



Duo two-factor authentication now enforced for external access to Email

Baptist Health has launched “Duo,” Baptist’s two-factor authentication process for anyone who uses Baptist email outside the Baptist Health network from a mobile device [browser](#) or computer.

Persons who use AirWatch on their mobile device for email access will not be affected by this.

If you receive the one of the following or similar messages and need access to your email remotely, please contact your manager during business hours to request remote access to email.

‘You are not Authorized to access this site’

‘Access Denied. The username you have entered cannot authenticate with Duo Security. Please contact your system administrator.’

If you know you should have access to email remotely and are receiving a different error message preventing access, you can contact the [Help Desk](#) at [800.315.3020](#) for assistance.

Thank you for your help in keeping Baptist Health data secure