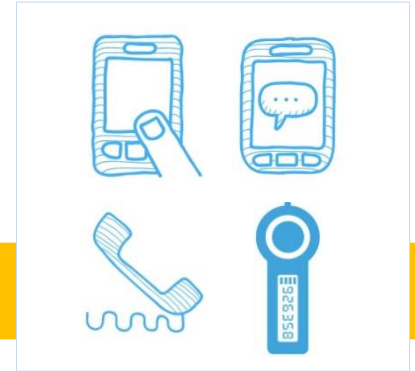
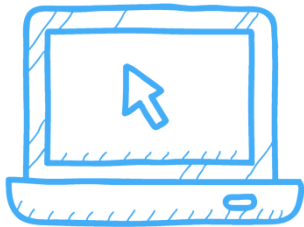


Getting started



Step 1

- Go to [IT Account Manager](#).
- Sign in to IT Account Manager.
- Click the '2-factor (Duo)' tab.
- Follow the Duo enrolment instructions.

Step 2

- Check if you are on a [managed desktop](#).
- If not, install [GlobalProtect](#) (the new Virtual Private Network).

Step 3

- Log-in to GlobalProtect using your chosen authentication method.
- Refer to the specific guidance for your authentication method.

The new login process for smartphone users:



Step 1

Enter your username and password in the GlobalProtect pop-up window.



Step 2

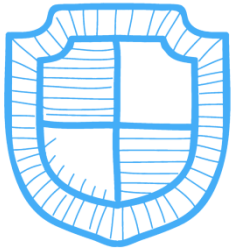
Accept the notification on your smartphone.



Done!

You can now access everything you need.

The new login process for text message users:



Step 1

In the GlobalProtect window, enter your username and password followed by 'sms' (eg password,sms) and click Connect*.



Step 2

Make note of the code in the text message you receive.



Step 3

Enter the code next to your password (eg password,123456)*.

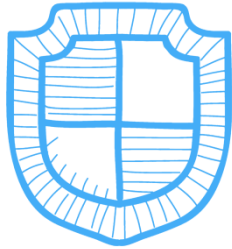


Done!

You can now access everything you need.

* The comma is important because it tells GlobalProtect where your password ends and your security code starts. No space is required before or after the comma.

The new login process for phone call users:



Step 1

In the GlobalProtect window, enter your username and password followed by ',phone' (eg password,phone) and click Connect*.



Step 2

Answer the call and follow the instructions.



Done!

You can now access everything you need.

* The comma is important because it tells GlobalProtect where your password ends and your security code starts. No space is required before or after the comma.

The new login process for Duo key fob users



Step 1

Press the Duo button to request a code.

Step 2

In the GlobalProtect window, enter your username and password.
At the end of your password, insert a comma followed by the code you received (eg password,123456)* and click Connect.

Done!

You can now access everything you need.

* The comma is important because it tells GlobalProtect where your password ends and your security code starts.
No space is required before or after the comma.