Installing DUO and AnyConnect

Purpose

The purpose of this document is to help you install and set up the DUO application and the AnyConnect Application. The two applications work together to allow you to connect to the CWF computer network through a Virtual Private Network (VPN) while at home or traveling.

DUO is a two-factor authentication application. It will be used to verify your credentials while you connect to the CWF VPN network.

AnyConnect is the application used to connect to the VPN. It will require DUO before it will connect you. AnyConnect should have been already installed on CWF laptops. Use the Start button and search for Cisco AnyConnect to ensure it is already installed. If it is, you only need to follow the "Installing DUO" section of this document.

Installing DUO:

1. Navigate to https://secure.cwf.org. Internet Explorer does not work well, so we recommend using Firefox or Google Chrome.
2. Click on the drop down and choose the CWF VPN group as shown below. Enter your CWF username and password and click on login.

Your CWF username is typically your *first initial* and *last name*.

Omit "@cwf.org" at the end of your username.

3. You will be prompted to set up a DUO account. Click on start setup.

4. Select "Mobile Phone" and click on continue.

Please only choose "Mobile Phone"

5. Enter your mobile phone number and click on continue.

6. Select the type of phone that is being added.
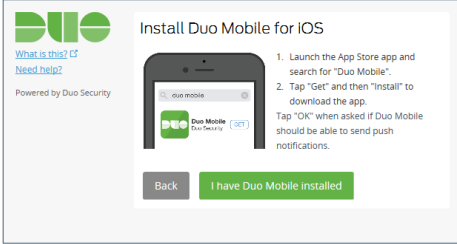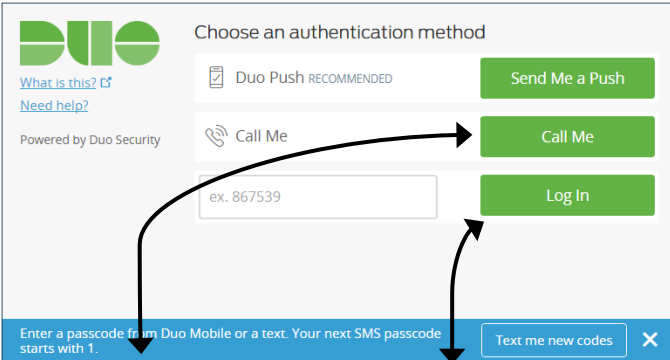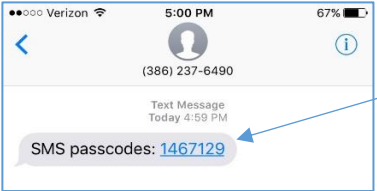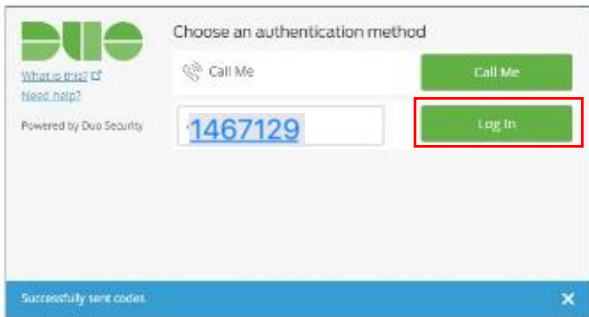
If you choose iPhone, Android, BlackBerry or Windows phone, you will be asked to install the Duo App from the appropriate App Store.

If you choose other, you will be asked if you want a phone call or a txt message to verify your phone. This is the option you should choose if you are not using a smartphone.

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7. If you chose an iPhone, Android, Blackberry or Windows smartphone, we recommend you install the DUO app by following the steps on the left. If you chose "other" or prefer not installing the DUO app, follow the steps on the right.

Smartphone	Non-Smartphone	
If you selected a smartphone, you will be asked to install the app from the appropriate app store before proceeding. 	If you chose "other" because you do not have a smartphone, you can choose to have a text message or a phone call sent to you. 	
Once you have installed the DUO app, open the DUO app and click "OK" when asked if DUO should be able to send push notifications.	This option will send you a phone call.	This option will send you a passcode via text. After clicking the green "Log In" button, you must click the blue "Text me new codes" button to receive the text message.
Skip down to the last steps…	If you chose the "Call Me" option, a call will be made to your phone.	If the you chose "Log In" to have text message sent, then you should be getting a text that looks something like the below.
		This is an example of a passcode you will get via text.
	Enter the verification code. Click on verify and then click "Log In" again to continue. 	

