Business and Financial Services Documentation

Colorado State University

# GlobalProtect and Duo - Home Setup
Home Computer

12/11/2023

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*NOTE - There are a lot of steps to take for this setup, but they all need to be taken in order to remote into your work computer. Please follow them very carefully. On this note, it is highly recommended that you use the Duo Mobile app on your smart phone for the two-factor authentication. If you are unable to use the Duo Mobile app, please put in a Trackster and we will help setup an alternative option.
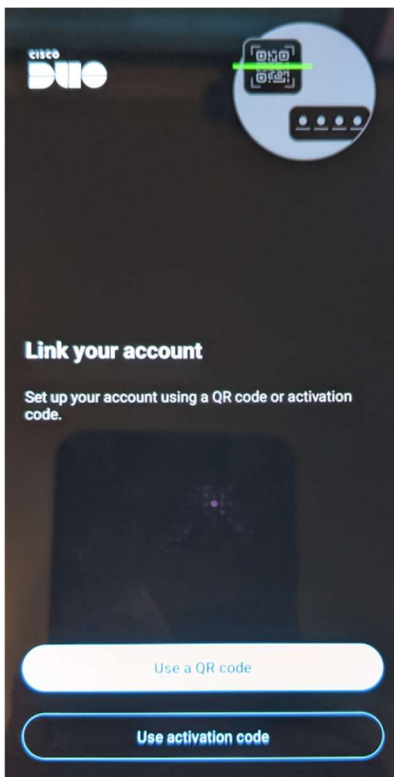
The first step that needs to be taken is to download and install the **Duo Mobile app** on your smart phone. You can find this in the Play Store (Google phones) or the App Store (iPhones) and it should look like this (and yes, it has a low rating).
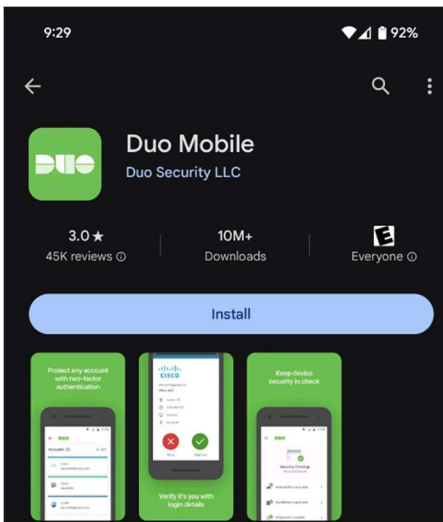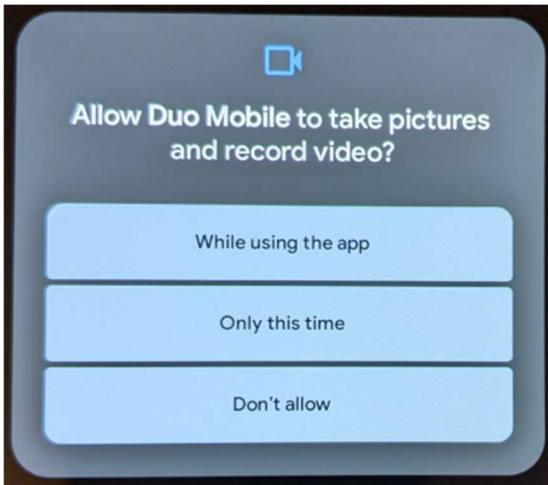
Open the Duo app and you should see a Welcome screen, touch the **Setup account** button.
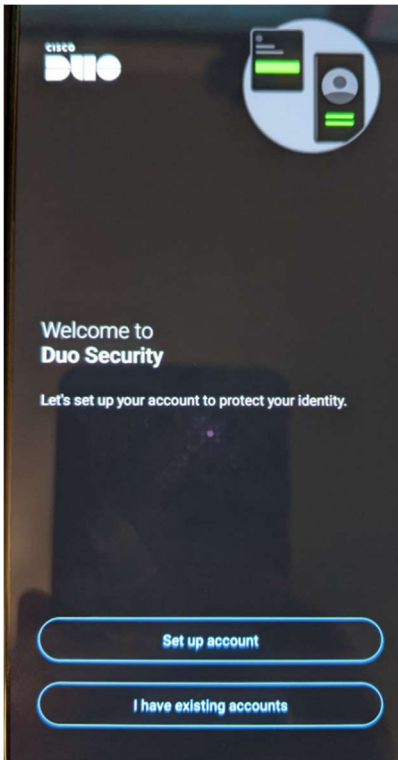
Touch **Use a QR code** button.

