



# DEVICE HEALTH - HOW TO INSTALL ON WINDOWS

Device Trust uses a piece of software called Device Health Application that runs on client devices. It is an add on to, and provides a significant enhancement to, our existing MFA service. It can determine if that device meets the approved minimum security requirements as set out in the [Device Protection Policy](#).

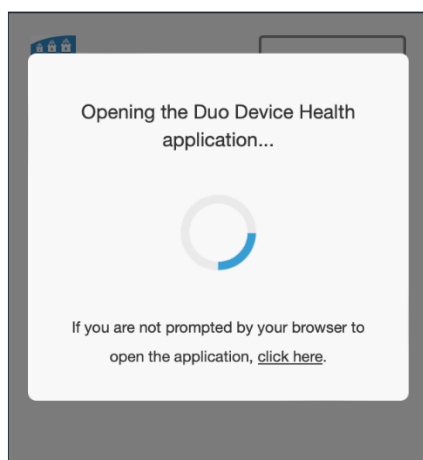
## BEFORE YOU BEGIN...

- Once enabled on your UCD account, any time you try to access a service that uses Single Sign On (SSO), the Device Health Application (DHA) must be present on the computer.
- This applies to any computer, work or personal, you use to access UCD SSO services.
- At present, the DHA only reports and offers advice on security requirements. It will not prevent you accessing UCD services even if your device does not meet the minimum-security requirements.

## INSTALLATION PROCESS

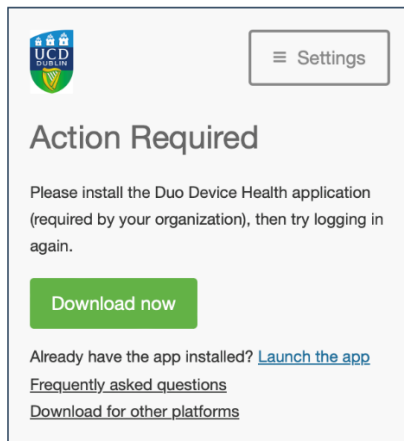
You will receive an email from IT Services indicating that Device Trust has been applied to your UCD account on a certain date and time. The first time you login to an SSO service after the specified date, you will be prompted to install the Device Health Application onto your computer.

1



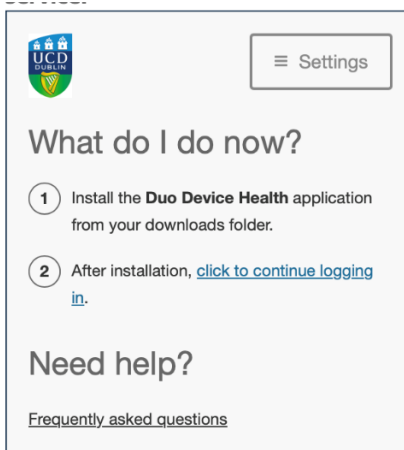
To begin, visit a UCD service that uses SSO for sign in. Enter your **UCD Connect account username and password** as normal and proceed to the MFA screen. Device Trust will check if the Device Health Application is present on your computer.

2



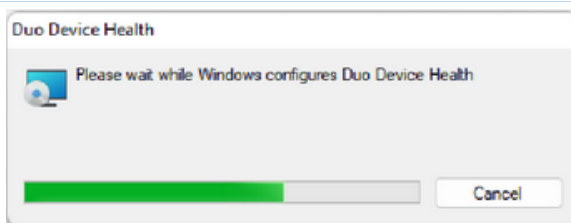
As the Device Health Application is not installed, you will be prompted to download it by clicking the **Download now** button and to **Allow** the download.

3



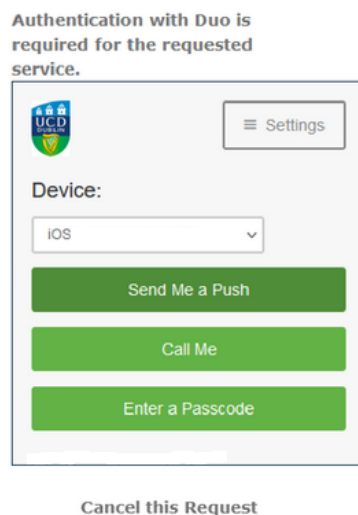
Instructions on screen advise you to Install the **Duo Device Health Application**, once complete, return to this screen to continue logging into the UCD service.

