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.

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