

# VMWare Guide

College of Engineering Technical Services Group (TSG)



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# Signing up and utilizing DUO Mobile



1. Visit <https://www.fau.edu/oit/services/accounts/accounts-authentication/>

2. Select “Enrollment Tool for Students”

## DUO ENROLLMENT

To enroll in Duo use the appropriate multi-factor enrollment tool below. We recommend that you enroll using both the mobile app and a backup option for authenticating. This backup number will allow you to log in if you are unable to use your cell phone. The mobile app works across cellular data and Wireless (WiFi) as well as offline. We highly recommend this method because this application incurs no data, text (SMS), or other charges when using codes and WiFi.

### STUDENTS

Students who want to opt in may use our multi-factor authentication enrollment tool for students.

[ENROLLMENT TOOL FOR STUDENTS](#)

### FACULTY & STAFF

Employees who want to change their enrollment may use our multi-factor authentication tool.

[ENROLLMENT TOOL FOR FACULTY & STAFF](#)

3. Log in with your **FAUNetID** and **password**.

## LOGIN TO DUO ENROLLMENT

Sign in with your FAUNet ID

FAUNet ID

Password

LOGIN

[Forgot your password?](#) or  
[Set Up a New Account](#) or  
[Need Help?](#)

# Signing up and utilizing DUO Mobile



## 4. For first time use select “Click here to register your device

### Multi Factor Authentication (MFA) Enrollment

Students and Employees are required to use multi-factor authentication for FAU services that contains sensitive information, such as Self-Service.

To help protect certain services at FAU, the Office of Information Technology offers multi-factor authentication (MFA) using DUO. After enrolling in MFA, you will be prompted to provide a second method of authentication to confirm your identity. This is done by using the DUO app available in the app store.

If you do not have smart phone that supports the app, one DUO key FOB can be requested by at the [Help Desk](#).

**Please note that students should register their own device as it will be necessary in order to login to MFA supported services. DUO supports multiple registered devices.**

If you would like to be prompted less often please update your enrollment to be "Enroll in Required Services only".

#### Multi Factor Enrollment Option

- Enroll in Required Services only (most commonly selected – see list of services below)
- Enroll in ALL MFA supported services (this option will require you to use MFA for all services, see list of services below)

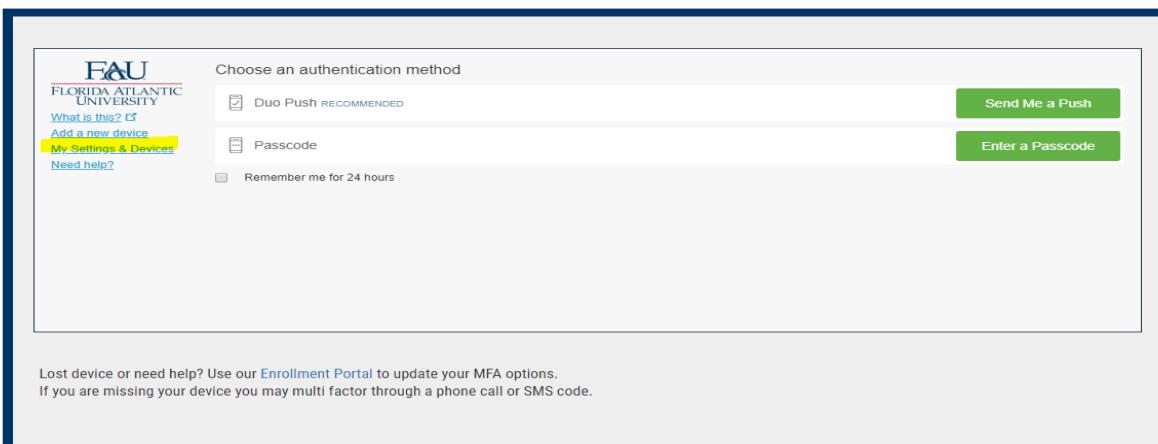
[Save your enrollment selection](#)

