

# Duo Security/Secure Enclave

## Frequently Asked Questions

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### 1. How do I register an initial device in Duo Security to access the Secure Apps desktop?

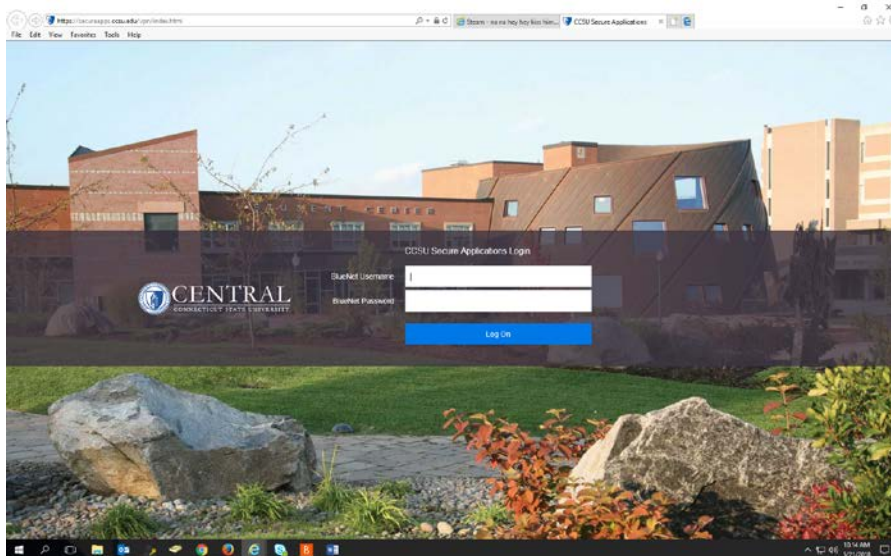
View [this PDF](#) for instructions on how to register an initial device. You will need an e-mail from IT to register; if you do not have the e-mail, please contact the Help Desk at (860)832-1720 or at [techsupport@ccsu.edu](mailto:techsupport@ccsu.edu) and a new registration e-mail will be sent to you.

### 2. How do I register additional devices in Duo Security to access the Secure Apps Desktop?

Visit [this website](#) for instructions on how to register additional devices in Duo Security.

### 3. How do I log in to CCSU Secure Applications and access applications in the Secure Apps Desktop?

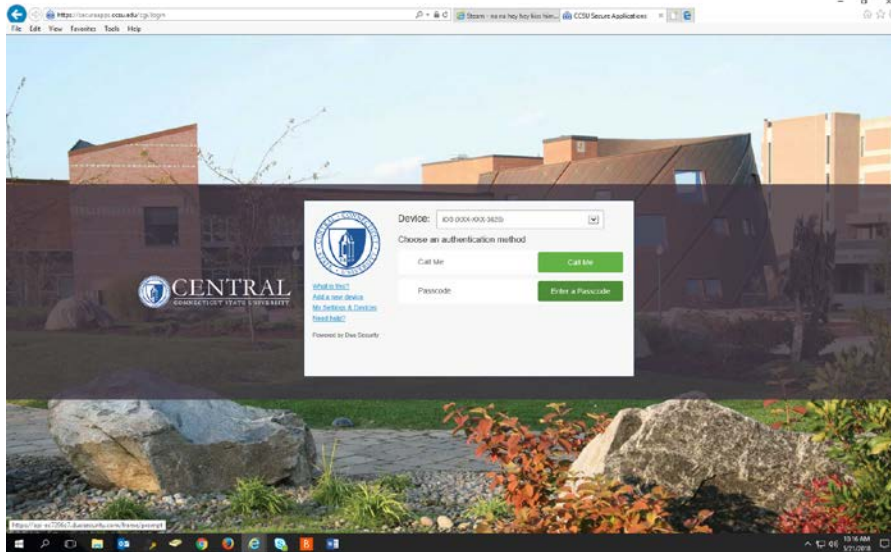
To begin, visit <https://secureapps.ccsu.edu/vpn/index.html>. You will see the following screen:



