Installing the Genesys Application on your Desktop

1. Go here: https://apps.mypurecloud.com/directory-windows/
2. Click **Download**.

3. Click the **Downloads** arrow.
4. Click the **file**.
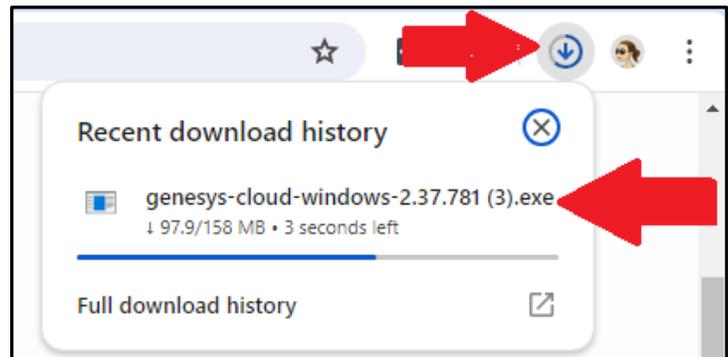
5. Click **Install**.

6. Select **Yes**.

Note: Genesys is now installing on your desktop.
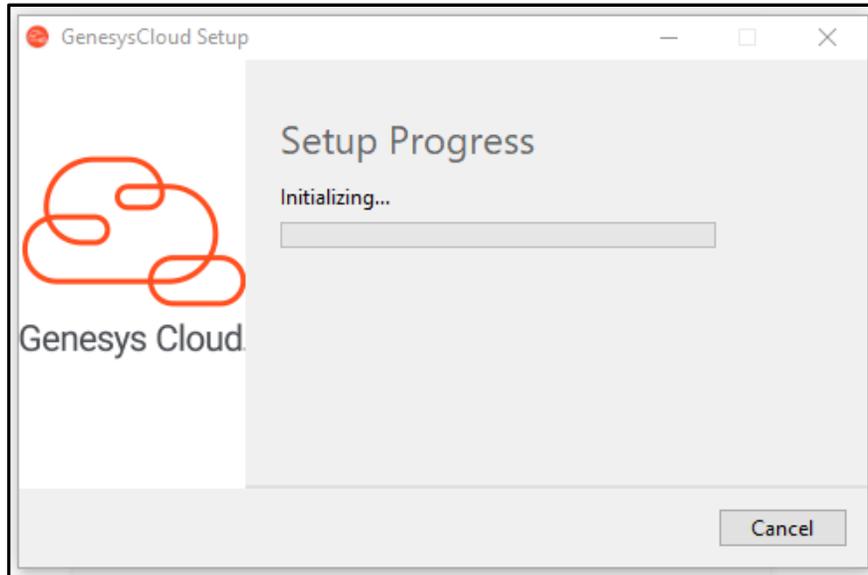