[Click here to register your device](#)

## 5. Download the “DUO Mobile” app from your smartphones Appstore.

## 6. Select a verification method and **verify** on your respective smartphone.

### FAU FAUNet ID Authentication

A screenshot of a web-based MFA enrollment interface. At the top left is the FAU logo and the text 'FLORIDA ATLANTIC UNIVERSITY'. Below this are links for 'What is this? (f)', 'Add a new device', 'My Settings & Devices', and 'Need help?'. The main area is titled 'Choose an authentication method'. It shows two options: 'Duo Push RECOMMENDED' (with a checked checkbox) and 'Passcode' (with an unchecked checkbox). To the right of each option are two buttons: 'Send Me a Push' (green) and 'Enter a Passcode' (green). Below the method selection is a checkbox for 'Remember me for 24 hours'. At the bottom of the page, a note reads: 'Lost device or need help? Use our [Enrollment Portal](#) to update your MFA options. If you are missing your device you may multi factor through a phone call or SMS code.'

# Signing up and utilizing DUO Mobile



**It is advised to keep notifications on for DUO Mobile on your smartphone, as this way it is harder to miss a push request.**

**If you do not have a smart device for DUO Mobile, contact us at:**

[help@eng.fau.edu](mailto:help@eng.fau.edu)

**For further DUO Mobile assistance contact FAU OIT at:**

<https://helpdesk.fau.edu/TDClient/2061/Portal/Requests/ServiceDet?ID=9568>

**For Reactivating DUO Mobile help visit:**

<https://helpdesk.fau.edu/TDClient/2061/Portal/KB/ArticleDet?ID=73770>

**For more DUO Mobile enrollment info visit:**

<https://helpdesk.fau.edu/TDClient/2061/Portal/KB/ArticleDet?ID=53878>



# Accessing VMWare

1. Open a web browser and visit <https://portal.eng.fau.edu>
2. Choose **either**:

Install VMware Horizon Client (Connection server is: **portal.eng.fau.edu**)