If you are prompted about letting Duo, select *Only this time*

Once you have the ***Duo Mobile app*** downloaded and setup to the point of scanning for the QR code, navigate to this site on your computer.

https://netid.colostate.edu/

At the top of the page, hover over ***View/Update*** and click on ***Two-Factor Authentication (Duo)***

Select *CSU Fort Collins Login*

If prompted, sign in with your NetID username and password. You should now be prompted to use Duo. Normally during this part of the Duo Authentication, selecting Send Me a Push would work, but with the new phone, this will not receive the push. Instead, click on *Call Me* and wait for the call (please note, this is only if you kept your same number for your new phone). Once you get the call, answer it, and push the # key on your phone to accept the Duo authentication.

You should now see your currently registered device(s). Find your old phone in the list and click the **Delete** button on the right-hand side.

Two-Factor Authentication (Duo)

ⓘ New to Duo Mobile? See set up and other links below for important instructions and information about

Duo Account

Status	active
Created	2018-03-11 13:16:11
Last Login	2023-12-11 09:32:45

Registered Devices

Device Name	Number	Extension	Platform	Activated	Action		
Chris' Phone			Google Android	True	reactivate	delete	modify

Once the device(s) has been deleted, click on the **Register Device** button.

+ Register Device
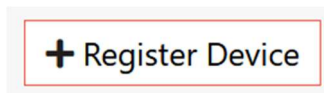
Fill out the information for your new phone and click the **Save** button.

*Note – The **Device Name** can be any name you wish, the **Phone Number** cannot have spaces in it but must be your cell phone number, **Type** must be **DUO mobile app**, and the **Platform** is your best guess as to what type of phone you have. Please note, even if the wrong platform is picked, it will correct it on the next screen.

Two-Factor Authentication (Duo)

ⓘ New to Duo Mobile? See set up and other links below for important instructions and infor

Register Device

Device Name	Chris' Phone	
Phone Number		example: 9494917276 or +33140205050 (no spaces)
Extension		
Type	DUO mobile app ⌄	
Platform	Google Android ⌄	

Save   **Cancel**

You should now see a **QR** code on your monitor. At this time, point your camera from your new phone (it should still be in the Duo Mobile app) at the QR code on your monitor and NOT at the QR code in the screenshot below and it will register Duo on your Duo Mobile App. Click the Return link just below the QR code.

