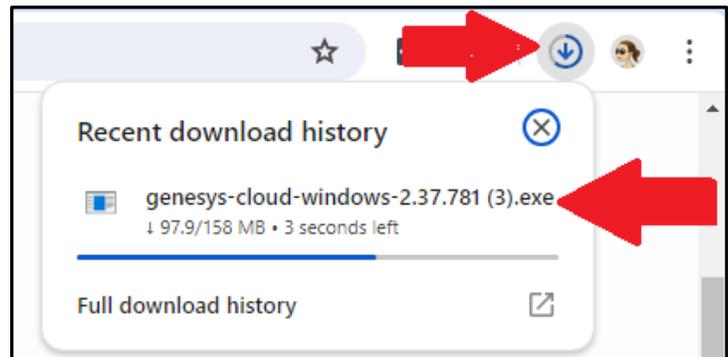


## Installing the Genesys Application on your Desktop

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



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



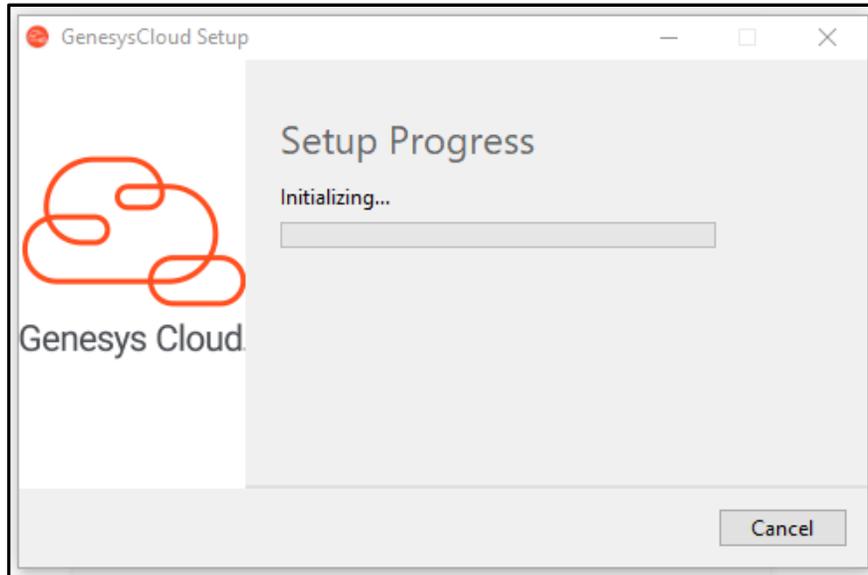
5. Click **Install**.



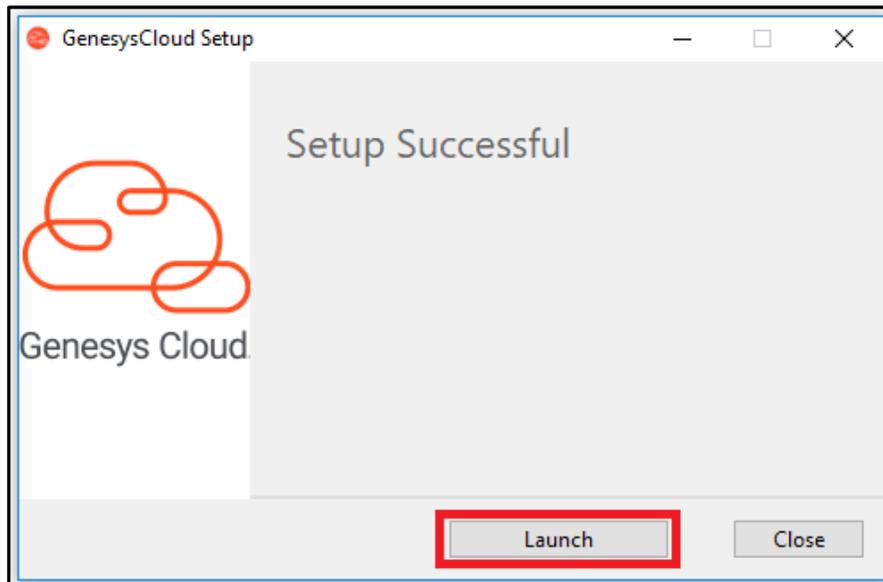
6. Select **Yes**.



