

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:

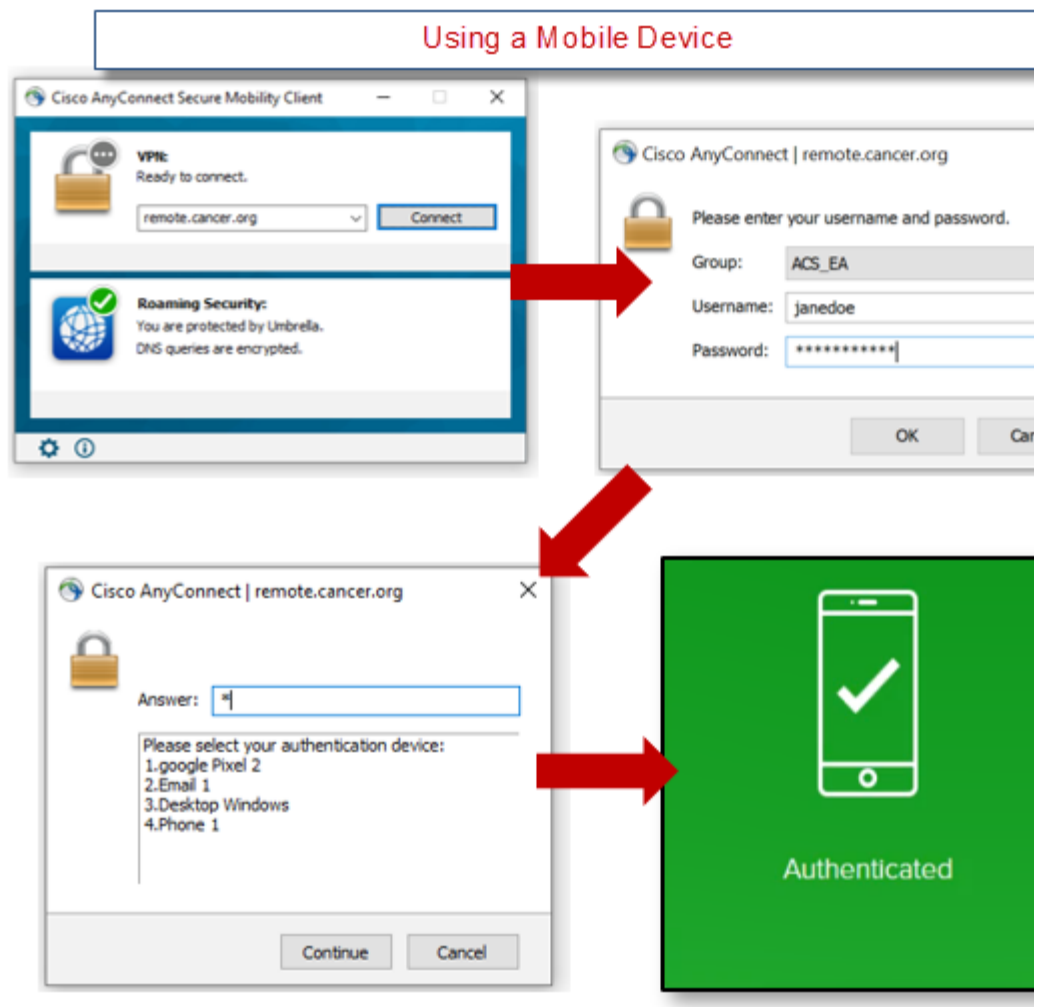
USING A MOBILE DEVICE

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.

