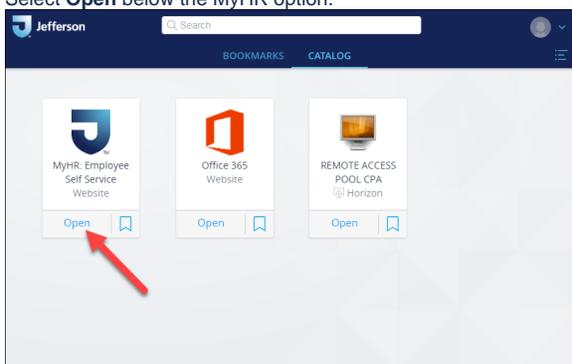
How to Update Your Mobile Phone Number on File with Jefferson

If you are a Jefferson employee, your mobile phone number is entered in MyHR/Peoplesoft.

Completing this procedure while at home (or somewhere you are not using a Jefferson network) is possible only if you can authenticate through Duo. If you are unable to complete the procedure below, you can instead call the Solution Center at (215) 503-7975 to get assistance updating your phone number.

If you are currently located home (or somewhere you are not using a Jefferson network), and you are attempting to set up your Duo Mobile account for the first time, you can skip ahead to [Setting Up and Using the Duo Mobile App](#) and proceed to set up Duo. Once you are finished setting up Duo, return to this section and follow the steps below to update your mobile phone number in Jefferson's records. With your Duo account is set up, you will be able to authenticate in order to access MyHR/Peoplesoft and complete the steps below.

1. Go to <https://login.jefferson.edu> and enter your campus key and password.
2. If prompted, complete Duo authentication using your mobile phone.
3. Select **Open** below the MyHR option.



4. Select **Personal Details**, then select **Contact Details**.

If you find that your correct mobile phone number is already registered as your **MFA Contact #**, you can simply close MyHR.

5. In the **Phone** section, select the Add Phone + button. A Phone Number window opens.



6. In the **Type** field, select **MFA Contact #**.

The screenshot shows a form titled "Phone Number" with "Cancel" and "Save" buttons. The "Type" dropdown menu is open, displaying the following options: 2 Way Pager - (999/999-9999), Alpha Pager, In House Pager, Inhouse Pager #2, Jeff Issued Cell, Jefferson Cell #2, Jefferson Cell #3, **MFA Contact #** (highlighted), Numeric Pager, Pager 1, and Work Phone 2 - (999/999-9999). The "Preferred Number" and "Extension" fields are visible but empty.

7. In the **Number** field, enter your mobile number *without* any parentheses or dashes.

8. Select **Save**.

If you are a Jefferson student, your mobile phone number is entered in BannerWeb.

1. Go to <https://banner.jefferson.edu> select BannerWeb Login, and log in.

2. On the Main Menu page, select **Personal Information**.

The screenshot shows the BannerWeb Main Menu. The "Personal Information" link is highlighted in blue. Other menu items include "Update Local Address", "Thomas Jefferson University Playbook Spring 2021", "Thomas Jefferson University COVID-19 Vaccine FAQ", "Remote Student Attestation", "Financial Aid", "Faculty and Advisors", "Campus Services", "FERPA Access", "Student Check In", and "TJU Housing Payment".

3. On the Personal Information page, select **Update Addresses and Phones**.

The screenshot shows the BannerWeb Personal Information page. The "Update Addresses and Phones" link is highlighted in blue. Other links include "Update JeffALERT Emergency Communication System", "Update Emergency Contacts", "Update Ethnicity And Race", "Update Marital Status", "Name Change Information", "Social Security Number Change Information", "JeffConnect Enrollment", "Gender and Preferred Name Selection", and "Update Missing Student Contact Person Information".

4. The **Update Addresses and Phones** page opens.

The screenshot shows the BannerWeb "Update Addresses and Phones - Select Address" page. It includes instructions on how to update an address and a table of current addresses and phone numbers.

Addresses and Phones	Local Address	Phones
Current:	Sep 13, 2016 to (No end date) 1015 Walnut St Philadelphia, Pennsylvania 19107 PA-Philadelphia United States of America	Primary: None Provided Call Phone: 215-00000000
Copy current Local Address current Permanent/Home Address		
Permanent/Home Address	Sep 13, 2016 to (No end date) 1015 Walnut St Philadelphia, Pennsylvania 19107-5005 PA-Philadelphia United States of America	Primary: None Provided
Copy current Permanent/Home Address to current Local Address		

Below the table, there is a "Type of Address to Insert:" dropdown menu and a "Submit" button.

