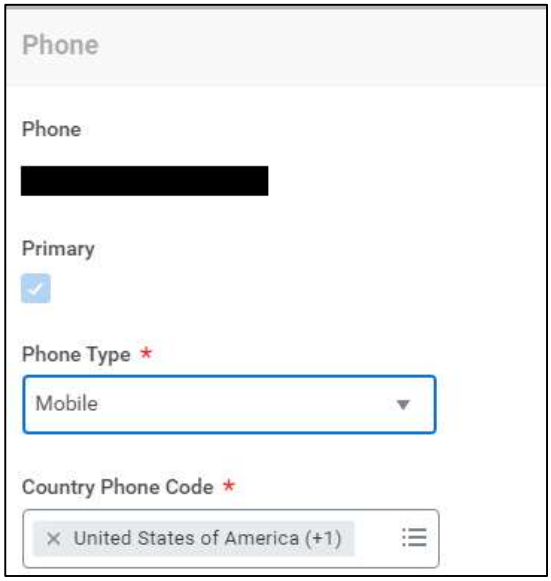
Workday Access Off Capital Health Network
Multi Factor Authentication INSTRUCTIONS GUIDE

To use Workday outside of the Capital Health network, you are required to authenticate your login session using Multi Factor Authentication (MFA). Capital Health uses 2 options – SMS Text OR Duo Mobile for the purposes of MFA.

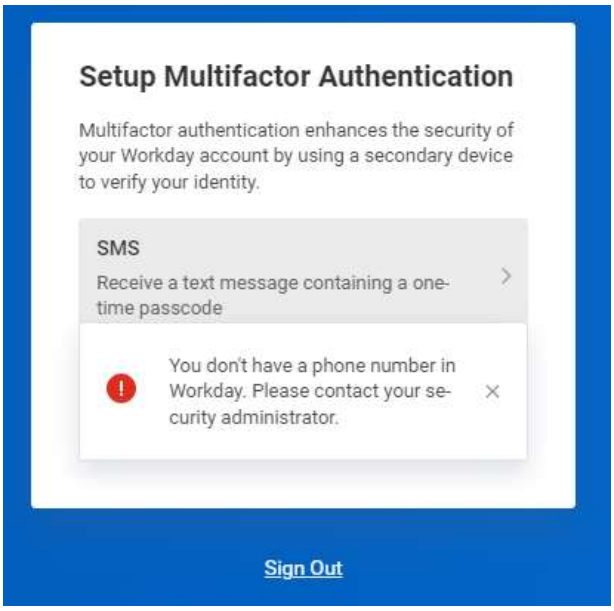
Note: When using Citrix to remote in and then access Workday, you won't be prompted with the steps to setup MFA as Citrix is part of Capital Health network.

Upon first login to Workday when you are outside of the Capital Health network you will get prompted with the following option:

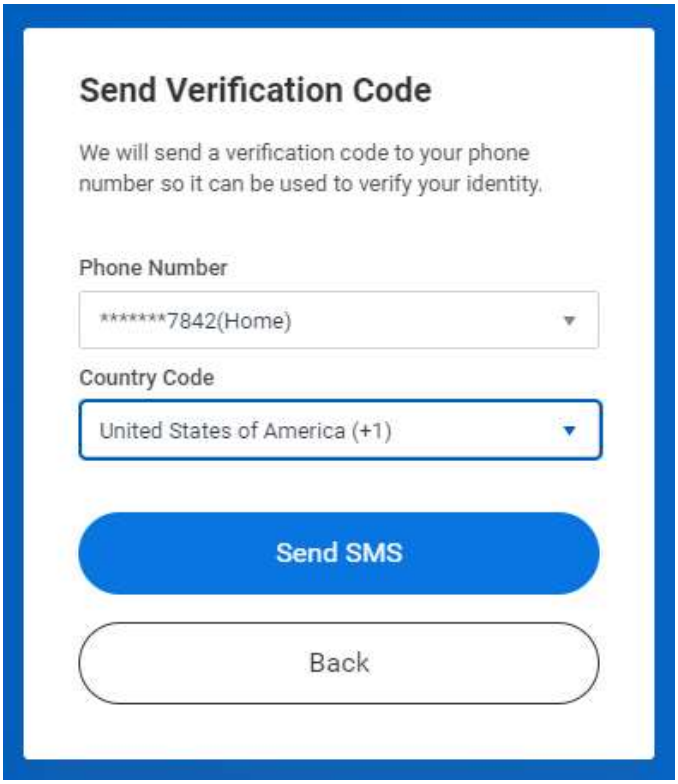
SMS Setup - Here are the step by step instructions to set up Multi Factor Authentication using SMS Text (recommended)



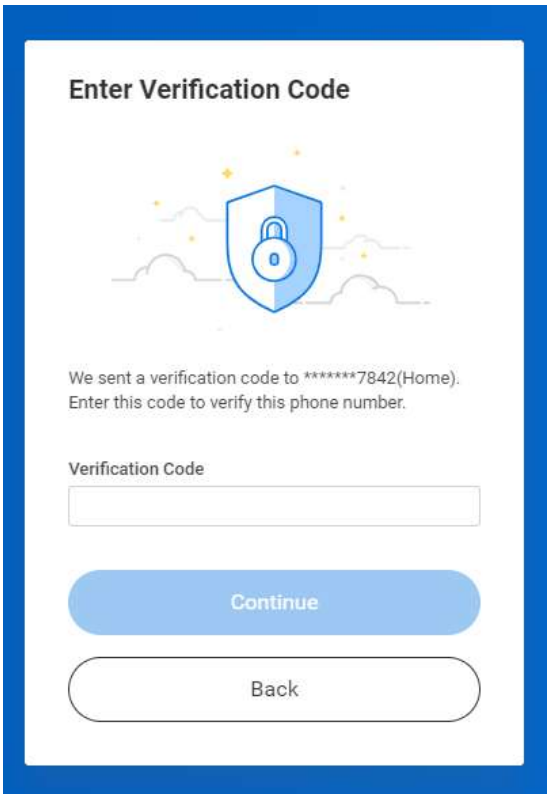
NOTE YOU MUST ENTER YOUR Mobile Phone number in your Personal Contact information in Workday prior to using this option.



If you do not have a Mobile Phone number set up you will be stopped. Once at a Capital Health Computer please login to Workday and update your Personal Contact information and you can use the SMS option.



Select SMS Text and ensure that your Phone Number and Country Code are correct.

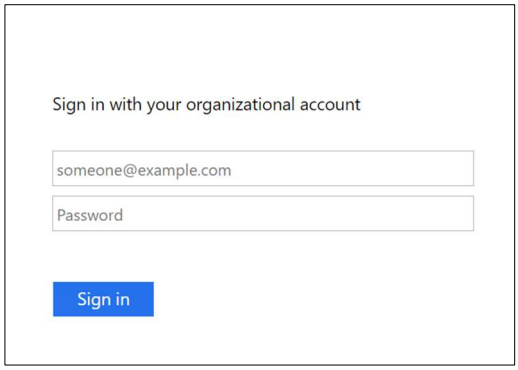


Enter in the code sent to your Mobile Phone Number and enter it in the Verification Code Text box and Click Continue.

