

## Duo: How to Login to VPN If You Forgot Main Device

### Summary:

This guide will focus on how login to the VPN if you forgot your main device.

### Overview:

1. Open Duo “Manage Devices” page
2. Determine device alias
3. Login to VPN using different password field
4. Authenticate with backup device

### Notes:

- **NEED** to have a backup device enrolled on Duo.
  - If you do not have a backup device enrolled on Duo you will need to contact the Help Desk.

## Instructions

Start by navigating to “<https://offices.depaul.edu/information-services/security/tools-downloads/two-factor/Pages/Using-DUO-with-the-VPN.aspx>” and clicking the link under the “Manage/Add Devices” section

Login using your Campus Connect username and password. Click on “My Settings & Devices.” Scroll down and select your backup device in the drop down list (use phone call if your backup is a landline) →

My settings and devices

First, we need to confirm it's really you. Choose an authentication method below to manage your settings and devices.

Choose an authentication device

Landline (XXX-XXX-XXXX)

Choose an authentication method

Call Me Call Me

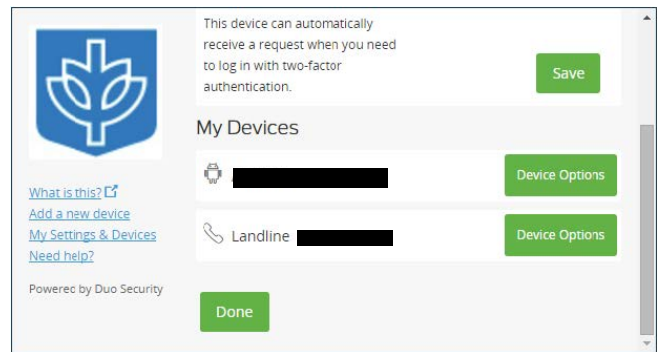
Enter a Passcode Enter a Passcode

Powered by Duo Security

Dialing XXX-XXX-XXXX Cancel

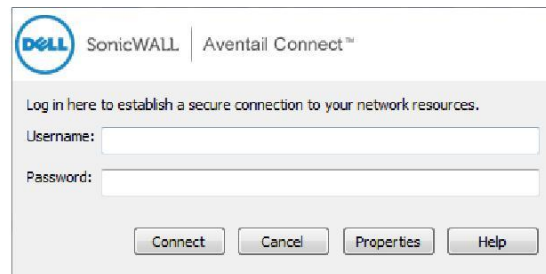
Once authenticated with your backup device, you should land on the My Settings & Devices page →

For this example the “Android” device is the main device and “Landline” is the backup device



- You will notice that the alias of each phone is not shown; however, the aliases are quite easy to figure out.
- The alias for iOS (main device that is forgotten) is “**phone1**”.
- The alias for Landline (backup device we want to use to login) is “**phone2**”.
  - The alias scheme starts at “**phone1**” and continues up, counting by 1.
- **IMPORTANT:** Remember the alias for the backup device
  - In this case, it is “**phone2**”

Open the Aventaill VPN client →



Type in your campus connect username and password but **DO NOT** press “Connect”

After your password you will need to type “,**phone2**” (with the comma included) →



- Proceed to click “Connect” and the VPN will now use your backup device to authenticate with Duo.
- If you have trouble figuring out the alias of your backup device or it does not work, please call the Help Desk.