

EdUHK VPN Service User Guide for Windows

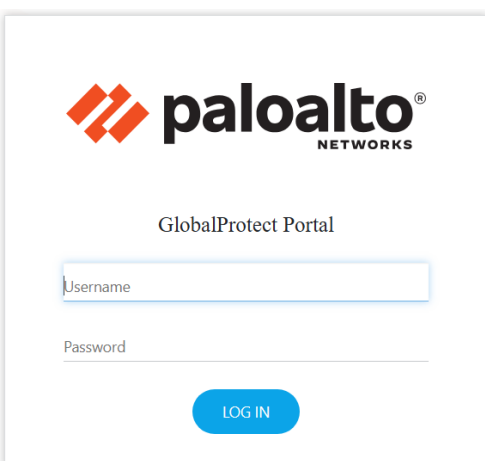
A. Installing the GlobalProtect VPN Client App

Screen capture based on Windows 10

1. Download and install “**GlobalProtect**” App from VPN portal.

<https://vpn.eduhk.hk>.

2. Login with your EdUHK username and password.



3. Download the installer.



GlobalProtect Portal

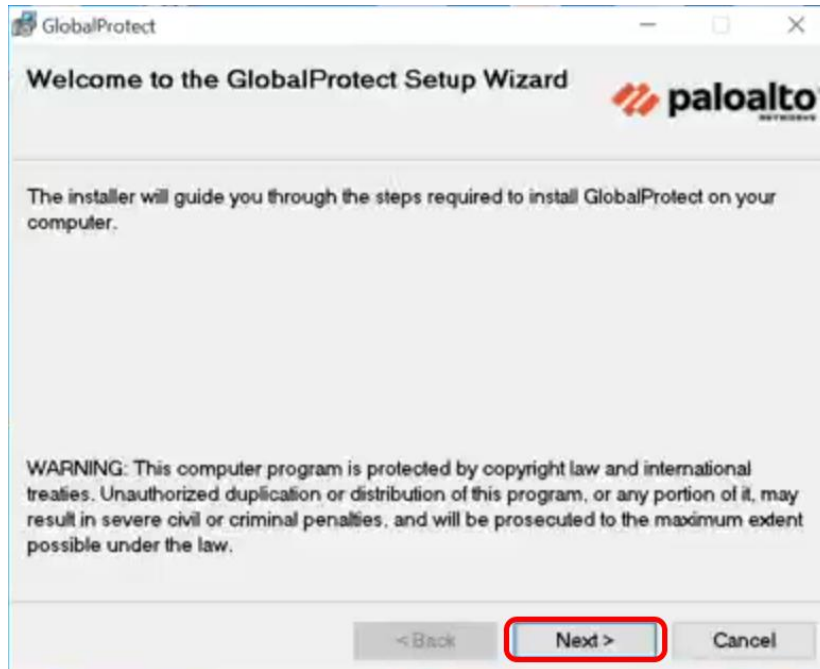
[Download Windows 32 bit GlobalProtect agent](#)

[Download Windows 64 bit GlobalProtect agent](#)

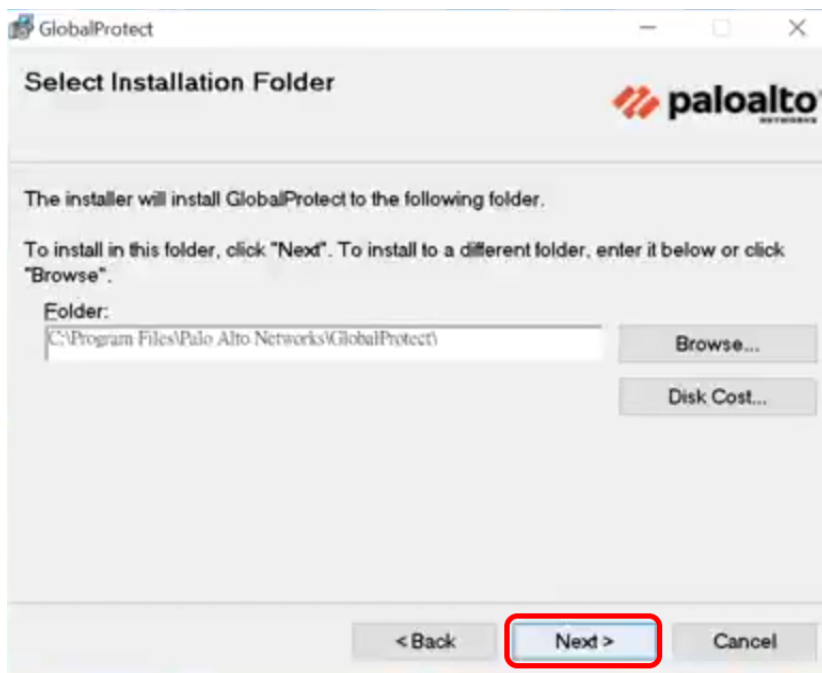
[Download Mac 32/64 bit GlobalProtect agent](#)

