

Microsoft Authenticator & GlobalProtect VPN Installation Instructions

Multifactor Authentication (MFA) Setup with Microsoft Authenticator & GlobalProtect VPN

This article outlines the steps to set up Microsoft Multifactor Authentication (MFA) and GlobalProtect VPN. This process requires both a smartphone and another device (computer or tablet).

I. Downloading the Microsoft Authenticator App

1. Download the Microsoft Authenticator app to your smartphone using the following [link](#)

Note: The app is free and does not require credit card information.

II. Configuring the Microsoft Authenticator App

1. On your **computer or tablet**, go to Security Info: <https://aka.ms/mfasetup>.
2. Sign in with your NVIDIA username and password.
3. You will be prompted to verify your identity.
4. From the Security Info screen, select **" + Add sign-in method."**
5. Select **"Microsoft Authenticator."**
6. Follow the on-screen prompts to register the application.

Follow below steps if you need further guidance on adding your account on the phone:

1. Open the Microsoft Authenticator app on your smartphone.
2. Select the **plus icon (+)** on the top menu bar.
3. Tap **"Work or school account"** and then select **"Sign in."**
4. Enter your NVIDIA account credentials.
5. Scan the QR code displayed on your computer (from the registration steps above) to register the Microsoft Authenticator with your account.

III. Setting up Passkey (After installing Microsoft Authenticator app)

Please note: Specific steps for setting up Passkey vary by operating system. Please follow the instructions below based on your device.

A. iOS Devices:

Before You Start You will need:

1. An **iPhone running iOS 17 or later**
2. The latest version of the Microsoft Authenticator app

Setup your FIDO2 Mobile Passkey

1. Open Microsoft Authenticator app on your iPhone
2. Select **"NVIDIA Corporation"**
3. Tap on **"Create a passkey"** and then **"Sign in"** at the bottom and follow prompts

B. Android Devices:

Before You Start You will need:

1. An **Android device running Android 15 or later**
2. The latest version of the Microsoft Authenticator app

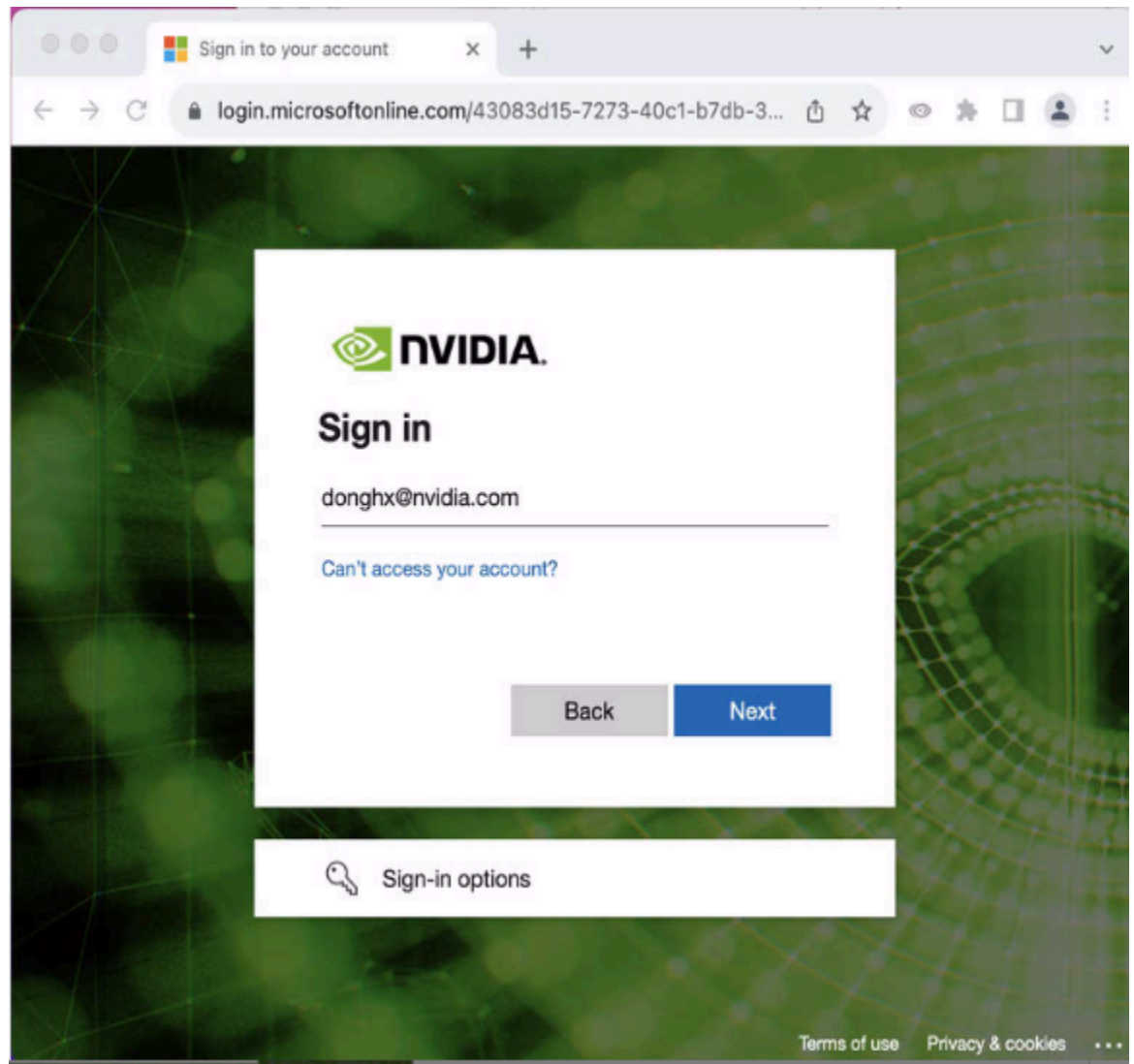
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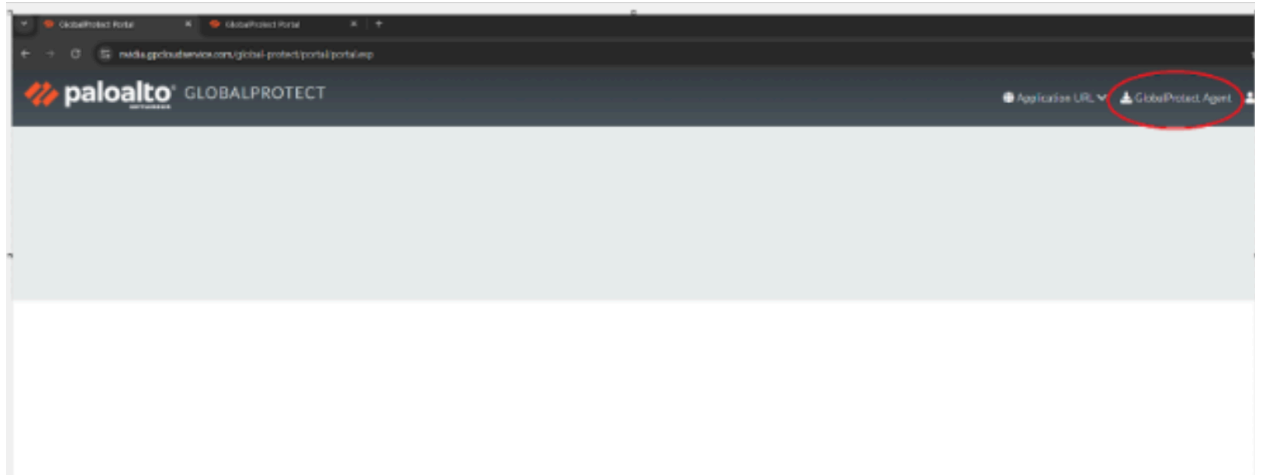
GlobalProtect Installation Instructions - Agent Download:

1. Go to the Prisma Access GlobalProtect Portal:
<https://nvidia.gpcloudservice.com/global-protect/getsoftwarepage.esp>
2. At the EntraID (AzureAD) sign-in popup, login using:
 - Your NVIDIA email

- Your password
- YubiKey / WHFB (Windows Hello for Business)



3. Once authenticated with EntraID (Azure AD), you're in Prisma Access GlobalProtect NVIDIA Portal.
4. Click on the upper-right side tab GlobalProtect Agent to download the agent.