8. Regardless the choices you made in the previous steps, you will be prompted to choose your preferred authentication method. The options for a non-smartphone are either receiving a phone call or receiving a text message. If you would like to receive a text message, then choose the "Enter a Passcode" option.
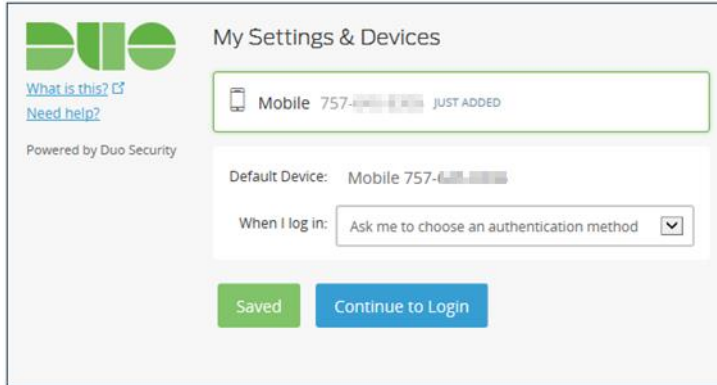
9. Click "Continue to login" which will bring you to the home page of the AnyConnect VPN website.
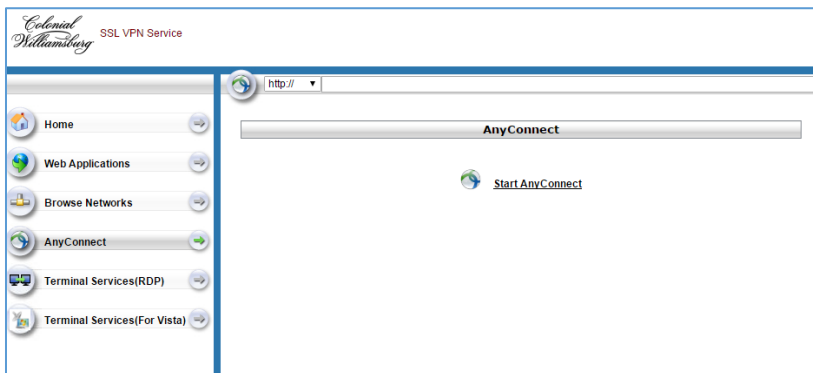
This completes the DUO install and setup. If you do not have AnyConnect already on your computer, proceed to the next section.
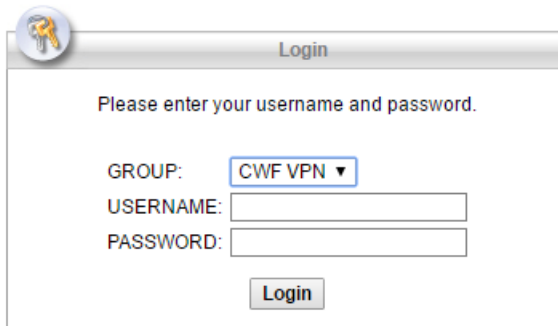
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Installing AnyConnect

Prerequisites:

A. Install and set up the DUO app on your mobile device.
B. The AnyConnect VPN application will not work on your Windows PC until you ensure your Anti-Virus, Windows Firewall and Automatic Updates are turned on.
C. The AnyConnect VPN application will not work on your Mac until you ensure your Anti-Virus software is installed and turned on.

How to Install and Use AnyConnect:

1. Navigate to https://secure.cwf.org. Internet Explorer does not work well, so we recommend using Firefox or Google Chrome.
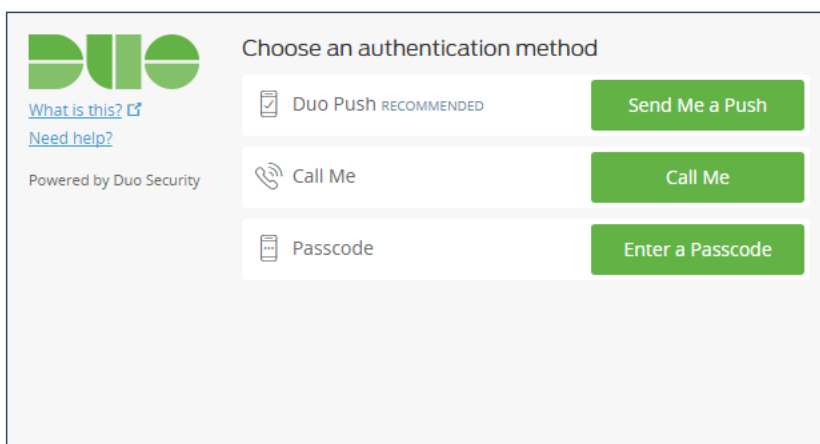2. Select CWF VPN from the drop-down group, then enter your CW username and password at the login screen.

