

DUO Trusted Access - VPN (2-Step Authentication)

FAQ

Q: Why am I seeing the error "Primary authentication failed," when logging into the Juniper/Pulse web portal?

A: When logging into the web portal for Juniper/Pulse Connect Secure SSL VPN, after submitting your primary credentials, you may see the error "Primary authentication failed. Access Denied." This can be due to incorrect username or password

Q: After logging in, why do I not see any prompt indicating “next step/action”?

A: Typically, the pulse secure client or web-VPN platform does not give users a next-step prompt. However, the prompt is being sent to the users' registered mobile device for authentication.

Q: What do I do if I can't locate the email sent directly from the Duo application for registration?

A: Contact the Help Desk at contact ETS Help desk at (202) 806-2020 or helpdesk@howard.edu or Information Security at ets-infosec@howard.edu.