If you have both a **Local Address** and **Permanent/Home Address** listed, it's important to note that the cell phone number listed for the **Local Address** will be applied for multifactor authentication.

So, if you have a **Local Address Cell Phone** number on file, you should make sure that it is accurate and it is for the phone you want to use for multifactor authentication.

If you do not have a **Local Address Cell Phone** number on file, but you have a **Permanent /Home Address Cell Phone** number, then the **Permanent/Home Address Cell Phone** number will be used for multifactor authentication and you should make sure it is accurate.

If you want to edit an existing **Cell Phone** number that is already saved, select **Cell Phone** next to the appropriate phone number and edit the number as needed.

If you want to add a new **Cell Phone** number, select **Current** under the address you want to associate the number with. Under the secondary phone numbers, select **Cell Phone** as the **Phone Type**, enter your mobile number, and select **Submit** when finished.

Update Addresses and Phones - Update/Insert

Required fields on address update or insert are Valid From This Date, Address Line 1, City, State or Province, and ZIP or Postal Code; all other fields are optional.

You must provide a cell phone number to receive text messages in the case of a campus emergency.

Permanent/Home Address

Valid From This Date:MM/DD/YYYY 09/13/2016

Until This Date:MM/DD/YYYY

Address Line 1: 1015 Walnut St

Address Line 2:

Address Line 3:

City: Philadelphia

State or Province: Pennsylvania

ZIP or Postal Code: 19107-5005

County: PA-Philadelphia

Nation: United States of America

Delete this Address:

Primary Phone Number For This Address:

Area Code	Phone Number	Extension	International Access Code and Phone Number	Unlisted
			.OR.	<input type="checkbox"/>

Phone Type Area Code Phone Number Ext. International Access Code and Phone Number Unlisted Delete

Cell Phone	215	555-1234	.OR.	<input type="checkbox"/>	<input type="checkbox"/>
Select			.OR.	<input type="checkbox"/>	<input type="checkbox"/>

Setting Up and Using the Duo Mobile App

If you have a smart phone that is compatible with the Duo mobile app (most smart phones are compatible), you should set up the Duo Mobile app with push notifications. Push notifications allow you to authenticate remote logins by simply clicking a button in the app, rather than getting a passcode by text message or by voice call.

All employees with a phone that is compatible with the Duo Mobile app should download the app and set up push notifications. Authenticating by using other methods can incur costs to Jefferson. Also, using push notifications is the fastest and easiest way to authenticate your logins. Non-smart phones as well as some older smart phones are not compatible with the Duo Mobile app.

You can check if your smart phone is compatible with the Duo Mobile app by simply opening the App Store or Google Play and searching for Duo Mobile. If the app appears for download, it means that your phone is compatible. If the app does not appear for download, it means that your phone is not compatible.

If your phone is not compatible with the Duo Mobile app, you can disregard this section and instead refer to [Authenticating Without the Duo Mobile App](#).

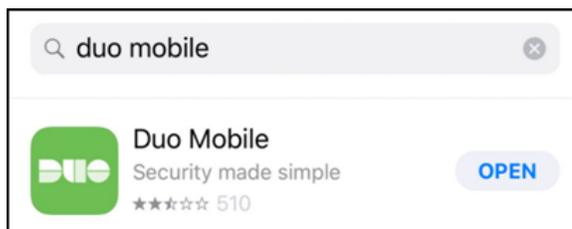
If you have a Jefferson-issued smart phone that is not compatible with the Duo Mobile app, you can [authenticate without the Duo Mobile app](#) for now, and then [enter a request with the Solution Center](#) for a newer phone.

Downloading the Duo Mobile App

If you already have the Duo Mobile app on your phone, you do not need to download it again and you can skip ahead to [Setting Up Push Notifications](#). If you currently use Duo for any organizations other than Jefferson, you will be able to add your Jefferson account without affecting those existing accounts, as Duo Mobile can support multiple accounts.

If you have an iPhone or Android smart phone, you should download the Duo Mobile app so that you can authenticate remote logins through push notifications, which is the quickest and easiest method to authenticate. The Duo Mobile app is free.

1. Depending on your type of phone, open the App Store, Google Play, or Jefferson Apps (if you have a Jefferson-issued phone), search for **Duo Mobile**, and download the app.



Allowing Camera Access - It is recommended that you allow Duo to have camera access to make it easier to set up your Jefferson account with push notifications. The one-time setup process involves allowing the Duo app to use your camera to scan a QR code that will appear on your computer screen. However, if you do not allow Duo to have camera access when you download the app, you can easily change your phone settings to allow Duo to have camera access when it's time to scan the QR code.

