

Connecting to the Cisco Secure Client VPN on a Windows Device

Transcript

This video will walk you through how to connect to the NAU Cisco Secure Client VPN on a Windows device, using Two-Step Verification. First, you need to ensure your account has been configured to use Two-Step Verification. To learn how to do this, please view the knowledge base article on the ITS website or visit <https://id.nau.edu/two-step>. You will also need to ensure you have Cisco Secure Client installed on your device. Please view our other training videos on how to download Cisco Secure Client.

Once your account is configured to use Two-Step Verification and you have Cisco Secure Client installed on your device, open Cisco Secure Client on your computer. To do this, either type "Cisco" in the Windows search box or select Cisco Secure Client from the start menu. A pop-up box will appear. In the field next to the Connect button, type "vpn.nau.edu" and click "Connect".

A box will appear prompting you to sign in with your NAU credentials. Sign in with your NAU username and password. A new pop up will appear prompting you to enter a verification code in your Duo mobile app. Once you receive the notification on your mobile device, open the Duo mobile app and enter the verification code, then click "Verify". A pop-up will appear alerting you that you have successfully connected to the NAU VPN.

It is important to remember that if you ever receive the Two-Step notification when you are not trying to access the VPN, or get a push that you did not initiate, tap the red X where applicable to report the push as fraudulent, and notify ITS immediately. Additionally, you will want to immediately change your university password.

If you need further assistance, please contact the Service Desk, at 928-523-3335.