

Hello!

Please Follow the Workflow that Applies to You

DUO Mobile Activation for Steps for New Users

DUO mobile app will be used as the second factor of the two-factor authentication (TFA) process during EPCS/TFA Activation and every time a prescriber sends an electronic prescription for a controlled substance. The following is a step-by-step guide to **activate** your new DUO mobile app.



Please note: An EPCS Coordinator at your organization must first initiate EPCS/TFA Activation before a clinician can begin the steps below, please contact a member of your support team to get this process started.

Step 1

Enter the DoseSpot prescribing app, in your navbar, there will be an exclamation icon like the one featured below.



Upon clicking the exclamation icon, a pop-up will appear, displaying an Activate TFA link. Click this link and the DUO Mobile prompt will appear.

Step 2

Once your mobile number is submitted, you will receive two text messages from DUO Mobile.

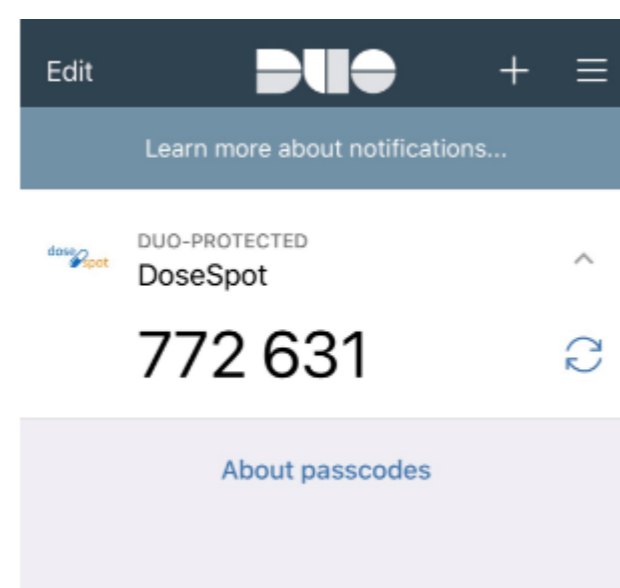
Dosespot has sent you a request to install DUO Mobile. <http://m-f373f8b1.duosecurity.com>

The first text will provide a quick link to download the DUO Mobile app if you have not already done so.

Dosespot has sent you a link for two-factor authentication with DUO Mobile. <https://m-f373f8b1.duosecurity.com/activate/n00WYLYrXFAeUoDSxDbl>

The second text will contain a link allowing you to use DUO Mobile with the Dosespot application.

Once the link in the second text is clicked, you will see Dosespot listed in your DUO Mobile app. The six digit sequence is your TFA Code. The "refresh" arrows will generate a new code if tapped. You will need to generate a new code everytime you are prompted for the TFA Code in the Dosespot application.



Have you done this before...because you're doing great! Have a sip of coffee to reward yourself and let's go to the final step.

Step 3

Complete the TFA Activation pop-up to activate your new token. If you are unsure about what to enter, use the guide below.

Session ID

The Session ID can be found in the Experian letter that was mailed after successful IDP, contact your tech support if the ID is no longer available.

TFA Code

The TFA Code is the 6 digit code that is generated by the DUO Mobile app.

PIN

[Set PIN](#)

If you currently use a PIN for sending prescriptions, enter it here. If not, you may set a new one by clicking the Set PIN button.

Upon submit, you should see a **Success!** status message. You are now ready to start EPCS in Dosespot.

DUO Mobile Activation Steps for Current Symantec Device Users

The following is a step-by-step guide to **deactivate** your Symantec device and **activate** your new DUO Token.



Please note: An EPCS Coordinator at your organization must first initiate EPCS/TFA Deactivation before a clinician can begin the steps below, please contact a member of your support team to get this process started.

Step 1

Enter the DoseSpot prescribing app, in your navbar, there will be an exclamation icon like the one featured below.



Upon clicking the exclamation icon, a pop-up will appear, displaying a Deactivate TFA link. Click this link and the TFA Deactivation form will appear. Complete the deactivation process using your existing token.

Step 2

Upon saving the Token Deactivation form, you should see a **Success!** status message. The DUO Mobile prompt will immediately appear and you can begin the activation process.

Once your mobile number is submitted, you will receive two text messages from DUO Mobile.

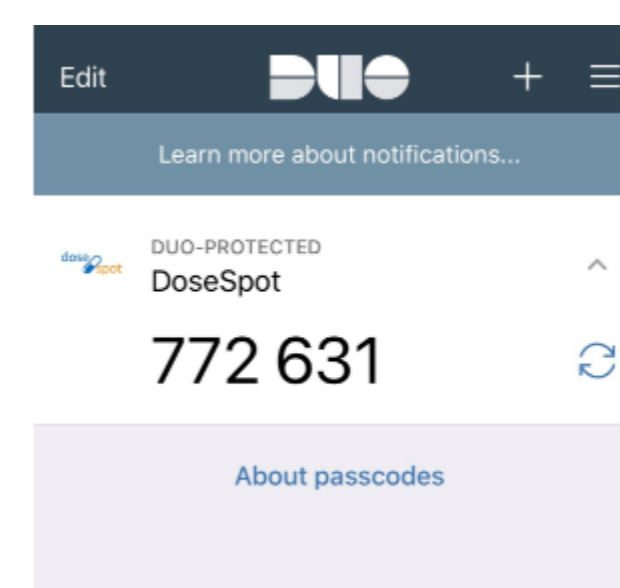
Dosespot has sent you a request to install DUO Mobile. <http://m-f373f8b1.duosecurity.com>

The first text will provide a quick link to download the DUO Mobile app if you have not already done so.

Dosespot has sent you a link for two-factor authentication with DUO Mobile. <https://m-f373f8b1.duosecurity.com/activate/n00WYLYrXFAeUoDSxDbl>

The second text will contain a link allowing you to use DUO Mobile with the Dosespot application.

Once the link in the second text is clicked, you will see Dosespot listed in your DUO Mobile app. The six digit sequence is your TFA Code. The "refresh" arrows will generate a new code if tapped. You will need to generate a new code everytime you are prompted for the TFA Code in the Dosespot application.



Have you done this before...because you're doing great! Have a sip of coffee to reward yourself and let's go to the final step.

Step 3

Complete the TFA Activation pop-up to activate your new token. If you are unsure about what to enter, use the guide below.

Session ID

The Session ID can be found in the Experian letter that was mailed after successful IDP, contact your tech support if the ID is no longer available.

TFA Code

The TFA Code is the 6 digit code that is generated by the DUO Mobile app.

PIN

[Set PIN](#)

If you currently use a PIN for sending prescriptions, enter it here. If not, you may set a new one by clicking the Set PIN button.

Upon submit, you should see a **Success!** status message. You are now ready to start EPCS in Dosespot.

Please contact Dosespot for technical support if needed.