3. Choose an authentication option for DUO (app, text, or phone call) The smartphone app uses the "push" method and is preferred. You may choose "Call Me" which will result in a phone call to you. If you choose "Enter a Passcode" a text message with a passcode will be sent.
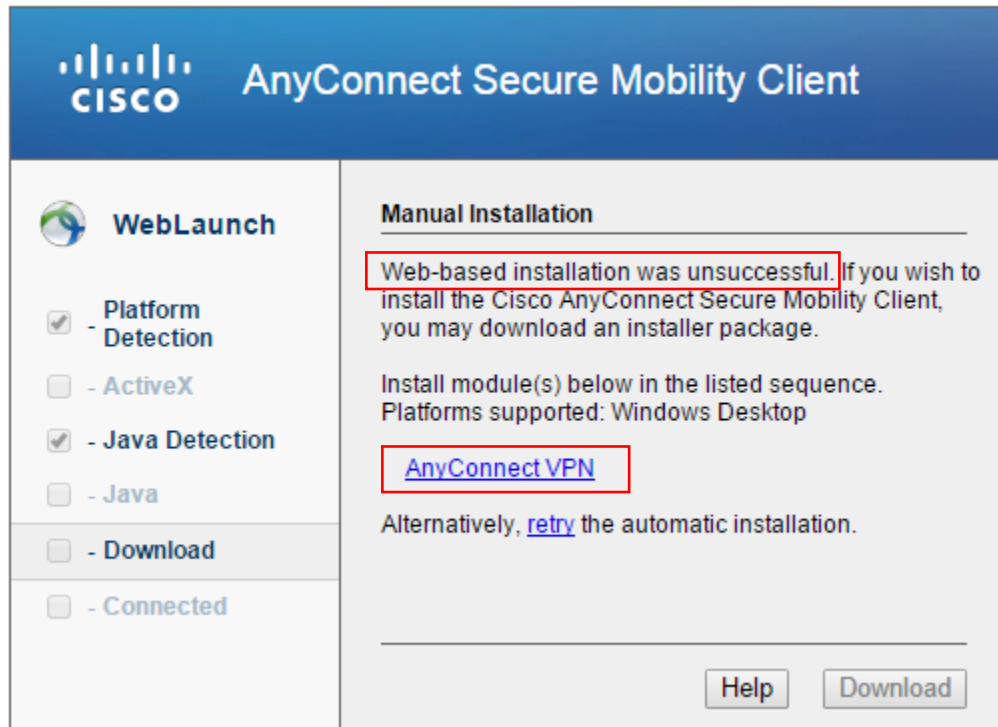
4. On the web portal page, click "Start AnyConnect".
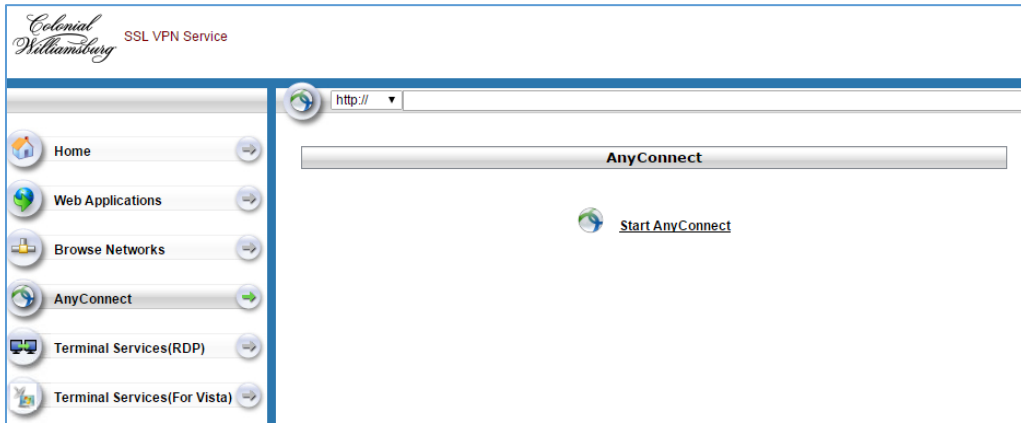
5. Sometimes the installation is unsuccessful as seen below. If the install fails, click the "AnyConnect VPN" link to download the AnyConnect installation package. After the AnyConnect installation package downloads, run and install it.


Depending on the web browser you are using, the steps for downloading and running this installation could look different. Take all defaults during the short installation of AnyConnect.