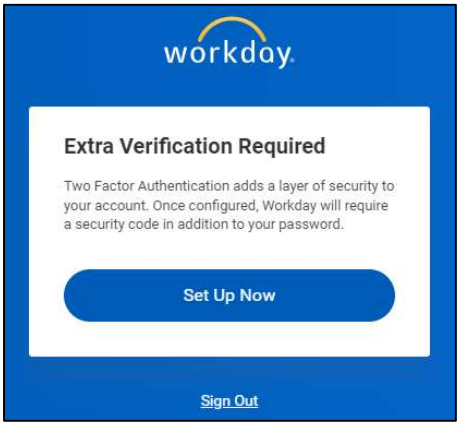
DUO Setup - Here are step by step instructions (the steps will be different halfway through for those who already have DUO on their phone and for those who do not)

1. Go to Workday Login Page by clicking here (https://www.myworkday.com/capitalhealth/login.htmld); you will be prompted to enter the username and password. Select Capital Health Worker (Single Sign-on Access for Capital Health)

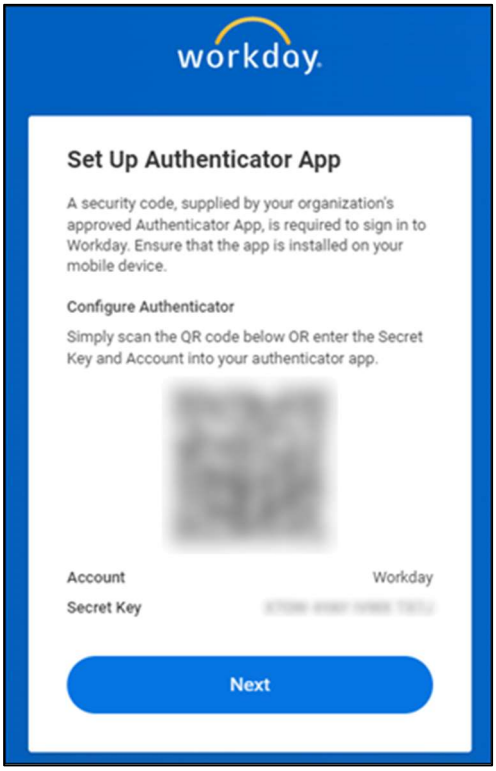
Login using your Capital Health Email Address and Password



2. Setup Multi Factor Authentication. On this screen, please click on **Set Up Now** button.

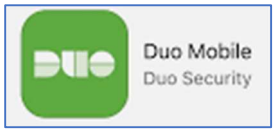


3. On the next screen it will show you a QR Code which you will scan to setup the MFA for Workday – **PAUSE HERE.**



INSTALLING DUO MOBILE ON YOUR PHONE

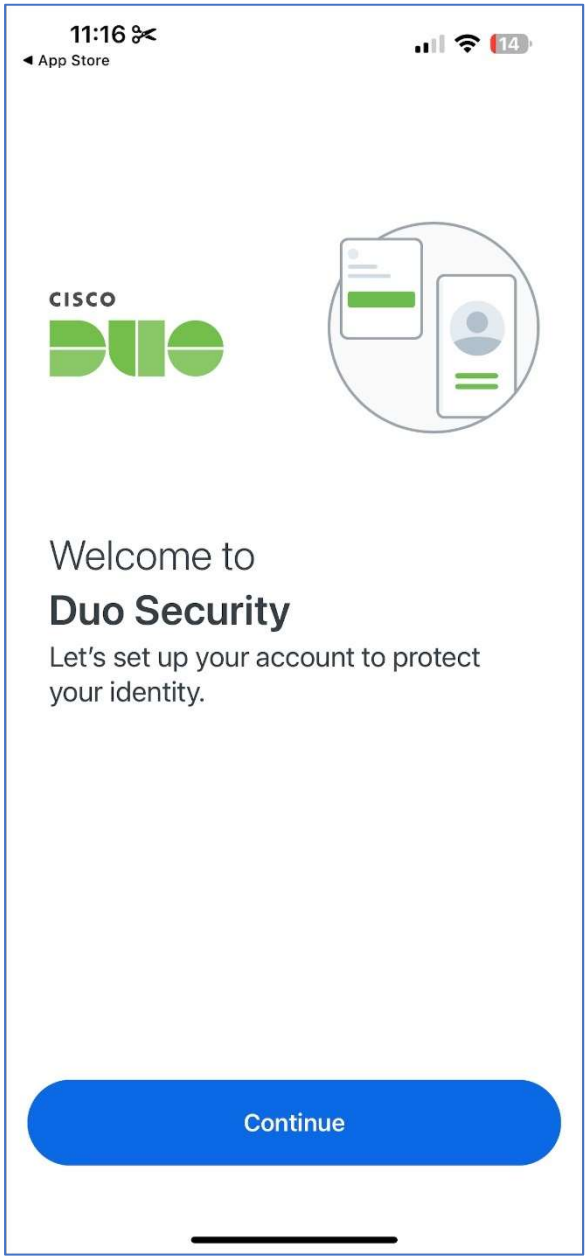
In order to setup MFA you need to install the Duo App (click here to install it on Android or IOS). If you already have Duo installed on your phone you don't need to install it again. You can open the app or Navigate to your app store and download **Duo Mobile.** This device will need to be a smart device, such as a cell phone or tablet.



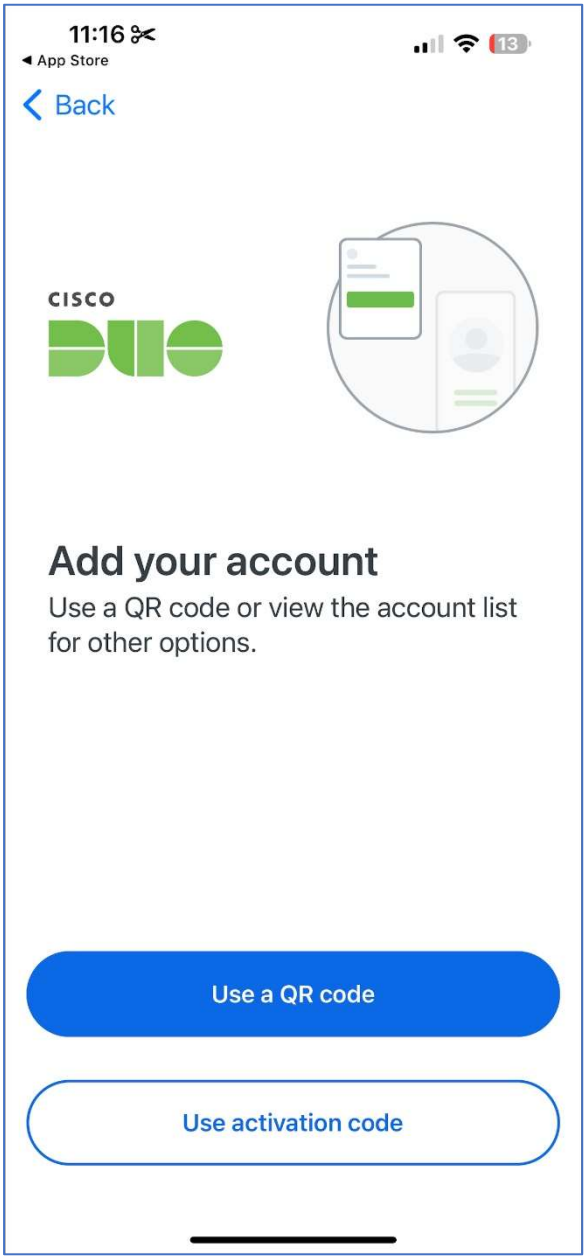
INSTALLING DUO ON IOS DEVICES

Follow the screenshots below after installing:

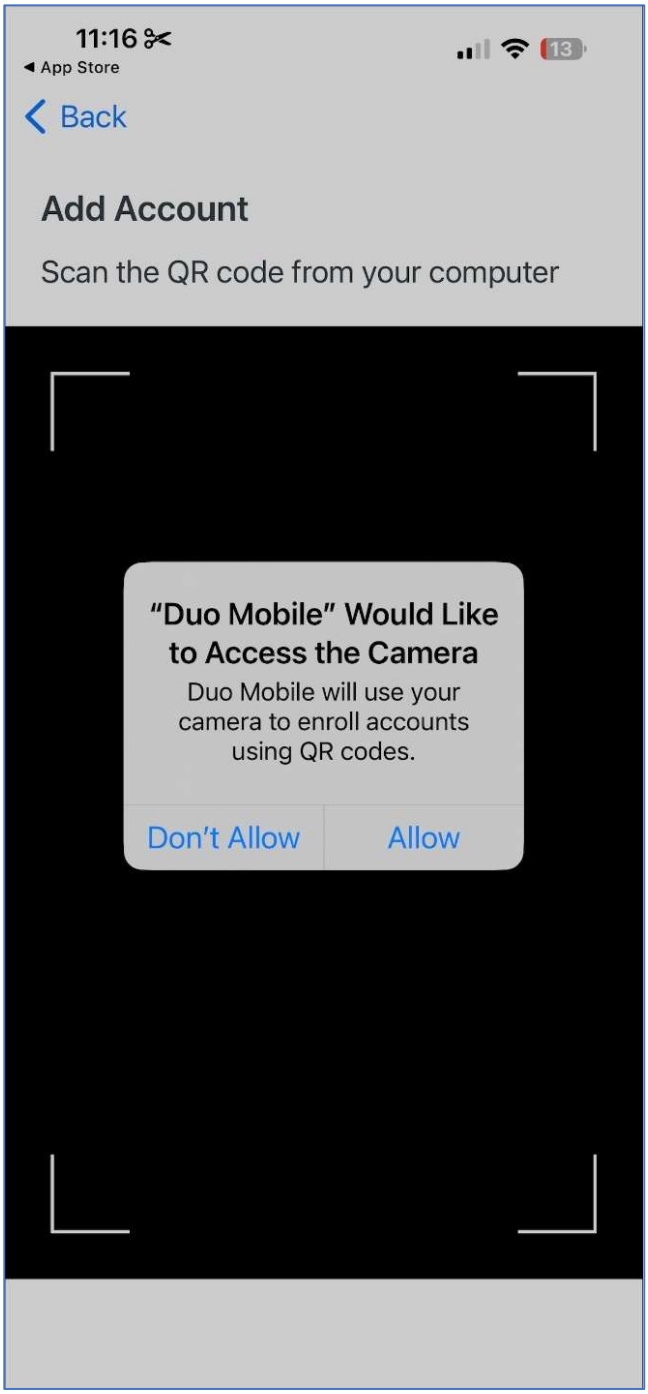
Click **Continue**



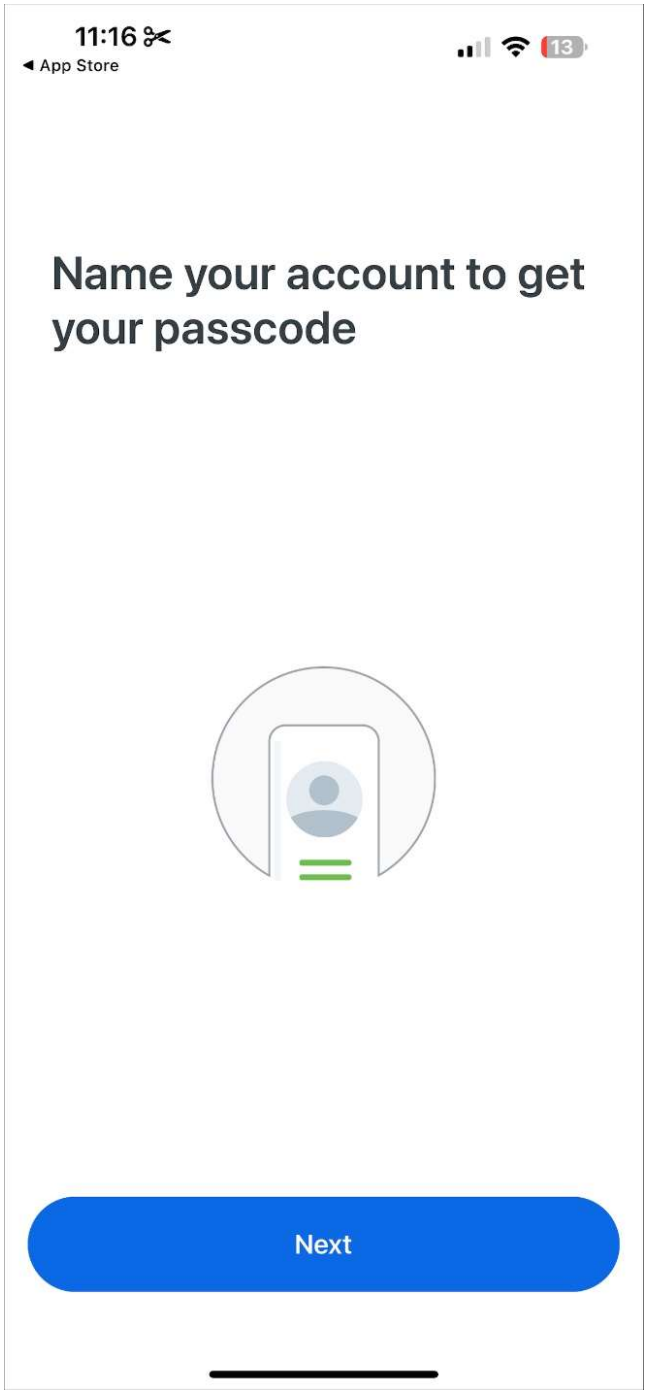
Click **Use a QR Code**



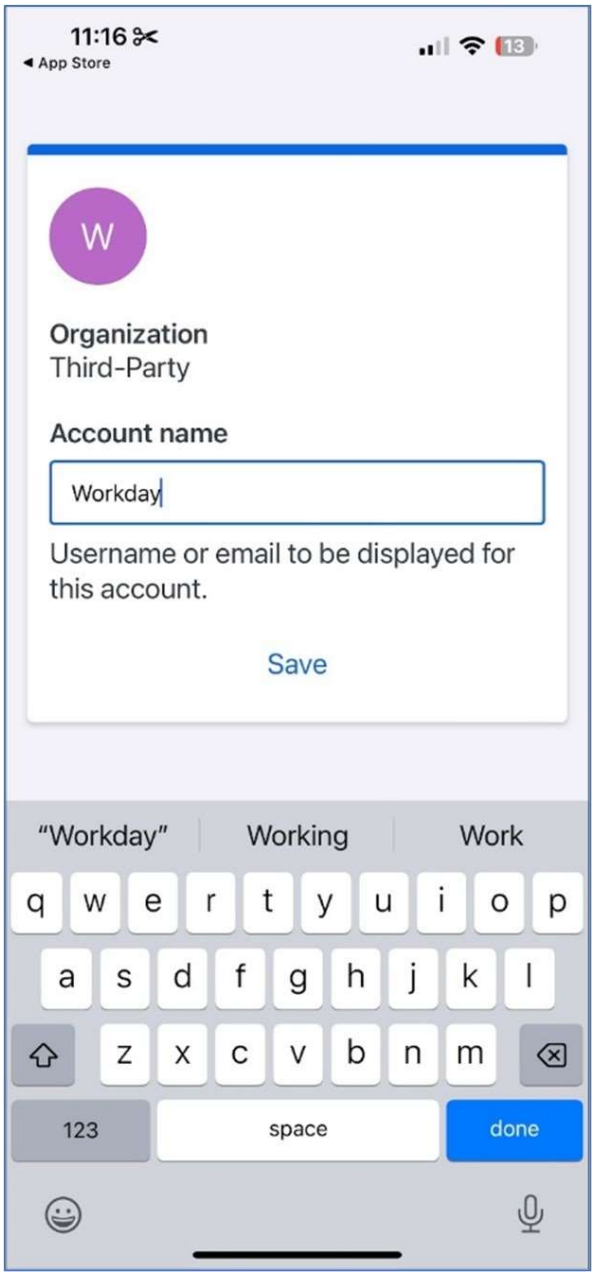
Click **Allow**. Scan the QR Code on the Workday Login Screen