Back on your phone, touch the **Next** button.
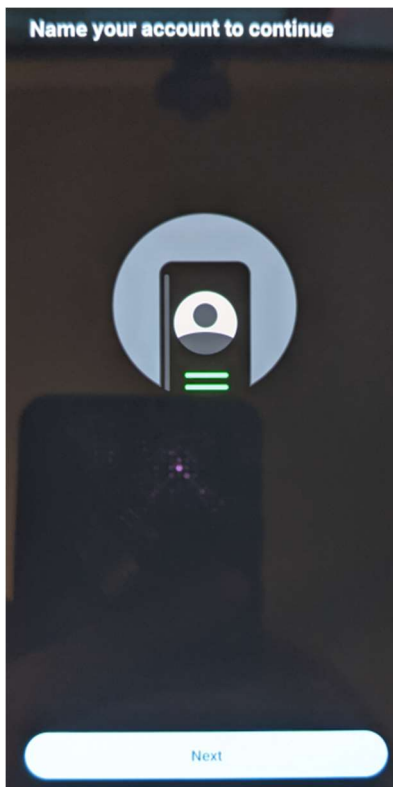
Leave the name as its default and touch the *Save* button.
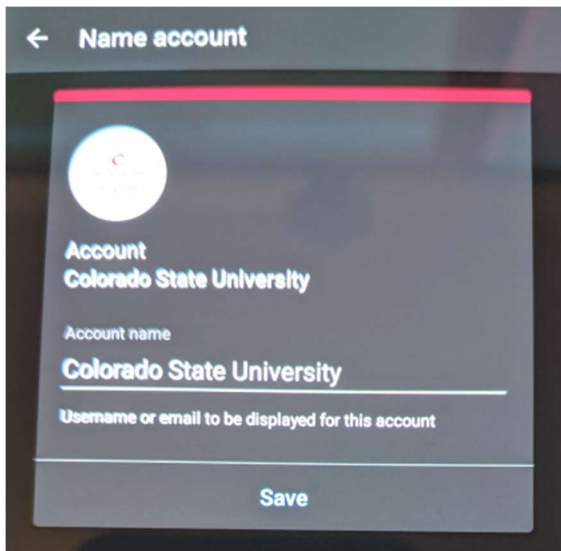
On the next screen, touch the *Skip* button.
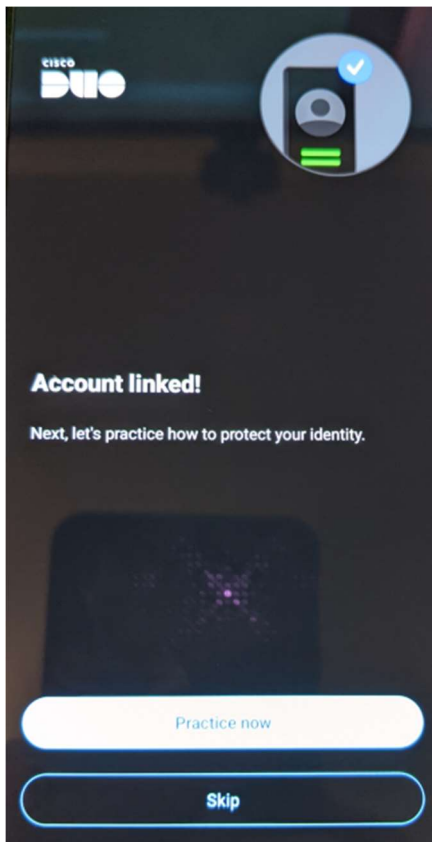
On the Pro Tip screen, touch the **Allow notifications** button.
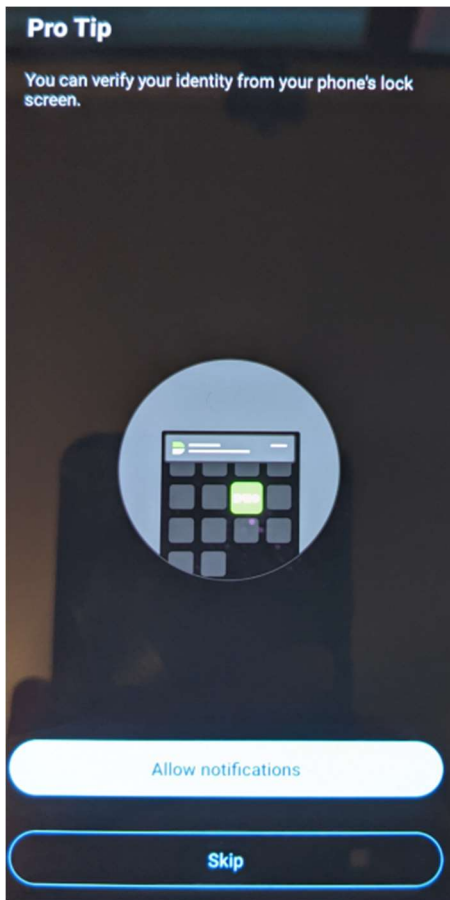
If prompted, touch the **Allow** button to grant permissions for Duo to send notifications to your phone.
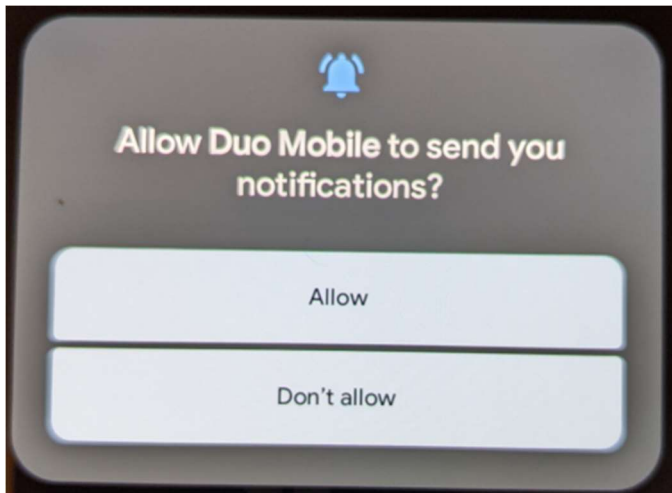
On the Improving your experience, touch the **Turn off** button.
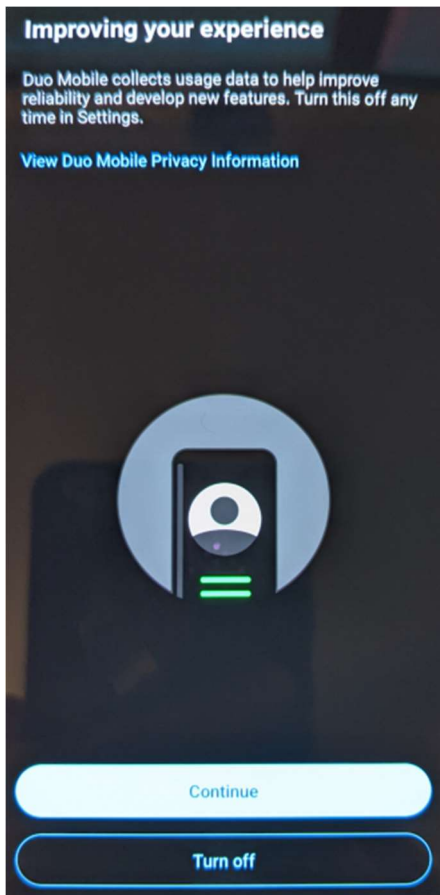
You may get a notification that Usage data collection disabled, touch the **OK** button.
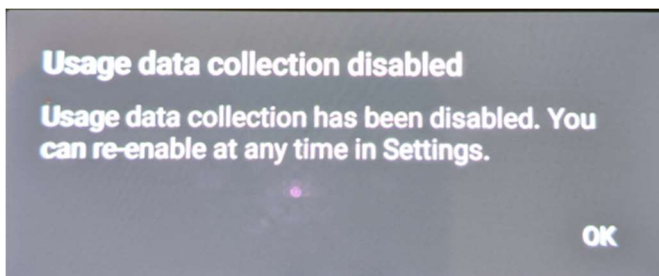
On the Almost there screen, touch the *OK* button.