7. Click **Launch**.
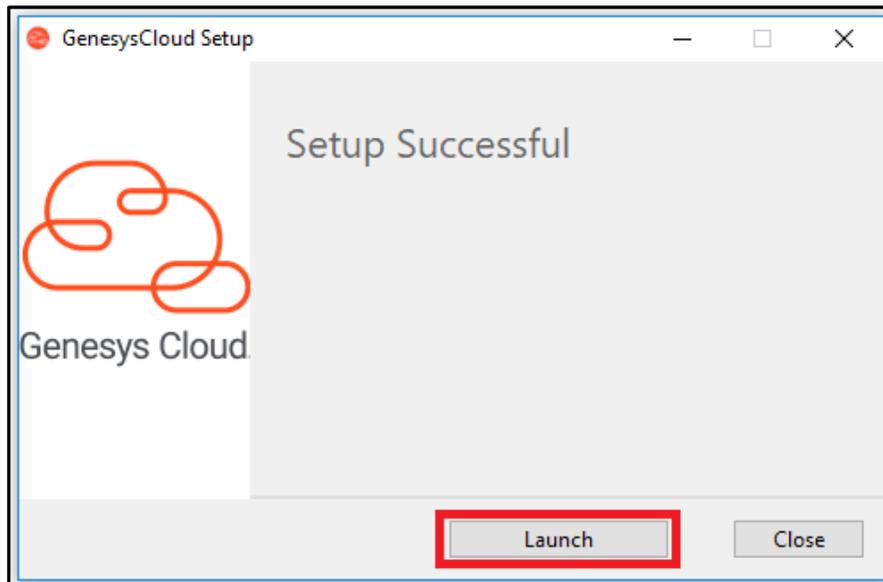
8. Select **Check automatically**.
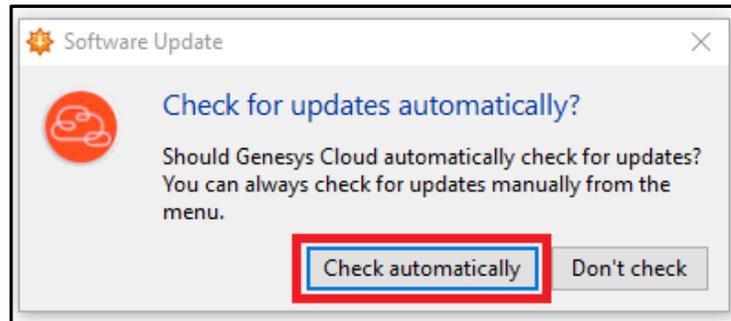
9. Select **Americas (US West)**.
10. Click **Choose**.
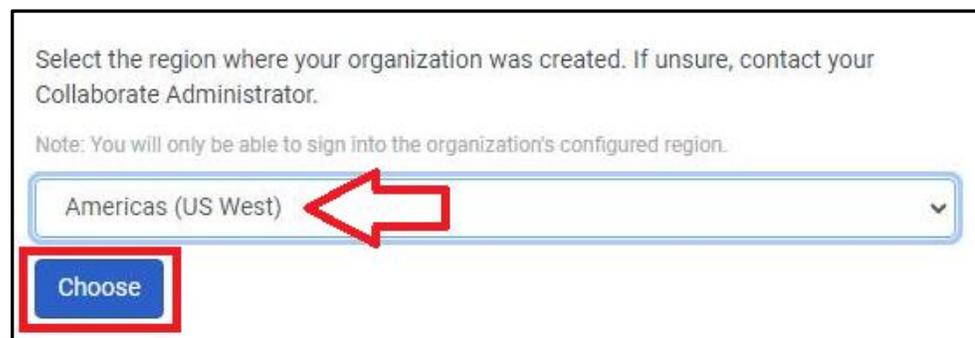
11. Click **More Login Options**.
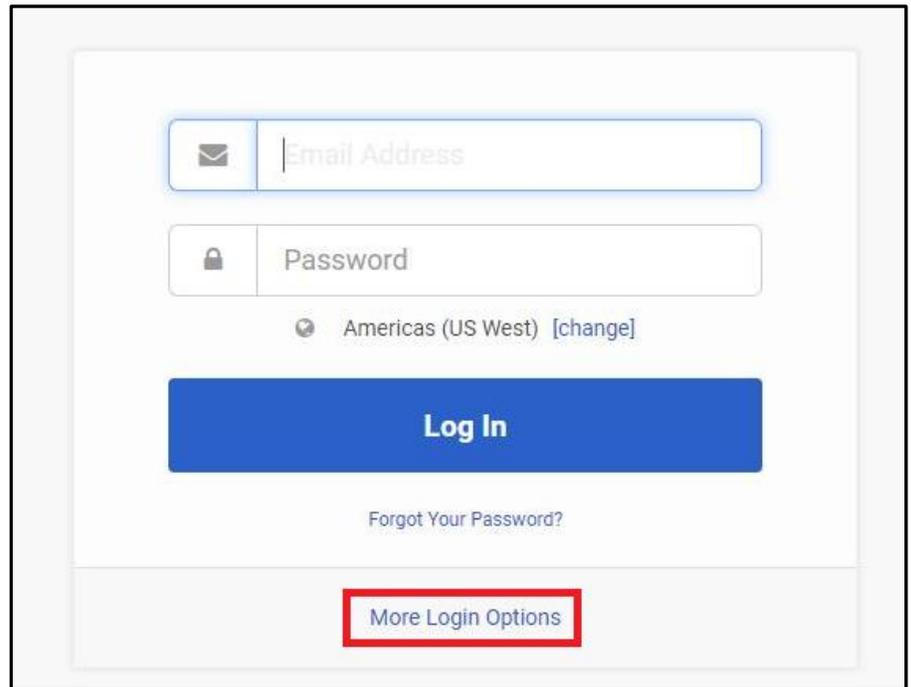
12. Enter **uohsystems**.
