



# DEVICE HEALTH - HOW TO INSTALL ON APPLE MAC

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](#).

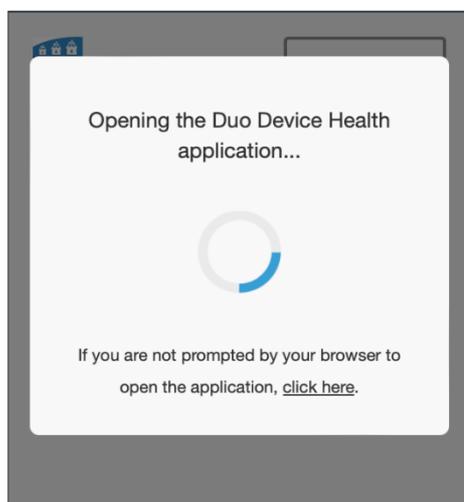
## BEFORE YOU BEGIN...

- 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

The screenshot shows a notification window with the UCD logo and a 'Settings' button. The main heading is 'Action Required'. Below it, the text reads: 'Please install the Duo Device Health application (required by your organization), then try logging in again.' A prominent green button labeled 'Download now' is centered. At the bottom, there are three links: 'Already have the app installed? [Launch the app](#)', '[Frequently asked questions](#)', and '[Download for other platforms](#)'.

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

The screenshot shows a notification window with the UCD logo and a 'Settings' button. The main heading is 'What do I do now?'. Below it, there are two numbered steps: '1 Install the **Duo Device Health** application from your downloads folder.' and '2 After installation, [click to continue logging in](#).' Below the steps is a section titled 'Need help?' with a link to '[Frequently asked questions](#)'.

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

4



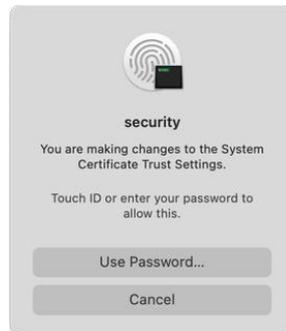
In your **Downloads** folder, double click the **DuoDeviceHealth.pkg** file to open the installer.

5

The screenshot shows a window titled 'Install Duo Device Health'. The main text says 'Welcome to the Duo Device Health Installer'. Below this, it states: 'The Duo Device Health application is required by your organization to verify that this device's security settings meet their requirements.' There are two sections of bullet points: 'How will Device Health affect this device?' (listing that it's installed once, opens automatically, doesn't slow down the system, and takes little space) and 'What won't Device Health do?' (listing that it won't erase data, access personal files, or change settings). At the bottom, there are 'Go Back' and 'Continue' buttons.

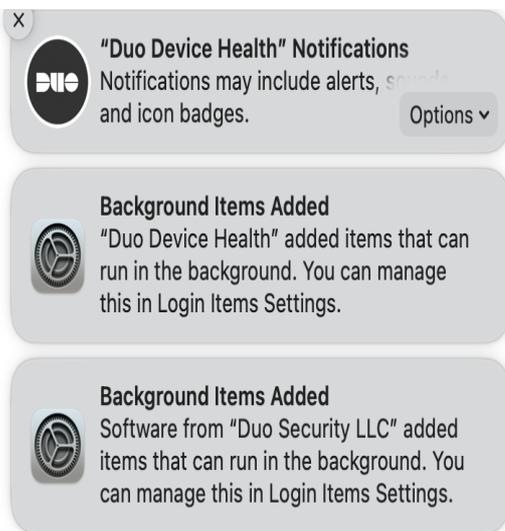
Information regarding what the DHA will and will not do is displayed. Click **Continue**. On the next screen click **Install**.

6



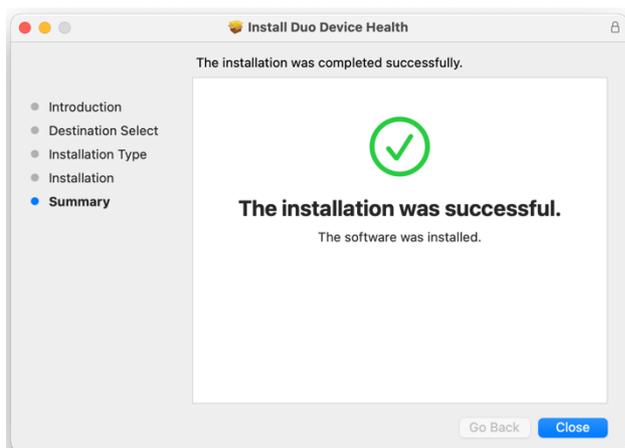
Several notification screens will appear. Enter your **computer password** when prompted.