Your screen should now display the Colorado State University account. If you are prompted to setup backups, just touch *No thanks*. You new phone should now work with Duo.
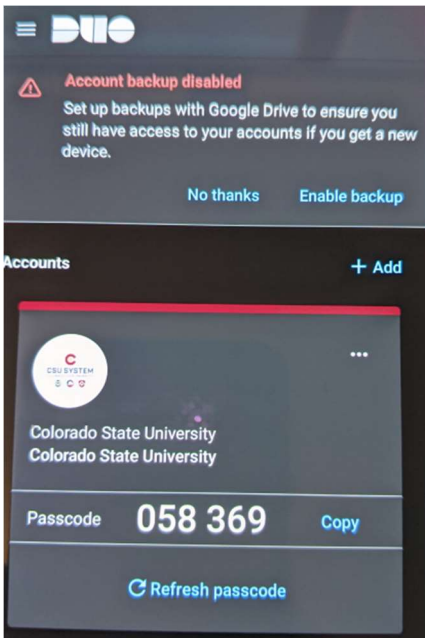
Now that Duo is setup, we need to setup GlobalProtect on your personal computer.

1. Go to this page and log in with your eID username, password, and Duo.
    a. https://gateway.colostate.edu

2. Click on the **_Download the GlobalProtect Agent_** in the top right-hand corner
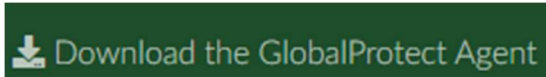
   a.

3. Click on the link that says Download Windows 64…

   a.

4. Install the agent and if it prompts you for a Portal address, it will be
   a. gateway.colostate.edu
   b. You should be able to connect up to GlobalProtect at this point. Please note, you will need to connect up each day in order to remote into your computer

Now that your personal computer is connected to Pulse Secure, you can remote into your work computer. To do this, click on your *start* button and type in **Remote Desktop Connection**, before you finish typing this out, you should see the Remote Desktop Connection app show up at the top, click on it.
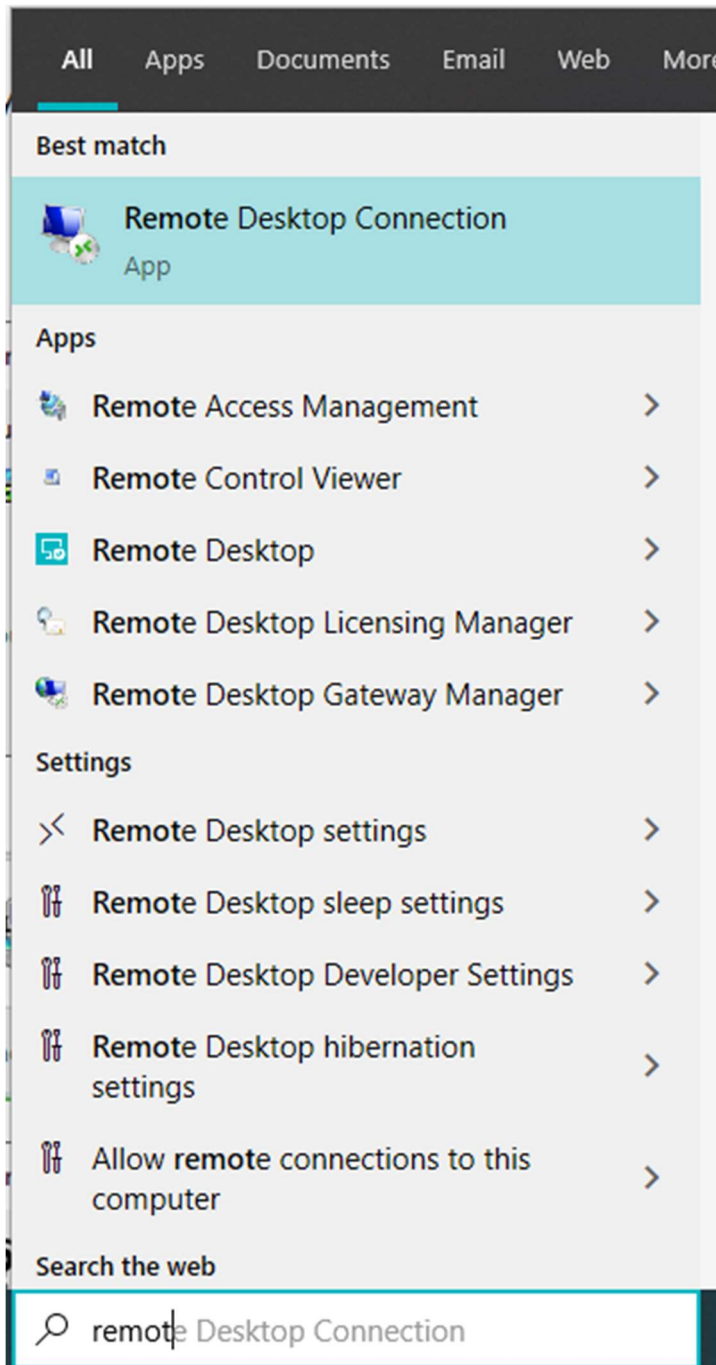
*Note - **_BE SURE_** to leave your work computer on, if it is powered off, you will not be able to remote into it.