If you do not allow Duo to have camera access when you first download the Duo app, it will not cause any major problem. When you go to set up your Jefferson account, the Duo app will tell you it needs to access your camera but it is not allowed. You can then go to your phone settings to allow camera access for Duo. Once you allow camera access, scan the QR code, and set up your Jefferson account, you can go back to your phone settings and once again disallow camera access for Duo.

Furthermore, when asking you to scan a QR code during the setup process, Duo presents another option: **Email me an activation link instead**. You can use that option to entirely bypass the need to use your camera; instead of scanning a QR code, you will receive an email containing an activation link. Be aware that you must open the activation email from your mobile device that has the Duo app installed.

2. After you download the app, you are typically prompted to set up a connection by scanning a barcode or QR code.

If you are are ready to remotely log in to a Jefferson application, you can leave the Duo Mobile app open and follow the steps in the next section to set up push notifications.

If you are not ready to remotely log in to a Jefferson application, you can simply close the app. When you are ready to remotely log in, follow the steps in the next section to set up push notifications.

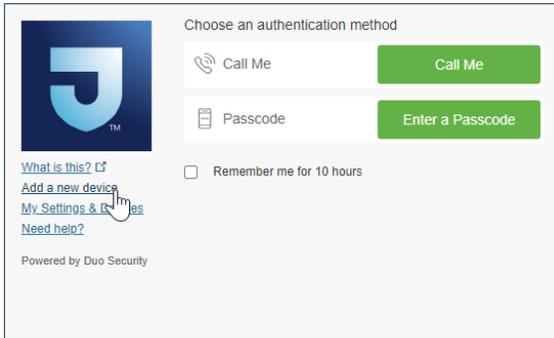
Setting Up Push Notifications

After you download the Duo Mobile app on your phone, you should set up push notifications as your authentication method. When you set up push notifications, you will get an alert on your phone whenever you try to remotely log in to a Jefferson application. Then, you simply click a button on the app to authenticate. Using push notifications is the fastest and easiest way to authenticate your logins. You should use push notifications whenever possible, as the other authentication methods can incur costs to Jefferson.

You cannot be connected to a Jefferson network to complete this process. You should complete this process while away from a Jefferson facility, such as at your home or anywhere else that you have an internet connection.

1. From your computer (or a device that is *not* your mobile phone where the Duo app is installed), go to <https://login.jefferson.edu> and log in with your campus key and password.

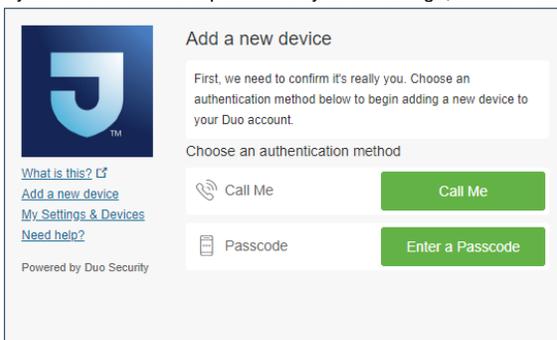
2. A **Choose an authentication method** window appears. Select **Add a new device**.



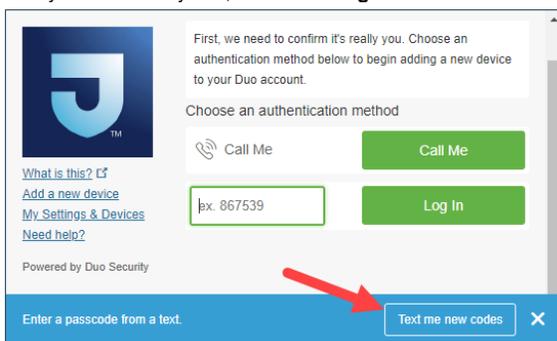
If you see a **Protect Your Jefferson Account** window, select **Start setup** and follow the prompts to enter and confirm your phone number. After confirming your phone number, you will see screens that are identical to those that appear in the steps below. Generally, the **Protect Your Jefferson Account** screen appears only if your phone number is not already [on record in MyHR/Peoplesoft](#).



3. On the **Add a new device** window, you need to authenticate your Duo account through either a voice call or a passcode delivered by text message. If you want to receive a voice call, select **Call Me**. You need to answer the phone call and press any key to authenticate. If you want to receive a passcode by text message, select **Enter a passcode**.



If you selected **Enter a passcode**, you need to select **Text me new codes**. Then, enter the code you received by text, and select **Log In**.



