SMS (Instant Message) 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**.

   Windows: 🌍 Mac: 🌍

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

   Windows: 🌍 Mac: 🌍

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

   Windows: 🌍 Mac: 🌍
An SMS passcode will be sent to the phone you have enrolled in Duo.

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.