

Check your Mac for security updates

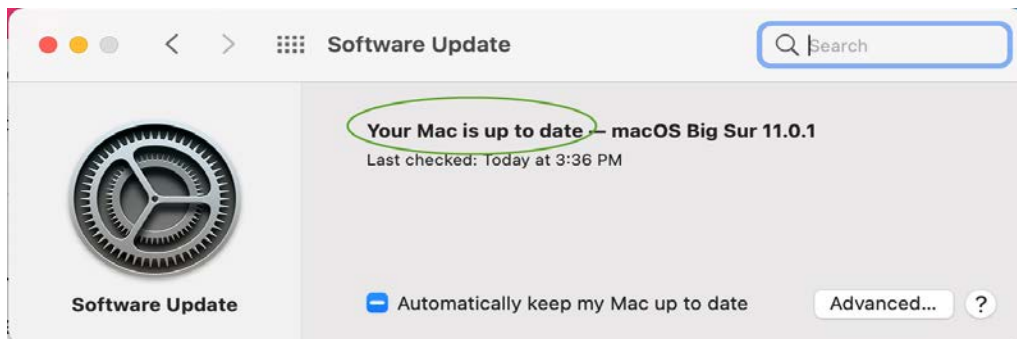
Click on the Apple logo in the upper left-hand corner and select 'About This Mac'



In the next window, click on 'Software Update'. Make sure the version of Mac OS installed on your computer is still supported by Apple. The lowest version of Mac OS currently supported, as of December 2020, is Mac OS 10.14 Mojave.



You should see the message 'Your Mac is up to date'. If this message is not displayed, install all available updates for your computer.



Configuring Duo Mobile

Go to <https://gp.losrios.edu>, while not connected to OpenVPN, and sign in. You will have to enroll in Duo before you can download and install the client.

Sign into the Global Protect website using 'W', your ID number, and your Los Rios Unified Password.



Is this a **private** computer/device?

- No
- Yes

Username

Password

Enter your 'W' + ID and
Los Rios Unified Password to login

Help

[Expired/Forgotten Password](#)

Click 'Start setup' on the next screen.



Authentication with Duo is required for the requested service.

LOS RIOS COMMUNITY COLLEGE DISTRICT

Settings

Protect Your Los Rios Community College District Account

Start setup

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

Cancel this Request

Select your Two Factor Authentication device and press Continue



Authentication with Duo is required for the requested service.

LOS RIOS COMMUNITY COLLEGE DISTRICT

Settings

What type of device are you adding?

- Mobile phone **RECOMMENDED**
- Tablet (iPad, Nexus 7, etc.)
- Landline

Continue

Cancel this Request



Authentication with Duo is required for the requested service.

LOS RIOS COMMUNITY COLLEGE DISTRICT

Settings

Enter your phone number

United State

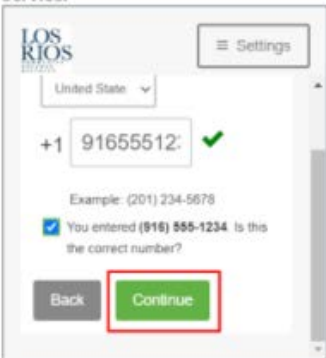
+1 91655512 ✓

Example: (201) 234-5678

You entered (916) 885-1234. Is this the correct number?

Cancel this Request

Authentication with Duo is required for the requested service.



This screenshot shows a Duo authentication interface. At the top, it says "Authentication with Duo is required for the requested service." and "Need Help?". The interface includes the Los Rios logo, a "Settings" button, and a dropdown menu for "United State". Below that, a phone number "+1 91655512" is entered with a green checkmark. An example "(201) 234-5678" is shown. A checkbox is checked with the text "You entered (916) 555-1234 Is this the correct number?". At the bottom, there are "Back" and "Continue" buttons, with "Continue" highlighted by a red box.

Cancel this Request

Authentication with Duo is required for the requested service.

