

GlobalProtect and Duo - Home Setup

Home Computer

12/11/2023

*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)





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.

Device: Chris' Phone (XXX-XXX-4809) Choose an authentication method	~
Duo Push RECOMMENDED	Send Me a Push
ලිා Call Me	Call Me
Passcode	Enter a Passcode
	Device: Chris' Phone (XXX-XXX-4809) Choose an authentication method Image: Duo Push Recommended Image: Call Me Image: Passcode

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)

1 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 ~

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.

Two-Factor Authe	entication (Duo)		
New to Duo Mobile? See set up an	d other links below for important instruct	tions and information about two-factor authentication	1.
Two-Factor Device Activation			
Device Name	Number	Platform	
Chris' Phone		Google Android	

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. <u>https://gateway.colostate.edu</u>

2. Click on the Download the GlobalProtect Agent in the top right-hand corner



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

Download Windows 64 bit GlobalProtect agent

- 4. Install the agent and if it prompts you for a Portal address, it will be
 - a. gateway.colostate.edu

a.

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.

A	ll Apps D	ocuments	Email	Web	М
Bes	t match				
÷.	App	esktop Conn	ection		
Арр	s				
٤,	Remote Acce	ss Managen	nent		>
8	Remote Cont	rol Viewer			>
5	Remote Desk	top			>
۹.	Remote Desk	top Licensin	ng Manag	ger	>
۰	Remote Desk	top Gatewa	y Manag	er	>
Sett	ings				
Х	Remote Desk	top settings	;		>
Îŧ	Remote Desk	top sleep se	ettings		>
Îŧ	Remote Desk	top Develop	oer Settir	ngs	>
Îŧ	Remote Desk settings	top hiberna	tion		>
Îŧ	Allow remote computer	connection	is to this		>
Sea	rch the web				
Q	remote Deskt	op Connect	ion		

*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.

퉣 Remote	Desktop Connection	-		\times
	Remote Desktop Connection			
<u>C</u> omputer: Username: You will be a:	bfs-computername.acns.colostate.edu None specified sked for credentials when you connect.	``	2	
Show O	ptions	onnect		elp

*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*.

	🗸 🛄 This PC
Collapse	> 🧊 3D Objects
Manage	> 📃 Desktop
Pin to Start	
Open in new window	0 items
Pin to Quick access	
🐒 TortoiseSVN 🔰	
Map network drive	
Disconnect network drive	
Add a network location	
Delete	
Rename	
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.

Co	omputer name, domain, ar	nd workgrou	up 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*.

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N	Rer Co	note Desk nnectio	top n			
Genera	Display	Local Resources	Experience	Advanced		
Display c	onfigurat	tion				
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	Small	1	Lar	ge		
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🗹 Display	the conr	nection <u>b</u> ar when I	use the full sc	reen		
Hide O	ptions			Connect	H	elp

*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**.

🐻 Remote Desktop Connectio	-		\times	
Remote De Connect	sktop ion			
General Display Local Resour Remote audio Configure remote a Settings	ces Experience udio settings.	Advanced		
Keyboard Apply Windows <u>key</u> Only when using th Example: ALT+TAB	r combinations: ne full screen		~	
Local devices and resources Choose the device your remote session	s and resources th i. Clipt	at you want f	to use in	
Hide Options		Connect	H	elp

*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.

Nemote Desktop Connection				
0	o you trust this remo	te connection?		
This remo computer	te connection could han before you connect.	n your local or remote computer. Make sure that you trust the remote		
N	Type: Remote computer:	Remote Desktop Connection		
Don't	ask me again for connec	tions to this computer		
Shov	v <u>D</u> etails	Co <u>n</u> nect <u>C</u> ancel		

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\elDname* and then you can enter your elD password, click the *OK* button to start up the remote session.

Windows Security				
Enter your credentials				
These credentials will be used to connect to				
colostate\bfs				
••••••				
Domain: colostate				
Remember me				
More choices				
Use a different account				
OK Cancel				

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.

	Remote Desktop Connection
0	Your remote session will be disconnected
	Programs on the remote computer will continue to run after you have disconnected. You can reconnect to this remote session later by logging on again.
✓ Don't display this message again OK Cancel	

*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.