

Two-Step Verification

Quick Reference Guide – VPN & Duo



Virtual Private Network and DUO Overview

The HBS Virtual Private Network (VPN) allows members of the HBS community to securely connect to the HBS network from off campus, including from abroad. Some tools, such as the HBSGrid, require the VPN to work from off-HBS-campus. Duo Mobile Two-Step Verification adds a second layer of security to the VPN, preventing unauthorized users from logging in to your account and accessing HBS resources. Duo can authenticate via Mobile Device, Tablet, Phone/Landline, or Text Message.

1. Enroll in Duo Mobile

1. Launch a browser and go to <https://vpnconnect.hbs.edu/duo>
2. Faculty, Staff, and Doctoral students login using your email address and password. Guest users enter your Grid username in the format of an HBS email address, such as rcs_jharvard@hbs.edu and your password.
3. After logging in, you will be prompted for Duo Authentication. Select **Start Setup**
4. When asked how you wish to activate Duo, select one:
 - a. **Mobile Device** (recommended) follow remaining steps
 - b. **Landline** instructions will include step 5, and then skip to step 11 and will require the user to answer a call and press '1' to validate
 - c. **Tablet** users skip step 5, and continue to step 6 to register the device
5. Enter your mobile phone number and go to step 6 or enter a landline and go to Step 11
6. Select the platform of your mobile device
7. Download the **Duo Mobile App** on your mobile device through the appropriate app store. (Android, iOS, Windows)
8. Open the mobile app. Then, in your browser, select **I have Duo Mobile Installed**
9. In the mobile app, tap the + button to scan the square barcode
10. Use your mobile device's camera to scan the barcode on your browser
11. Select **Ask me to choose an authentication method**, and then **Continue to Login**
 - a. **Mobile Device** - select **Send me a Push**, a prompt will be sent to your mobile device. Select **Approve**
 - b. **Landline** select **Call me**, you will receive a call, press **1** to approve the request
12. You are enrolled in Duo Mobile

2. Download (if necessary) and Configure Ivanti/PulseSecure Software to Connect to the HBS VPN

VPN connects with the combination of Duo Mobile and Ivanti/PulseSecure (*note: PulseSecure was recently rebranded as Ivanti; you may see both names used*) to connect to the HBS VPN. **If you do not currently have the Ivanti/PulseSecure software**, download it here for [PC](#) or [Mac](#). Install the software accepting the default options.

Push Notifications to primary device (recommended, only works with first registered mobile device) Open the **Ivanti/PulseSecure** application on your computer and select the + icon Enter Name: **HBS Duo Mobile Push**

Server URL: <https://vpnconnect.hbs.edu/duopush>

Selected **Connect**, a notification will be sent to your Duo Mobile Application

Open the Duo Mobile Application on your device, and **Approve** the request

Default Device Configuration (for use with landline, tablet, passcode, or secondary device)

Open the **Ivanti/PulseSecure** application and select the + icon

Enter Name: **HBS VPN Connect DUO**, Server URL: <https://vpnconnect.hbs.edu/duo>

Select **Connect**.

A secondary password box will appear. Continue to next page to select your authentication method

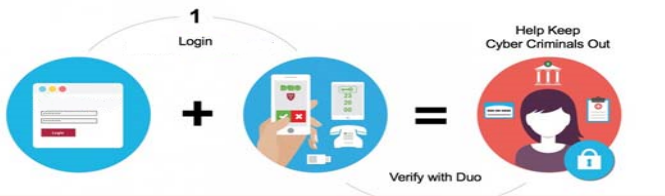
The screenshot shows a window titled "Edit Connection" with a close button (X) in the top right corner. It contains the following fields and controls:

- Type:** A dropdown menu with "Policy Secure (UAC) or Connect Secure (VPN)" selected.
- Name:** A text input field containing "HBS VPN Connect Duo".
- Server URL:** A text input field containing "https://vpnconnect.hbs.edu/duo".
- At the bottom, there are three buttons: "Connect", "Save", and "Cancel".

If you encounter issues installing or connecting to the HBS VPN, please contact ithelp@hbs.edu.

3. Authenticate via Mobile Device Application

1. Open the **Ivanti/PulseSecure** application on your computer
2. Add new connection select +
3. Connection name: **HBS Duo Push Mobile App**
4. Enter Server URL:
<https://vpnconnect.hbs.edu/duopush>
5. Select **Connect**
6. Enter your email address and password
7. Open the **Duo Mobile app** on your Mobile Device
8. Select **Approve**
9. You're now connected to the VPN.



3. Authenticate via Passcode

1. Open the **Ivanti/PulseSecure** application on your computer
2. Add new connection select +
3. Add new connection **HBS VPN Connect Duo**
4. Add Server URL **<https://vpnconnect.hbs.edu/duo>**
5. Enter your email address and password
6. A prompt for a Secondary Password will appear
7. Go to the **Duo Mobile App** on your device and press the **Key** next to Harvard Business School, enter the code in the Secondary Password field.
8. You're now connected to the VPN.



3. Authenticate via SMS Text Message

1. Open the **Ivanti/PulseSecure** application on your computer
2. Add new connection select +
3. Add new connection **HBS VPN Connect Duo**
4. Add Server URL **<https://vpnconnect.hbs.edu/duo>**
5. Enter your email address and password
6. A prompt for a Secondary Password will appear
7. Type **sms** and select **Connect** *An error will appear
8. Enter the first 7-digit passcode from the text message in the Secondary Password field
9. You're now connected to the VPN

3. Authenticate via Phone Call

1. Open the **Ivanti/PulseSecure** application on your computer
2. Add new connection select +
3. Add new connection **HBS VPN Connect Duo**
4. Add Server URL **<https://vpnconnect.hbs.edu/duo>**
5. Enter your email address and password
6. A prompt for a Secondary Password will appear
7. Type **phone** and select **Connect**
8. Answer the call from 617-495-6600 and press **1**
9. You're now connected to the VPN.

4. Adding a Second Device

HBS IT recommends having multiple ways to authenticate to the HBS VPN using Duo Mobile, in case your primary device is lost, stolen, or inaccessible. Backup authentication methods include using Duo Mobile on a tablet, smartphone, entering a passcode, receiving a text message, and calling a landline. You can register multiple backup devices so you're covered in a variety of situations, especially when traveling internationally.

1. Launch a browser, and go to **<https://vpnconnect.hbs.edu/duo>**
2. Login using your email address and password
3. **DO NOT** approve the mobile push. Instead, select **Add a new device**
4. You will be prompted to confirm your identity. Select how you would like to authenticate (**Call Me**, **Enter a Passcode**, or **Send Me a Push**)
5. Select the type of device you wish to add (Mobile Phone, Tablet, Landline)
6. After adding the secondary device, you will be able to authenticate the above methods
7. When logging in with a secondary device you will need to add a number to designate the device order when entering the Secondary Password. For example, **Phone2** – will call the second number listed in your account, **SMS2** – will text the second number listed in your account, or **Push2** will send a request to a tablet when it's listed second in order of devices.