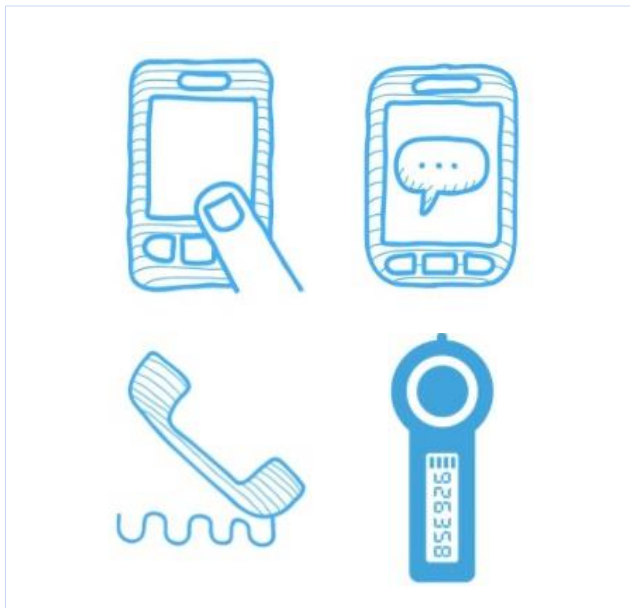


How to complete IT login with your 2-factor device

For staff and postgraduate research students

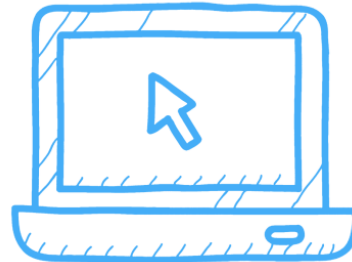


Using 2-factor authentication to log in to the GlobalProtect VPN with:

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



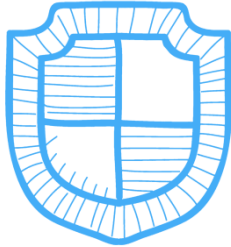
Check! Are you set up with Duo?



The University IT Account Manager offers self-service options to manage your 2-factor authentication method and devices

- Go to the IT Account Manager at www.manchester.ac.uk/iam
- Sign in to IT Account Manager with your University username and password
- Click the '2-factor (Duo)' tab
- Follow the Duo enrolment instructions if you're not already set up. You can also add or manage your 2-factor devices

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.

You can also use the Duo Mobile app to generate a passcode by clicking the 'down indicator' within the app. Refer to our 'How to login using a Duo Key fob' guide for information on logging in with a passcode.

How to login using a Duo key fob



Step 1

Press the green button on your Duo key fob to request a code.

Step 2

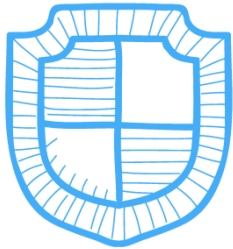
In the GlobalProtect window, enter your username and password.
At the end of your password, insert a comma followed by the code from your Duo key fob (eg password,123456)* and click Connect.

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.

How to login using the text message option



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

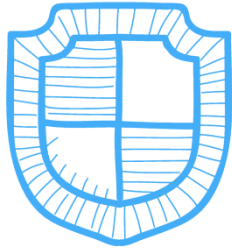
Enter the code next to your password (eg password,123456)*.

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 to 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.