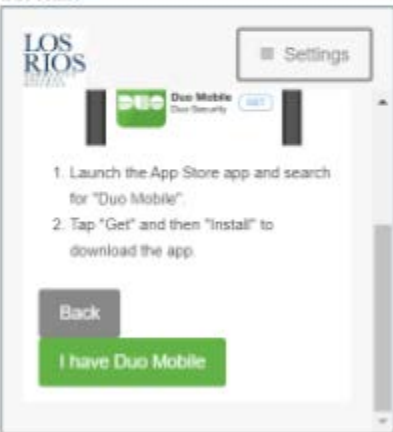


This screenshot shows a Duo authentication interface. At the top, it says "Authentication with Duo is required for the requested service." and "Need Help?". The interface includes the Los Rios logo, a "Settings" button, and the question "What type of phone is 916- ?". Below the question are four radio button options: "iPhone" (selected), "Android", "Windows Phone", and "Other (and cell phones)". At the bottom, there are "Back" and "Continue" buttons, with "Continue" highlighted by a red box.

Cancel this Request

Once you have installed Duo on your mobile phone, click 'I have Duo Mobile'. If you do not have Duo Mobile installed, follow the directions for **Installing Duo Mobile on your mobile device** in the following section.

Authentication with Duo is required for the requested service.



This screenshot shows a Duo authentication interface. At the top, it says "Authentication with Duo is required for the requested service." and "Need Help?". The interface includes the Los Rios logo, a "Settings" button, and a "Duo Mobile" app icon. Below the icon are two numbered instructions: "1. Launch the App Store app and search for 'Duo Mobile'." and "2. Tap 'Get' and then 'Install' to download the app." At the bottom, there are "Back" and "I have Duo Mobile" buttons, with "I have Duo Mobile" highlighted by a green box.

Cancel this Request

Installing Duo Mobile on your mobile device

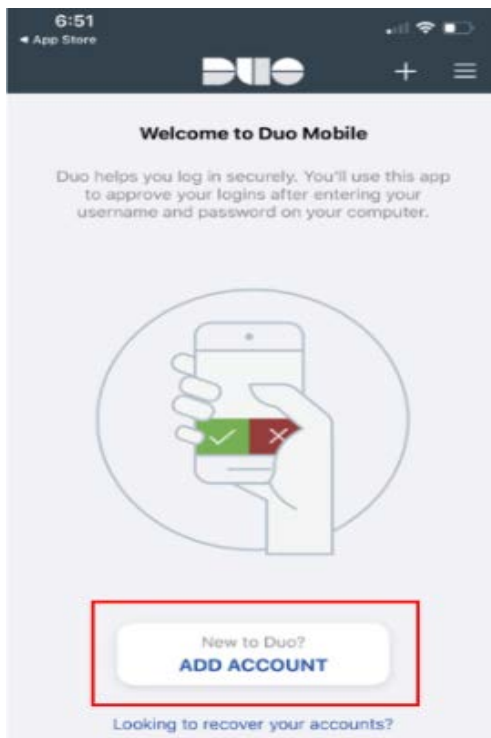
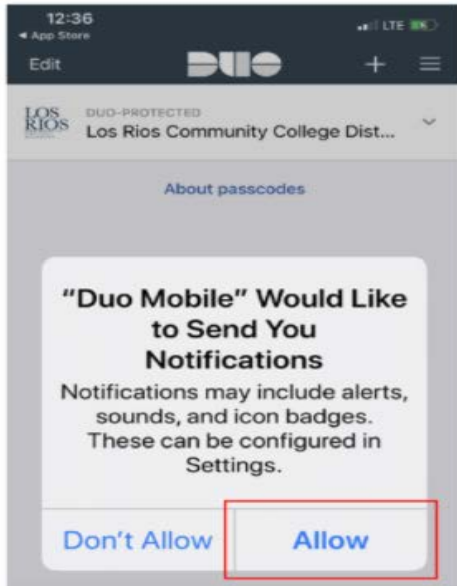
Go to App Store/Play store and search for Duo Mobile and download it.