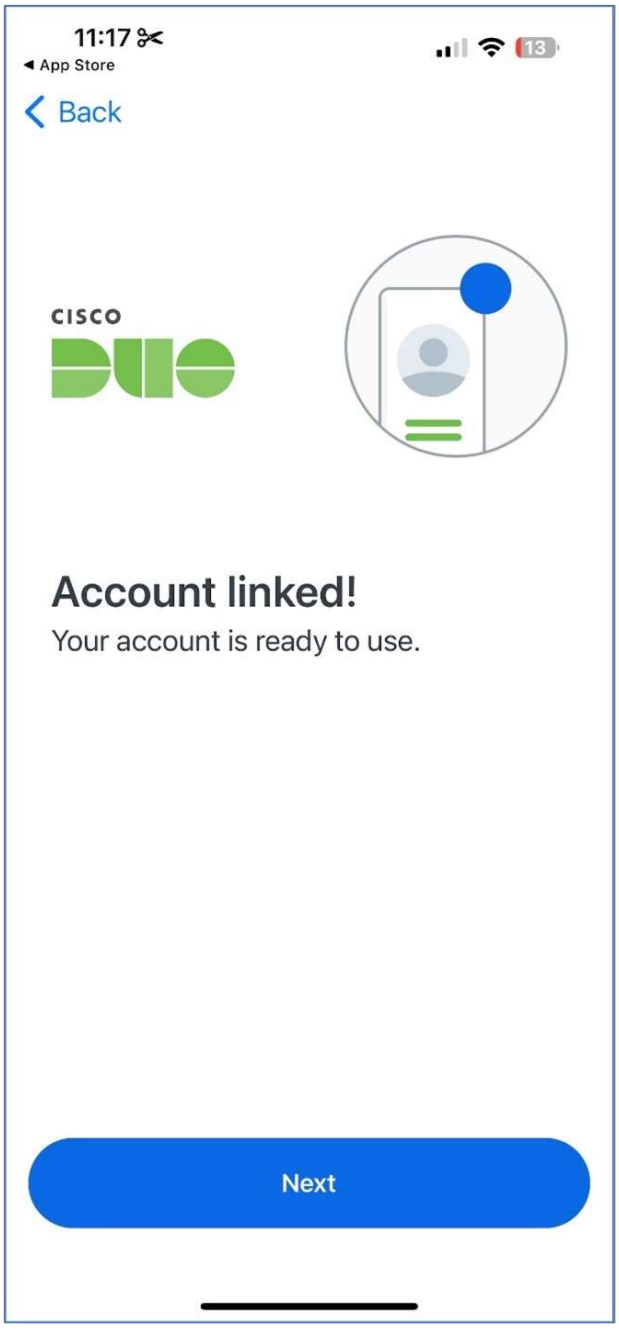
After Scanning the QR Code, click **Next**



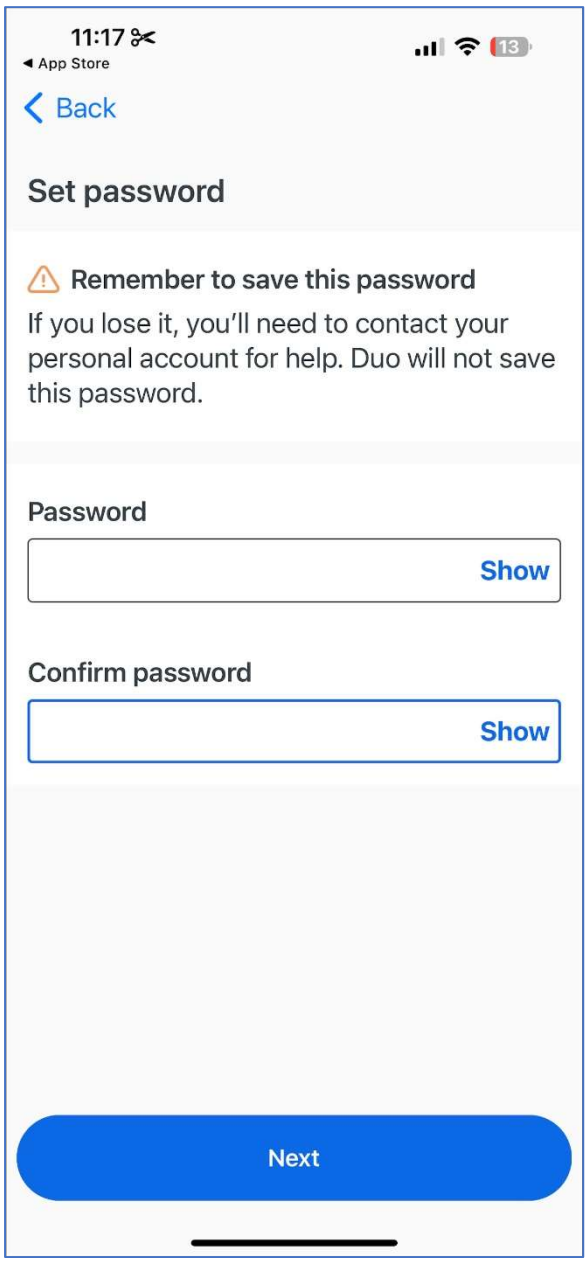
Type in “**Workday**” or another easily identifiable name