This will open up the Remote Desktop Connection window, all you need to do now is type in your computer name from work (it should be your department name followed by your eID), for example **_bfs-computername.acns.colostate.edu_**. Please note, the computer name must have the **_.acns.colostate.edu_** in the name or you may not be able to connect. You can now click on the **Connect** button to start the remote session to your computer.
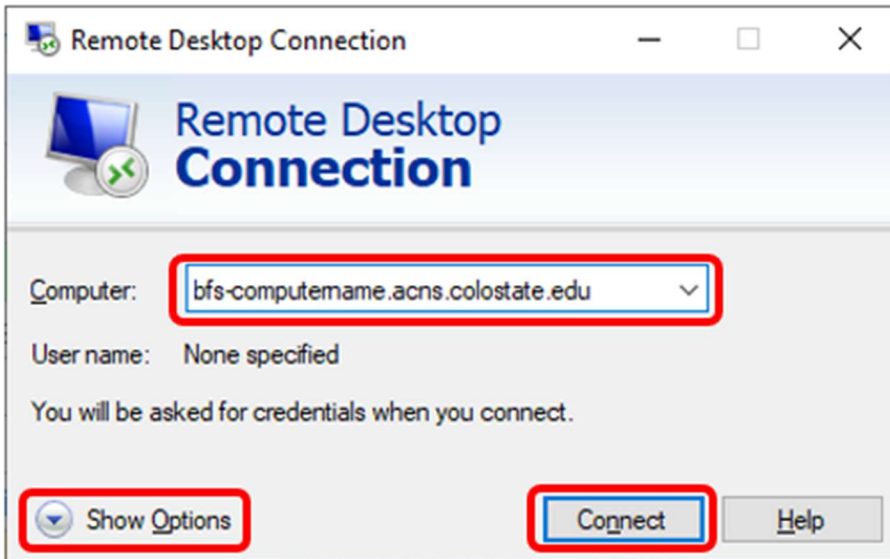
*Note – If you do not know what the name of your work computer is, on your work computer, open up **File Explorer** (the same place you access the network drives) and right click on **This PC** and select **Properties**.
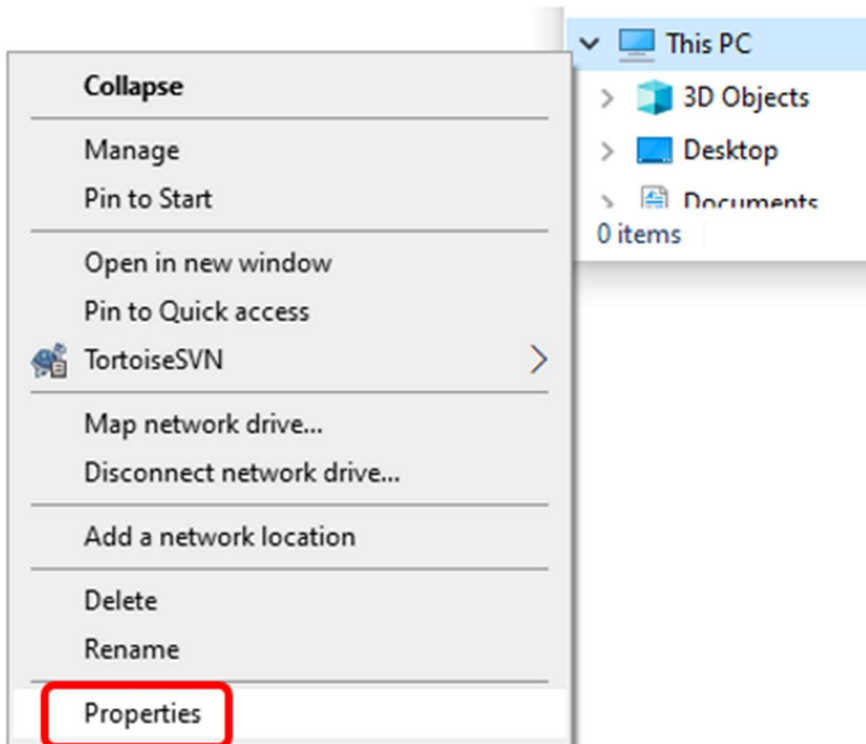
On this new window, about halfway down you will see your computer name displayed, be sure to write this down as this is what you will need to type into the Remote Desktop Connection.