8. The Cisco VPN client connects



USING EMAIL

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2. Click **Connect** .
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4. Enter your **login credentials** and press **OK** .
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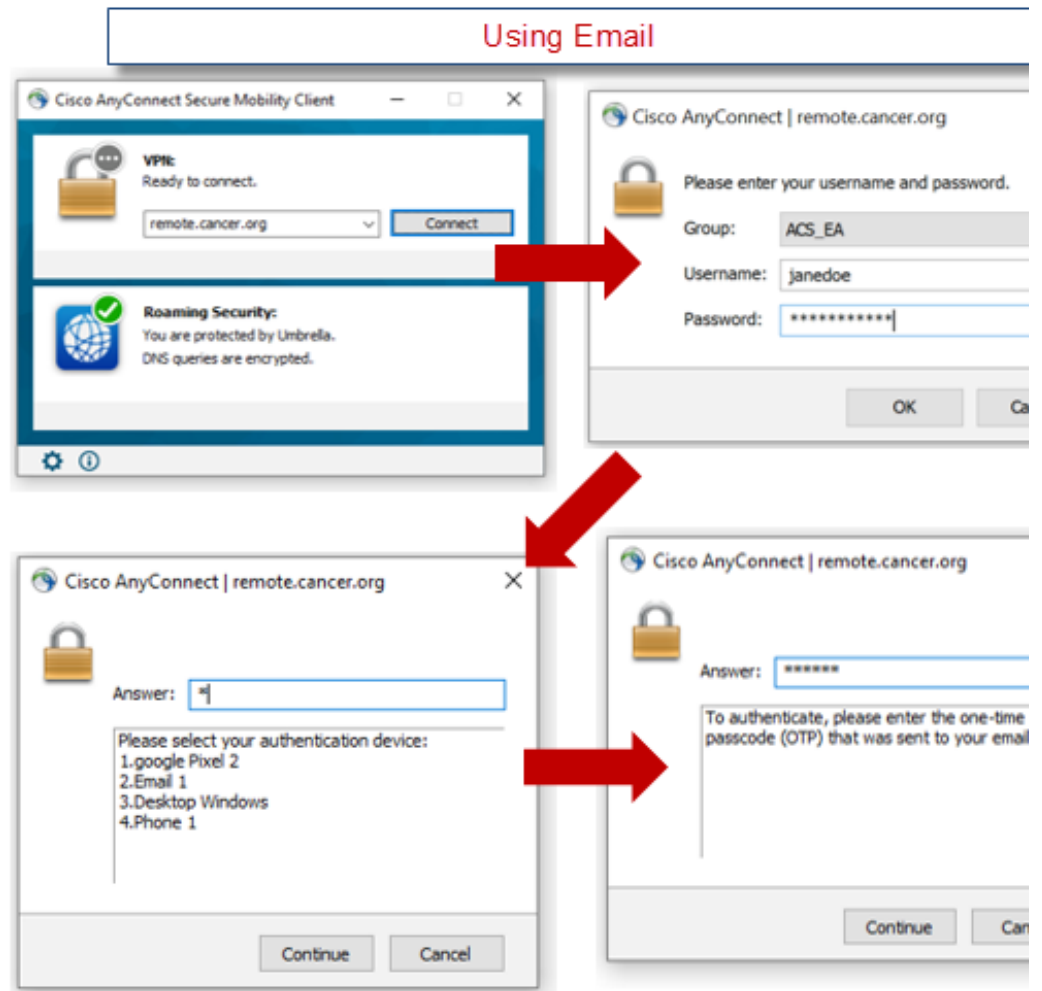
6. Enter only the number for the option you wish to use. For the email in this example, type **2** and press **Continue** .

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** .

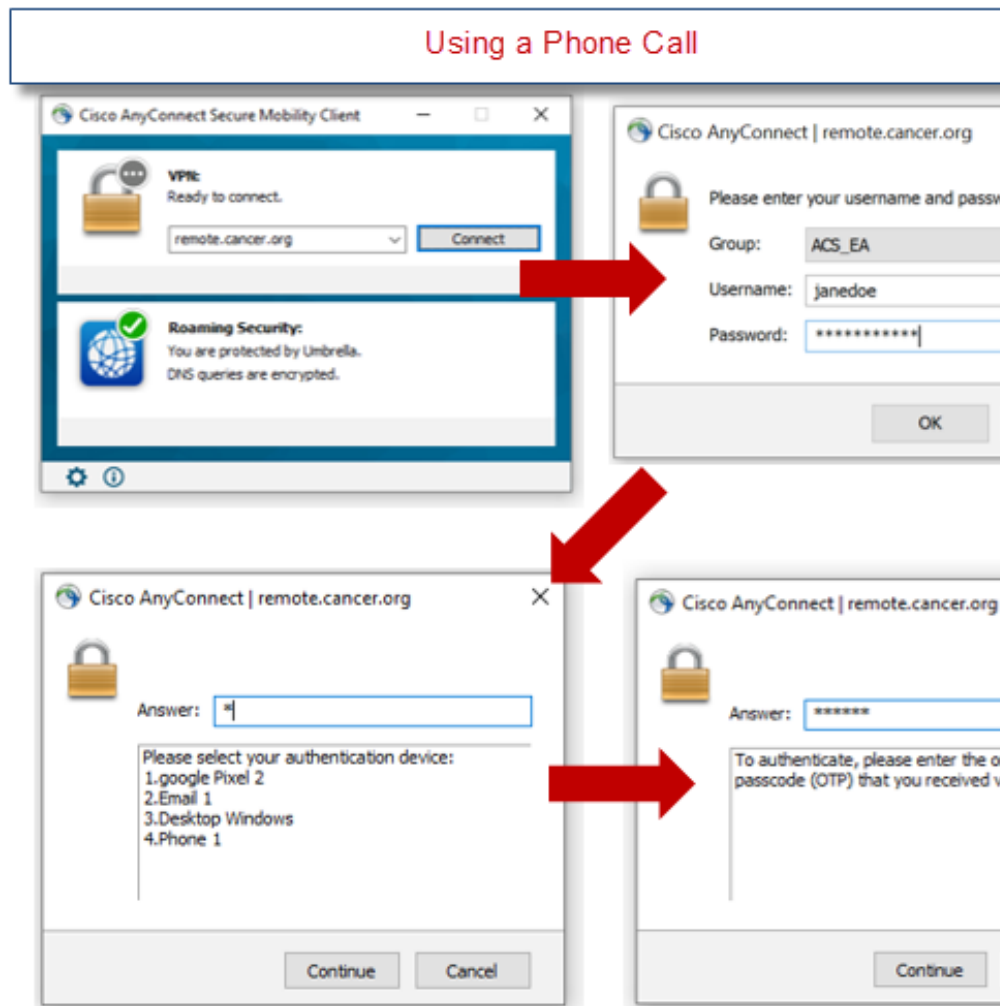
5. You are prompted with validation options based on the devices you already registered.

