



**STATE OF NEVADA**  
**DEPARTMENT OF ADMINISTRATION**  
***Enterprise IT Services Division***

100 N. Stewart Street, Suite 100 | Carson City, Nevada 89701  
Phone: (775) 684-5800 | [www.it.nv.gov](http://www.it.nv.gov) | Fax: (775) 687-9097

**MEMORANDUM**

January 19, 2022

**TO:** All Agencies  
**FROM:** Timothy Galluzi, Administrator  
**SUBJECT:** Changes to the State's Virtual Private Network (VPN)

The Enterprise IT Services Division (EITS) is transitioning the state to a new virtual private network (VPN) authentication system. The Duo authentication system that employees currently use to generate their second password to log into VPN is being replaced by a new system called FortiToken Mobile. All VPN users will need to migrate to FortiToken Mobile before Friday, February 25, 2022. Interruptions to VPN services are not expected during this transition.

When signing onto VPN, users can expect to see a message that reminds them that Duo will be going away. Additionally, EITS will be sending maintenance notifications by email as the transition deadline approaches.

To migrate to the new FortiToken Mobile system, all current VPN users should take the following steps:

1. Email the EITS Help Desk ([eitshelp@admin.nv.gov](mailto:eitshelp@admin.nv.gov)) to request FortiToken Mobile and provide the email address you use to log onto VPN.
2. Follow the instructions provided by EITS to install the FortiToken Mobile app.
3. When connecting to VPN using Cisco AnyConnect Client, be sure to change the server address as indicated in the instructions ([nwvp.nv.gov/ftm](http://nwvp.nv.gov/ftm) or [swvp.nv.gov/ftm](http://swvp.nv.gov/ftm)).

Like the Duo authentication system, a mobile device hosts the FortiToken Mobile app that produces the time-based password used to log into VPN. As a reminder, employees are never required to use personal devices for state business. There are several options that employees can use for authentication. A mobile device is suggested because it is the most secure method. If employees do not have access to a work mobile device and have concerns about using their private mobile device for authentication applications such as FortiToken Mobile, they should contact their agency's help desk for support. If an agency is supported by EITS, employees can contact the EITS Help Desk (775.684.4333, [eitshelp@admin.nv.gov](mailto:eitshelp@admin.nv.gov)) or file a self-service ticket at <https://helpdesk.nv.gov/HEAT>.