4. On the **What type of device are you adding?** window, select the type of device that you downloaded the Duo Mobile app on to. Most users should select **Mobile phone**. When finished, select **Continue**.

What type of device are you adding?

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

[What is this?](#) [Add a new device](#) [My Settings & Devices](#) [Need help?](#)

Powered by Duo Security

Continue

5. On the **Enter your phone number** window, enter your mobile phone number, check the box, and select **Continue**.

Enter your phone number

United States

+1 [phone number] ✓

Example: (201) 234-5678

You entered [phone number]. This number already exists, replace it?

[What is this?](#) [Add a new device](#) [My Settings & Devices](#) [Need help?](#)

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Back Continue

6. On the **What type of phone?** window, select the type of phone that you have then select **Continue**.

What type of phone is [phone number]?

- iPhone
- Android
- Windows Phone
- Other (and cell phones)

[What is this?](#) [Add a new device](#) [My Settings & Devices](#) [Need help?](#)

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Back Continue

7. On the **Install Duo Mobile** window, select **I have Duo Mobile Installed**.

Install Duo Mobile for iOS

1. Launch the App Store app and search for "Duo Mobile".
2. Tap "Get" and then "Install" to download the app.

[What is this?](#) [Add a new device](#) [My Settings & Devices](#) [Need help?](#)

Powered by Duo Security

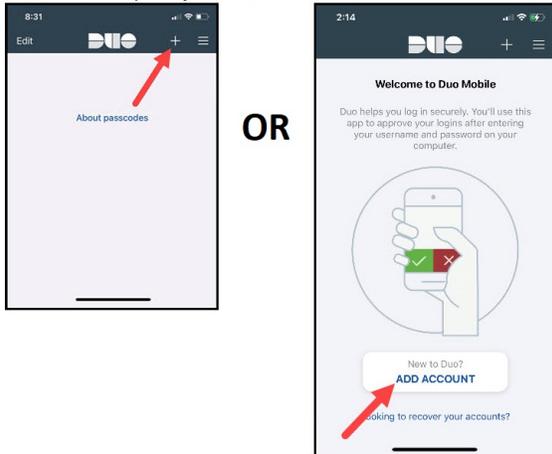
Back I have Duo Mobile installed

8. On the **Activate Duo Mobile** window, a QR code appears.



If you just downloaded the Duo Mobile app so that the app is already open with your camera activated, point your camera at the QR code.

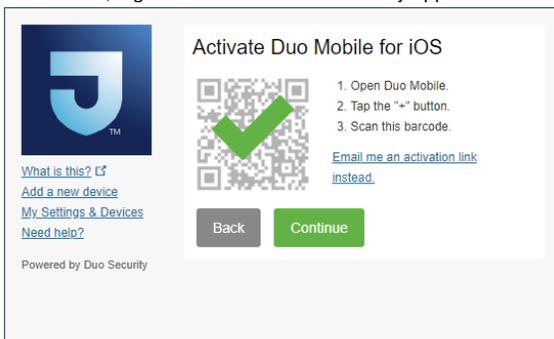
If the Duo app is not already open, open the Duo Mobile app, select either the **+** button or **Add Account**, and point your camera at the QR code.



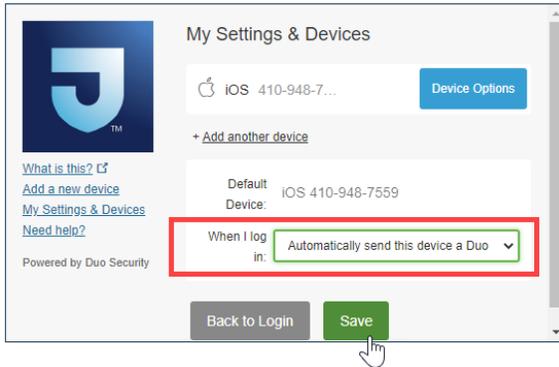
If you get a Camera Disabled message, you need to go to your phone's settings and allow the Duo Mobile app to access your phone's camera. If you do not want the Duo Mobile app to have access to your camera on an on-going basis, after your account is set up, you can simply go back to your phone's settings and disable Duo Mobile's access to your camera.

Instead of using your camera to scan the QR code, you can optionally select **Email me an activation link** instead. This option allows you avoid the using your camera and instead have an activation email sent to any email address that you specify. You will need to access the activation email using your phone (or the device you have the Duo Mobile app installed on), and click a link within the email. If you choose the **Email me an activation link** option, some of the screens that follow will be slightly different than the steps outlined below.