Computer name, domain, and workgroup settings

Computer name: BFS-

Full computer name: BFS- .acns.ColoState.EDU
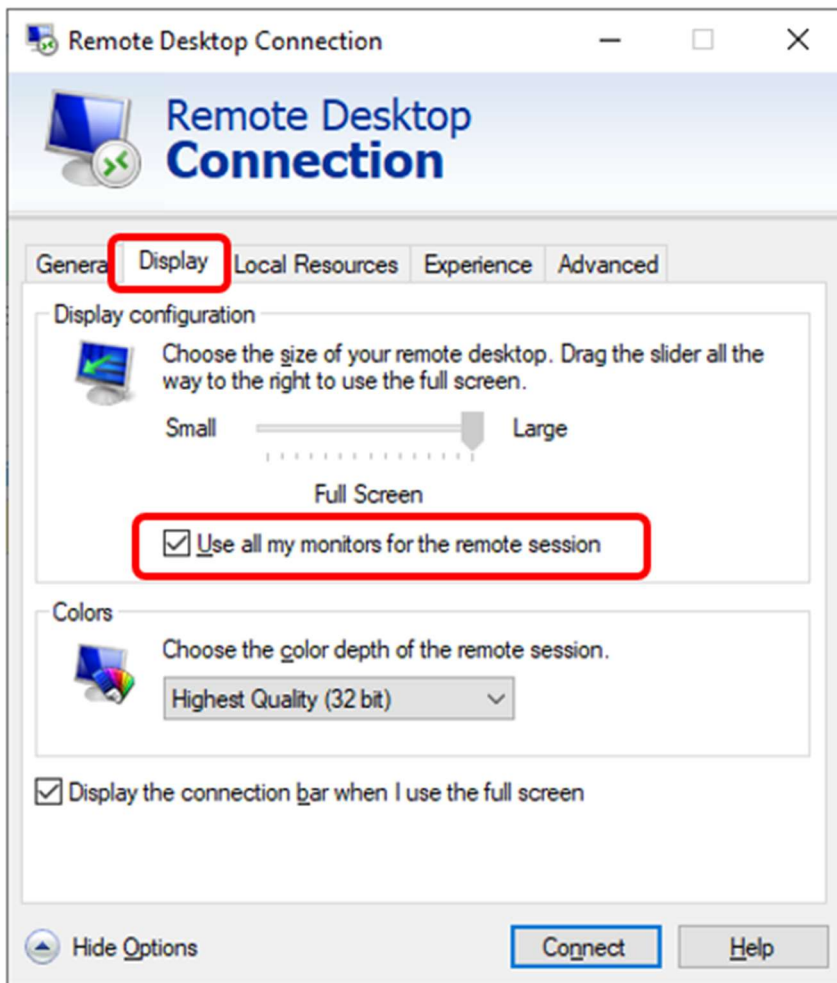
Computer description:

Domain: acns.ColoState.EDU

*Note – If you have more than one monitor on your personal computer, you can use all of them in the remote session, all you need to do it click on the **Show Options** button, click on the **Display** tab and check the box next to **Use all my monitors for the remote session**.

Remote Desktop Connection

Remote Desktop
Connection

General | Display | Local Resources | Experience | Advanced

Display configuration

Choose the size of your remote desktop. Drag the slider all the way to the right to use the full screen.

Small ———————————— Large

Full Screen

☑ Use all my monitors for the remote session

Colors

Choose the color depth of the remote session.

Highest Quality (32 bit)

