

Using Duo Mobile to log into VPN

Version 11

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You will need to have already completed the Duo 2FA enrollment and have either the Duo Mobile app set up on your phone or a keychain fob.

If you are using a keychain fob as your 2FA device, enter your password followed by a comma and the passcode from your fob.

Otherwise, look for a Push notification on your mobile phone.

1. Run the GlobalProtect application on your computer. If you do not have GlobalProtect installed, please see the instructions on [Installing GlobalProtect](#) .
2. In the Portal field type "**senecavpn.senecapolytechnic.ca**" and click Connect.
3. If prompted for your login credentials type in your Seneca employee username (firstname.lastname) and password and click Connect.
4. Duo 2FA authentication is required for every log in attempt
 - If you using Duo Mobile, a notification will be delivered to your smartphone. Tap APPROVE and the Duo Mobile app will be dismissed.
 - If you have Token/KeyFob, you must enter your password followed by a comma and then the passcode (no spaces). Press green button ONCE only on token to generate 6 digit passcode.
 - Username: firstname.lastname
 - Password: SenecaPassword,TokenPasscode
5. GlobalProtect VPN will log in immediately.

Note – if the Duo Mobile app produces an unexpected authentication prompt (for example, when you have not attempted to log in recently) you can either tap DENY or ignore the prompt and access will not be granted or contact the [ITS Service Desk](#). However, this may be an indication that your account has been compromised so you should change your password immediately at myid.senecapolytechnic.ca.

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