

Connect to the VPN and Duo Two-Factor Authentication

There are two requirements to connect to the VPN:

1. Install the Virtual Private Network (VPN) software (Global Protect) on your computer
2. Register for Duo Two-Factor Authentication

Desktop/Laptop Computer:

Step 1: Download and Install the GlobalProtect VPN client for your PC or Mac

(only needs to be done once)

1. Browse to the following web page to download the GlobalProtect software for you PC or Mac.

<https://infosec.uthscsa.edu/two-factor-enrollment>

2. Select the link for your OS version and save it to your desktop.

For Windows computers:

- a. Windows computers are 32 bit or 64-bit.
[Click here](#) for help finding which version you
- b. Select your Global Protect software version:
 - [Windows 32-bit agent](#)
 - [Windows 64-bit agent](#)
- c. Follow the instructions to install Global Protect

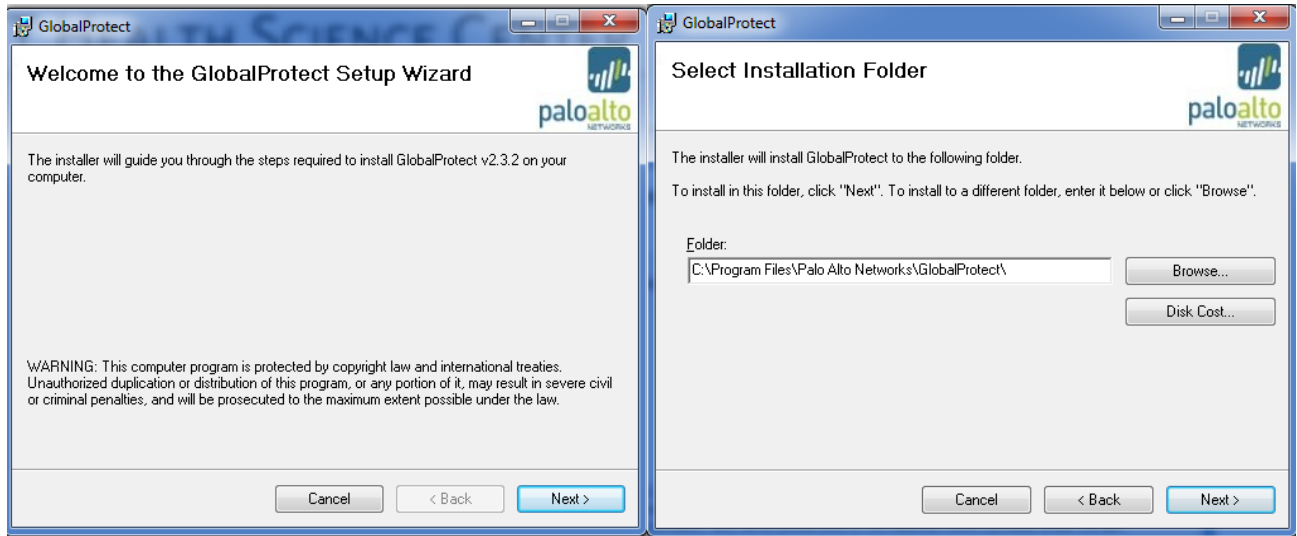
For Apple\Mac computers:

- a. [Mac OSX agent](#) for Global Protect download

3. Install the GlobalProtect software

- a. Install the GlobalProtect software by double clicking on the installer you downloaded. If you do not save it to the desktop the file will be in either the Downloads folder on your computer or the browser's downloads.
- b. Click through the installation process by repeatedly clicking the **Next** button and accepting the default options.

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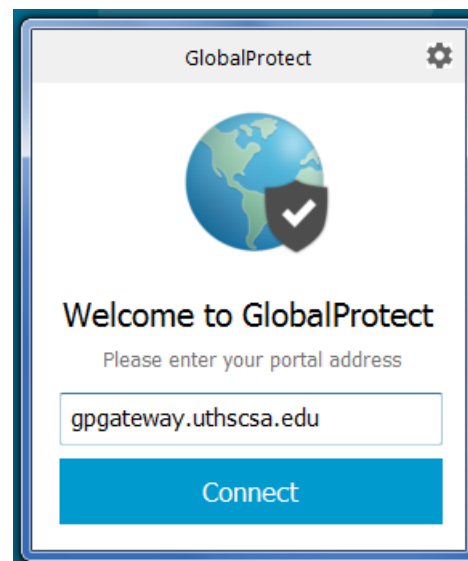
- c. Once the Installation is Complete, Click Close to exit.

Step 2: Configure the GlobalProtect VPN Client for Windows or Mac

- a. After the installation, the GlobalProtect VPN client should launch automatically. If it doesn't, you can launch it manually. The icon resembles the earth and should be in your Start Menu or in the top bar (Mac).



1. Enter **gpgateway.uthscsa.edu** for the Portal address and click **Connect**.




2. To continue signing in, jump to #2 in the instructions for *Step 3: Start Global Protect VPN client*

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Step 3: Start Global Protect VPN client

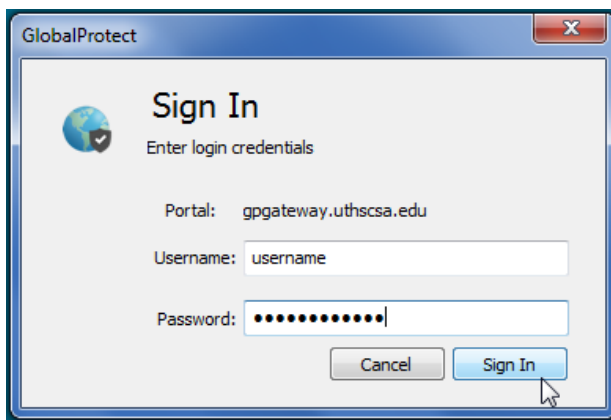
1. Find the GlobalProtect VPN client in your system tray. This icon resembles the Earth. Click on the GlobalProtect icon. Select **Connect**.