or

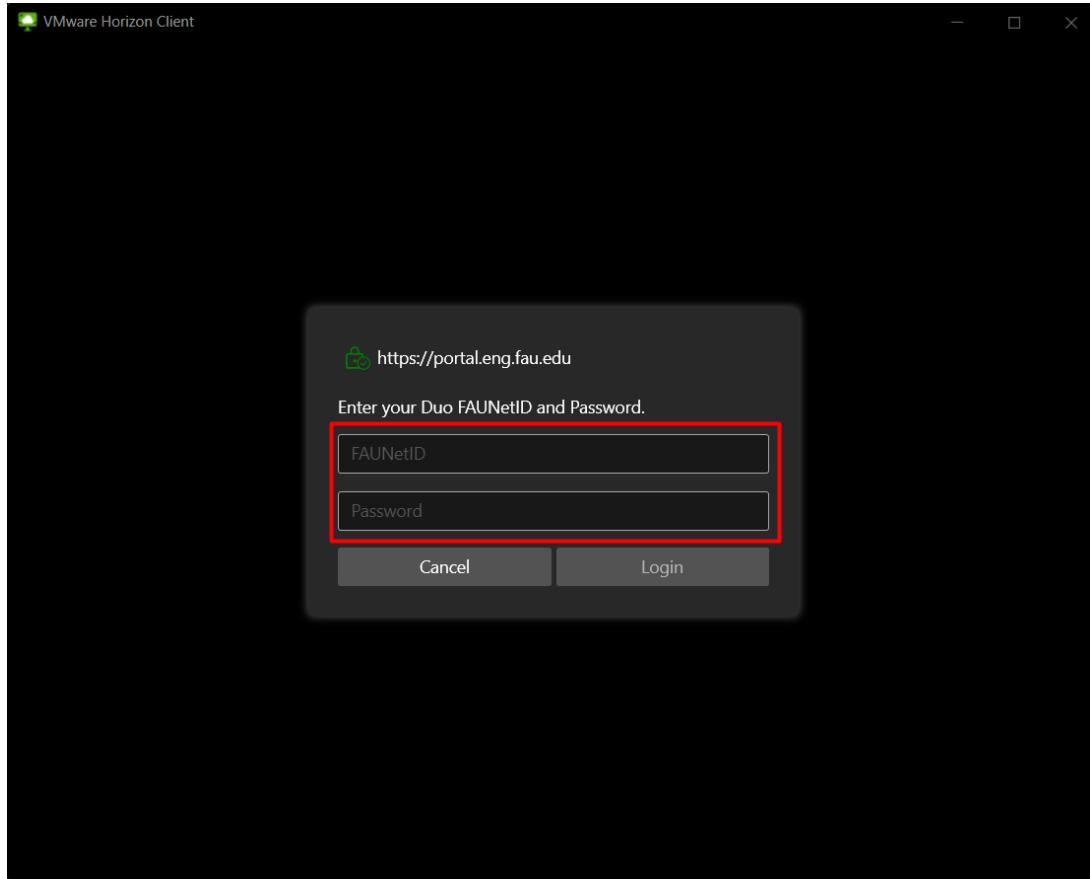
VMware Horizon HTML Access





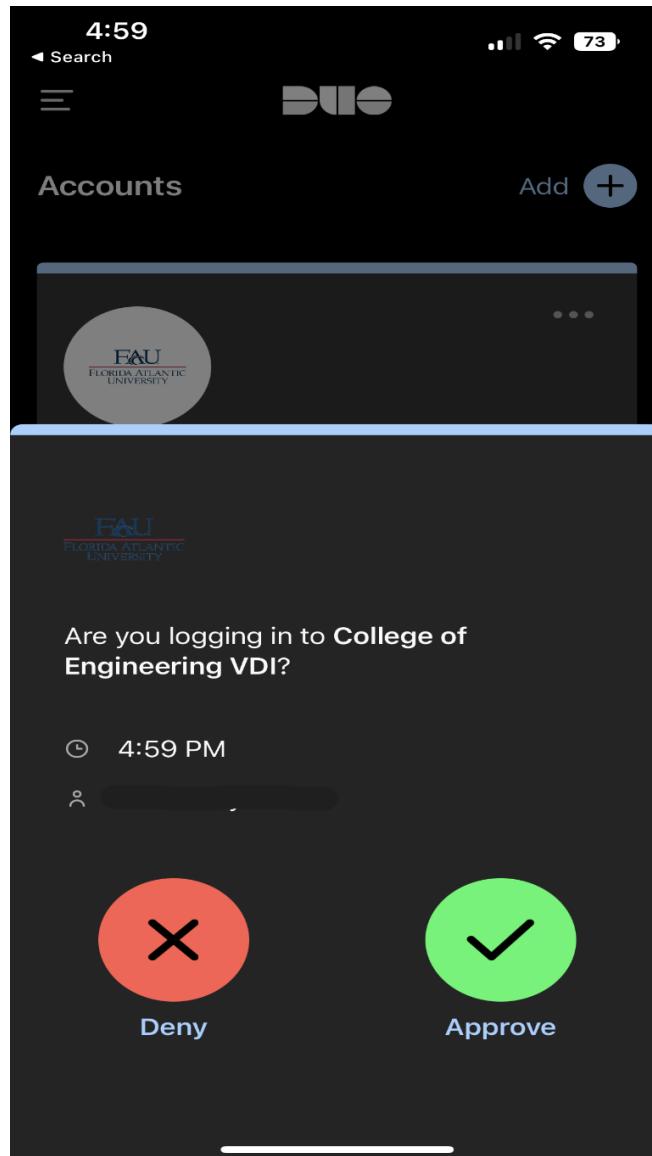
# Accessing VMWare

3. Log in with your **FAUNetID** and password, **do not forget to verify your log-in via DUO mobile.**





