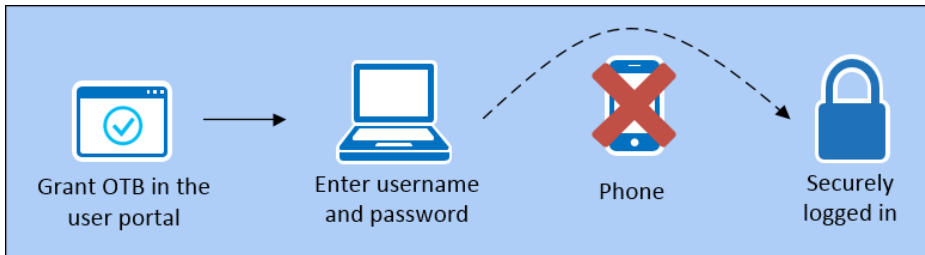


## What is a One-Time Bypass (OTB)?

A One-Time Bypass, or OTB, allows you to connect to the VPN without having to answer a phone call. An OTB can only be used for your **next** VPN login and should be used when you do not have access to your registered phone or you cannot receive phone calls (e.g. on a plane, or no cell reception).

You can grant an OTB in the [user portal](#) at any time, but each OTB must be used within 3 minutes.

### How it Works

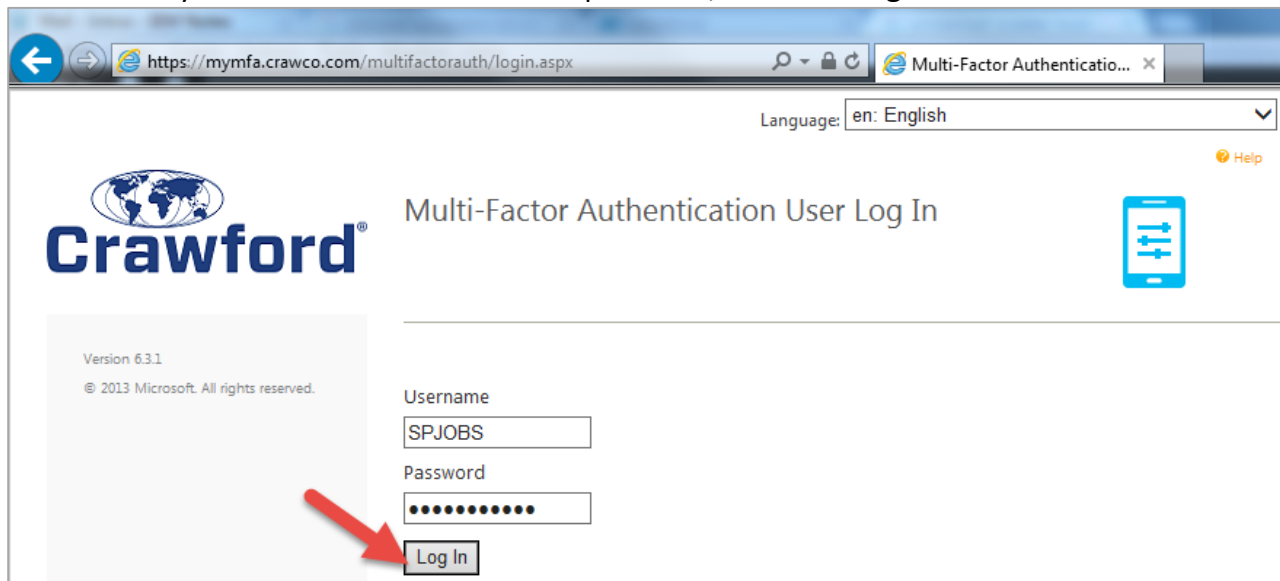


Log in to the [user portal](#) and grant yourself an OTB. In doing so, your **next** VPN login will only require username and password, and **not** a phone call.

## How to Grant an OTB (without your phone):

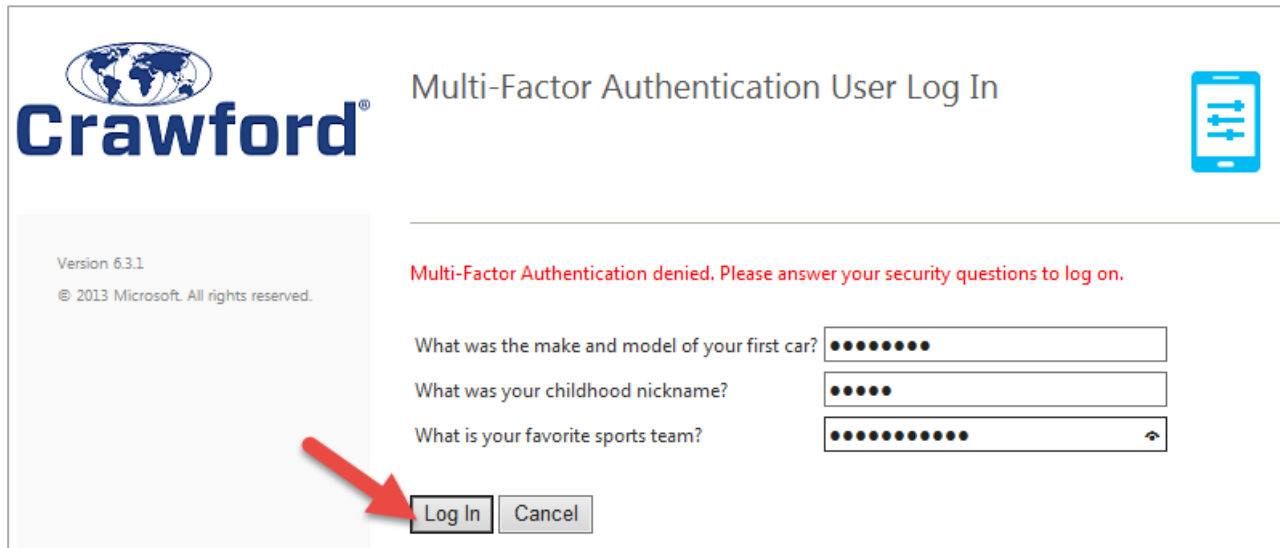
To grant an OTB, you must first be logged in to the user portal.

1. Click [here](#) to access the user portal.
2. Enter your Crawford Network ID and password, then click **Log In**.

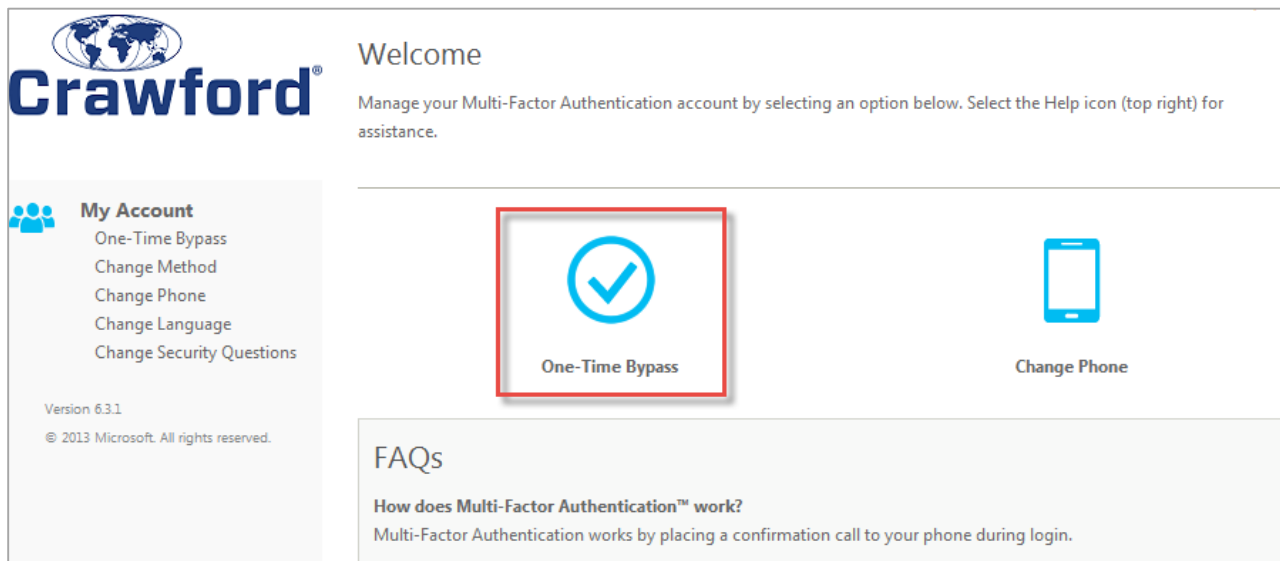


Wait until your security questions appear (approximately 1 minute). During this time, the MFA system is attempting to call your phone. If you did not set up security questions, you will not be able use this method.

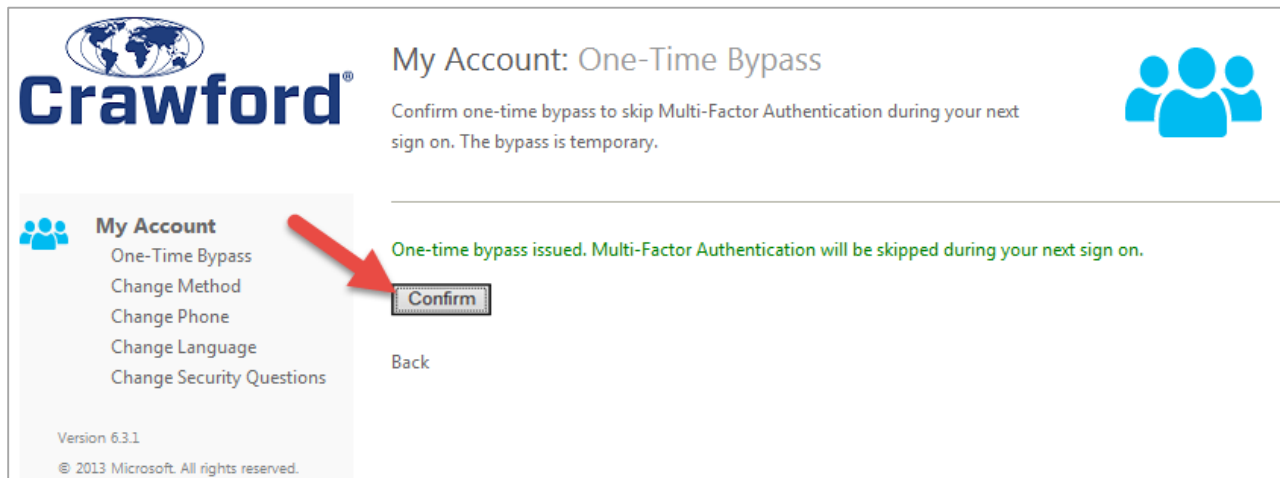
3. Answer your security questions and click **Log In**.



4. Click **One-Time Bypass**.



5. Click **Confirm** to grant the OTB. You can log out of the user portal.



6. Open the VPN client (**Cisco AnyConnect** or **VPN Client**) on your machine.
7. Enter your username and password and click Connect. You should be able to connect to the VPN this time using only username and password. Answering a phone call should not be required.

For issues connecting to the VPN or accessing the user portal, please contact the Service Desk at +1 (877) 428-4298.

OTB usage is monitored by ICT Security.