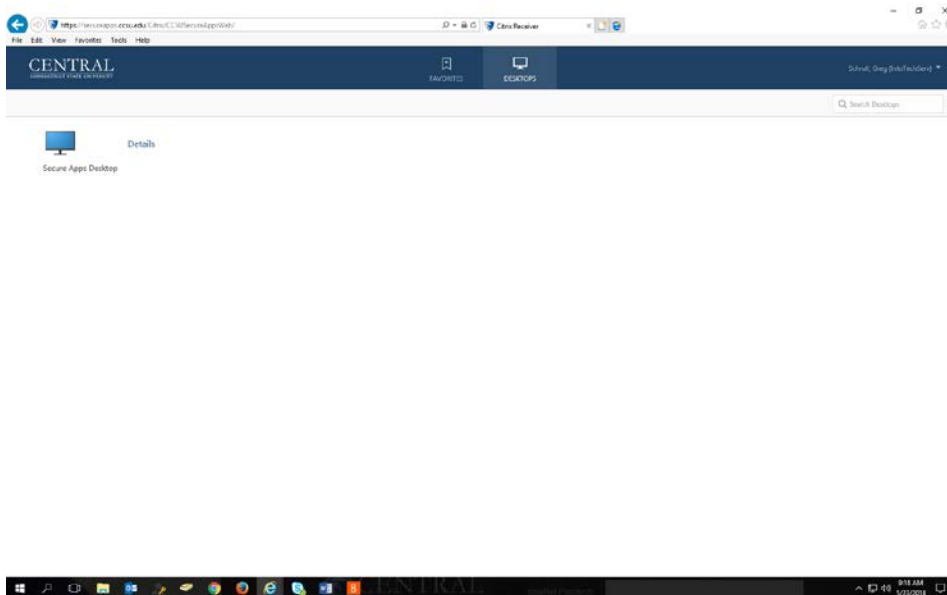
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Log into the application with your standard BlueNet username and password. Once the login is successful, you will see the following screen asking for the second level of authentication.



If you have registered more than one device, you may select the device you wish to use for authentication on the Device drop down list. Click the Call Me button, and press any key on your phone to authenticate into the Secure Apps desktop. You will then see the following screen:

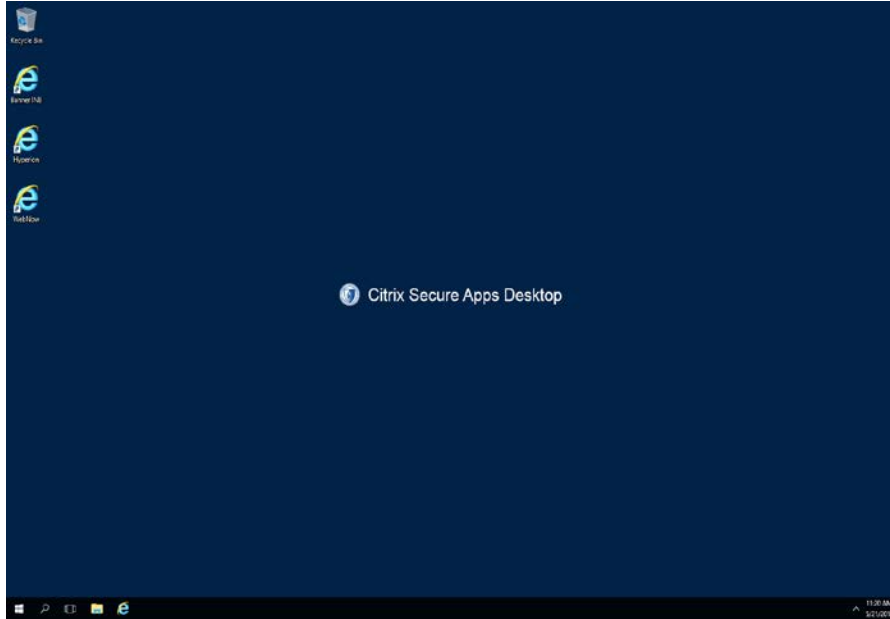


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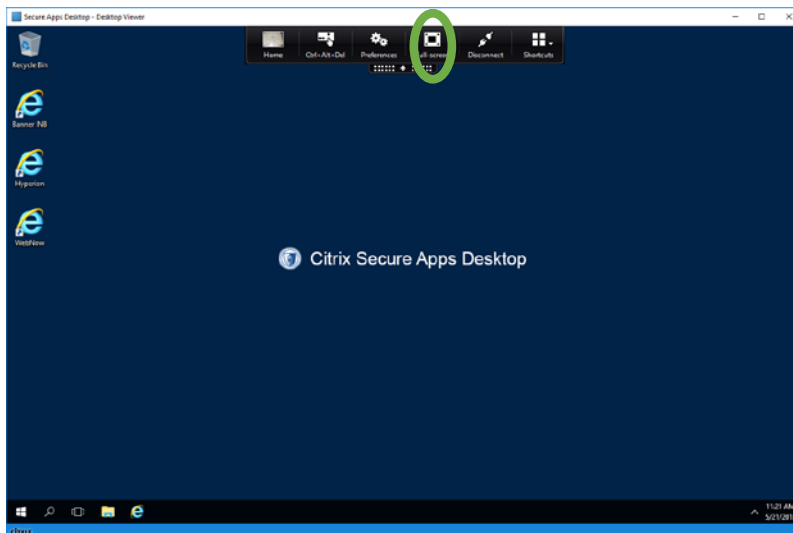
The final step is to click on the Secure Apps Desktop icon, which will show the Secure Apps desktop with common applications, such as Banner, WebNow, etc.:



#### 4. How do I maximize/minimize the Secure Apps Desktop window?

Simply click the Window/Full Screen button in the menu at the top of the Secure Apps Desktop screen. The name of the button will change based on the current state of your window.

