

Connecting HBS VPN

TWO-STEP VERIFICATION: DUO FOR IVANTI SECURE ACCESS



The HBS Virtual Private Network (VPN) provides secure access to the HBS network from off-campus locations, including international access. You will need to be on VPN to access the GRID on premises. Duo Mobile Two-Step Verification adds an additional layer of security. Authentication methods include Mobile Device, Passcode, SMS Text Message and Phone Call.

Recommended Method to Enroll in Duo Mobile

You will need a computer browser and Duo Mobile installed on your phone ([Android](#) or [iOS](#)).

1. Navigate to <https://vpnconnect.hbs.edu/duoenroll> in your computer browser.
2. Log in with your credentials and enter your Grid username formatted as an HBS email (e.g., rcs_jharvard@hbs.edu) and your password.
3. Click **Sign In**.
Note: You will need to enroll in HBS Duo, even if you have already enrolled in Harvard University Duo.
4. Copy the URL in the alert message, paste it into your browser and navigate to the Duo enrollment page.
5. In Duo, select **Duo Mobile** as your activation method.
6. Enter your phone number and click **Continue**.
7. Confirm your phone number or click **No, I need to change it** to make updates, then click **Next**.
8. In your browser, click **Next**, then you will see a QR code.
9. Click **Log in with Duo** to access your HBS account.
10. In the Duo Mobile app on your device, tap the **+** icon in the upper right corner.
11. Use the Duo Mobile app to scan the QR code displayed in your browser.
12. Click **Continue** on the confirmation screen in the app.
13. Repeat the steps above to add another verification method or click **Skip for now**.
14. You are now enrolled in Duo Mobile. Click **Log in with Duo** to access your HBS account.



The Duo Prompt screen will appear the next time you log in. See instructions below if you need to [enrollment via landline](#). Contact ithelp@hbs.edu with any questions regarding the Duo Mobile.

Configure Ivanti Software to Connect to the HBS VPN

If you do not have Ivanti installed, download and install the software ([Windows](#) or [macOS](#)), accepting all default settings.

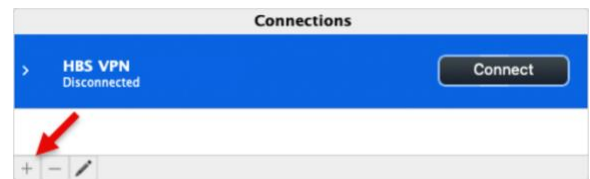
1. Open the Ivanti application on your computer.
2. Check if **HBS VPN** is listed as a connection.
 - a) If **HBS VPN** is listed, select it and click **Connect**.
 - b) Approve the push notification on your device.

3. If HBS VPN is not listed, click the **+** (plus) icon at the bottom of the screen to add a new connection.

a) **Name:** HBS VPN

b) **Server URL:** <https://vpnconnect.hbs.edu/>

c) Click **Connect** and approve the Duo Mobile push notification.



See instructions below if you need an [alternative Duo authentication method](#).

Alternative Authentication and Enrollment Methods

Alternate Duo Authentication Methods

If Duo Mobile Push is not available, use one of the following methods:

- **User Name:** Your HBS email address.
- For **Passcode:** Enter your HBS password immediately followed by a comma and your Duo app passcode (e.g., [HBS Password],[Duo Passcode])
 - Example: Your HBS password is **Abcd1234** and your Duo app passcode is **456789**.
 - Your password will be: **Abcd1234,456789**
- For **SMS Text Message:** Enter your HBS password followed by “,sms” (e.g., **Abcd1234,sms**).
 1. Click **Connect** to log in.
 2. Ignore the error message and click **OK**.
 3. Retrieve the passcode sent via SMS, and log in again with your HBS password and the 7-digit passcode (e.g., **Abcd1234,9876543**)
- For **Phone Call:** Enter your HBS password followed by “,phone” (e.g., **Abcd1234,phone**).
 - Answer the resulting phone call and press **1** to authenticate.

Duo Enrollment Landline Instructions

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1. To authenticate by **landline**, select **Landline** as your authentication option.
 - a) Enter your phone number and check the box for **This is a landline phone**, then click **Continue**.
 - b) Click **Add phone number**.
 - c) Enter your phone number and click **Continue**.
 - d) If applicable, enter your extension or click **Skip this step**.
 - e) Confirm your phone number and click **Yes, it's correct**, or click **No, I need to change it** to make any updates.
 - f) Click **Continue** to confirm you have added your phone number.
2. Repeat the steps above to add another verification method or click **Skip for now**.
3. You are now enrolled in Duo Mobile. Click **Log in with Duo** to access your HBS account.
4. The next time you log in, the Duo Prompt screen will appear.