

Using Microsoft Authenticator to log into VPN

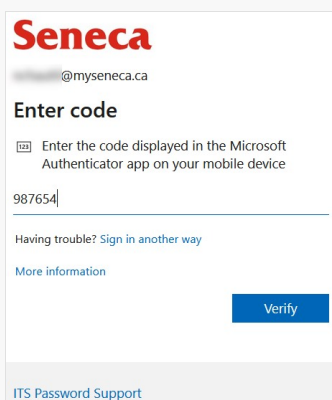
Version 10

Published 2/10/2022 by **Nadine Chautilal** Last updated 9/4/2025 1:47 AM by **Nadine Chautilal**

You will need to have already completed the Multifactor authentication enrollment and/or have the Multifactor Authenticator app set up on your phone or tablet/iPad.

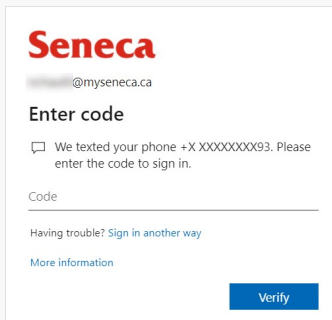
Look for a Push notification, text or call on your phone.

1. Run the GlobalProtect application on your computer. If you do not have GlobalProtect installed, please see the instructions on installing GlobalProtect **VPN Clients**.
2. In the Portal field type "studentvpn.senecapolytechnic.ca" and click Connect.
3. If prompted for your login credentials type in your Seneca student username (up to the first 20 characters) and password and click Sign In.
4. Microsoft 2FA authentication is required for every log in attempt
 - If you're using the Multifactor Authenticator app, a notification will be delivered to your smartphone. Tap APPROVE within 30 seconds or enter the number shown to sign in before the notification expires and the Multifactor Authenticator app will be dismissed.
 - If you're using the verification code from the Multifactor Authenticator app, enter the code and continue.

The screenshot shows the Seneca login interface. At the top is the Seneca logo. Below it is a greyed-out email field with "@myseneca.ca". The heading "Enter code" is followed by an instruction: "Enter the code displayed in the Microsoft Authenticator app on your mobile device". A text input field contains the code "987654". Below the input field are links for "Having trouble? Sign in another way" and "More information". A blue "Verify" button is positioned to the right of the input field. At the bottom left is a link for "ITS Password Support".

- If you are using the verification method as text, enter the verification code and

continue.



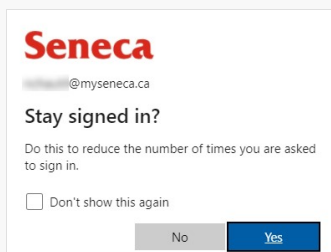
The screenshot shows the Seneca login interface. At the top is the Seneca logo in red. Below it is a greyed-out email address ending in @myseneca.ca. The heading 'Enter code' is displayed. A checkbox is selected, with the text 'We texted your phone +X XXXXXXXX93. Please enter the code to sign in.' Below this is a text input field labeled 'Code'. At the bottom, there are links for 'Having trouble? Sign in another way' and 'More information', and a blue 'Verify' button.

- If you are using the verification method as a call, an automated call displaying Seneca will call your phone and press # to confirm.



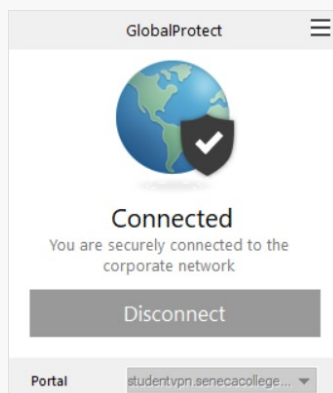
The screenshot shows the Seneca login interface. At the top is the Seneca logo in red. Below it is a greyed-out email address ending in @myseneca.ca. The heading 'Approve sign in request' is displayed. A phone icon is shown next to the text 'We're calling your phone. Please answer it to continue.' Below this are links for 'Having trouble? Sign in another way' and 'More information'.

5. You will be prompted to Stay Signed In?, click Yes and you will be signed in a maximum of 6 hours.



The screenshot shows the Seneca login interface. At the top is the Seneca logo in red. Below it is a greyed-out email address ending in @myseneca.ca. The heading 'Stay signed in?' is displayed. Below this is the text 'Do this to reduce the number of times you are asked to sign in.' and a checkbox labeled 'Don't show this again'. At the bottom are two buttons: 'No' and 'Yes'.

6. GlobalProtect VPN will log in immediately.



The screenshot shows the GlobalProtect VPN interface. At the top is the 'GlobalProtect' header with a menu icon. Below this is a globe icon with a checkmark. The heading 'Connected' is displayed, followed by the text 'You are securely connected to the corporate network'. Below this is a grey 'Disconnect' button. At the bottom, there is a 'Portal' section with a dropdown menu showing 'studentvpn.senecacollege...'.

Note – if the Multifactor Authenticator app produces an unexpected authentication prompt (for example, when you have not attempted to log in recently) you can either tap DENY or ignore the prompt and access will not be granted or contact [ITS Service Desk](#). However, this may be an indication that your account has been compromised so you should change your password immediately at <https://myid.senecapolytechnic.ca>.

Additional Information

Here is a list of additional resources to help you learn about Microsoft Authenticator:

1. Refer to the [Frequently Asked Questions](#).

tags : multi-factor, vpn