

Using Duo Mobile to log into VPN

Version 14

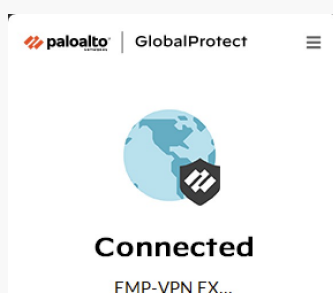
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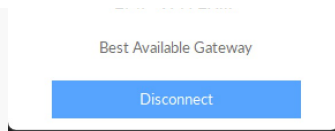
You will need to have already completed the Duo 2FA enrollment and have either the Duo Mobile app set up on your phone or a keychain fob.

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 "**employeevpn.senecapolytechnic.ca**" and click Connect.
3. If using a Seneca-issued laptop, skip to **Step 4**. Otherwise, enter your **Seneca employee username** (firstname.lastname) and **password** when prompted, then click **Connect**.
4. Duo 2FA is required for every login attempt:
 - **Using Duo Mobile:** You'll receive a notification on your smartphone. Open the app and tap **Approve**.
 - **Using Token/KeyFob:** Enter your password, followed by a comma, then the 6-digit passcode (no spaces). Press the green button **once** to generate the passcode.
 - **Username:** firstname.lastname
 - **Password:** SenecaPassword,TokenPasscode
5. GlobalProtect VPN will log in immediately.





Note: If you receive an unexpected Duo Mobile authentication prompt (e.g., when you haven't tried to log in), tap **Deny** or ignore it—access will not be granted. You may also contact the **ITS Service Desk**. This could indicate your account has been compromised, so change your password immediately at myid.senecapolytechnic.ca.

tags : duo-security, it-services, vpn