FAQs regarding the VPN change from PINsafe authentication to Multi-Factor Authentication (MFA)

When will PINsafe be decommissioned?

PINsafe VPN authentication method will be decommissioned on December 31, 2015.

MFA VPN authentication method is taking the place of PINsafe effective 1-1-2016.

Can I still receive one-time code (OTP) via email when login to VPN?

No, email authentication method is not available with MFA.

There are now two methods to complete sign-on authentication process.

First, default method, is to receive a phone call. You will have to answer the call and press '#' to complete sign on process.

Second method, is to receive OTP. This is not the preferred method due to mobile data plan and proxy phone number is used resulting in user not getting a text.

The default phone call is the preferred authentication method.

Do I need to make any changes in order to login to VPN using MFA after December 31, 2015?

No, as a VPN user, you do not have to make any changes. You will continue to use the same VPN login URL you have been using. Also you can continue to use Junos Pulse, Pulse Secure, or a web browser to login to VPN without any changes.

Can I change the method from text message to phone call?

Yes, please call 202-724-2028 or send an email to vpnhelpdesk@dc.gov to submit a request.

Will MFA work when I travel overseas?

Yes, you have the option to receive a text message or a phone call.

Do I need a DC Government issued mobile phone to use MFA?

No, you can use any mobile phone to receive a text message or a phone call. . You may also use a landline to receive a phone call

I am a vendor working for a DC Government agency. I login using my company email address to login to VPN. Do I need to make any changes?

Yes, if you are using your email address as VPN username, then your VPN login URL will change. The new VPN login URL is https://vpndc.dc.gov/mfex