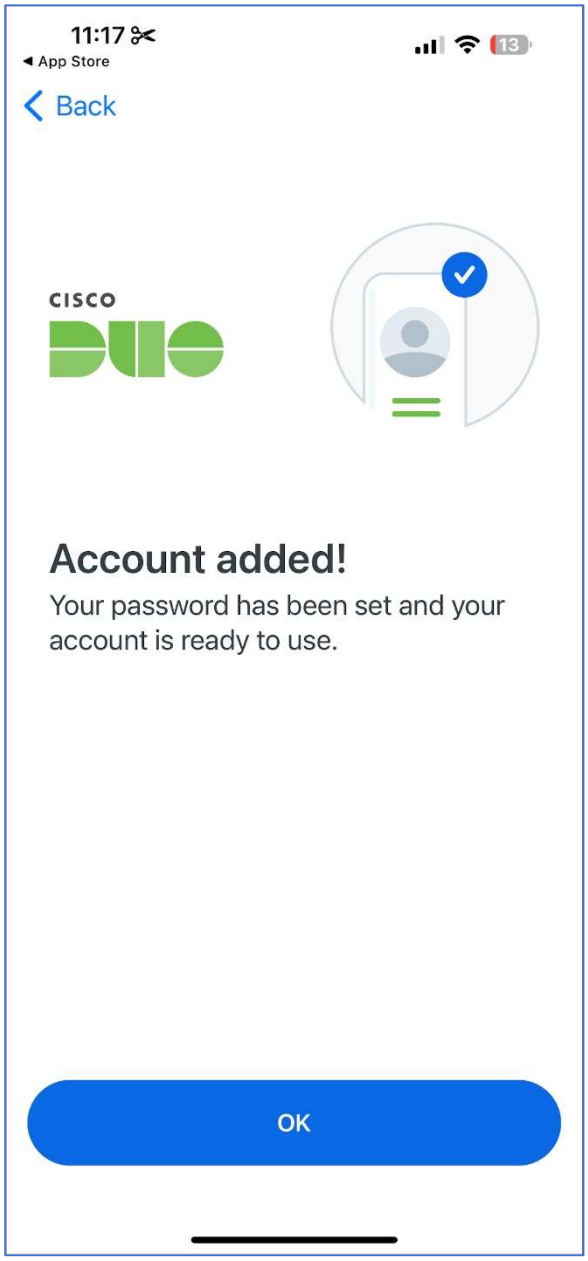
Your account is linked now, click **Next**