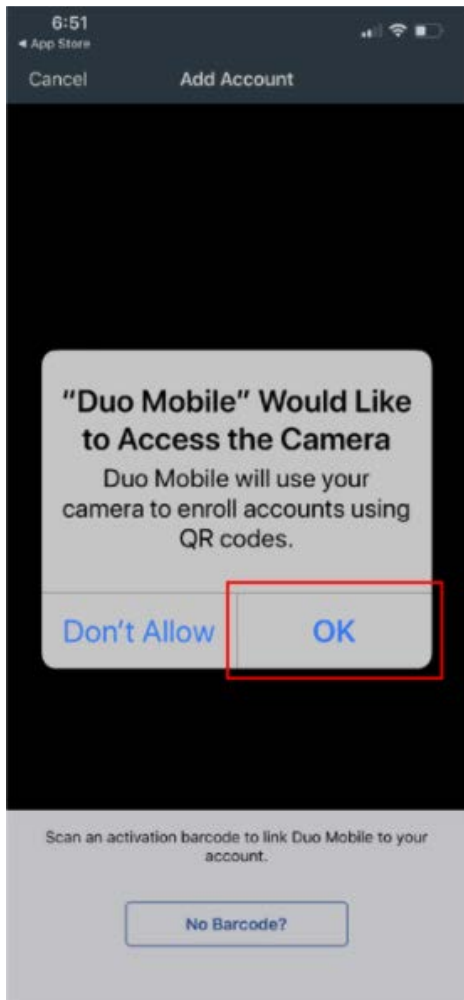


Duo Mobile

Security made simple

★★★★☆ 2.1K





When you successfully scan the barcode, you will see a green checkmark on the screen.

LOS RIOS

COMMUNITY COLLEGE DISTRICT

Authentication with Duo is required for the requested service.

[Need Help?](#)



[Cancel this Request](#)

Click the download link that matches your system.



GlobalProtect Portal

[Download Windows 32 bit GlobalProtect agent](#)

[Download Windows 64 bit GlobalProtect agent](#)

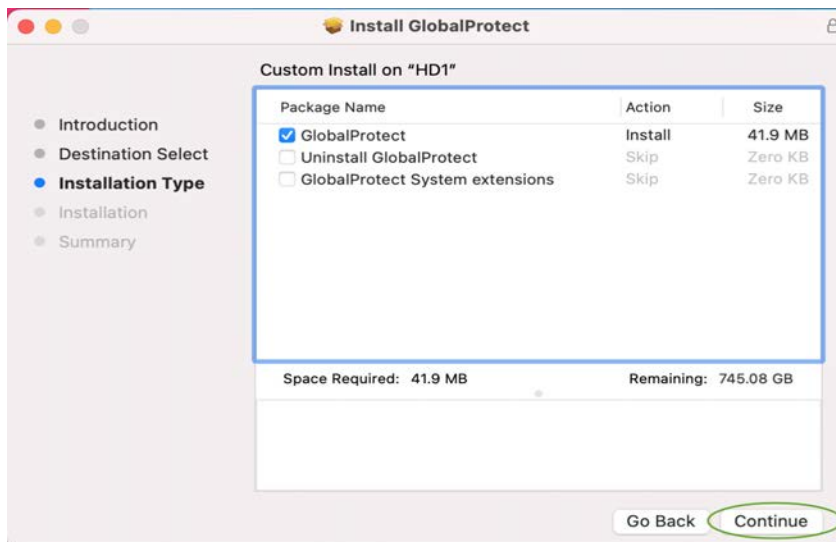
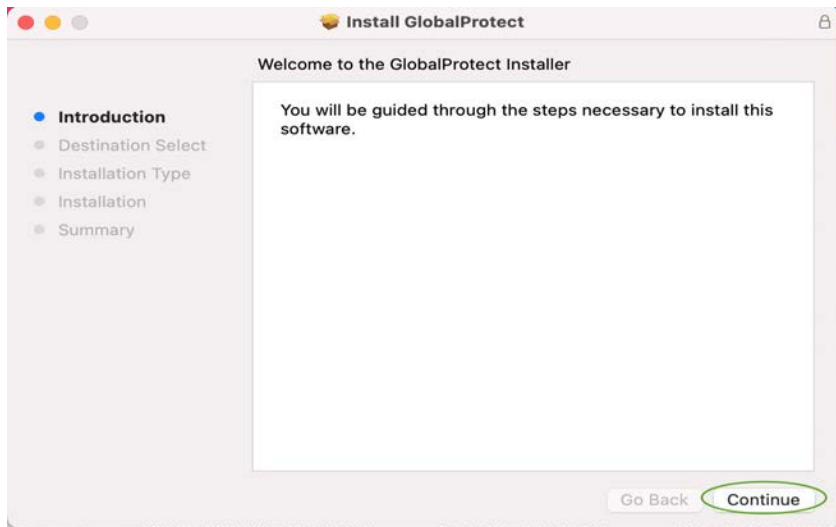
[Download Mac 32/64 bit GlobalProtect agent](#)