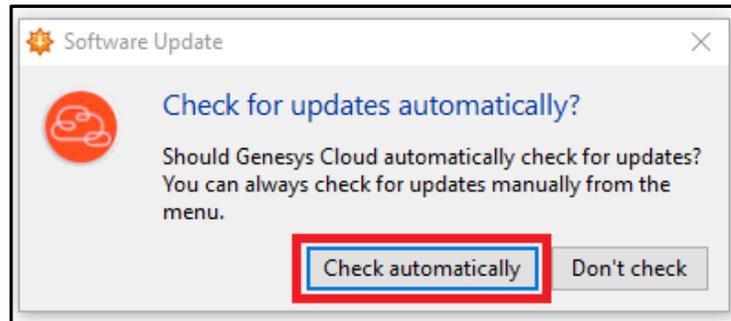
**Note:** Genesys is now installing on your desktop.



7. Click **Launch**.

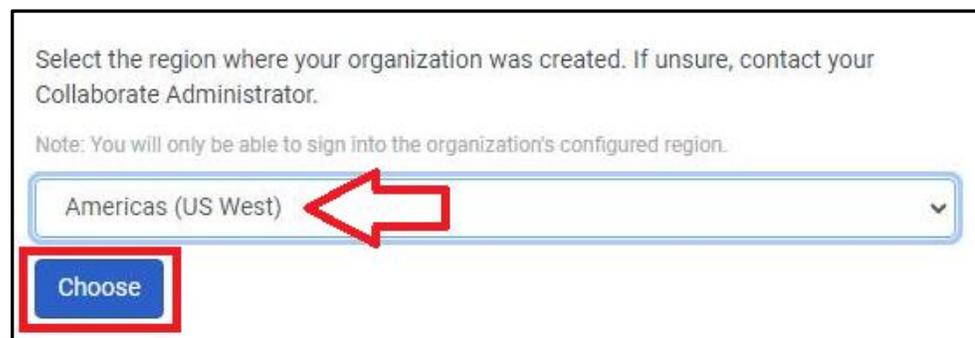


8. Select **Check automatically**.

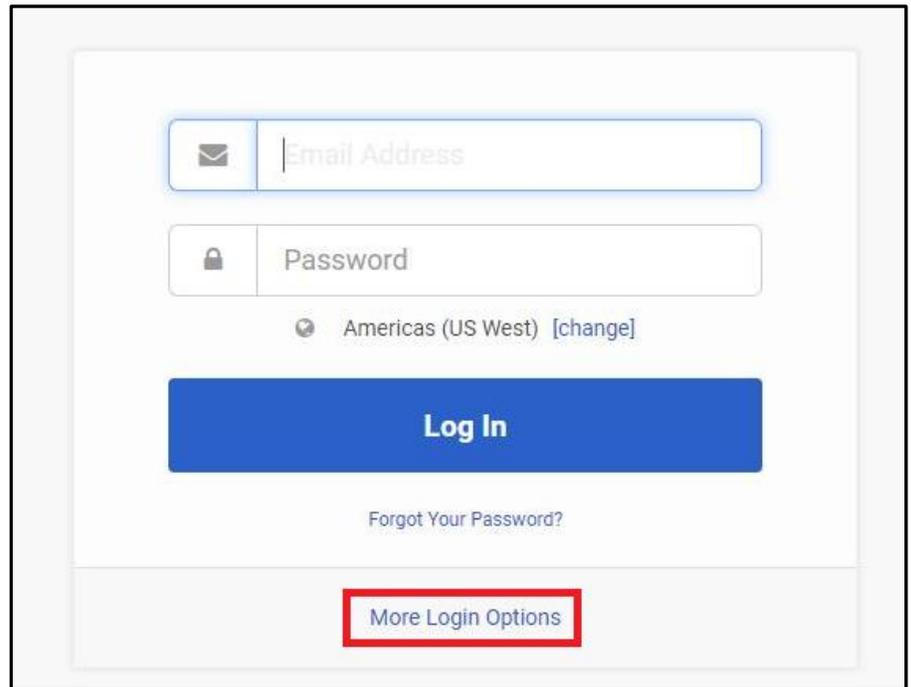


9. Select **Americas (US West)**.

10. Click **Choose**.



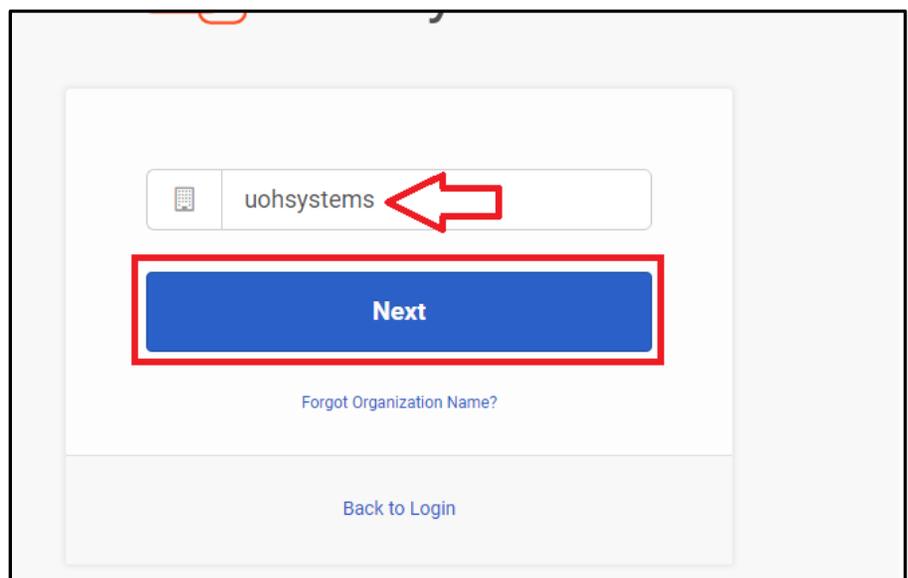
11. Click **More Login Options**.



A screenshot of a login interface. It features two input fields: 'Email Address' with an envelope icon and 'Password' with a lock icon. Below the password field is a location selector showing 'Americas (US West)' with a globe icon and a '[change]' link. A large blue 'Log In' button is centered below these fields. Underneath the button is a link for 'Forgot Your Password?'. At the bottom of the form, a button labeled 'More Login Options' is highlighted with a red rectangular border.