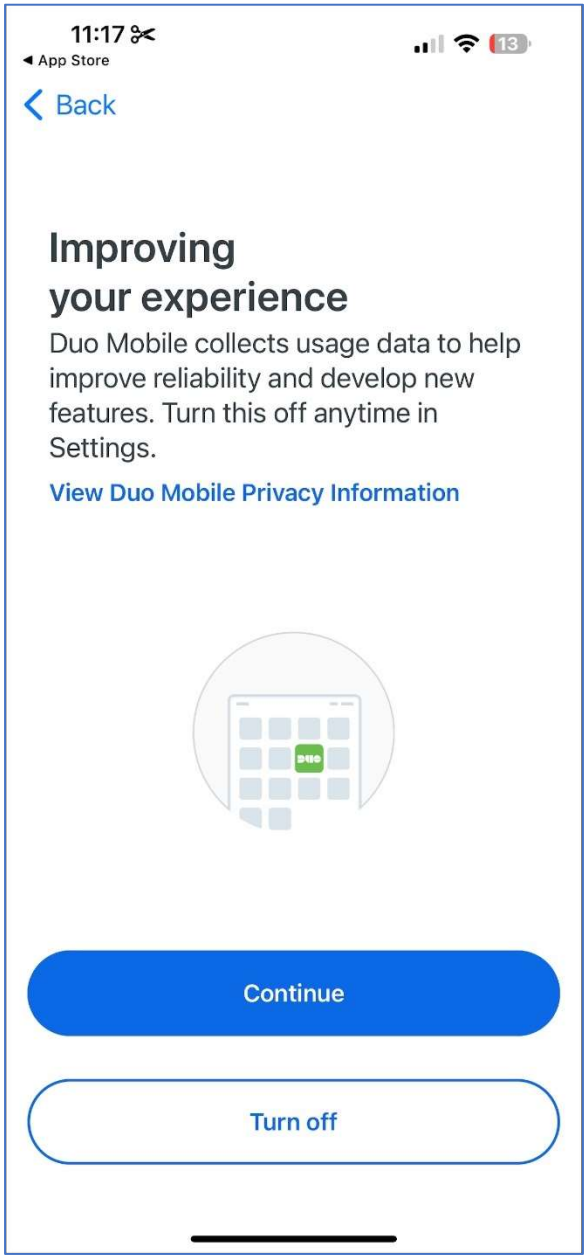
Set your password



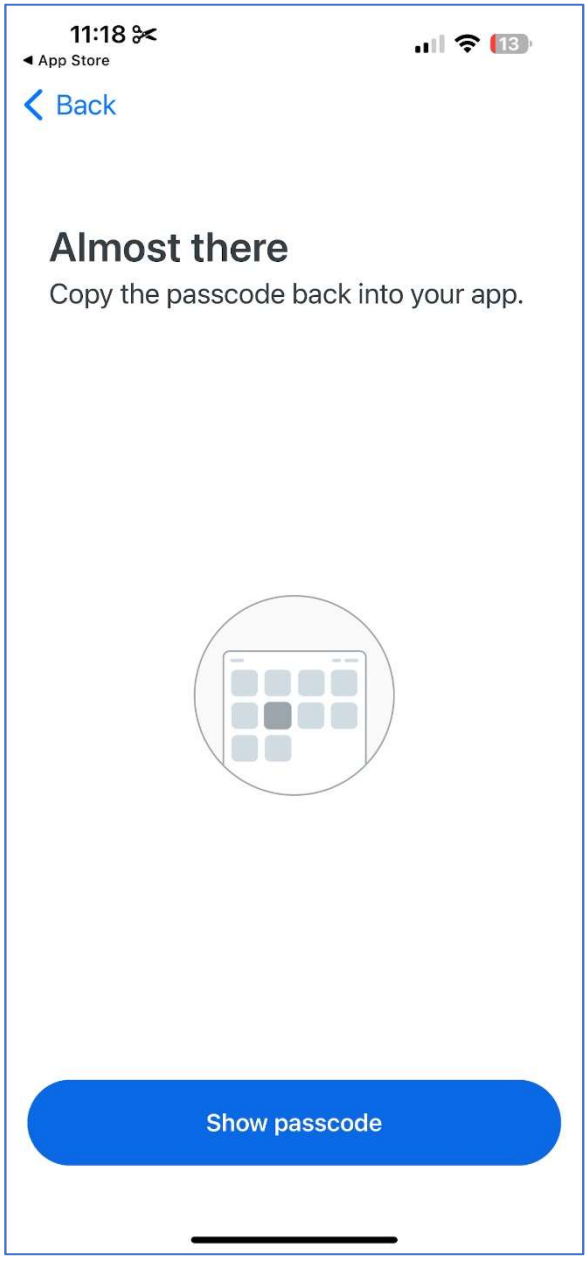
Your account is added now, click **OK**

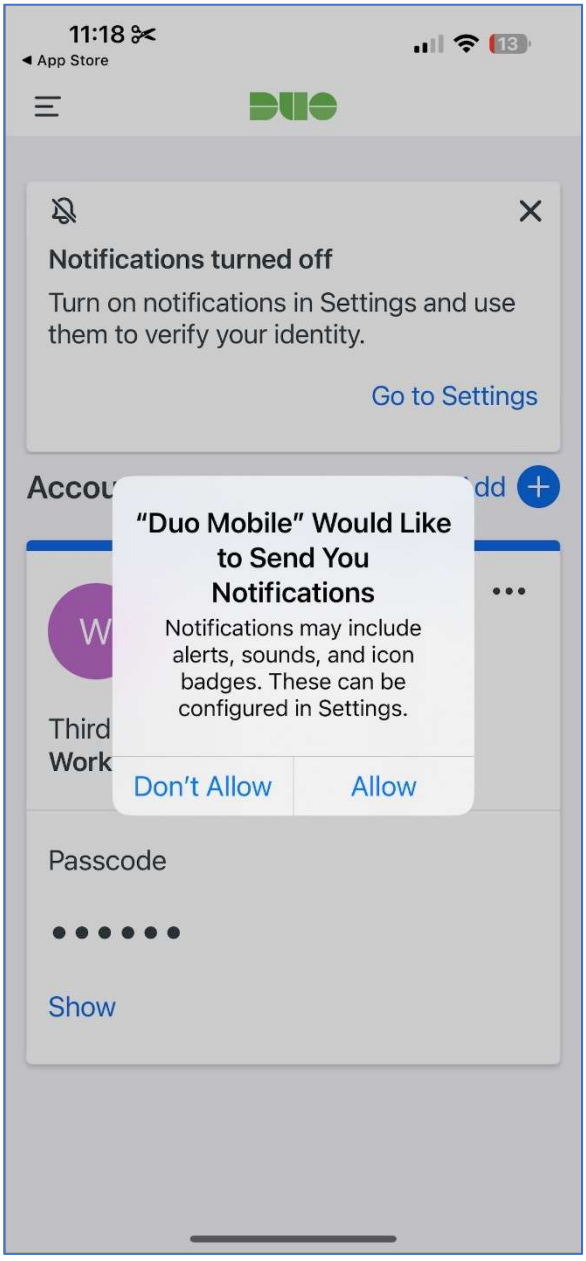


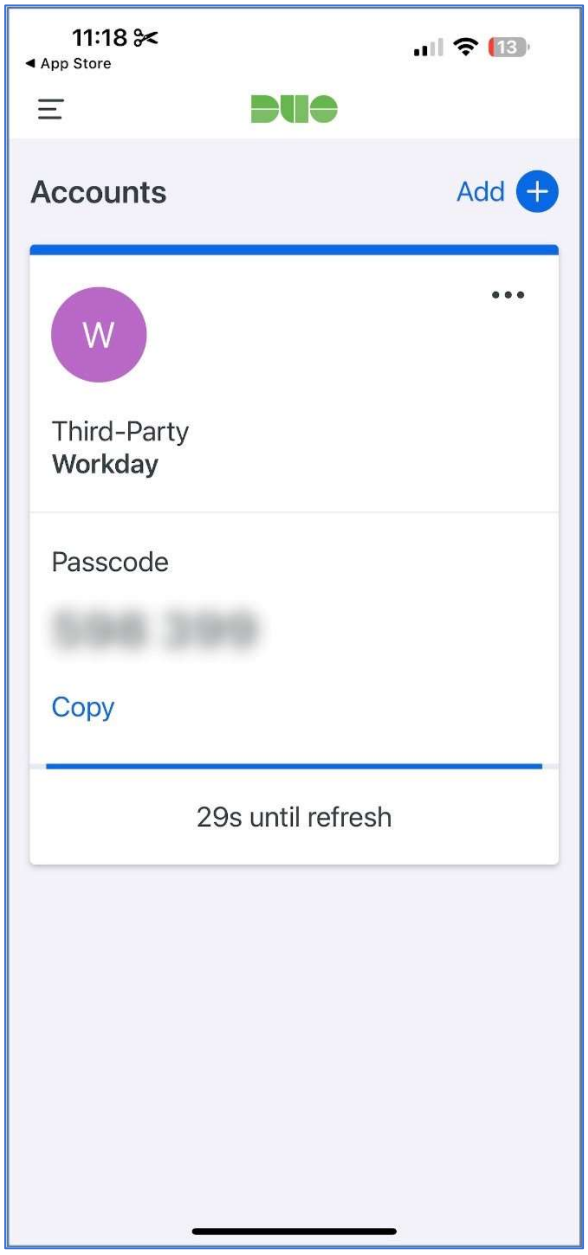
Click **Continue** to complete enrollment

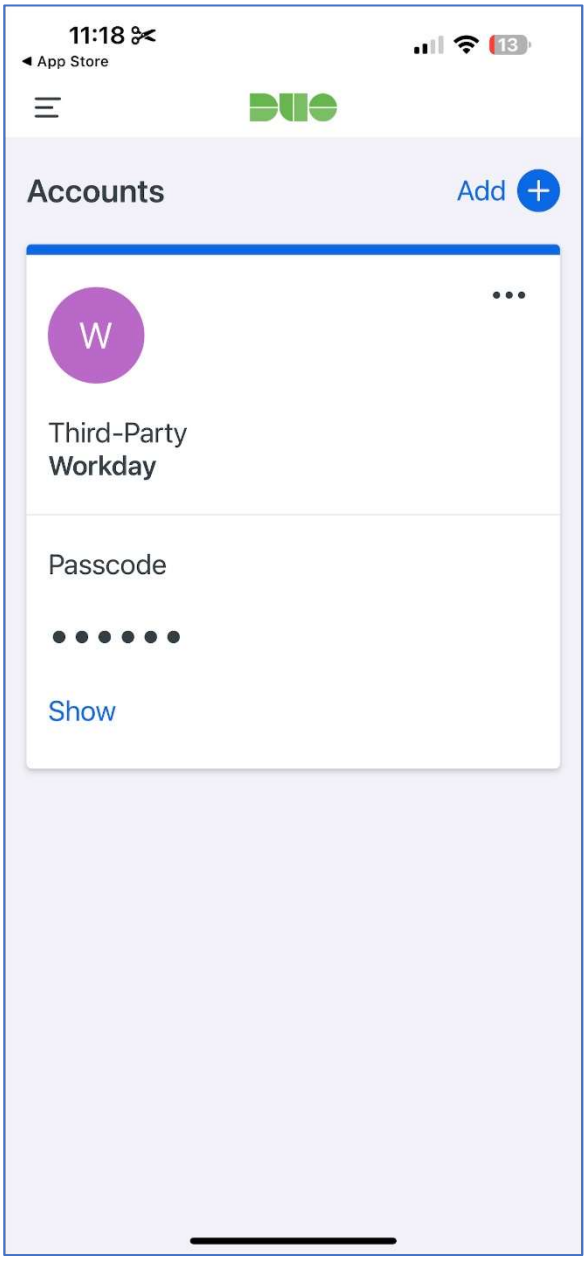


Click through to view the passcodes which you can copy into Workday to access.



