How to gain access to the network to work remotely

Step 1. Download and install Duo Mobile on a mobile device. It can be a phone or tablet. It can be an Apple or Android product.

Step 2. Contact the Service Desk to receive the registration link to enroll your device.

*Note – You must have access to your abcwua.org email address from the device you install Duo on.

Step 3. From the device that has Duo installed on it, open the email from Duo Security.
Step 4. Click on the link in the middle of the email.

*Note – This link is okay to click on because it is expected and we know it comes from Duo Security.

https://api-18d58605.duosecurity.com/portal?code=1d2f52bf9a4f60dd8&akey=DAIWLGWHGR737KJEKWMGJ

Duo Security is a two-factor authentication service that strives to be easy to use and secure. To learn more about Duo authentication, visit the guide here:

https://guide.duo.com/enrollment
Step 5. Click on the green button that says “Start setup”.

Protect Your ABCWUA Account

Two-factor authentication enhances the security of your account by using a secondary device to verify your identity. This prevents anyone but you from accessing your account, even if they know your password.

This process will help you set up your account with this
Step 6. Check the device that you are enrolling. It can be a mobile phone or a tablet.
Step 7. Enter your phone number, including the area code. Be sure to check the box under the phone number box that says “You entered (###) ###-####. Is this the correct number?”.
Step 8. Click on the green “I have Duo Mobile” button.
Step 9. Click on the green “Take me to Duo Mobile” button.
Step 10. Click on “Open” when asked to “Open in ‘Duo Mobile’.”
Step 11. Once you see this screen within the Duo Mobile application, your device has been successfully registered and can be used to authenticate.
Step 12. Connect to the internet and go to www.abcwua.org. Then go to the tab on the far right that says “YOUR WATER AUTHORITY”. When the dropdown appears, click on the last option that says “EMPLOYEE WEB PORTAL ACCESS”.

Step 13. Click on the link that says, “Water Authority VPN Client”. This will begin the download for the Cisco AnyConnect client that you will need.
Step 14. When you see this screen, make sure it says “WUA-SSL-Duo-VPN” in the GROUP field. Use the drop-down arrow to change it, if it says “WUA”. Then enter your username and password as usual.

*Note – After you enter your credentials and click on the login button, you will need to go to your mobile device (phone or tablet) and click “Approve” before you can continue. You will have 20 to click on the “Approve” button.
Step 15. Click on either the Duo Mobile Notification that pop ups as an alert similar to a text message alert OR go into the Duo Mobile application, refresh the screen by swiping down, and click on the green banner that says “Request Waiting. Tap to Respond …”. Once you do either of those actions, you will see the green “Approve” button. Click on it and you can continue.
Step 16. Click on the “AnyConnect VPN” link.
Step 17. Click on the “Save File” button.

*Note – the file will save to your downloads folder by default.
Step 18. Go to your “Downloads” and find the AnyConnect file.

Step 19. Right click on the file and “Run as administrator”.
Step 20. Click “Yes” when the User Account Control window asks you “Do you want to allow this app to make changes to your device?”. The Cisco AnyConnect Secure Mobility Client Setup Wizard will open. Click “Next”.

Step 21. Accept the terms in the License Agreement.
Step 22. Click on the “Install” button.
Step 23. Click on the “Finish” button. After installation is complete, close all your windows.
Step 24. Open the Cisco AnyConnect Client. You can get there by typing “Cisco AnyConnect” into search bar on the bottom left hand side of the screen.
Step 25. Type in “vpn.abcwua.org” if it is not already populated and click the connect button.

Step 26. Make sure the Group says “WUA-SSL-Duo-VPN”. If it still says “WUA”, use the drop-down arrow to change it. Enter your username and password as usual.

*Note – After you enter your credentials, you will need to authenticate with Duo a second time the same as before.
Step 27. For a second time, click on either the Duo Mobile Notification that pop ups as an alert OR go into the Duo Mobile application, refresh the screen by swiping down, and click on the green banner that says “Request Waiting. Tap to Respond …”. Once you do either of those actions, you will see the green “Approve” button. Click on it and you can continue.
Step 28. Once you authenticate with Duo the second time, you will see this message on the bottom right of the screen. You are now connected to the network and will be able to migrate to the resources that you need.