NetID+ and VPN Updates on Feb. 16

To:
All students, faculty, staff, DCCs
Names and titles:
University Information Technology Services

Date:
February 7, 2024

On Friday, Feb. 16, the University will implement a streamlined NetID+ two-factor authentication experience, Duo Universal Prompt, to simplify the verification process, increase security and provide a more user-friendly interface.

What is Changing?

**Duo:** The Duo two-factor authentication prompt will appear slightly different on your desktop browser than the current version. A visual preview of these changes is available in this [NetID+ knowledge article](https://uarizona.service-now.com/sp?id=kb_article_view&sysparm_article=KB0010283).

**VPN:** Virtual Private Network (VPN) connections will automatically begin using the University’s single sign-on authentication method and Duo Universal Prompt that all users are familiar with. Specifically, the Duo Mobile Push option will no longer prompt users to enter the NetID+ Method in the Cisco Secure Connect app. The process for new VPN users to download and install the VPN [Cisco Secure Connect app has also been simplified](https://uarizona.service-now.com/sp?id=kb_article_view&sysparm_article=KB0011701).

Note: Instructional leads and staff involved with sending communications about the VPN service within their department should update their instructions to reflect this new information.

Information and Support

For additional information about NetID+ two-factor authentication and connecting to the VPN after Feb. 16, visit:

- [VPN – Connection Methods](https://uarizona.service-now.com/sp?id=kb_article_view&sysparm_article=KB0010456)
- [NetID+](https://uarizona.service-now.com/sp?id=kb_article_view&sysparm_article=KB0010283)

If you experience issues with NetID+ or need technical assistance, please contact the [24/7 Support Center](https://it.arizona.edu/get-support).

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