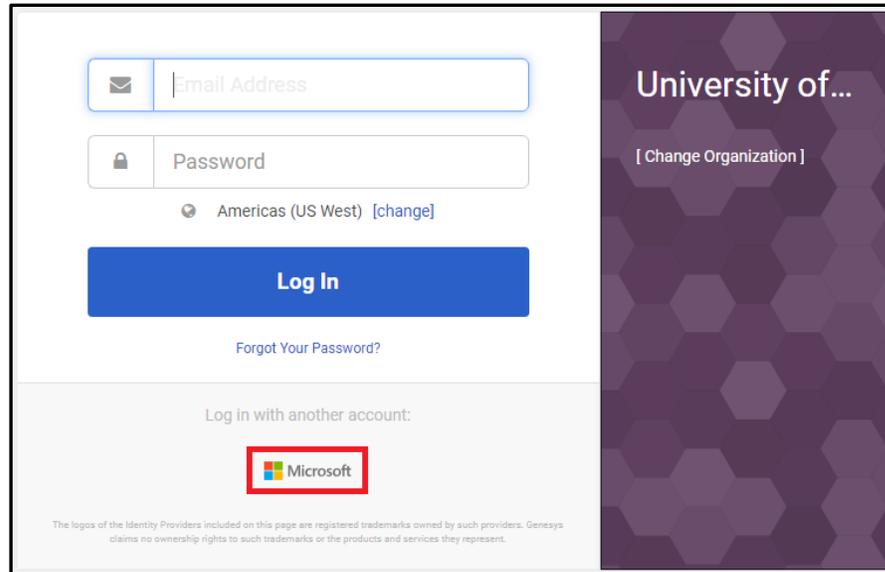
12. Enter **uohsystems**.

13. Click **Next**.



A screenshot of an organization selection page. It shows a search input field containing the text 'uohsystems', with a red arrow pointing to the text. Below the input field is a large blue 'Next' button, which is highlighted with a red rectangular border. Underneath the button is a link for 'Forgot Organization Name?'. At the bottom of the page, there is a link for 'Back to Login'.

14. Click the **Microsoft** icon.



University of...

[ Change Organization ]

Email Address

Password

Americas (US West) [change]

Log In

Forgot Your Password?

