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.*





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

GlobalProtect		GlobalProtect
Sign In Enter login credentials		Sign In Enter login credentials
Portal: gpgateway.uthscsa.edu Username: username	OR	Portal: gpgateway.uthscsa.edu
Password:		username
Cancel Sign In		Sign In
		Cancel

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**.

GlobalProte	ct Login		GlobalProtect 🌣
6	Sign In 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	OR	Sign In 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):
	• Cancel Off		Sign In

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.