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/is/security/tools-downloads/two-factor/Pages/default.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)
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 Aventail 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.