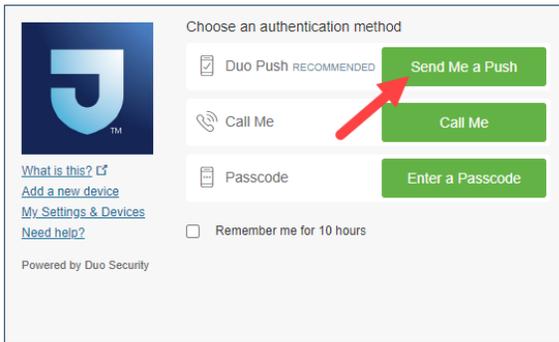
9. On the **Activate Duo Mobile** window, once you have successfully scanned the QR code with your camera, a green checkmark automatically appears in the setup window. Select **Continue**.



10. On the **My Settings & Devices** window, in the **When I log in** field select **Automatically send this device a Duo Push**, then select **Save**.



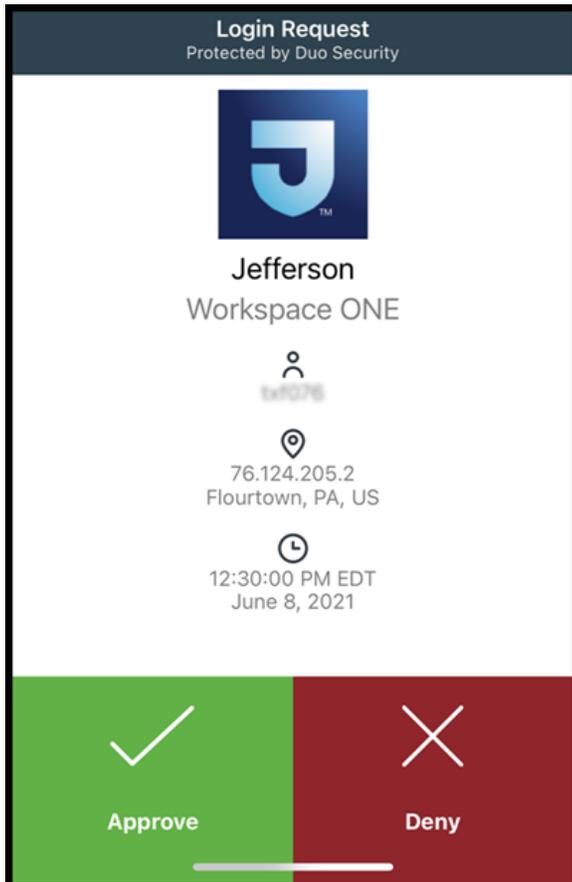
11. On the **My Settings & Devices** window, select **Back to Login**.
12. On the **Choose an authentication method** window, select **Send Me a Push**.



13. The authentication process starts and you will get a push notification on your phone. On the Duo app, select the green **Approve** button. Authentication is complete and the Jefferson application opens.

Authenticating with the Duo Mobile App

After you have completed the steps above to [download the Duo Mobile app](#) and [set up automatic push notifications](#), authenticating is very easy. When you attempt to remotely log in to a secure Jefferson application, you will receive an alert on your phone. To authenticate, you simply need to open the app and select the green **Approve** button.

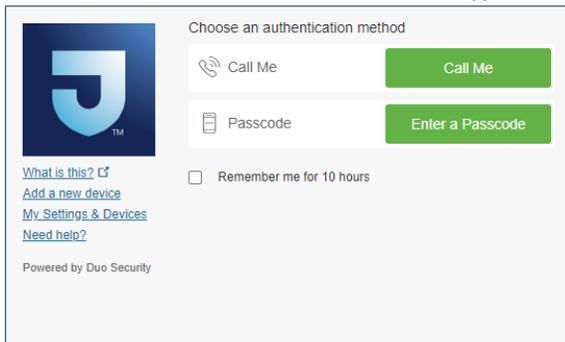


Authenticating Without the Duo Mobile App

If your phone is not compatible with the Duo Mobile app, such as if you have a non-smart phone or an older smart phone, you can follow the steps below to authenticate through either a voice call or by having a passcode delivered by text message.

You can check if your smart phone is compatible with the Duo Mobile app by simply opening the App Store or Google Play and searching for Duo Mobile. If the app appears for download, it means that your phone is compatible. If the app does not appear for download, it means that your phone is not compatible.