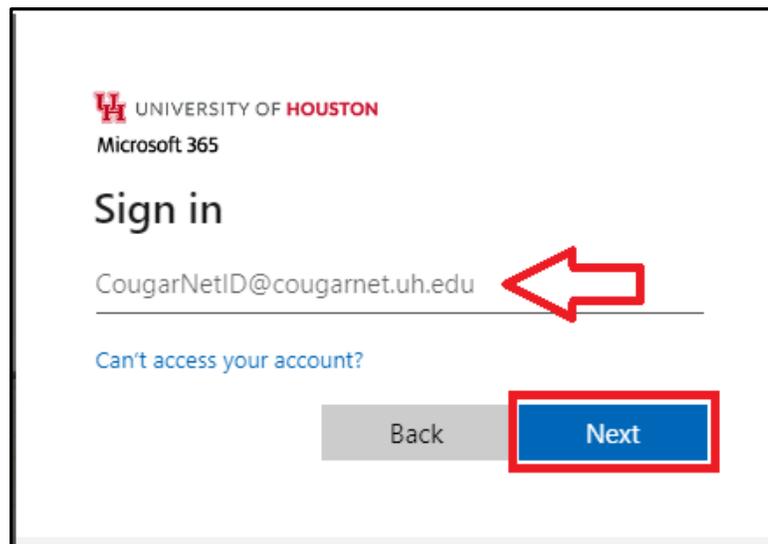
Log in with another account:

Microsoft

The logos of the Identity Providers included on this page are registered trademarks owned by such providers. Genesys claims no ownership rights to such trademarks or the products and services they represent.

15. Enter your **CougarNet** email address.

16. Click **Next**.



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Microsoft 365

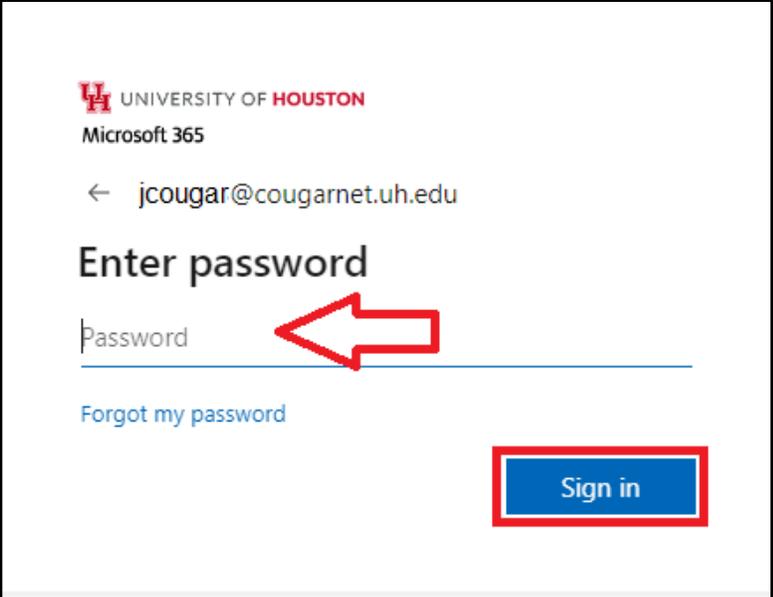
Sign in

CougarNetID@cougarnet.uh.edu

Can't access your account?

