Phone Call Method using GlobalProtect & Duo 2FA

Step 1. Connect to the VPN with Windows or MAC

**Windows**
Find the GlobalProtect VPN client in your system tray. This icon resembles the Earth. Right click on the GlobalProtect icon. Select **Connect**.

**MAC**
Find the GlobalProtect VPN client in your menu bar. The icon resembles the Earth. Click on the GlobalProtect icon. Select **Connect**.

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Step 2. Logon with your Username and Password

Please enter username and password to connect.

- **Portal:** gpgateway.uthscsa.edu
- **User Name:** username
- **Password:** ********

The Options Window will show up.

Duo two-factor login for gerwitz. Enter a passcode or select one of the following options: 1. Duo Push to XXX-XXX-0257 2. Phone call to XXX-XXX-0257 3. SMS passcodes to XXX-XXX-0257 Passcode or option 1-3:

OK  Cancel
Step 3. Key in the number 2 in the Options box to select Phone Call authentication. Click OK.

You will receive a call to the phone number you provided when you registered with Duo.

Step 4. Answer the phone and follow the instructions given in the phone call.