☑ Display the connection bar when I use the full screen

Hide Options   Connect   Help

*Note - – If you have a home printer hooked directly into your computer, you can use it to print in the remote session, all you need to do it click on the **Show Options** button, click on the **Local Resources** tab and check the box next to **Printers**.
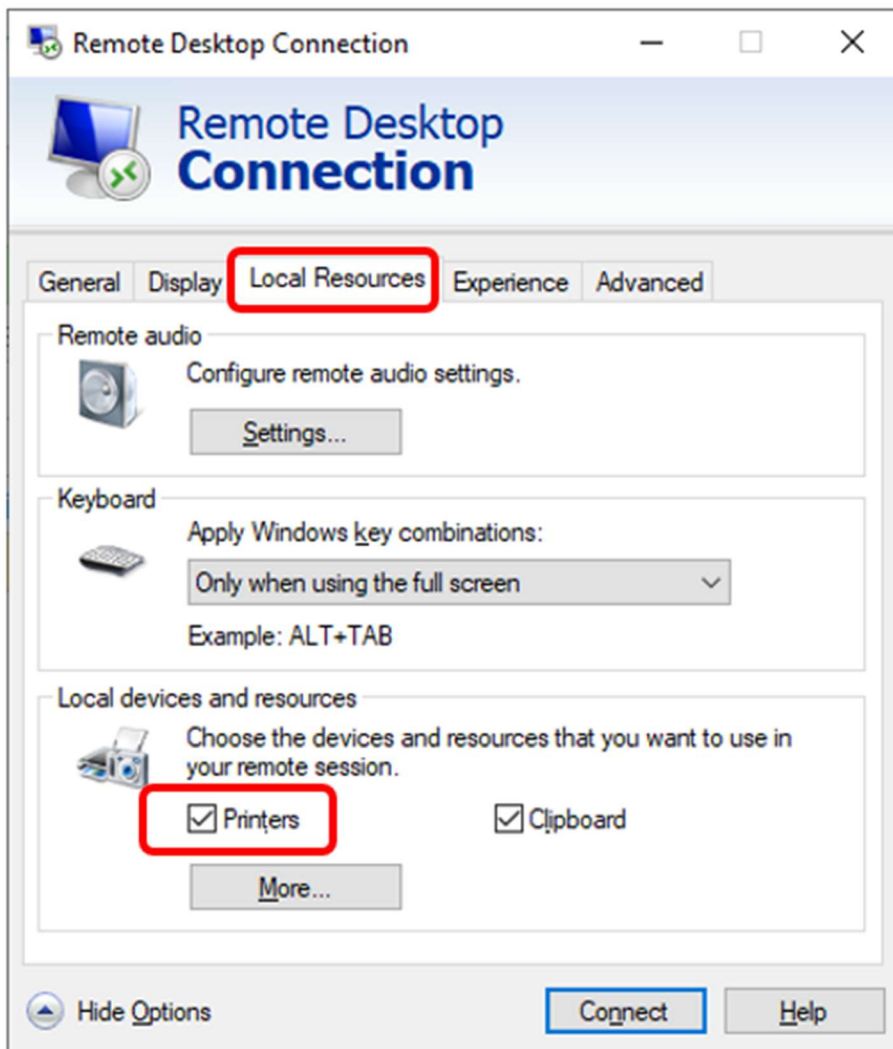

*Note – If you picked any of the above extra settings and connect to your work computer, the next time you remote in, it will remember these settings, you do not need to check these each time.

You should get a popup window asking if you trust this connection, check the box next to *Don't ask me this again…* and click the *Connect* button.
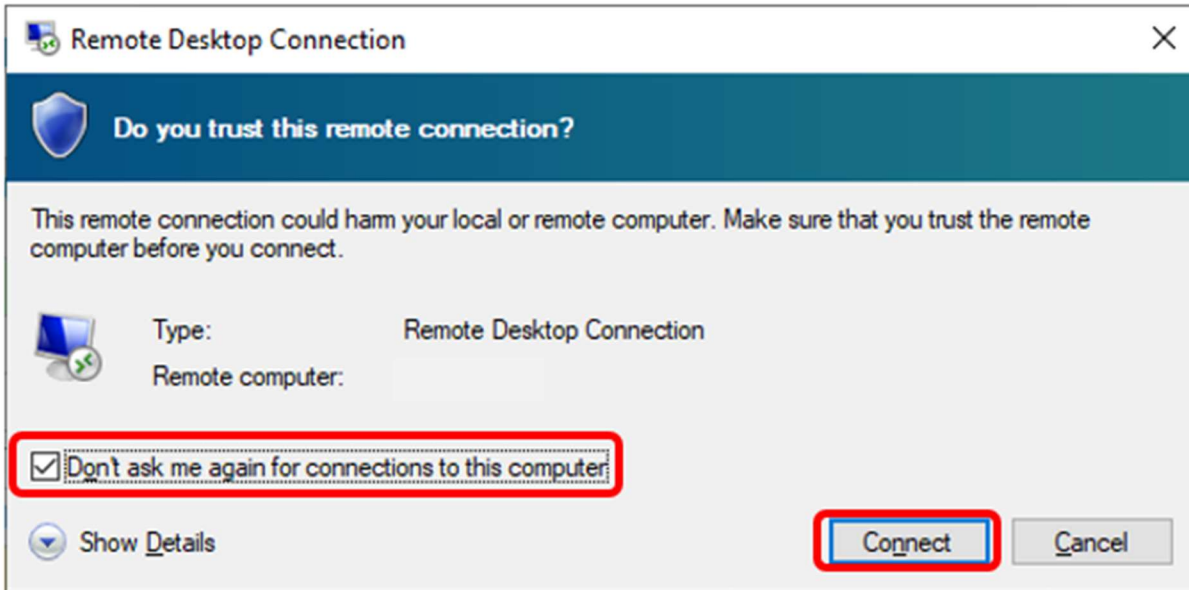