# Accessing VMWare



4. Select “Engineering Desktops”



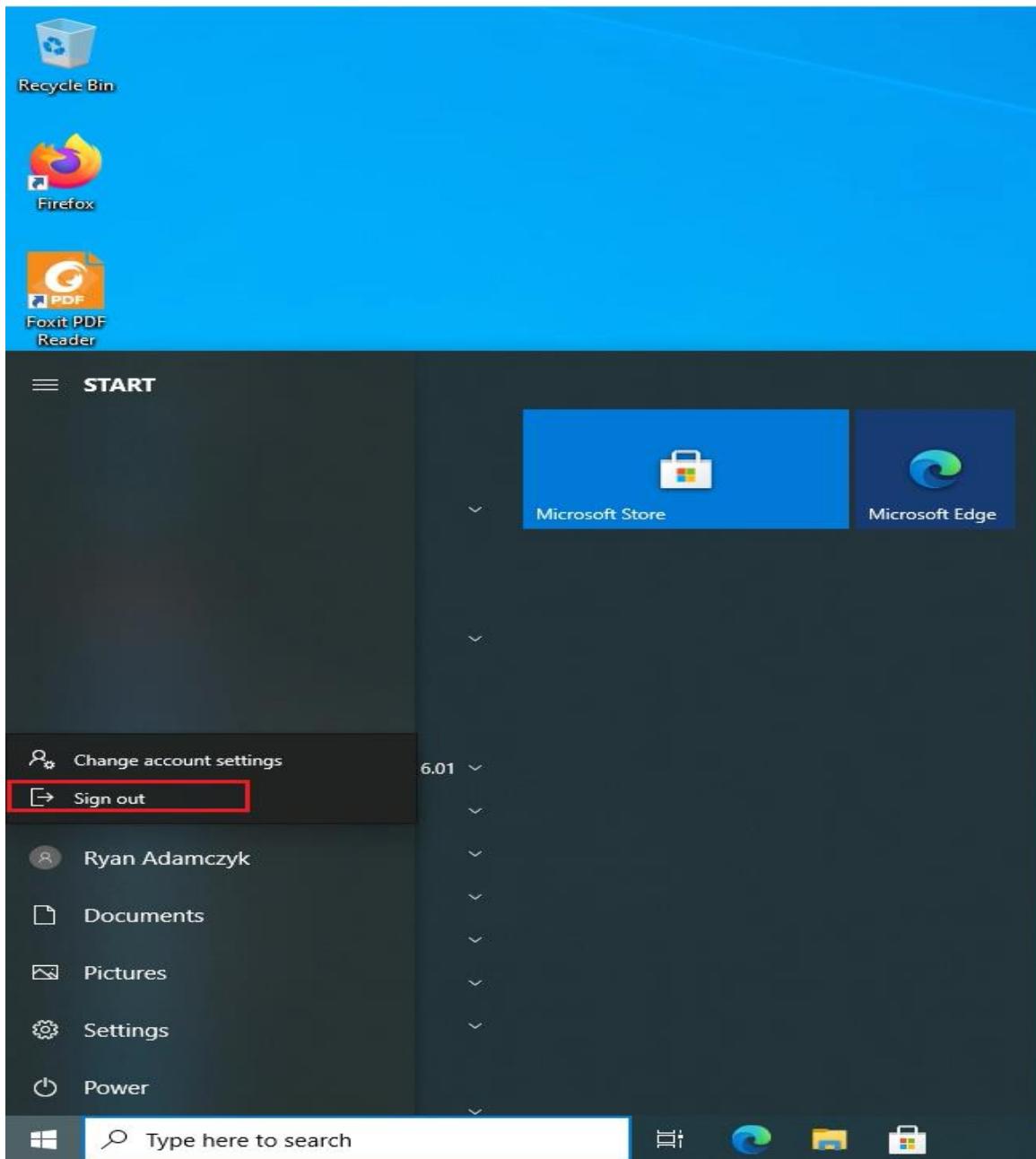
# Maintaining VMWare



After completing your work in VMWare, it is advised to **sign out of your session**.