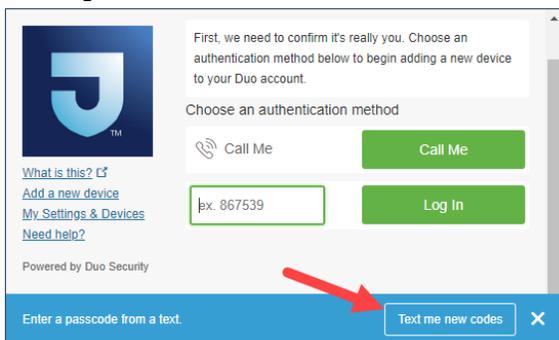
1. Remotely log in to the Jefferson application that you want to use. For example, you can go to <https://login.jefferson.edu> and enter your campus key and password.
2. A Duo **Choose an authentication method** window appears.



If you want to authenticate by receiving a voice call, select **Call Me**. You will receive a phone call on your mobile phone (at the phone number [you registered](#)). You need to answer the call and press any key to complete authentication.

If you want to authenticate by receiving a passcode by text message, select **Enter a Passcode**. Then, select **Text me new codes**. Enter the code you receive by text message and

select **Log In**.



If you see a **Protect Your Jefferson Account** window the first time you attempt to use Duo, select **Start setup** and follow the prompts to complete a one-time setup process to confirm your phone number. After confirming your phone number, you will be able to authenticate by voice call or text message as explained above. Generally, the **Protect Your Jefferson Account** screen appears only if your phone number is not already [on record in MyHR/Peoplesoft](#).



Additional Information

Setting Up and Using Multiple Devices for Authentication

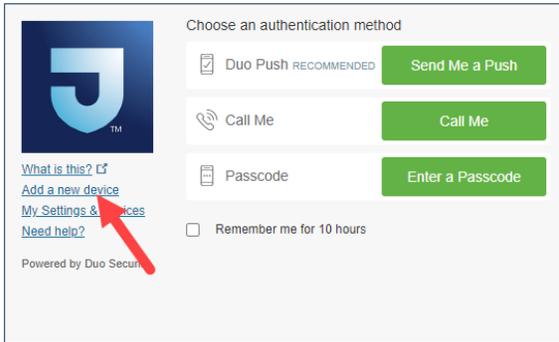
You can set up your Duo account with more than one authentication device. Then, each time you attempt a remote login, you can choose which device will receive the authentication prompt. For example, let's say that you already set up your mobile phone with the Duo Mobile app. In addition, you could set up a land line that authenticates through a voice call, a tablet that authenticates through a push notification on the Duo Mobile app, or a secondary mobile phone (such as a spouse's phone) that can authenticate through any method.

If you set up an additional mobile phone for Duo authentication, the phone number for that secondary phone does not need to be [on file with Jefferson](#). Only your primary mobile phone number needs to be on file with Jefferson.

You need to be located at home (or somewhere you are not using a Jefferson network) to complete the procedure below.

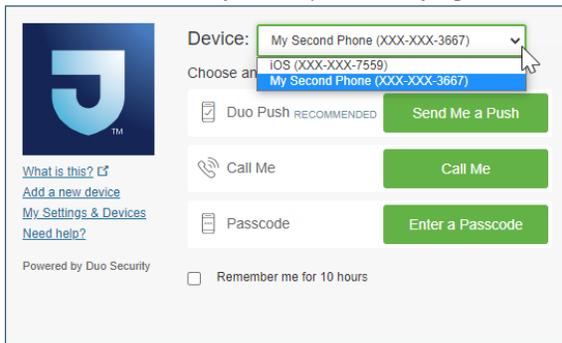
1. Go to <https://login.jefferson.edu> and log in with your campus key and password.

2. On the Duo window, select **Add a new device**.



3. Follow the prompts to add your device.

After you successfully add a device, you will be able to choose which device will be used for authentication each time you attempt to remotely log in.



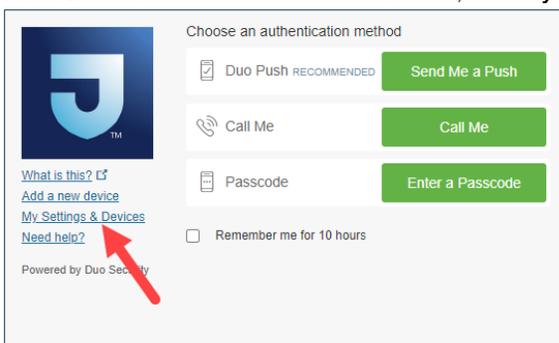
What If I Change My Phone or Phone Number?

I Got a New Phone, but My Phone Number Didn't Change

If you got a new phone but your phone number did not change, you will still be able to authenticate your logins using the voice call or text message options. However, you need to follow the steps below to set up your new phone with the Duo Mobile app and push notifications.

