Phone Call Method using GlobalProtect & Duo 2FA

1. Find the GlobalProtect VPN client in your system tray or menu bar. This icon resembles the Earth. Click on the GlobalProtect icon. Select **Connect**.

   ![GlobalProtect Icon](image)

   **Windows:** 🌘  **Mac:** 🌘

2. Enter your UTHSCSA username (lowercase only) and password in the appropriate fields. (The window may vary depending on the device.)

   ![Sign In Window](image)

   **OR**

   ![Sign In Window](image)

3. The Authentication window will appear. (The window may vary depending on the device.) Enter the number 2 in the Authentication box to select Phone Call authentication. **Click OK or Sign In.**

   ![Authentication Window](image)

   **OR**

   ![Authentication Window](image)

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

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