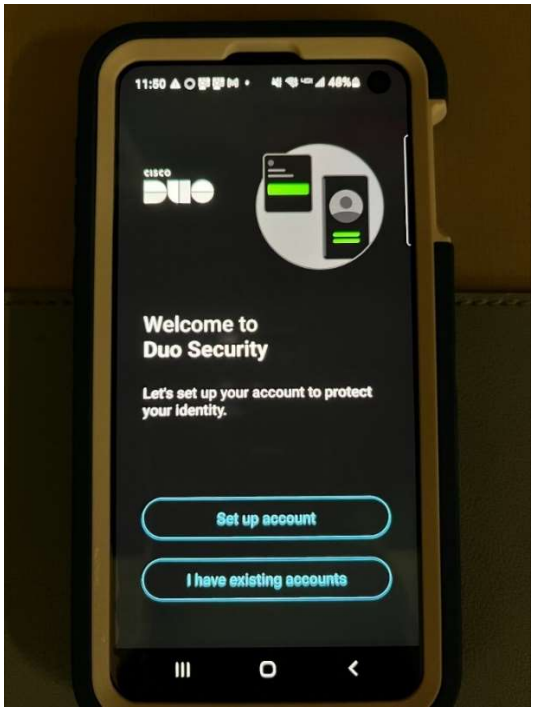



11:18
App Store
Accounts
Add
W
Third-Party
Workday
Passcode
Copy
29s until refresh

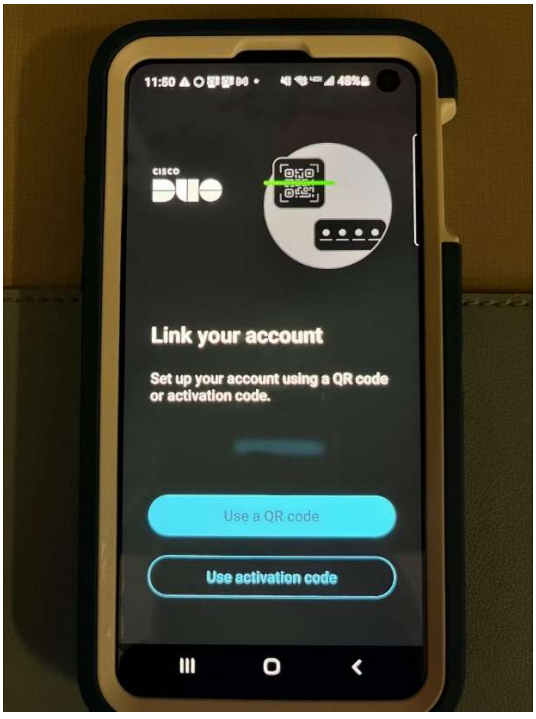

11:18
App Store
Accounts
Add
W
Third-Party
Workday
Passcode
Show

INSTALLING DUO ON ANDROID

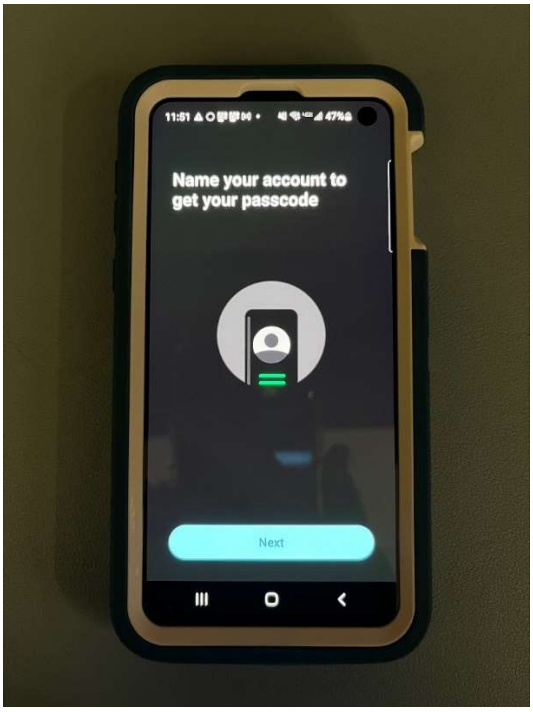
1. Download the Duo application and open it on your phone. Click **Set up account**



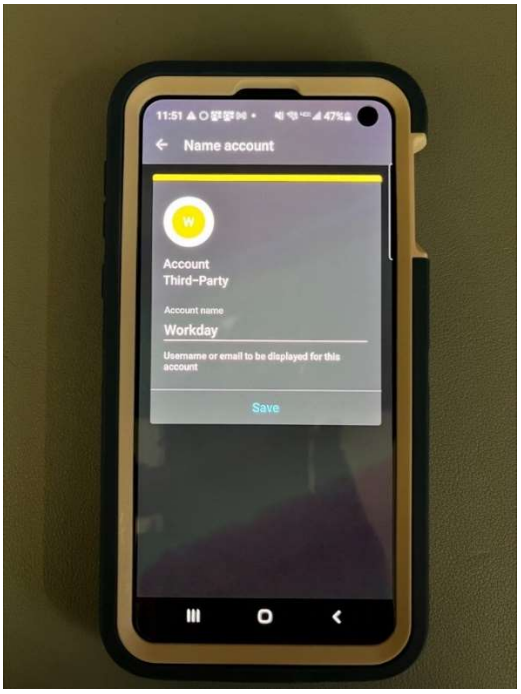
2. If you have a QR Code select **Use a QR code**, if you have a code select **Use activation code**.



