Upgrading to Duo Authentication VPN

A Guide for Users of RAMS Systems

Users of the OVPRI RAMS systems who wish to work off campus must utilize the Virtual Private Network (VPN) made available by VCU Technology Services. This guide goes over the details of gaining access to the VPN via the Cisco AnyConnect Secure Mobility Client and DUO security vendor. Two-Factor Authentication is the security practice now required by Virginia Commonwealth University.
Previously, to log on to the VPN you used Single-Factor Authentication which required just your eID and password. Now you must use two-factor authentication; eID, Password, and a confirmation number sent to your landline, cellphone, or smart phone. Security is added by combining something only a user should know (their eID & Password) and something only a user should have (a personal phone).

Technology Services has a guide focusing on the DUO mobile app and provides information on this whole process. The scope of this guide shows how to register your landline, standard mobile phone, or smart phone to provide authentication via phone call, text message, or the Duo Mobil app. Details on installing the Cisco AnyConnect Mobility Client is available under numbers 2 and 3 on [go.vcu.edu/vpn](http://go.vcu.edu/vpn)
If you are already using the VPN you do not need to download and install Cisco AnyConnect.

Note: Aside from aesthetics and Cisco Anyconnect installation, there is no difference between Mac and Windows setup nor iPhone, Android, Windows Phone, and Blackberry. This guide uses an iPhone and a Windows 7 PC. Standard talk, text and data rates through your service provider may apply. The VPN software may not work on some tablet-based computers.

If you experience any issue don’t hesitate to contact erahelp@vcu.edu but please recognize the limited scope of ERAHELP within OVPRI. Technology Services controls the VPN and is the ultimate source with regards to VCU’s VPN set up. Some issues may need to be resolved by your personal computer’s manufacturer or a third party technician.

Content – Choose any ONE of the following methods:

1. Authentication with a Call
2. Text Message Authentication
3. Using the DUO Push App
1. Authentication with a Call

Enroll your landline by visiting https://duo.vcu.edu/ on a computer-based, web browser

Click “Start setup”

Enter your phone number and then confirm your phone number by clicking the check box
Your phone is now registered.

Now, open the Cisco AnyConnect Secure Mobility Client (the following three steps are necessary for all sections of this guide.)

Go to your start menu and within the “Search programs and files” field type “Cisco AnyConnect.”
Open the “Cisco Any Connect Secure Mobility Client” program

In the past, the single-factor authentication server was “ramvpn.vcu.edu”. This is no longer in use.
The current two-factor authentication server is “ramsvpn.vcu.edu/duo” which is typed in the field by the user. Click Connect.

Enter your eID and password then in the field “Second Password” enter “phone1”.

Within Seconds you will receive an automated phone call instructing you to hang up if you didn’t request access to the VCU VPN or you’ve received the call by mistake. However, you want to access the VPN and should press “any key”.
Click “Accept”

You’re connected.
2. Text Message Authentication

Visit [https://duo.vcu.edu/](https://duo.vcu.edu/) on a computer-based, web browser

Click “Start Setup”

Select “Mobile phone” and click continue.
Enter and confirm your phone number

Select “other” as your device
Success!

Open the Cisco AnyConnect Secure Mobility Client and enter the VPN server name “ramsvpn.vcu.edu/duo”. Click “Connect”
After entering in your user name and password, in the “Second Password” field enter “sms1”

Cisco AnyConnect will say the login failed and re-open a log-in window …
Within seconds, you will receive a text message with ten groups of seven numbers. Note: this is screenshot of a smart phone, but the text message will be sent any mobile phone.
Re-type your standard eID password in the “Password” field. Then choose one group of seven numbers that you received via text message (SMS) and enter this number string into the “Second Password” field.

Click “Accept” to gain access to the network.
And you’re connected!
3. Using the DUO Push App

Visit [https://duo.vcu.edu/](https://duo.vcu.edu/) on a computer-based, web browser

Click “Start Setup”

Select “Mobile Phone” and click “Continue”
Enter your phone number

Confirm your phone number
Select your phone’s operating system

Go to your phones “app store” equivalent and search for “Duo Mobile”. Install the app onto your phone then open it.
Accept Duo’s license and launch the application.

Back within your web browser, click “I have Duo Mobile Installed”
This screen will load. Now go back to your phone with Duo Mobile open.

Tap "add an account" you will have to give the app permission to access your phone's camera.
Accept the app’s access to your camera. Point your phone’s camera at your computer screen with the QR code (Bar Code) in the center of your phone’s frame. Automatically the DUO app will register the Virginia Commonwealth University security protocol.
Back at your web browser click “Continue”

Your device has been added!
Open the Cisco AnyConnect Secure Mobility Client and enter the VPN server name “ramsvpn.vcu.edu/duo”. Click “Connect”.

Enter your eID, password, and a “second password”. In the “second password” field type “push”
Within the DUO phone app you'll receive a message. If you tap the “1 request waiting. Tap to respond…” message you'll get to:

Tap “approve” on your phone.
Click “Accept” on your computer

You are now connected.