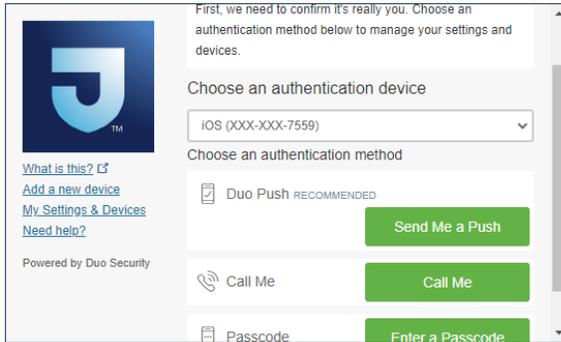
You need to be located at home (or somewhere you are not using a Jefferson network) to complete the procedure below.

1. [Download the Duo Mobile app](#) on your new phone.
2. Go to <https://login.jefferson.edu> and log in with your campus key and password.
3. On the **Choose an authentication method** window, select **My Settings & Devices**.

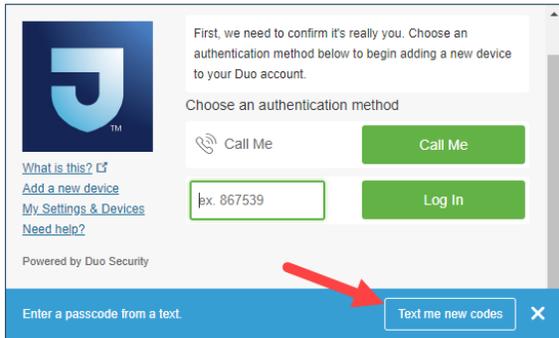


4. On the **My Settings & Devices** window, you need to authenticate your account before you can proceed. Select **Call Me** or **Enter a Passcode** to authenticate by voice call or text message on

your new phone.



If you selected **Enter a passcode**, you need to select **Text me new codes**. Then, enter the code you receive by text, and select **Log In**.



5. Select the **Device Options** button that appears next to the phone number for which you replaced the phone.



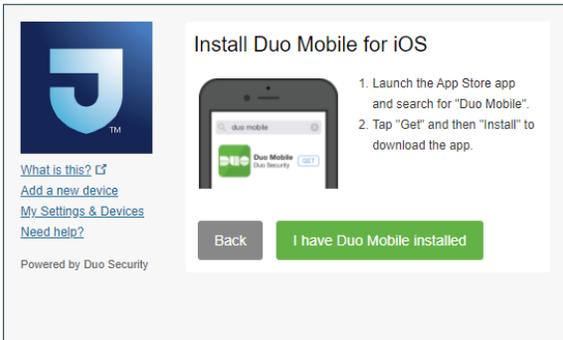
6. Select **Reactivate Duo Mobile**.



7. On the **What type of phone?** window, specify the type of phone for your new phone.



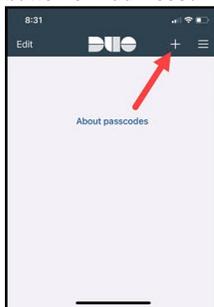
8. On the Install Duo Mobile window, select **I have Duo Mobile Installed**.



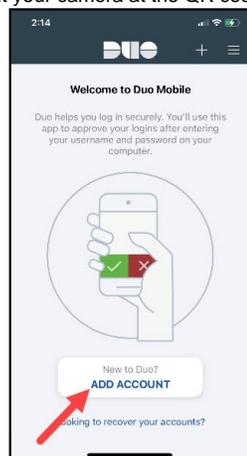
9. On the **Activate Duo Mobile** window, a QR code appears.



If you just downloaded the Duo Mobile app so that the app is already open on your phone with your camera activated, point your camera at the QR code.
If the Duo app is not already open on your phone, open the Duo Mobile app, select either the + button or **Add Account**, and point your camera at the QR code.



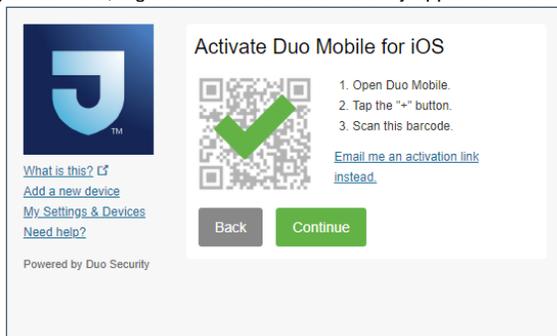
OR



If you get a Camera Disabled message, you need to go to your phone's settings and allow the Duo Mobile app to access your phone's camera. If you do not want the Duo Mobile app to have access to your camera on an on-going basis, after your account is set up, you can simply go back to your phone's settings and disable Duo Mobile's access to your camera.