13. Click **Next**.
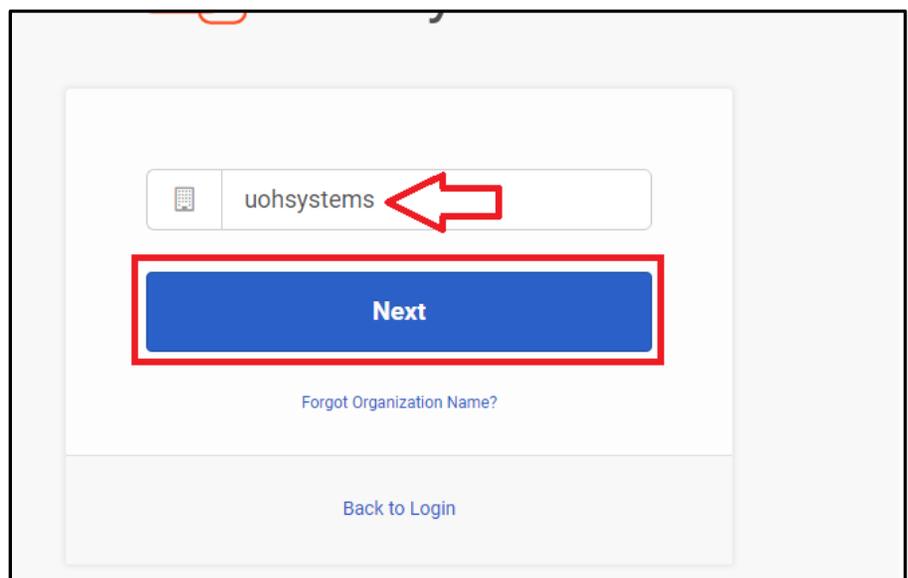
14. Click the **Microsoft** icon.
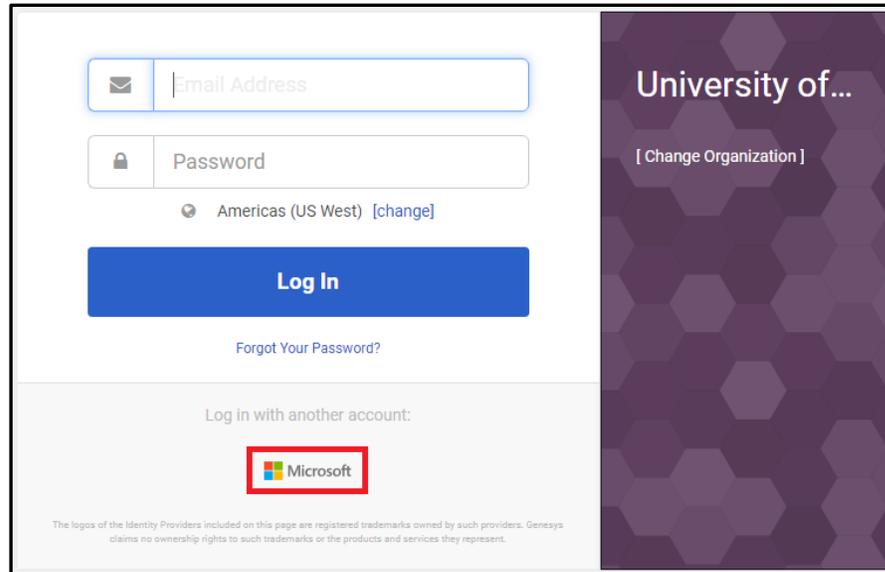
15. Enter your **CougarNet email address**.
16. Click **Next**.
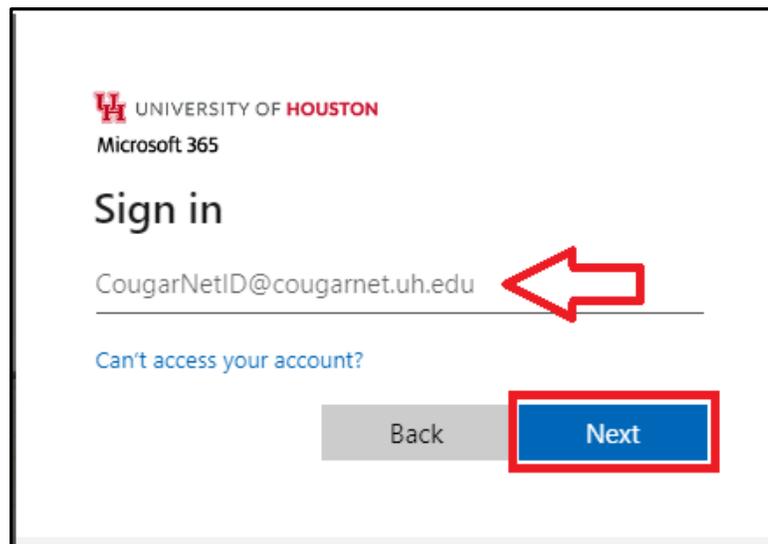
17. Enter your **CougarNet password**.
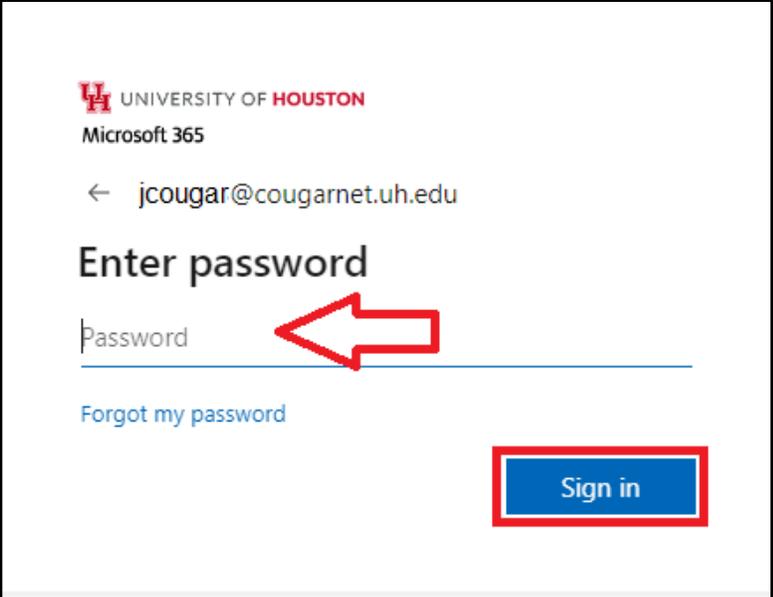
18. Click **Sign in**.