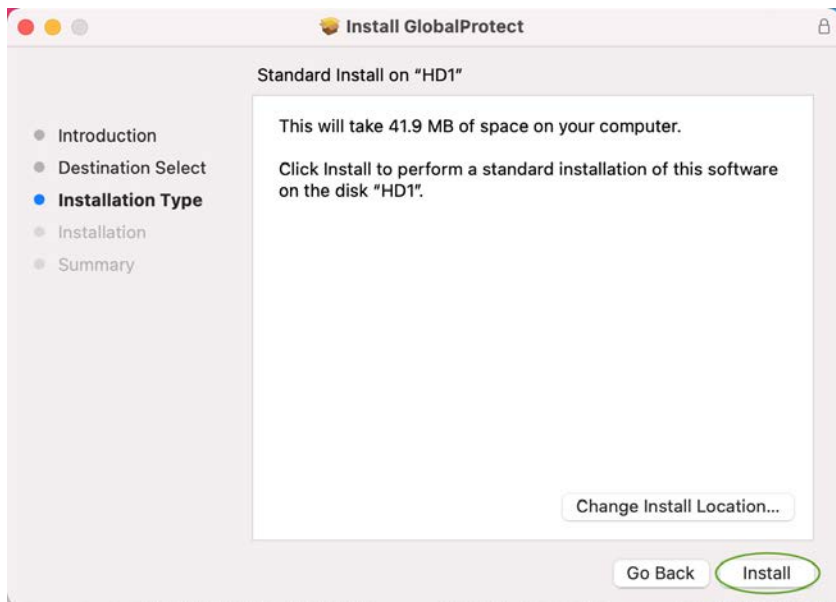
Windows 32 bit OS needs to download and install Windows 32 bit GlobalProtect agent.

Windows 64 bit OS needs to download and install Windows 64 bit GlobalProtect agent.

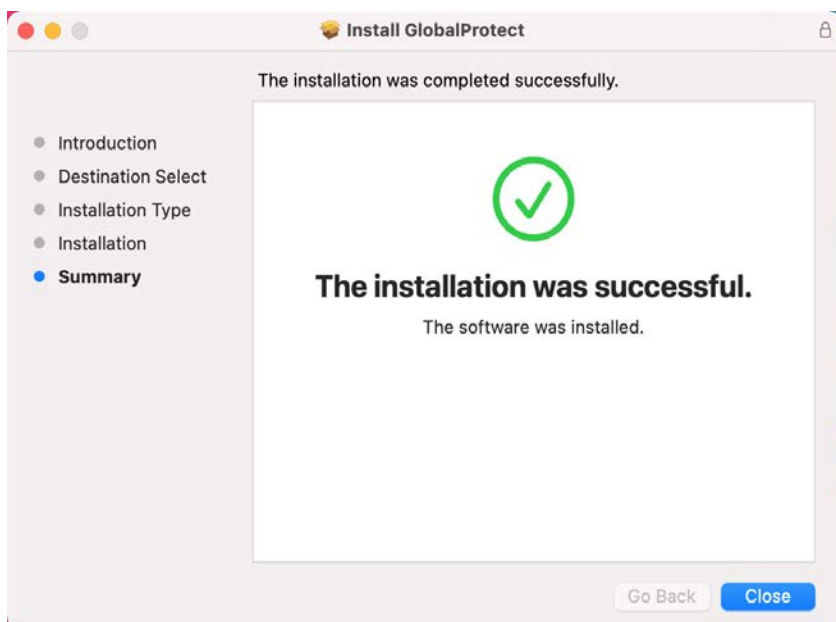
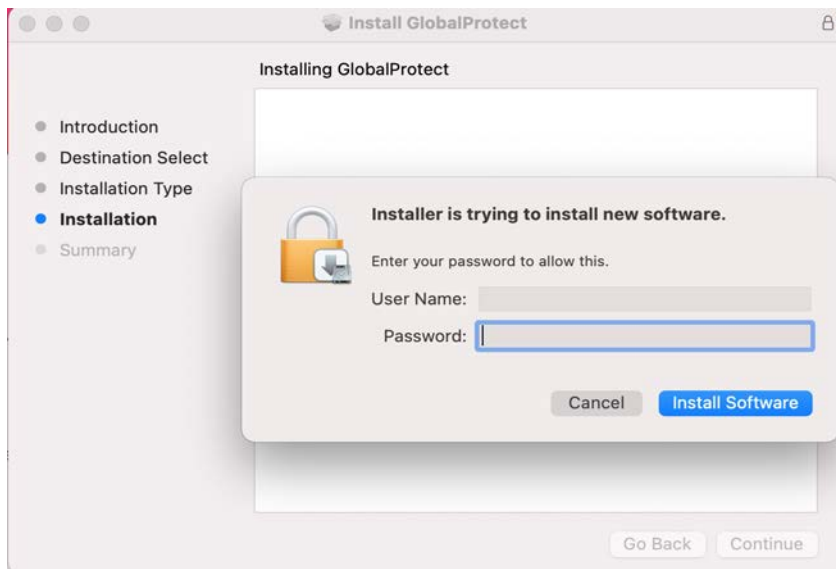
Mac OS needs to download and install Mac 32/64 bit GlobalProtect agent.