4



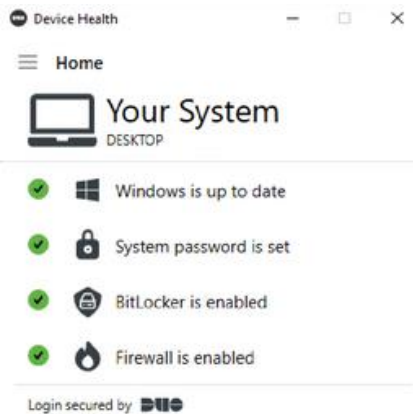
In your **Downloads** folder, double click the **DuoDeviceHealth-latest.msi** file to open the installer.

5



After the installation has completed and you 'Click to continue logging in', you will be presented with this more familiar screen. You can then complete the MFA process as normal.

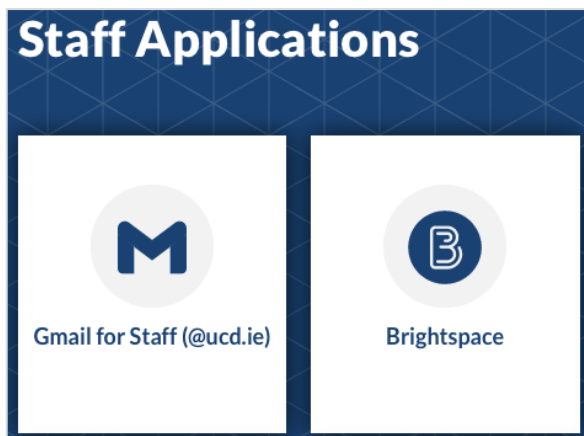
6



The Device Health Application runs in the background and can be seen in your Task Bar. (Note some applications can be hidden.)

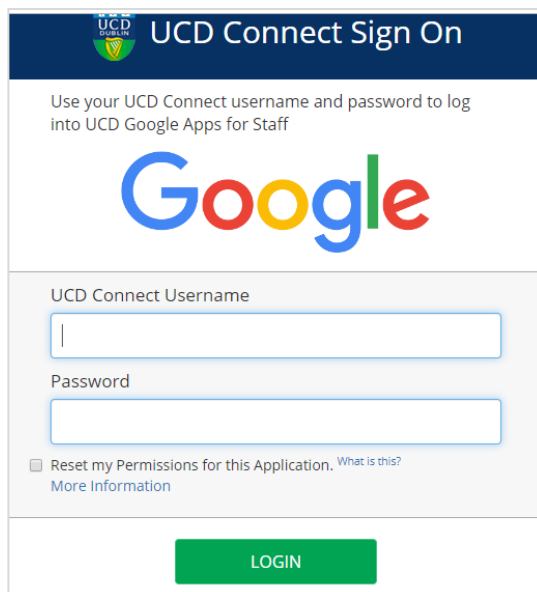
## HOW DEVICE TRUST WORKS

1



Device Trust works invisibly in the background as part of the MFA process when you access a UCD service that uses Single Sign On.

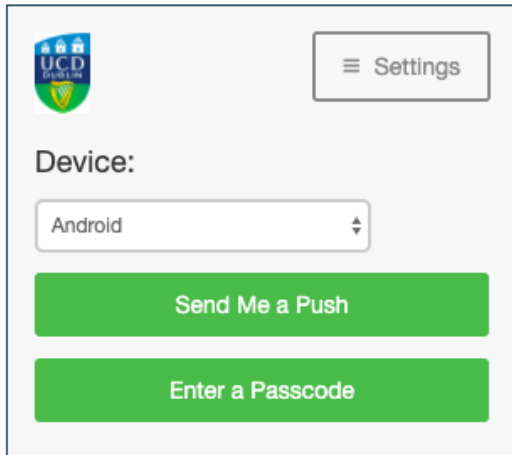
2



Log in with your UCD Connect username and password as normal.

3

**Authentication with Duo is required for the requested service.**



The screenshot shows a Duo MFA interface. At the top left is the UCD logo. At the top right is a 'Settings' button with a hamburger menu icon. Below the logo is the label 'Device:' followed by a dropdown menu currently showing 'Android'. At the bottom are two large green buttons: 'Send Me a Push' and 'Enter a Passcode'.

You may now see an animated circle on the Duo MFA screen. This will only appear for a brief moment while Device Trust communicates with the Device Health Application installed on your computer. You can then complete the MFA process as normal.

## CONTACT US

For further assistance, or if you have any queries:

- ❑ Contact the **UCD IT Helpdesk** at 01 716 2700 or [www.ucd.ie/ithelp](http://www.ucd.ie/ithelp)
- ❑ Visit our website: [www.ucd.ie/itservices/devicehealth](http://www.ucd.ie/itservices/devicehealth)