This is to ensure your session is **properly closed** so you can connect back with no issues at a later date.

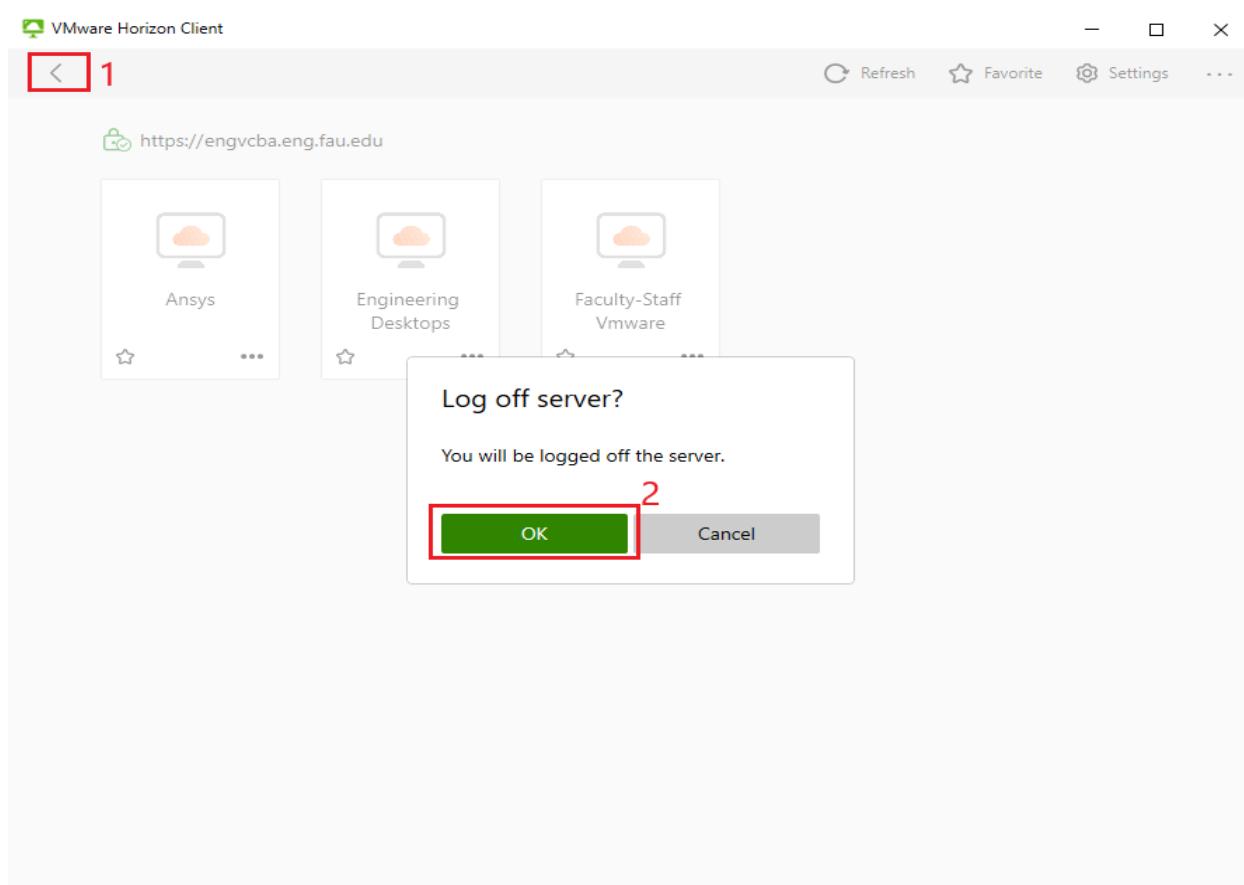
1.





