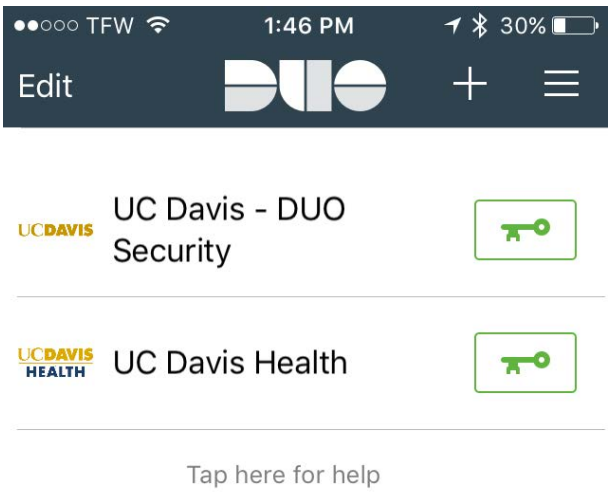
Connect to VPN while phone has no connection

UC DAVIS HEALTH
INFORMATION TECHNOLOGY SECURITY

Occasionally a laptop has Internet access, but the Duo registered phone used to approve sessions does not have Internet or cellular network access. This is most common on aircraft where access to Internet must be purchased for each device.

Follow the procedure below to access VPN in those situations.

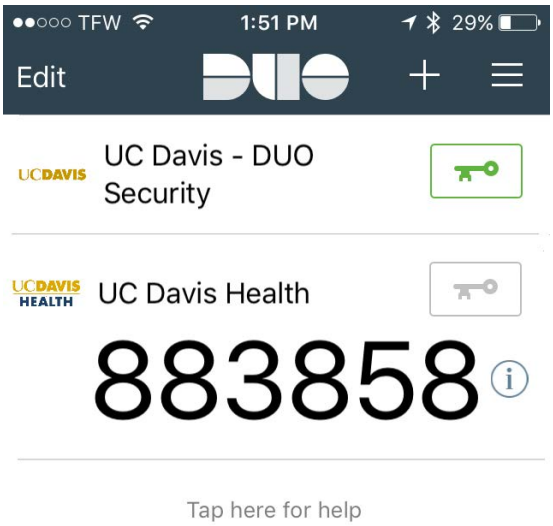
1. Open the Duo app on your phone.
2. Find the **UC Davis Health** Account



Duo App

3. Click the Green key next to the **UC Davis Health** account.

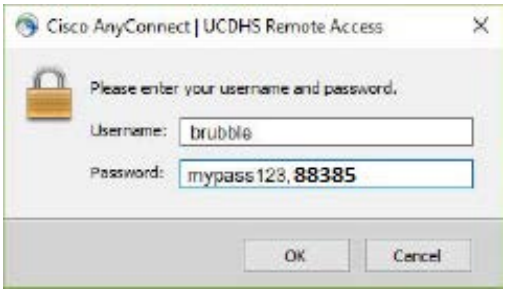
Note: make sure you are looking at the correct account . the **UC Davis - Duo Security** account passcode won't work for AnyConnect VPN.



PassCode

4. Open the AnyConnect VPN login screen, enter your username as usual. Enter your normal password followed by a comma ,then the passcode from your Duo app. Then press **OK**.

For example:
Username: brubble
Password: mypass123
Duo passcode: 883858



AnyConnect VPN Login

5. AnyConnect connection will complete. All done.