19. Authenticate with **DUO**.
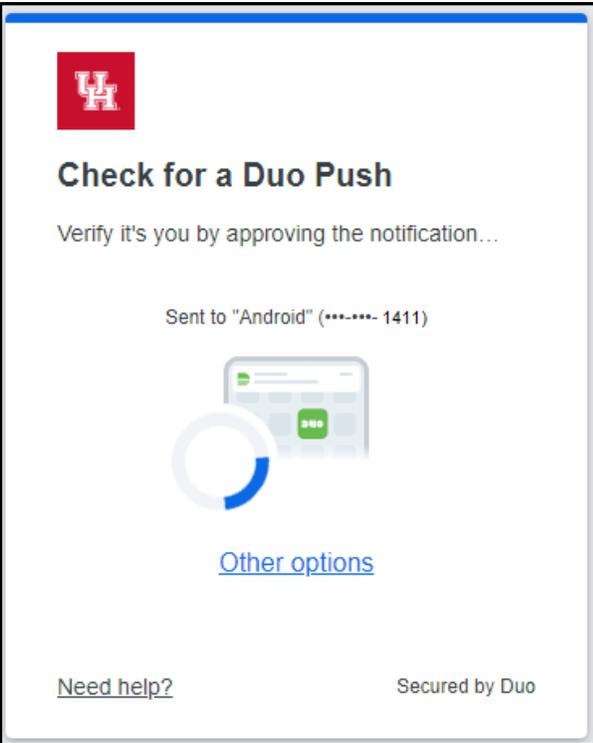
20. Choose an **option**.
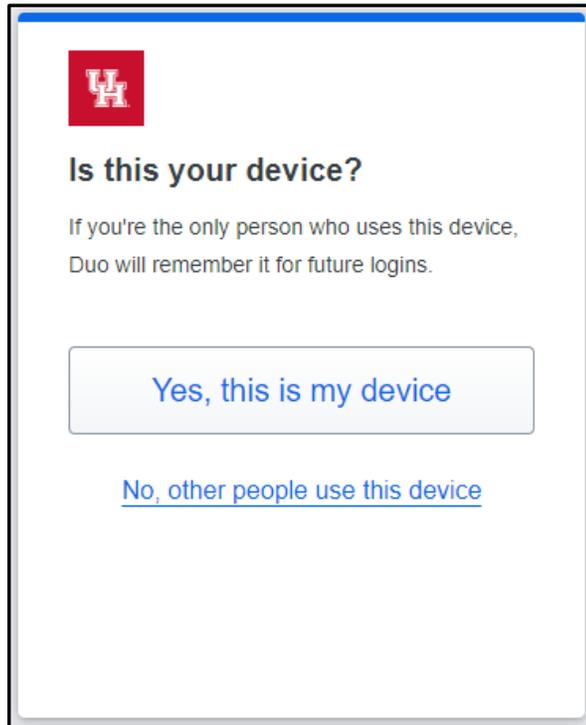
Is this your device?