You will now be prompted to enter in your credentials, there is a good chance that it will use your local credentials by default, so click on the on the *More choices* link and select *Use a different account*. For the username you must have *colostate\eIDname* and then you can enter your eID password, click the *OK* button to start up the remote session.
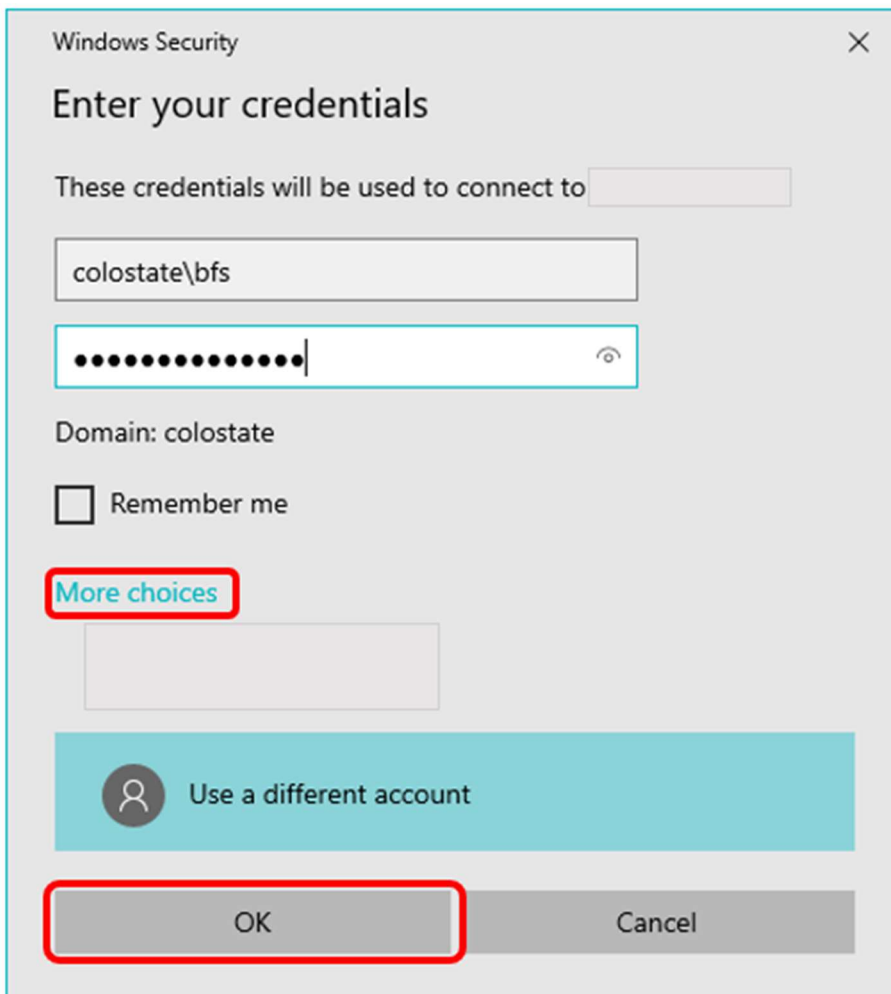
You will now be able to work from home using your work computer, anything you could do on your work computer, you can now do from this remote session. When you are finished with your remote session, just click the *X* on the blue bar at the top center of your remote session.

You may get a warning window, saying that your session will be disconnected but all programs will continue to run. It is ok to click the *OK* button on this, but if you do not wish to see this again, check the box next to ***Don't display…*** and click the *OK* button.
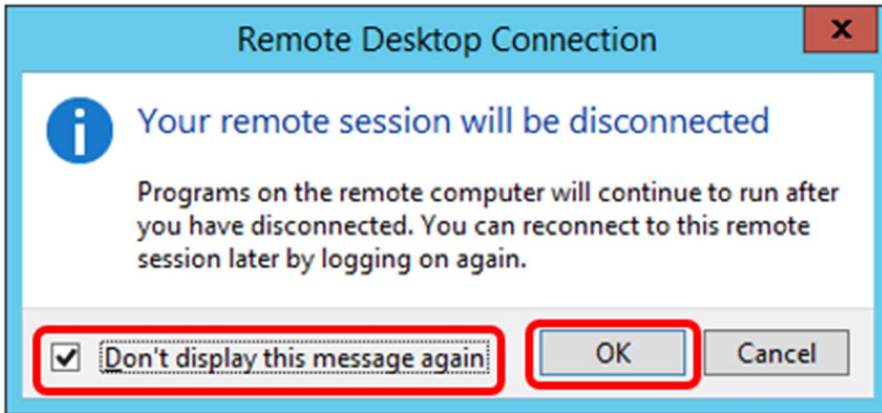
*Note – If you click on your start button while in a remote session, you do have the option to power off your work computer from home, you can even reboot it if you are having issues. But, if you do power it off, you will not be able to start it up remotely, you would have to have someone at work start it up or come back into the office to power it back on again. Also, when you open a remote session, you are working on your work computer, so anything you can do here at work on your computer, you will be able to do in this remote session.