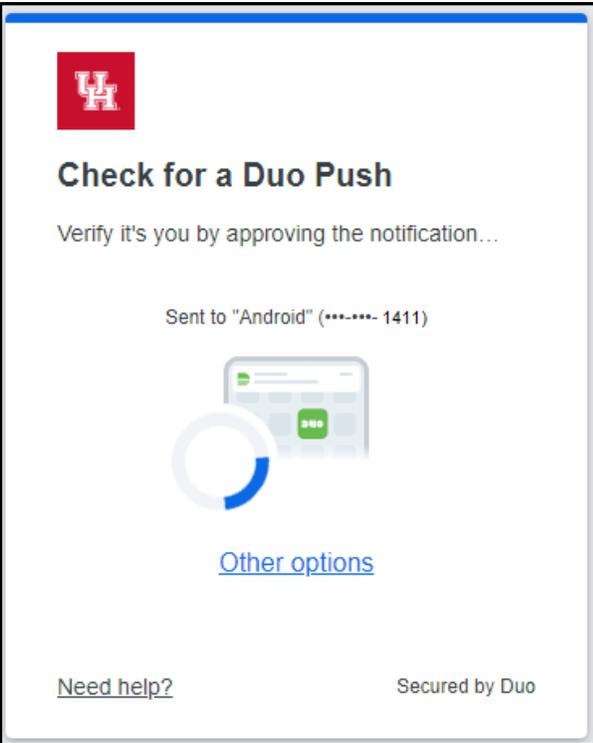
Back Next

17. Enter your **CougarNet password**.
18. Click **Sign in**.



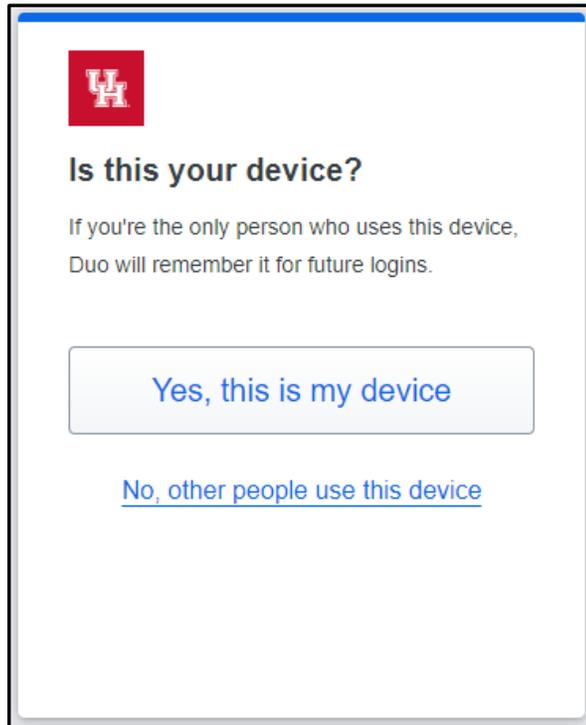
UNIVERSITY of HOUSTON  
Microsoft 365  
← jcougar@cougarnet.uh.edu  
**Enter password**  
Password  
[Forgot my password](#)  
**Sign in**

19. Authenticate with **DUO**.



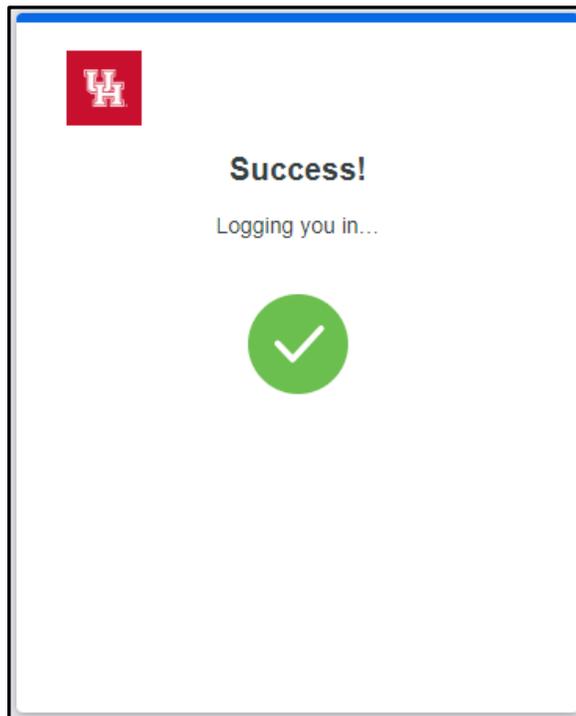
UNIVERSITY of HOUSTON  
**Check for a Duo Push**  
Verify it's you by approving the notification...  
Sent to "Android" (\*\*\*\*\*-1411)  
[Other options](#)  
[Need help?](#) Secured by Duo

20. Choose an **option**.



The screenshot shows a Duo authentication prompt. At the top left is the University of Houston logo (UH). The main heading is "Is this your device?". Below this, the text reads: "If you're the only person who uses this device, Duo will remember it for future logins." There are two options: a button labeled "Yes, this is my device" and a link labeled "No, other people use this device".

**Note:** You have successfully authenticated with DUO.



The screenshot shows a Duo authentication success message. At the top left is the University of Houston logo (UH). The main heading is "Success!". Below this, the text reads: "Logging you in...". In the center is a green circular icon with a white checkmark.

21. Select **Yes**.



22. Click **Allow access**.