Install the Global Protect agent software

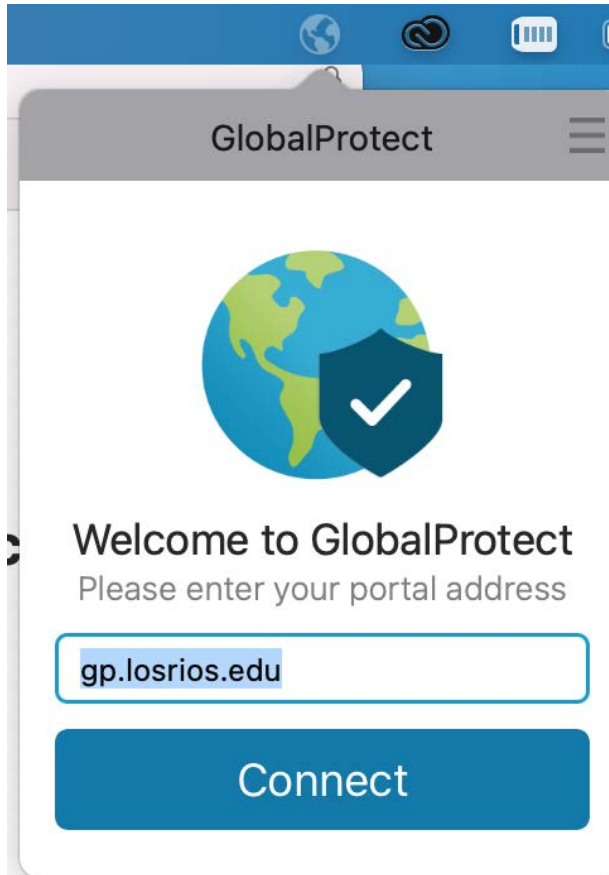




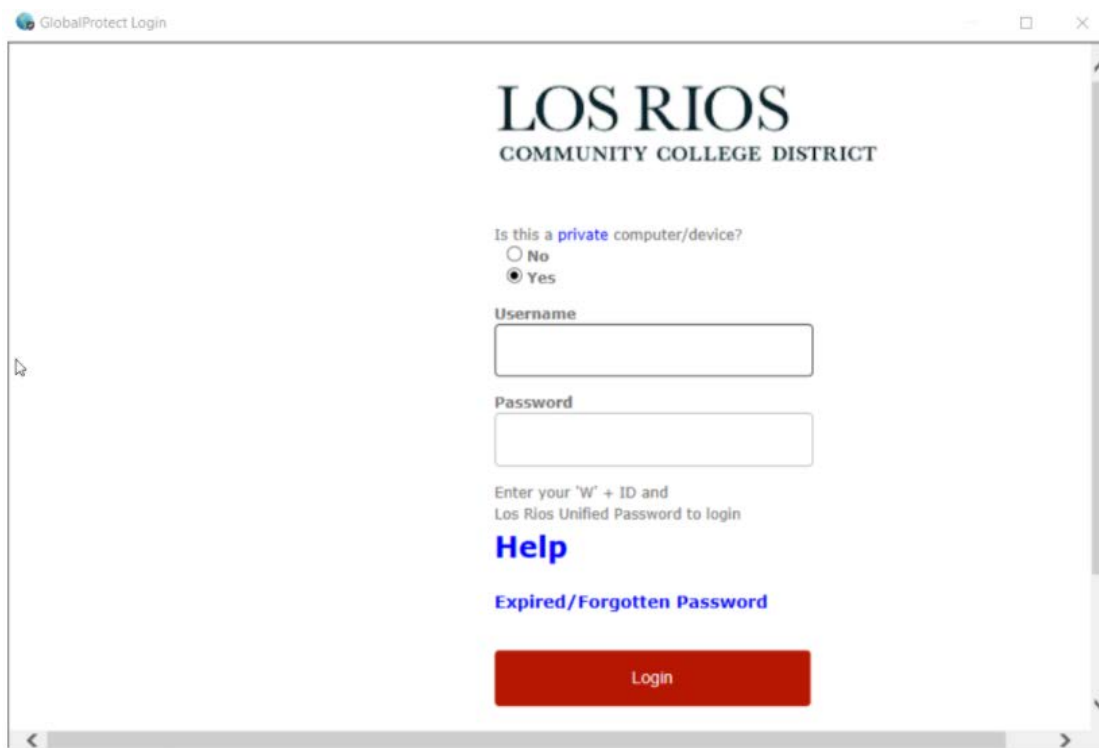
Enter your computer User Name and administrative Password.



The Global Protect login pop up will appear after installation. Enter gp.losrios.edu in the Global Protect portal address field. The SSO windows will open after you click on Connect.



Sign in with your W-ID and password



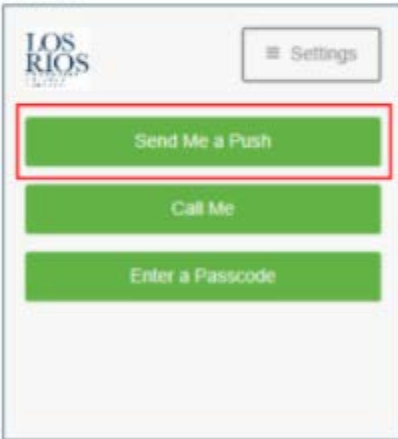