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



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.

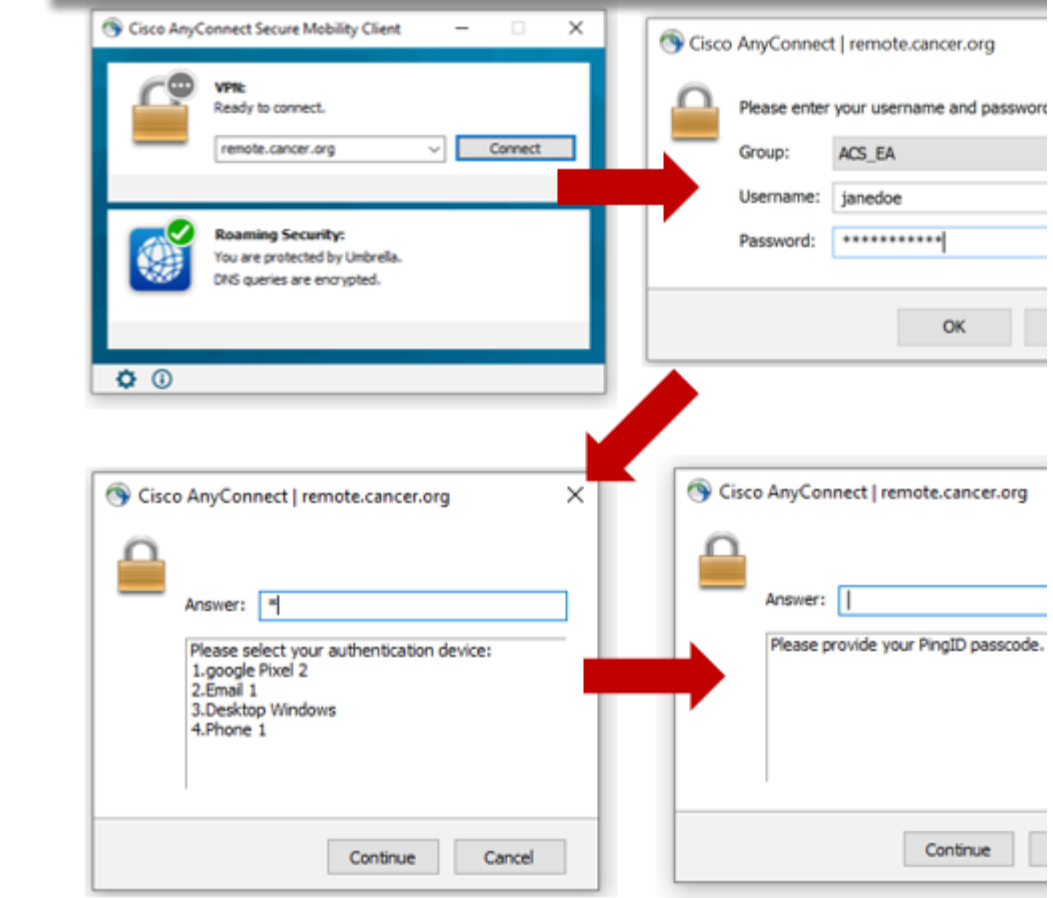
9. Return to the VPN window, use [Ctrl]+[v] to paste the code code or enter it manually, and then click **Continue**.

10. The Cisco VPN client connects.

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

Using the Desktop Application

NOTE: You must use the computer you originally used to set up MFA to use this o



Details

USING A MOBILE DEVICE

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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**.
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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

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1. Open the Cisco AnyConnect program.
2. Click **Connect**.
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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**.
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***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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