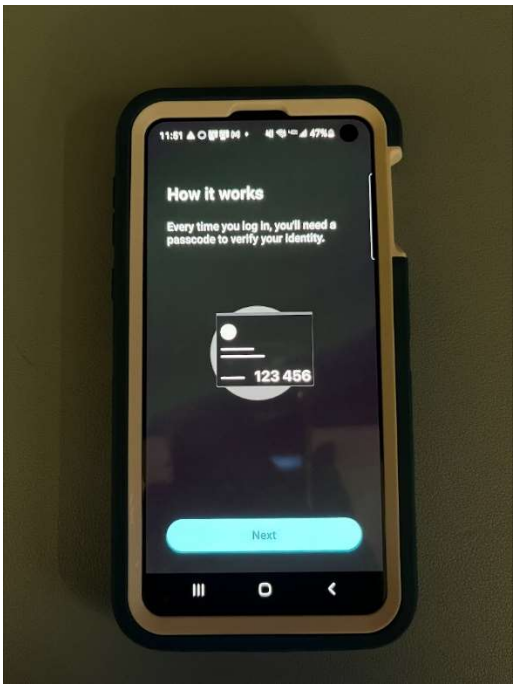
3. Click **Next**



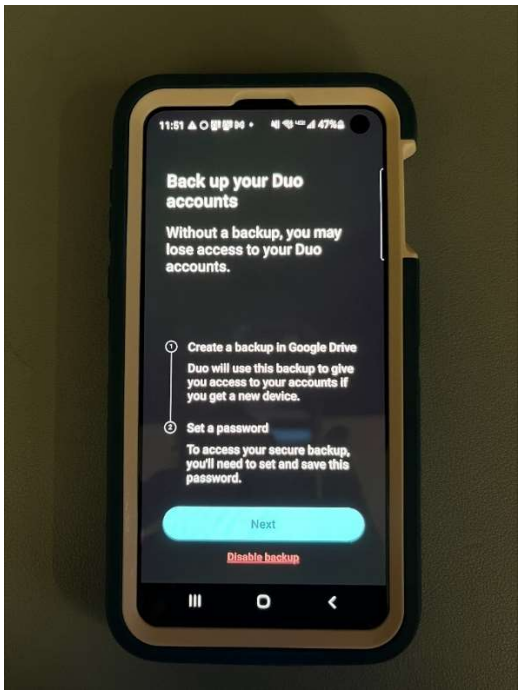
4. Add a Name (example: **Workday**)



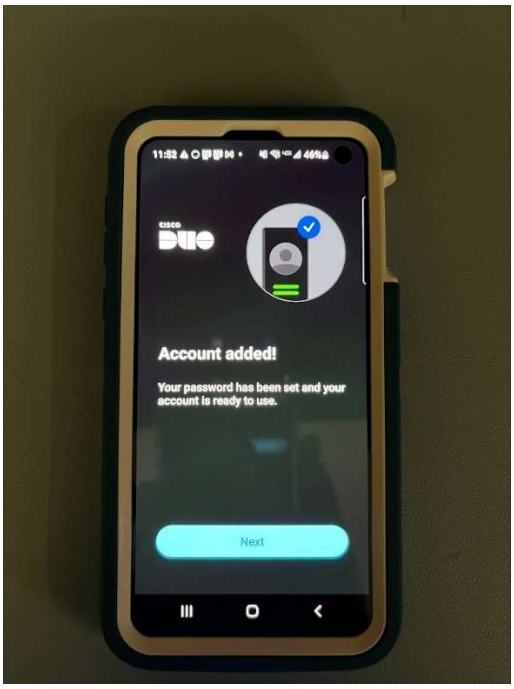
5. Click **Next**



6. Click **Disable Backup**

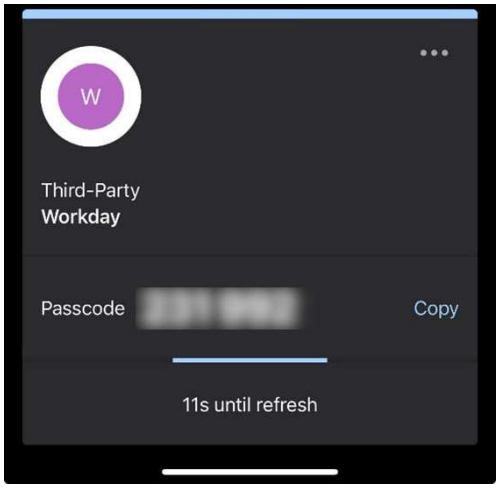


7. Click **Next**

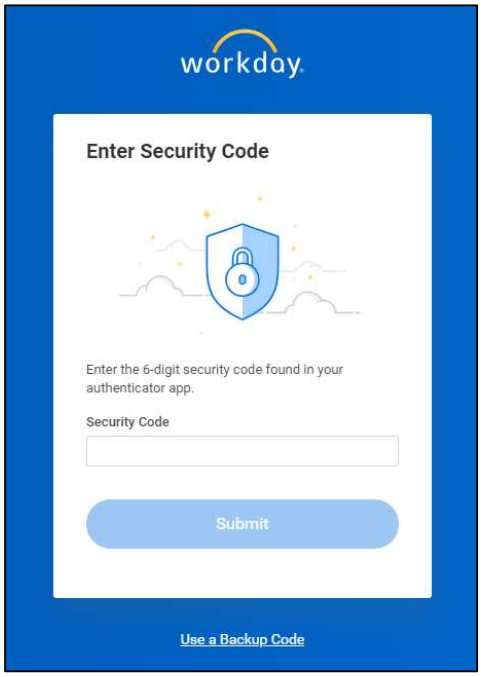


Now that you've completed the Duo Setup

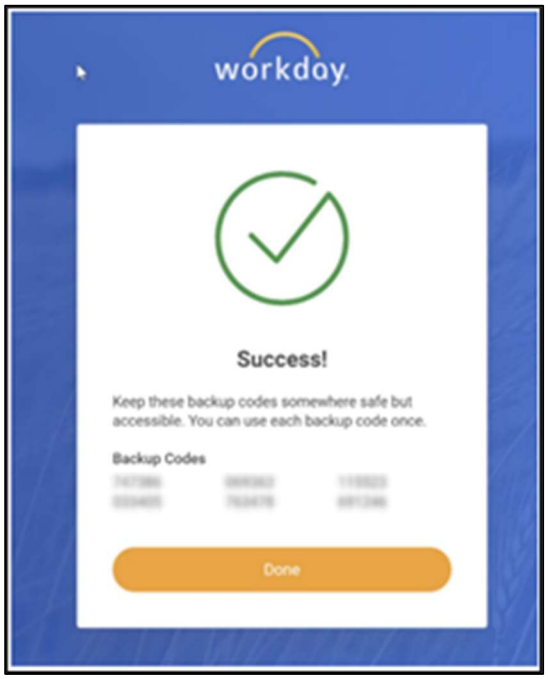
1. Once the QR Code is successfully installed, Workday will be added in Duo and you will be able to see a Passcode which you can enter in Workday:



2. Once you have the passcode available, you can go back to Workday and enter the passcode and you will be able to successfully enter the Workday site.



3. On the next screen, you will be able to see a set of Backup Codes; please save this backup codes. In an event where Duo is not working, you can use these Backup Code to login to Workday.



Important Notes:

- For those who are familiar with DUO from using Citrix, please note that when using Workday it is not an auto push to your phone for authentication. When entering Workday, you will be asked for a code available in your Duo Mobile app.
- After 10 failed login attempts your account will be locked out for approximately 1-hour.
- If you get a new device/replace a device that already has duo, you will need to contact the HR Service Center.