A Duo Authentication window will appear on your screen. Click on 'Send Me a Push' to receive a DUO notification on your mobile device

LOS RIOS

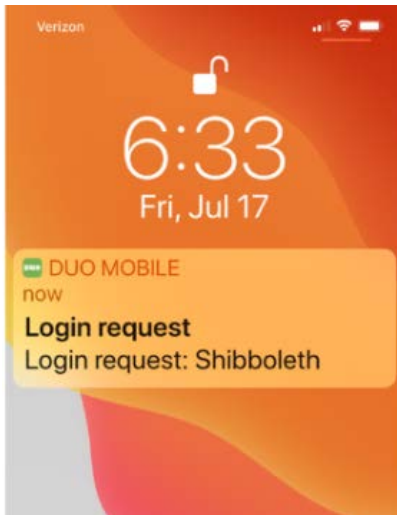
COMMUNITY COLLEGE DISTRICT

Authentication with Duo is required for the requested service.

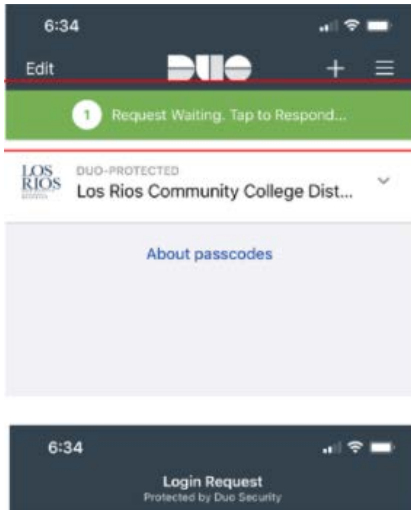
[Need Help?](#)



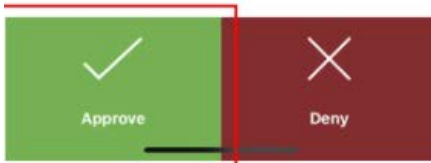
On your device, you should have a notification from DUO.



Open the DUO app and select Tap to Respond.



Select Approve in the next window.



Launch your Remote Desktop and sign in.