7



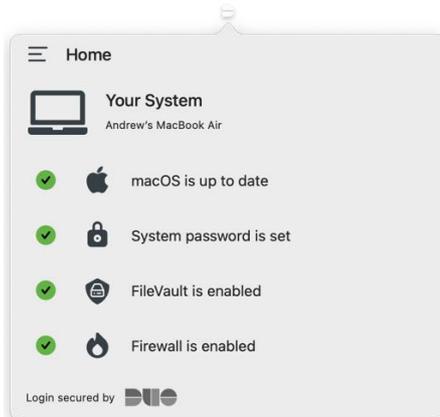
Notifications may appear on the right side of your screen informing you of changes to your system. These can be dismissed.

8



Once the installation is complete, click the **Close** and **Move to Bin** buttons.

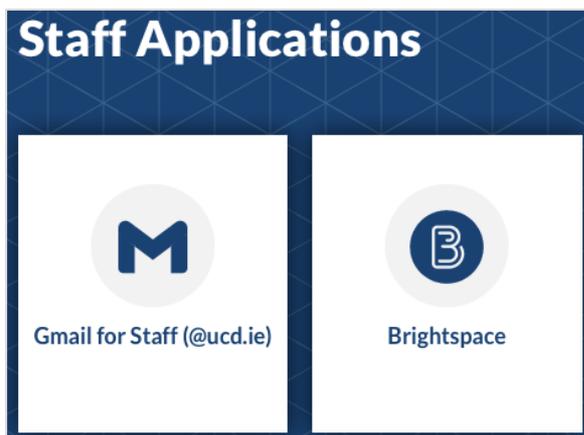
9



A new icon will appear in the **Menu Bar** at the top of the screen. Clicking on this performs a system health check and compares it to the security requirements set out in the Device Protection Policy.

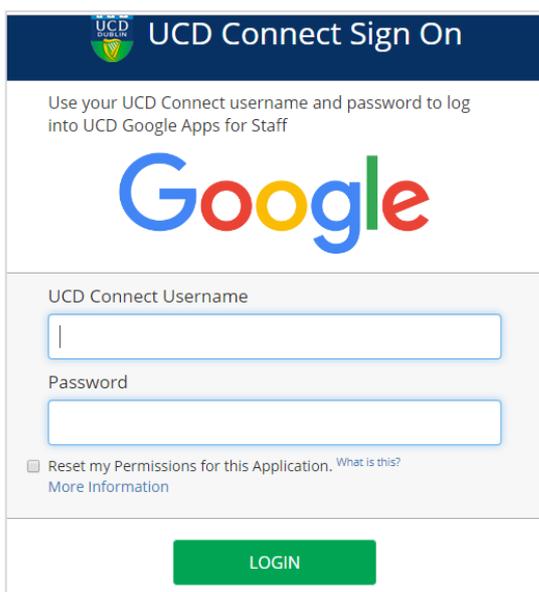
## HOW DEVICE TRUST WORKS

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.

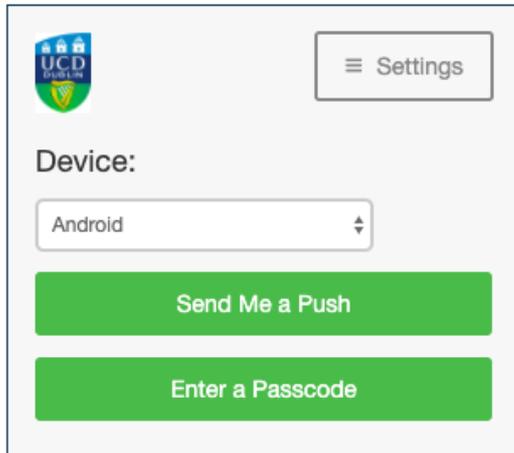
2



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. To its 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 very 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)