VDI FAQ

Q: **How do I know if I am considered On-Campus vs Off-Campus?**
A: Below, outlines how the two are defined.

> **ON-Campus** = Hard Wired via Ethernet connection somewhere on campus or Connected to the MSUNet 3.0 Wireless.

> **OFF-Campus** = Connected to MSU VPN, MSUNet Guest 3.0 Wireless (Any Wireless outside of MSUNet 3.0), and physically off campus.

Q: **What happens if my NETID password has expired?**
A: When Logging into VDI, if your password has expired, you will be prompted to change your password.

Q: **How to I setup Two-Factor Authentication?**
A: There are a couple of ways that this can be addressed:

1. Download the Symantec VIP App from the App Store on your smartphone. Open a web browser and go to http://two-factor.msu.edu and register the Symantec VIP app that you just downloaded. (Please see the VDI Two-Factor Authentication setup document for step-by-step instructions on registering your VIP App). This is the preferred method.

2. If you do not wish to install the Symantec VIP App, you can still use the Two-Factor Authentication **IF** your phone is setup to use the Two-Factor text messaging option. When typing "Push" when asked for your Security Code, you should receive a text message on your phone with a security code that you will need to enter before clicking "Sign In".