ACCESS VPN WITH DUO SECURITY

ACCESS VPN CLIENT
As before, access the Cisco AnyConnect VPN client on your desktop. Choose your VPN profile and click Connect. If you do not have the VPN client, please visit IT.GWU.EDU/vpn.

LOG IN WITH A CODE USING THE DUO SECURITY APP
Enter your GW NetID and corresponding password. In the Duo Password box, enter the code that appears in your Duo Security app. Log into the app, and touch the key logo next to the George Washington University. The code will appear. Enter this code in the Duo Password box on the VPN login screen.

LOG IN WITH A PUSH NOTIFICATION FROM THE DUO SECURITY APP
Enter your GW NetID and corresponding password. In the Duo Password box, enter the word “push”. A notification will be sent to your phone. Open the notification and touch Approve to complete the log in process. Please note the Duo Security app must be installed on your device for this option.

When you enter the word “push” in the Duo Password field, a notification will be sent to your phone. Touch Approve to complete the log in process.
LOG IN WITH A CODE SENT VIA SMS TEXT
Enter your GW NetID and corresponding password. In the Duo Password box, enter the word “SMS”. A number of codes will be sent to your registered device. You will be prompted again with the VPN log in screen on your computer. Enter your GW NetID and corresponding password, as well as one of the codes sent via text to your device. Please note the Division of IT incurs an additional fee with this option.

RECEIVE A PHONE CALL TO COMPLETE LOG IN
Enter your GW NetID and corresponding password. In the Duo Password box, enter the word “phone”. You will receive a phone call from Duo Security to your registered device. Answer the call and press “1” to complete the log in process. Please note the Division of IT incurs an additional fee with this option.

VERIFY LOG IN
Logged in
TROUBLESHOOTING TIPS

If you receive one of the errors below, please follow these steps:

1. Check your Internet connection to ensure you have a valid network connection
2. Exit the Cisco AnyConnect VPN client
3. Reopen the Cisco AnyConnect VPN client
4. Retry VPN login

If you still receive an error message, please contact the IT Support Center at 202-994-4948 (GWIT) or ithelp@gwu.edu.