Instead of using your camera to scan the QR code, you can optionally select **Email me an activation link** instead. This option allows you avoid the using your camera and instead have an activation email sent to any email address that you specify. You will need to access the activation email using your phone (or the device you have the Duo Mobile app installed on), and click a link within the email. If you choose the **Email me an activation link** option, some of the screens that follow will be slightly different than the steps outlined below.

10. On the **Activate Duo Mobile** window, once you have successfully scanned the QR code with your camera, a green checkmark automatically appears in the setup window. Select **Continue**.



11. On the **My Settings & Devices** window, in the **When I log in** field select **Automatically send this device a Duo Push**, then select **Save**.



12. Select **Back to Login**.

I Got a New Phone Number

If you are anticipating getting a new phone with a new phone number, it can be helpful to [set up an additional device for authentication](#) before making the switch. By having an additional method to authenticate, you will have access to add your new phone yourself, without contacting the Solution Center for help. For example, you can set up authentication on a secondary mobile phone (such as a spouse's phone), a land line, or on a tablet that is compatible with the Duo Mobile app.

If you change your phone number, find the scenario below that applies to you and then refer to the corresponding solution.

Scenario	Solution
<ul style="list-style-type: none"> You got a new phone with a new phone number. and You have a secondary device set up for Duo authentication. 	<ol style="list-style-type: none"> 1. Update your mobile phone number that is on file with Jefferson (if you are currently at home or not on a Jefferson network, use your secondary device to authenticate your login). 2. While you are at home or somewhere you are not using a Jefferson network, go to https://login.jefferson.edu and log in with your campus key and password. 3. On the Duo Choose an authentication method window, select Add a new device. 4. Follow the prompts to add your new phone and set up push notifications.

	<p>As part of the Add a new device process, you will be prompted to authenticate your account; use your secondary device to complete authentication.</p>
<ul style="list-style-type: none"> You got a new phone with a new phone number. and You do not have a secondary device set up for Duo authentication. and You are not currently onsite at a Jefferson facility, and you cannot get to a Jefferson facility any time soon. and/or <p>You immediately need to access secure Jefferson resources from home.</p>	<p>Call the Solution Center at (215) 503-7975. The Solution Center can help you set up your new phone with Duo immediately.</p> <p>After you are set up with Duo, update your mobile phone number that is on file with Jefferson.</p>
<ul style="list-style-type: none"> You got a new phone with a new phone number. and You do not have an additional device set up for authentication. and You are currently onsite at a Jefferson facility, or you can get to a Jefferson facility soon. and You do not immediately need to access secure Jefferson resources from home. 	<ol style="list-style-type: none"> While onsite at a Jefferson facility (connected to a Jefferson network), update your mobile phone number that is on file with Jefferson. When using the Jefferson network, you can update your phone number without authenticating through Duo. Wait several hours, up to 24 hours, for your new phone number to transfer from MyHR/Peoplesoft to Duo. While you are at home (or anywhere you are not using a Jefferson network), go to https://login.jefferson.edu and log in with your campus key and password. On the Duo Choose an authentication method window, select Add a new device. <p>As part of the Add a new device process, you will be prompted to authenticate your account. You need to select either Call Me or Enter a Passcode (for a text message) to complete authentication, as your new phone is not yet set up to receive push notifications.</p> <p>If you do not receive the authentication voice call or text message at your new number, try again at a later time. It can take up to 24 hours for your new phone number to transfer from MyHR/Peoplesoft to Duo.</p> <ol style="list-style-type: none"> Follow the prompts to add your new phone and set up push notifications.
<ul style="list-style-type: none"> You kept the same phone, but changed the phone number. and You already set up the Duo Mobile app with push notifications before changing your phone number. 	<p>You can continue to authenticate your logins with push notifications, as Duo Push is not tied to a phone number.</p> <p>However, you should update your mobile phone number that is on file with Jefferson, which will allow you authenticate by voice call or text message.</p>

Instructional Videos

Setting Up Duo When Your Mobile Phone Number is on File

The video below highlights the key steps involved to set up Duo when [your mobile phone number is on file with Jefferson](#).

Your browser does not support the HTML5 video element

Setting Up Duo When Your Mobile Phone Number is Not on File

The video below highlights the key steps involved to set up Duo when your mobile phone number is [not on file with Jefferson](#).

Your browser does not support the HTML5 video element