DUO Trusted Access - VPN (2-Step Authentication)

FAQ

Q: Why am I seeing the error "Primary authentication failed," when logging into the CISCO AnyConnect web portal?

A: When logging into the web portal for CISCO AnyConnect, 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 CISCO AnyConnect 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.