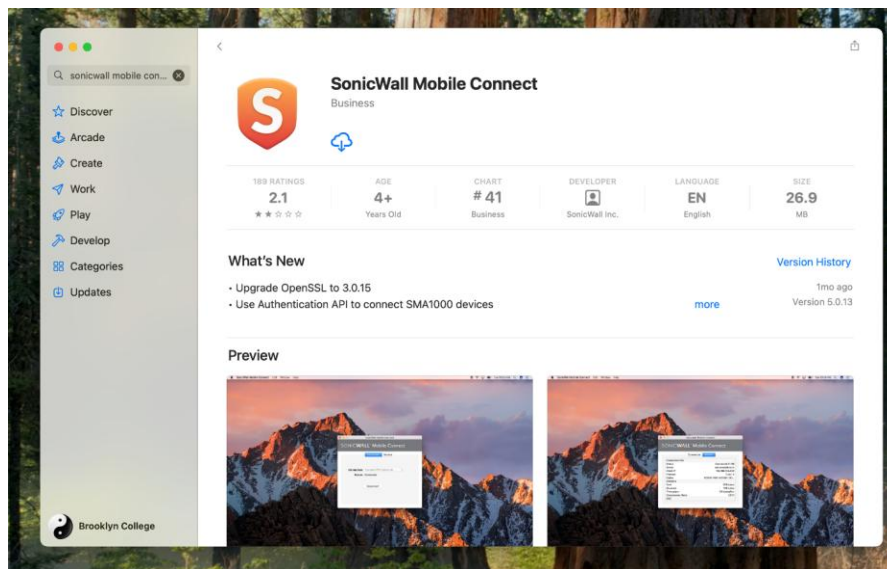


MacOS Instructions for Setting Up SonicWall Mobile Connect and Multi-Factor Authentication (MFA)

Follow these steps to install SonicWall Mobile Connect, set up the VPN connection, and configure Multi-Factor Authentication (MFA):

Step 1: Install SonicWall Mobile Connect

- If the user hasn't already installed the app, go to App Store and download **SonicWall Mobile Connect**.



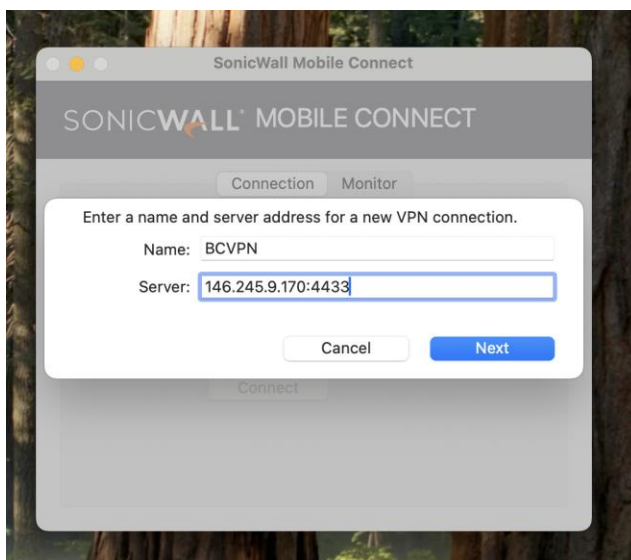
Step 2: Add a New Connection

- After the installation is complete, open the **SonicWall Mobile Connect** app.
- Select **Add connection...** to create a new VPN connection.



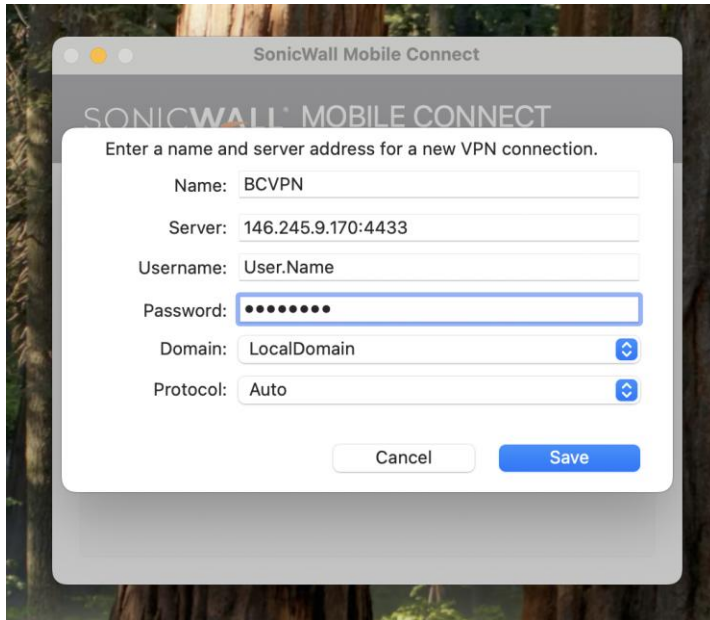
Step 3: Configure Connection Settings

- In the **Name** field, enter **BCVPN**.
- In the **Server** field, input **146.245.9.170:4433**
- Click **Next** to proceed.



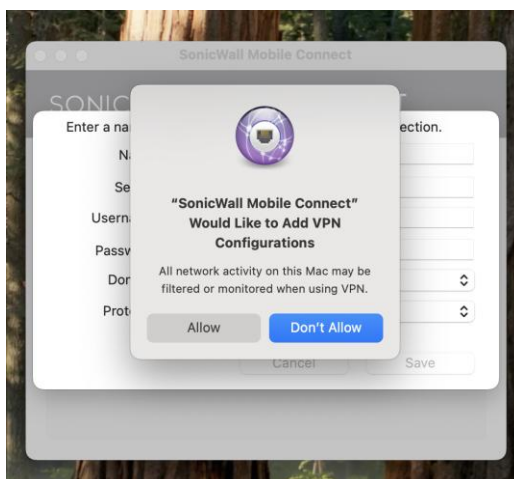
Step 4: Enter Credentials

- Enter the user's assigned **username** and **password**.
- Click **Save** to store your connection settings.



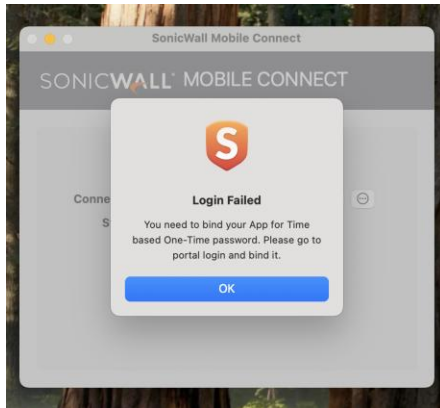
Step 5: Allow Permissions

- If prompted, select **Allow** or any other affirmative options to continue the setup process.



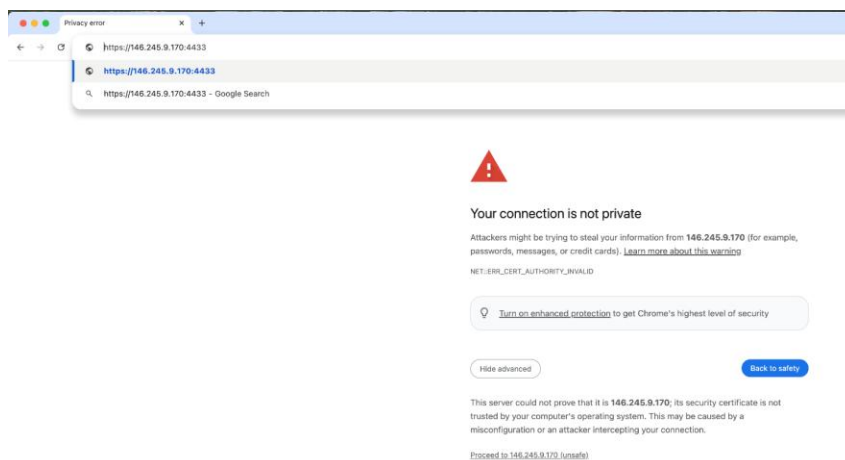
Step 6: Handle Login Issues

- If they do not have Multi-Factor Authentication (MFA) set up, you may see a **Login Failed** message. Click **OK** to acknowledge this.



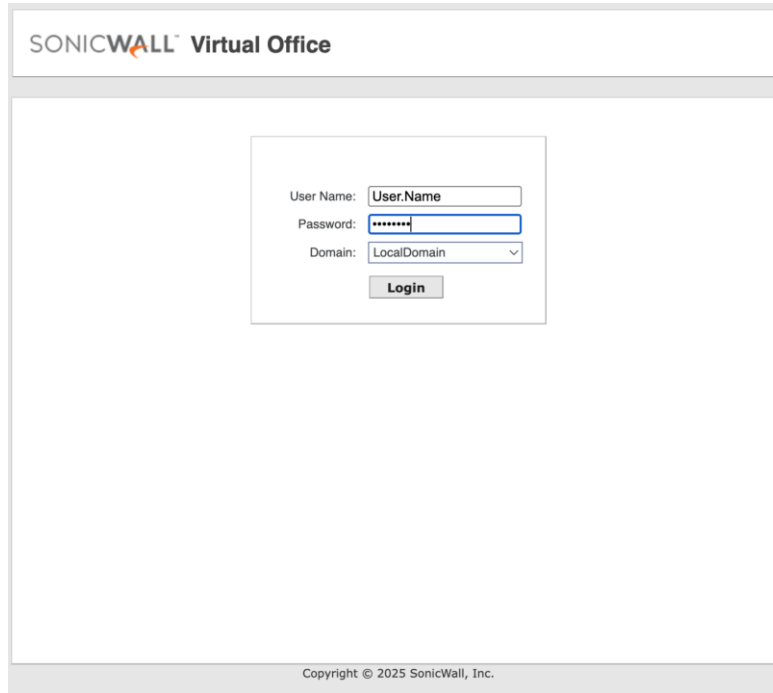
Step 7: Access the VPN via Web Browser

- Open a web browser and enter the URL: <https://146.245.9.170:4433>
- If you see a message stating "Your connection is not private," select **Advanced** or **More Info**.
- Choose the option to proceed unsafely to the server's address.



Step 8: Log In to the VPN

- Log in using the user's assigned **username** and **password**.



SONICWALL Virtual Office

User Name:

Password:

Domain: ▾

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Step 9: Set Up Multi-Factor Authentication

- Have the user read and understand the emergency scratch code prompt at the bottom of the page.
- Set up an **Authenticator App** on the user's device.
 - **Note:** Duo is a discontinued authenticator service. Users can utilize any MFA app, such as **Microsoft Authenticator**, which many people may already have installed for their email accounts. Please ensure the user has an MFA app set up for their authentication needs.
- After installation, have the user scan the QR code provided and proceed to

generate their multi-factor code.



Step 10: Sign In with MFA

- Once you have successfully set up their MFA, sign in to the VPN again.
- This time, the VPN will prompt for their **Bind app code**, which will be displayed in the app they installed.

Important Note:

- If they do not have or forget their emergency scratch code after completing the VPN setup, have them email netgroup@brooklyn.cuny.edu to request a reset of their MFA.

By following these steps, you should be able to successfully set up SonicWall Mobile Connect and configure your Multi-Factor Authentication.