**Please Note: When the Secure Apps Desktop window is MAXIMIZED, the local taskbar is not displayed, preventing access to e-mail, local applications, etc.) The window will need to be minimized to view the local taskbar and thus allow access to local applications.**

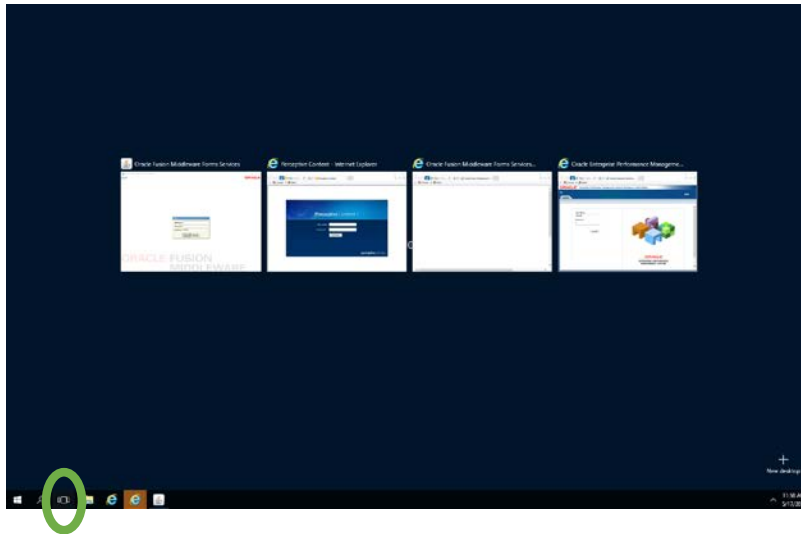


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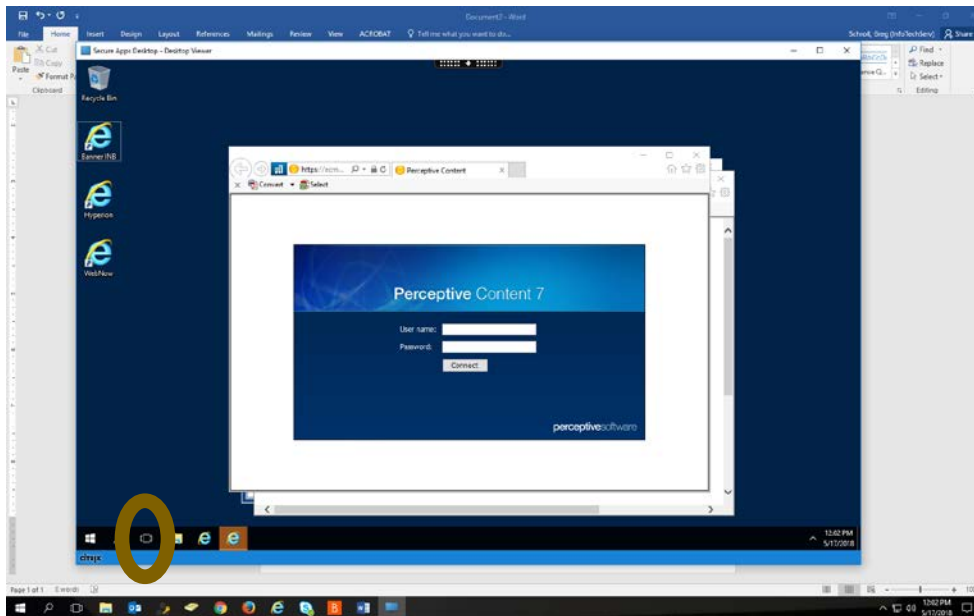
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## 5. How can I see all of my open applications in the Secure Apps Desktop environment?

Clicking the Task View button (circled below) will allow you to see all open applications in the Secure Apps environment:



If your main Secure Apps Desktop window is minimized, you will see two Task View buttons; one for the Secure Apps Desktop (circled) and one for your own workstation. Click on the Secure Apps Desktop Task View button (circled) to see all open applications in the Secure Apps environment.