If you're the only person who uses this device, Duo will remember it for future logins.

Yes, this is my device

No, other people use this device

Note: You have successfully authenticated with DUO.
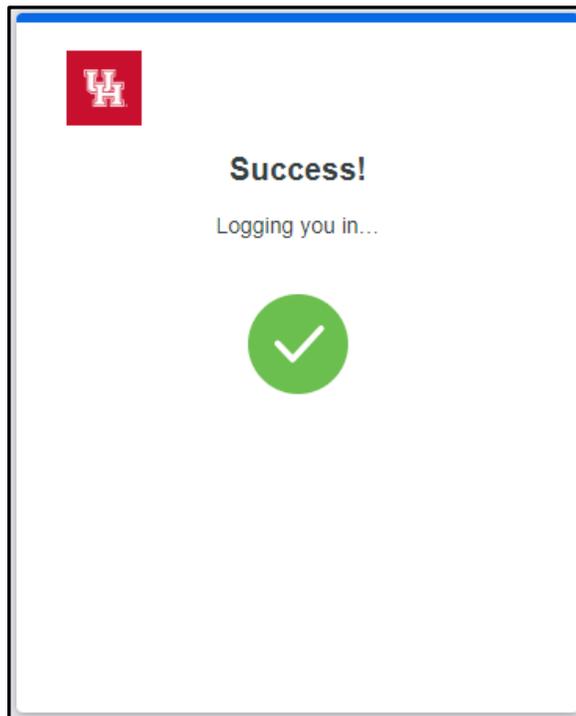
Success!

Logging you in...

21. Select **Yes**.

22. Click **Allow access**.