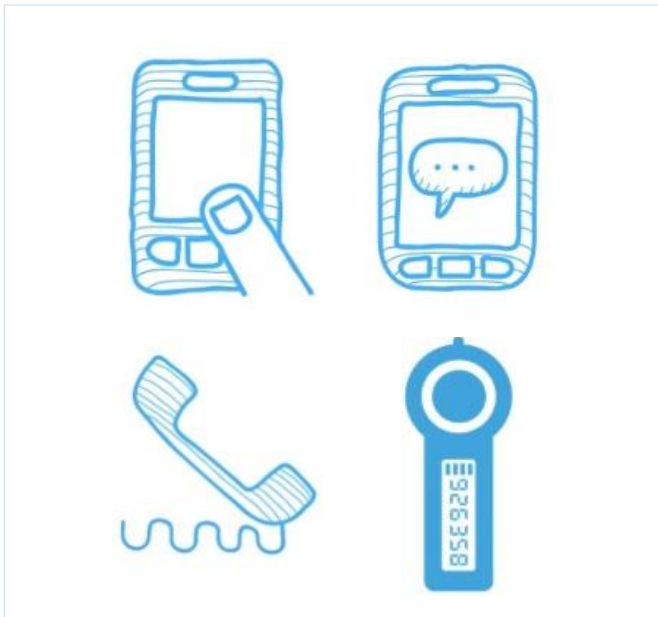


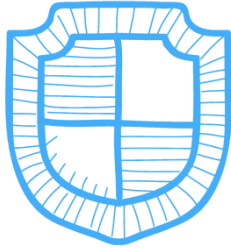
How to login with your 2-factor device



Using 2-factor authentication to login to GlobalProtect with either:

- A smartphone or tablet
- A mobile text message
- A call from a landline phone
- A Duo key fob

How to log-in using a smartphone or tablet:



Step 1

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



Step 2

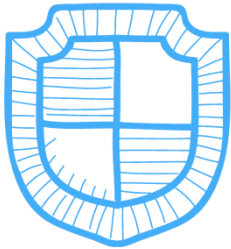
Accept the notification on your smartphone.



Done!

You can now access everything you need.

How to login using a mobile text message:



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

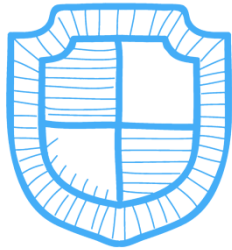
Enter the code next to your password (eg password,123456)*.

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.

How to login using a call through a landline:



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.

How to login using a Duo key fob:



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.