PingID MFA with Cisco VPN

Solution

Authenticating with Cisco AnyConnect VPN differs slightly from doing so on Single Sign-on applications (like Microsoft Office programs). It is a good idea to be prepared to authenticate for any application covered by multifactor authentication. When you are prompted to authenticate yourself, follow the steps for the device you wish to use:

<table>
<thead>
<tr>
<th>USING A MOBILE DEVICE</th>
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<tbody>
<tr>
<td>1. Open the Cisco AnyConnect program.</td>
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<tr>
<td>2. Click Connect.</td>
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<tr>
<td>3. Click the Group dropdown and select ACS_EA.</td>
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<tr>
<td>4. Enter your login credentials and press OK.</td>
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<tr>
<td>5. You are prompted with validation options based on the devices you already registered.</td>
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<tr>
<td>6. Enter only the number for the option you wish to use. For the mobile device in this example, type 1 and press Continue.</td>
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<tr>
<td>7. Take the following action on your mobile device:</td>
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<tr>
<td>• If you have face or fingerprint recognition enabled,</td>
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identify yourself as usual.

• Otherwise, in the PingID app, swipe the red slider button up and wait for the green “Authenticated” message.

8. The Cisco VPN client connects

USING EMAIL

1. Open the Cisco AnyConnect program.

2. Click Connect.

3. Click the Group dropdown and select ACS_EA.

4. Enter your login credentials and press OK.

5. You are prompted with validation options.
6. Enter only the number for the option you wish to use. For the email in this example, type 2 and press Continue.

7. Check the email address you registered.

8. Open the email that contains the authentication code.

9. Return to the VPN window, enter the code, and then click Continue.

10. The Cisco VPN client connects.

**USING A PHONE CALL**

1. Open the Cisco AnyConnect program.

2. Click Connect.

3. Click the Group dropdown and select ACS_EA.

4. Enter your login credentials and press OK.
5. You are prompted with validation options based on the devices you already registered.

6. Enter only the number for the option you wish to use. For the phone number in this example, type 4 and press **Continue**.

7. The phone you registered will ring. Answer the call and make note of the one-time Passcode.

8. Return to the VPN window, enter the code, then click **Continue**.

9. The Cisco VPN client connects

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**USING THE DESKTOP APP**

1. Open the Cisco AnyConnect program.

2. Click **Connect**.

3. Click the Group dropdown and select **ACS_EA**.
4. Enter your **login credentials** and press **OK**.

5. You are prompted with validation options based on the devices you already registered.

6. Enter only the number for the option you wish to use. For the desktop application in this example, type **3** and press **Continue**.

7. Open the PingID desktop application.

8. Select the **Copy** button.

9. Return to the VPN window, use `[Ctrl]+[v]` to paste the code or enter it manually, and then click **Continue**.

10. The Cisco VPN client connects.

**NOTE:** You must use the computer you originally used to set up MFA to use this option.

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**Details**

**USING A MOBILE DEVICE**

1. Open the Cisco AnyConnect program
2. Click Connect
3. Click the Group dropdown and select ACS_EA
4. Enter your login credentials and press OK.
5. You are prompted with validation options based on the devices you already registered.
6. Enter only the number for the option you wish to use. For the mobile device in this example, type 1 and press Continue.
7. Take the following action on your mobile device:
   - If you have face or fingerprint recognition enabled, identify yourself as usual.
   - Otherwise, in the PingID app, swipe the red slider button up and wait for the green "Authenticated" message.
   - The Cisco VPN client connects.

**USING EMAIL**

1. Open the Cisco AnyConnect program
2. Click Connect
3. Click the Group dropdown and select ACS_EA
4. Enter your login credentials and press OK
5. You are prompted with validation options based on the devices you already registered
6. Enter only the number for the option you wish to use. For the email in this example, type 2 and press Continue
7. Check the email address you registered
8. Open the email that contains the authentication code
9. Return to the VPN window, enter the code, and then click Continue
   - The Cisco VPN client connects.

**USING A PHONE CALL**

1. Open the Cisco AnyConnect program.
2. Click Connect.
3. Click the Group dropdown and select ACS_EA.
4. Enter your login credentials and press OK.
5. You are prompted with validation options based on the devices you already registered.
6. Enter only the number for the option you wish to use. For the phone number in this example, type 4 and press Continue.
7. The phone you registered will ring. Answer the call and make note of the one-time passcode.
8. Return to the VPN window, enter the code, then click Continue.
   - The Cisco VPN client connects

**USING THE DESKTOP APP**

1. Open the Cisco AnyConnect program.
2. Click Connect.
3. Click the Group dropdown and select ACS_EA.
4. Enter your login credentials and press OK.
5. You are prompted with validation options based on the devices you already registered.
6. Enter only the number for the option you wish to use. For the desktop application in this example, type 3 and press Continue.
7. Open the PingID desktop application.
8. Select the Copy button.
9. Return to the VPN window, use [Ctrl]+[v] to paste the code or enter it manually, and then click Continue.
   - The Cisco VPN client connects.

**NOTE:** You must use the computer you originally used to set up MFA to use this option.

**Symptoms**
Logging into VPN, received MFA Prompt

**Keywords** PingID, Ping MFA VPN, Cisco VPN, AnyConnect

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