# Maintaining VMWare

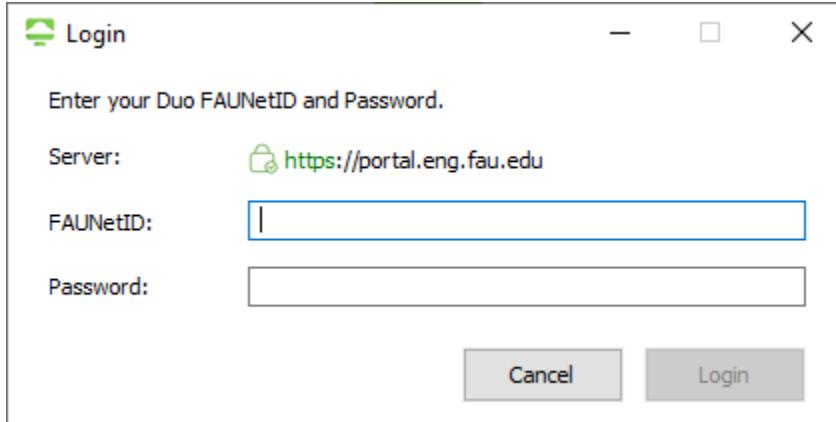
2.



# VMWare logon using SMS

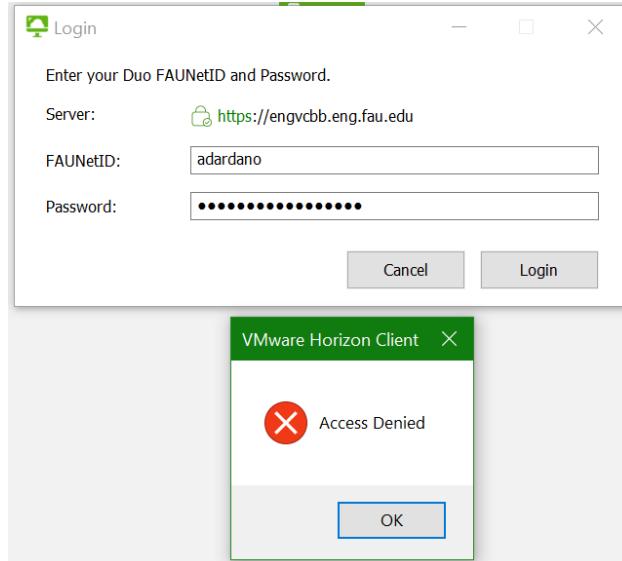


1. In the “**FAUNetID:**” field enter your FAU username. For example: adardano



2. In the “**Password:**” field enter your password **with a comma and the word “sms”**  
For example: MyP@ssw0rd,sms

3. The system will send you a list of SMS passcodes to the number you registered when you signed up for MFA. You will also receive the following “error”:

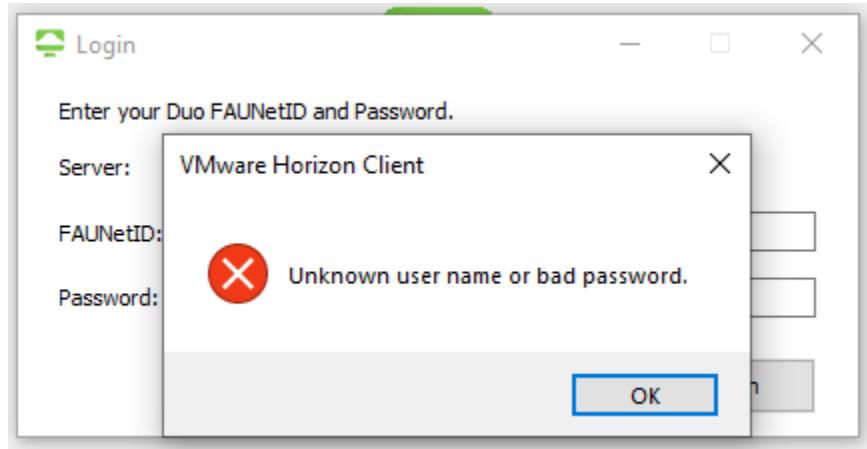


4. Please type in your **password** again, **followed by a comma and one of the sets of codes texted to you**. For example: MyP@ssw0rd,123456