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6. After the AnyConnect client finishes installing, close the web portal. Find and open the Cisco AnyConnect application on your computer. In the "Connection" field, type "secure.cwf.org" and click the Connect button.
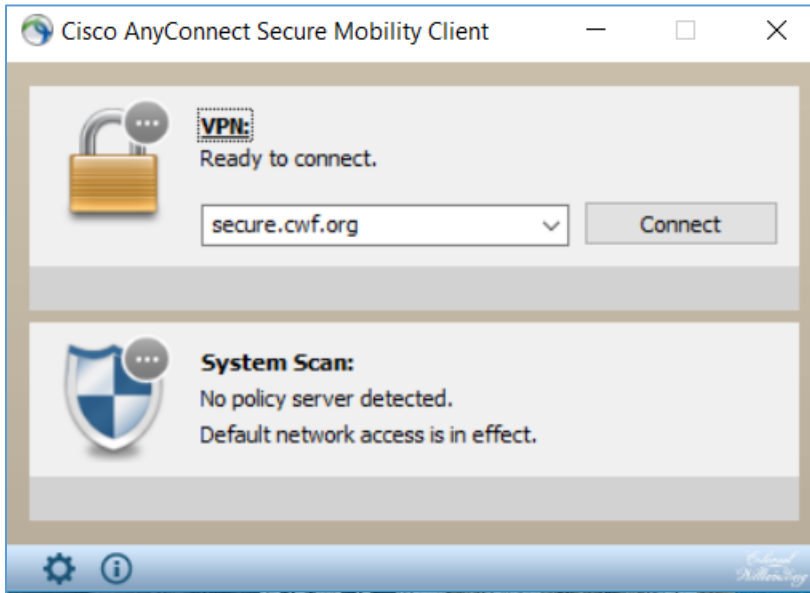
7. At the next login prompt, select "CWF VPN" from the drop-down, then type your username and password.
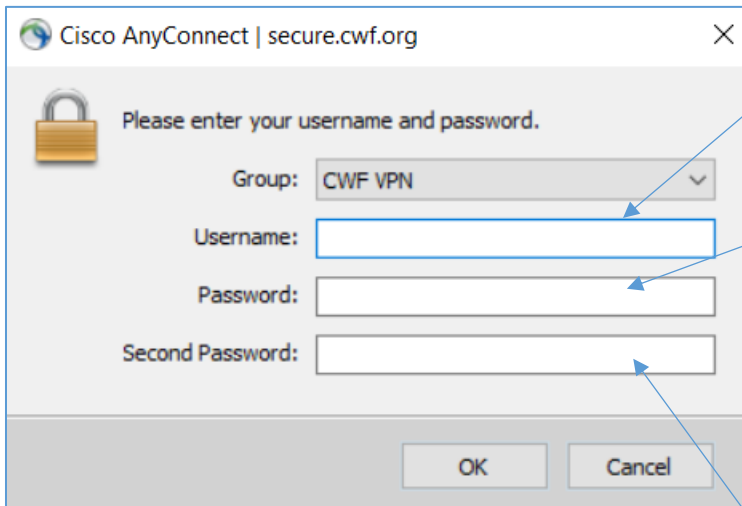

Enter your CWF username without @cwf.org, just first initial last name

Enter your CWF password

Enter your DUO Authentication preference by typing:

push = send a signal to my DUO App.

phone = send a phone call to my phone.

8. The "2nd password" field is where you will enter your preferred DUO authentication option. For either option, please have your phone nearby and unlocked, as there is a short window of time to respond before the session times out.
NOTE: Until the DUO authentication process completes, you may see "authentication failed" messages in the AnyConnect dialogue box. This is normal and the messages will go away once you complete the second authentication step.

a. **Push:** The recommended method to use if you have the app installed on your phone. This option will send a DUO push notification to your device that looks like this:
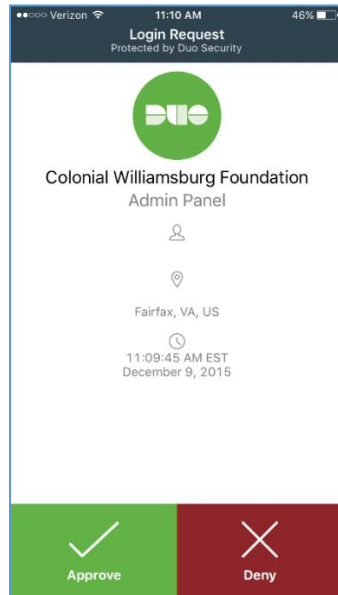
Simply tap "Approve" and you will be signed in.

b. **Phone:** Type "phone" into the second password field. DUO will call you and prompt you to press any key on your phone to approve the login. This method does not require that you have the app installed.

9. Once connected, the AnyConnect client will automatically bring you to a website where you must click a Start button to verify you have Anti-Virus and other requirements installed. If your PC or Mac does not meet the minimum-security requirements, you will be denied access. If this happens, review section B and C of the prerequisites section of this document.