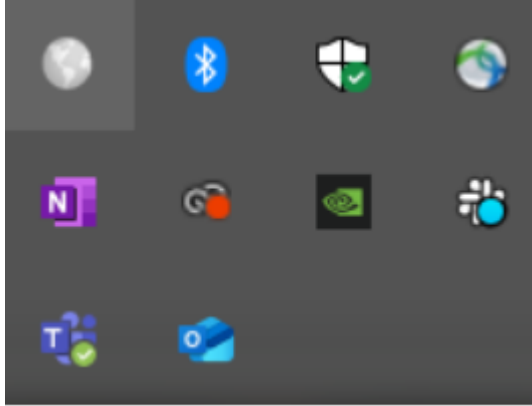
5. A new browser tab or window opens as below.



6. Download the GlobalProtect agent software for Windows or Mac.

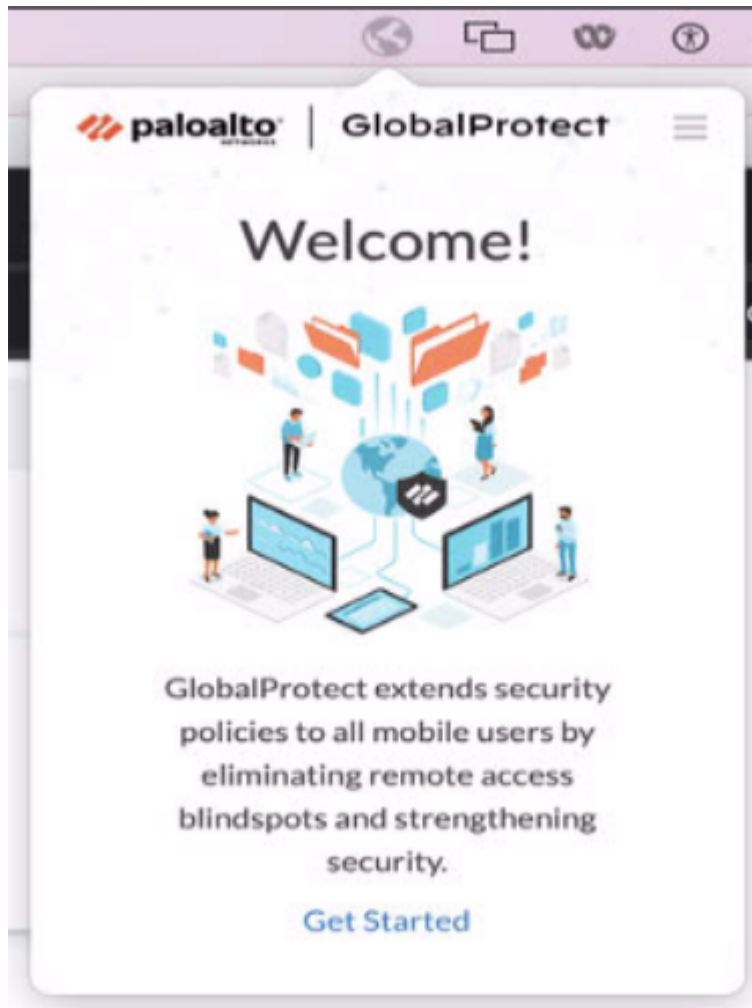
Install and Sign-in to the Agent

1. Open and install the downloaded GlobalProtect agent.
2. Once installed, the GlobalProtect agent “Globe” icon will appear in your system tray.



3. Disconnect from your VPN (Cisco AnyConnect, OpenConnect, Pulse) or any other ZTNA agent.

4. Click the GlobalProtect icon.



5. Click Get Started, copy and paste previous GlobalProtect portal FQDN (url without the https://): nvidia.gpcloudservice.com



Note: Make ensure you have logged off any existing VPN. If you are still on VPN, the EntraID (AzureAD) MFA/SSO authentication redirection from GlobalProtect agent can be blocked, triggering GP EntraID (AzureAD) popup message to inform such an issue.

6. Click Connect.

Note: If you see the following error message screen, it could be due to two reasons:

1. You still have Cisco VPN AnyConnect or OpenConnect active - make sure you have them all turn off
2. You are not added to the right DLs for ZTNA user access - validate with the ZTNA PIC who reached out to you.

If the GlobalProtect agent is unable to connect, a reboot may be

required.

7. Your device's default web browser opens a new EntraID (AzureAD) sign-in tab, sign-in using your NVIDIA email, password, then respond to its MFA request.
8. Once authenticated, GlobalProtect agent will auto detect the best gateway location where you are working and connect.
9. Now you will be able to access your applications and resources on the NVIDIA network.