Windows: 

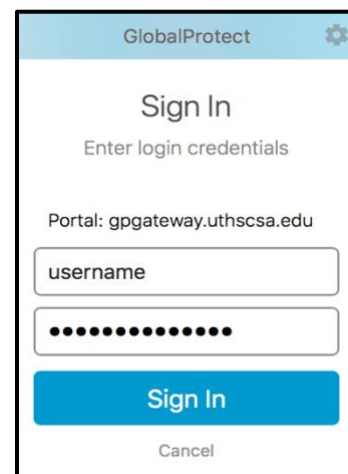
Mac: 



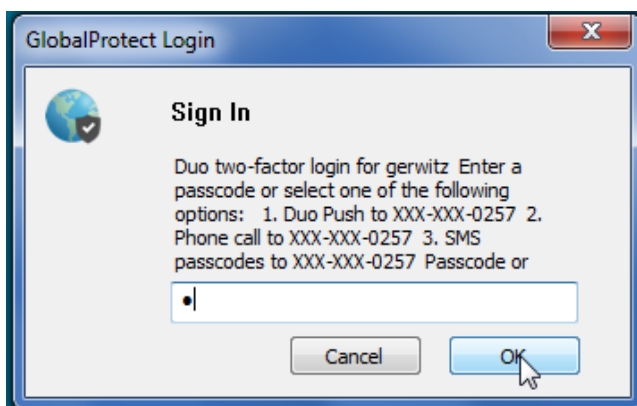
2. Enter your UTHSCSA username (lowercase only) and password in the appropriate fields. (The window may vary depending on the device.)



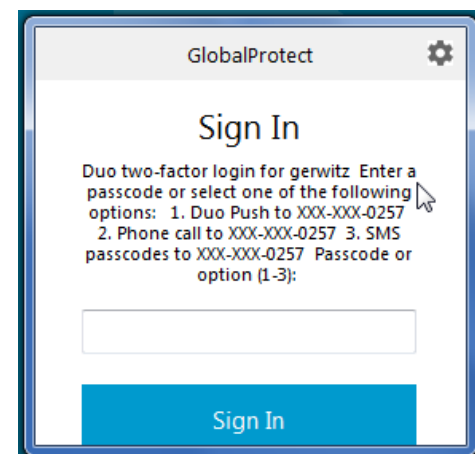
OR



3. The Authentication window will appear. (The window may vary depending on the device.)



OR



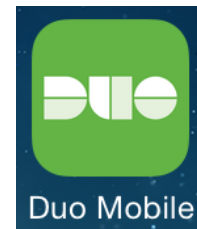
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4. Enter a number (1, 2, 3, or use options d or e below):
 - a. For [Push notification](#) to your smart phone enter "1", click **OK or Sign In**, and then click Accept on your phone
 - b. For [Call notification](#) to your land line or cell phone enter "2", click **OK or Sign In**, answer the call and follow the steps
 - c. For [Text notification](#) to your cell phone enter "3", click **OK or Sign In** and enter the code from the text
 - d. To retrieve a [code from the DUO app](#) open the app, click the key, and enter the code
 - e. Retrieve [code from a Duo keychain FOB](#) (purchase at the [TechZone](#) \$22)
5. The DUO 2 Factor Authentication message will be sent to your Smart Phone for you to **Approve**.
 - Go to <https://infosec.uthscsa.edu/two-factor-enrollment> for instructions on enrolling, installing the Duo App and using the authentication options.

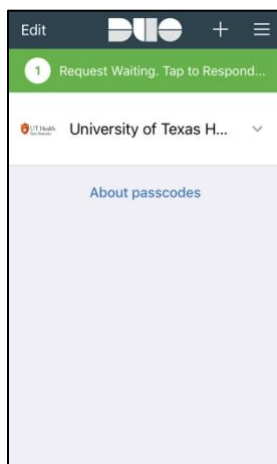
1. Duo will contact your smartphone or call your landline



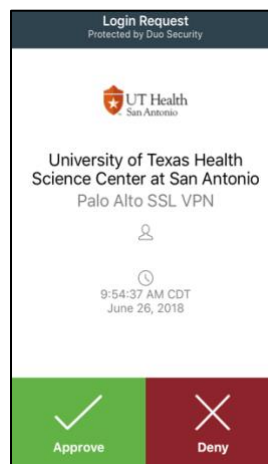
2. Tap Approve, open the Duo App, or answer the call and follow the instructions



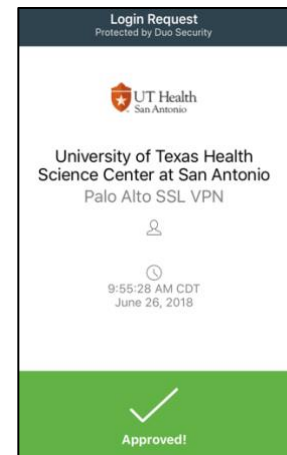
3. If you opened the Duo App then:
 - a. Tap the **Green Request Bar**



Tap **Approve**



Done



When the connection is successfully established the system tray will display **Services connected**.

Step 4: VPN connection complete