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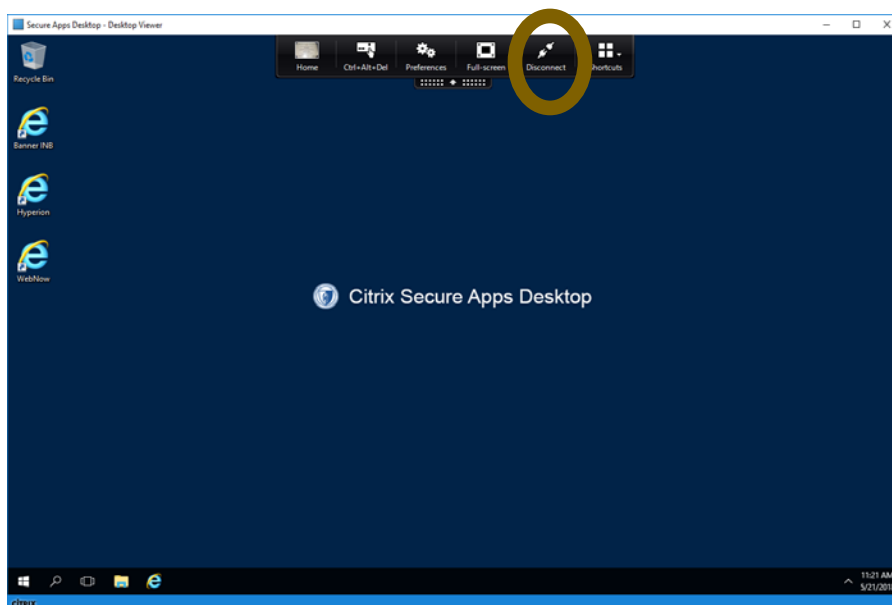
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#### 6. How can I request access to print Banner, ImageNow/WebNow documents, etc. from Secure Apps Desktop applications?

Printing documents from applications such as Banner, ImageNow/WebNow, etc. that are accessed in the Secure Apps desktop requires that access be set up to print from these applications. Simply contact the Help Desk by phone at (860)832-1720 or via e-mail at [techsupport@ccsu.edu](mailto:techsupport@ccsu.edu) and request the ability to print documents from these applications. Have the PRN number of your printer handy; each network (shared) printer is designated PRN-XXXXXX (PRN followed by a series of six digits). If you need assistance locating the PRN number, please notify the Help Desk and a technician will assist you.

#### 7. What is the difference between disconnecting from the Secure Apps environment and logging off (signing off)?

Disconnecting from the Secure Apps environment can be accessed from the menu at the top of the screen in the Secure Apps desktop (see below):

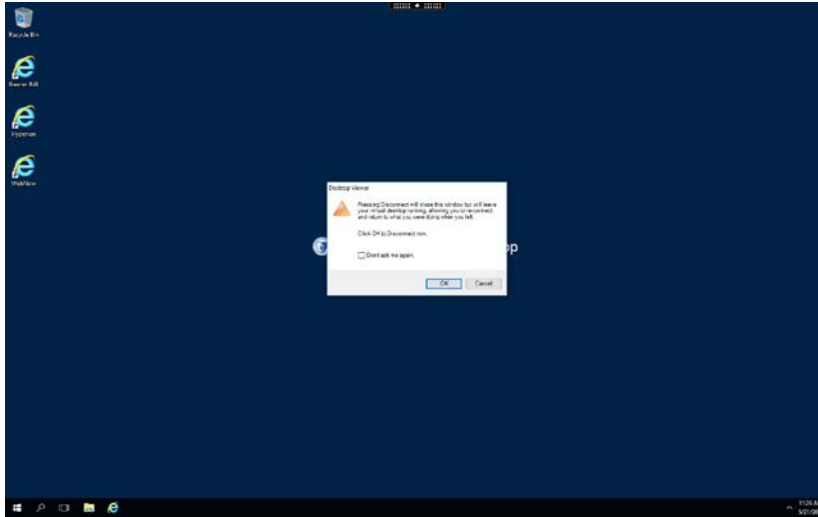


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When the Disconnect button is clicked, the Secure Apps desktop window will close; however, all of the applications that are open will remain open when you return to Secure Apps, as stated by the dialog box in the screen shot below:

**Please Note: If the disconnect option is chosen instead of the sign off option, there is a possibility that the user will not be able to access applications the next time they log in. A complete sign off (log out) is always recommended to avoid this problem.**



Logging off (signing off) will close the Secure Apps window **AND** any open applications. Signing off can be accomplished by clicking the button circled below:

