Important: Multi-Factor Authentication (MFA) Requirement for myVPN

2024-07-04 - Stephan Friedersdorf - Changes

As part of our ongoing commitment to keeping your data secure, we're making an important update to the myVPN service.

Starting July 22, 2024, UBC's myVPN service will require multi-factor authentication (MFA) for an additional layer of security. This applies to all UBC students, faculty, and staff at the Vancouver and Okanagan campuses.

What to expect:

• When connecting to myVPN after July 22, add "@" to your username followed by your preferred authentication method (e.g. for the Duo app you would type username@app).

• You will receive a prompt on your chosen device for verification.

• Subsequent connections will recall your information for a seamless experience.

For more details:

• Visit the MFA on VPN Technical Support page:
  ◦ https://ubc.service-now.com/kb_view.do?sysparm_article=KB0016157

Need help?

• Contact the IT Service Centre:
  ◦ https://it.ubc.ca/got-question-about-it-products-and-support#helpdesk

Please familiarize yourself with the new login process before July 22, 2024, to minimize any inconvenience.

Thank you for your cooperation in maintaining a secure network environment. We appreciate your attention to this important update.