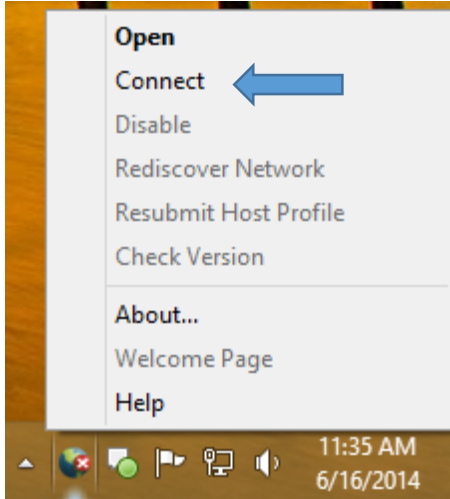


SMS (Instant Message) Method using GlobalProtect & Duo 2FA

Step 1. Connect to the VPN with Windows or MAC

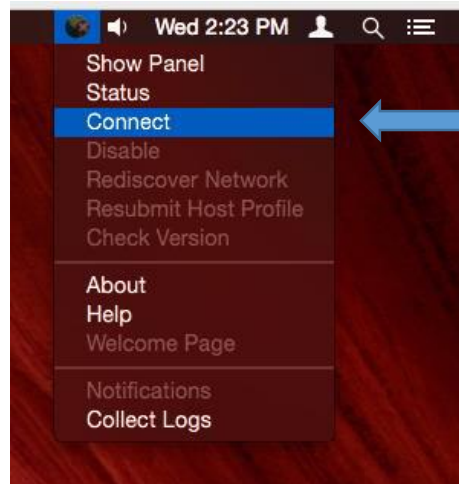
Windows

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

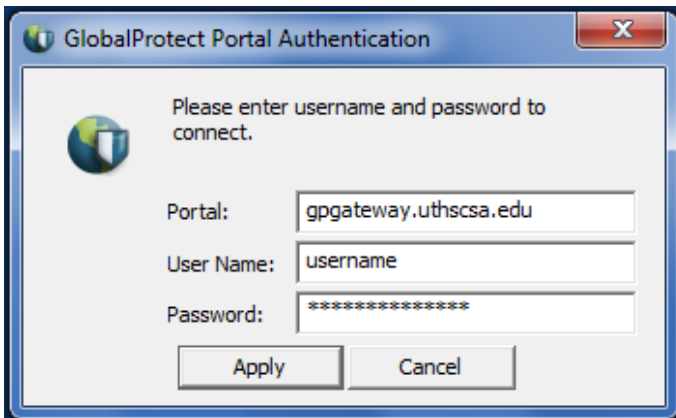


MAC

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



Step 2. Logon with your Username and Password



The Authentication box will appear.



Step 3. Enter the number 3 in the Authentication box to select SMS passcodes. Click OK.



A passcode will be sent to the phone you have enrolled in Duo.



Step 4. Enter the passcode from the Text Message in the Authentication Box and click OK.

This box is similar to the original Authentication box but it is where you enter the passcode.



Note – the passcode is good for 1 hour.
If you logon to VPN a second time after an hour has passed, you will need to request a new passcode.