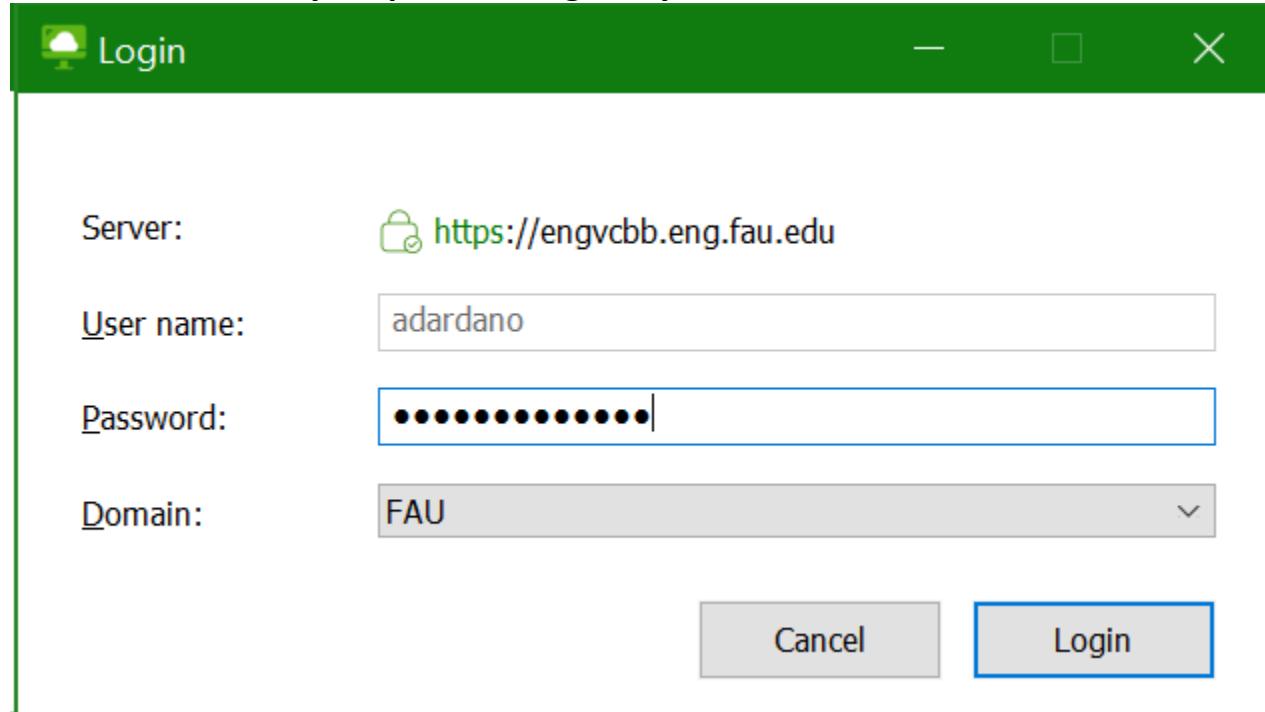
# VMWare logon using SMS



5. The system will process your confirmation but **will show an error even if your password and phone number are correct**:



6. Click **OK** and **enter your password again by itself**:



7. Hit **login** and **select the pool** you want to log in to.

**You should only have to do this once for every session you're connected to. If you disconnect from the existing session, you will need to authenticate with Duo again.**