EdUHK VPN Service User Guide for Windows

4. Click **Next**.

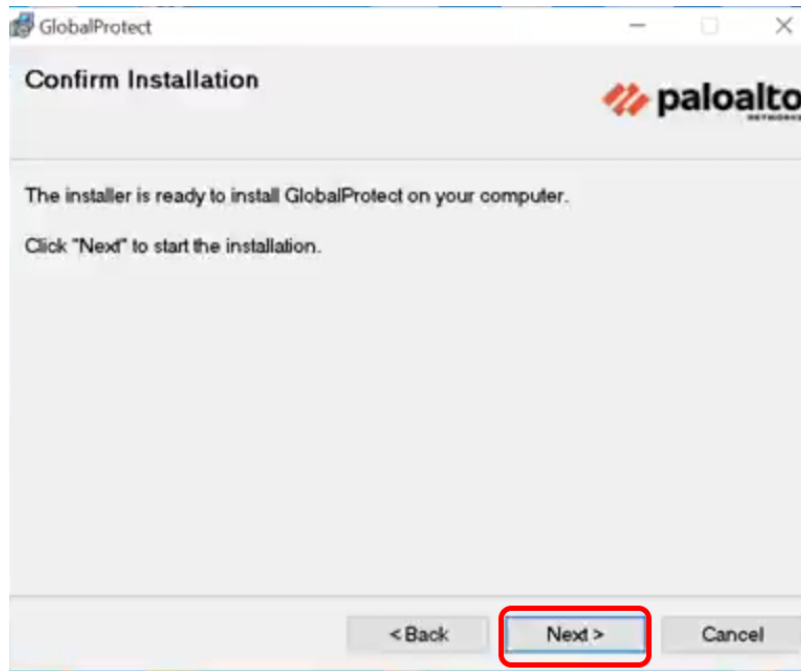


5. Click **Next**.

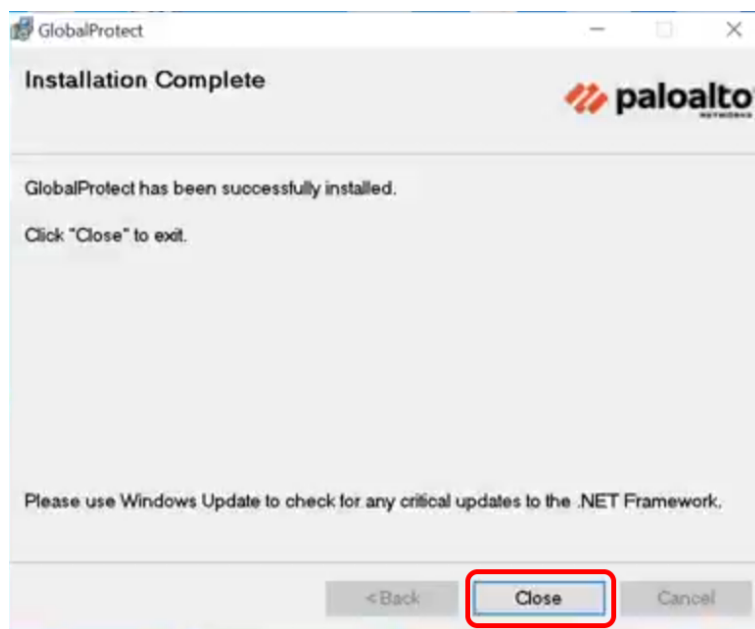


EdUHK VPN Service User Guide for Windows

6. Click **Next**.

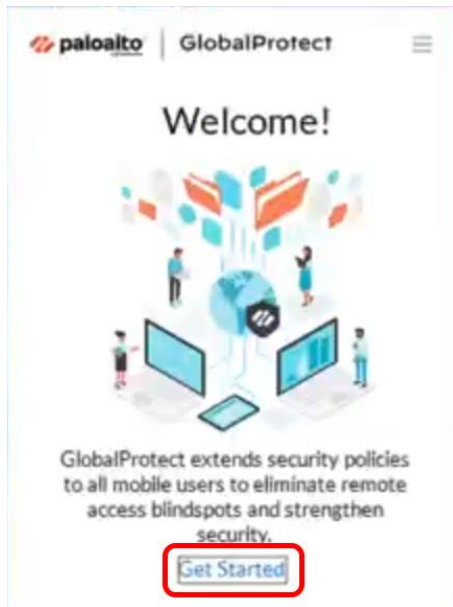


7. Click **Next**.

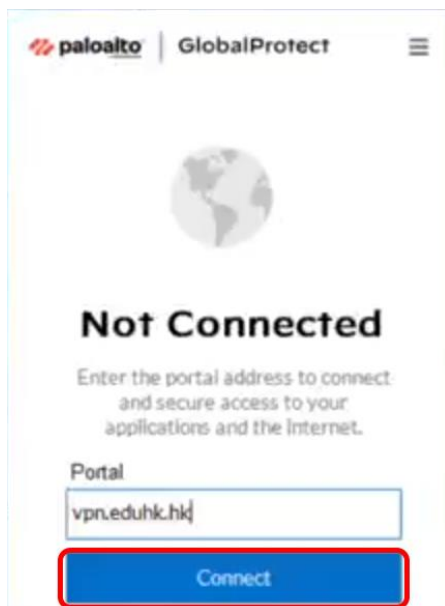


EdUHK VPN Service User Guide for Windows

8. Click **Get Started**.

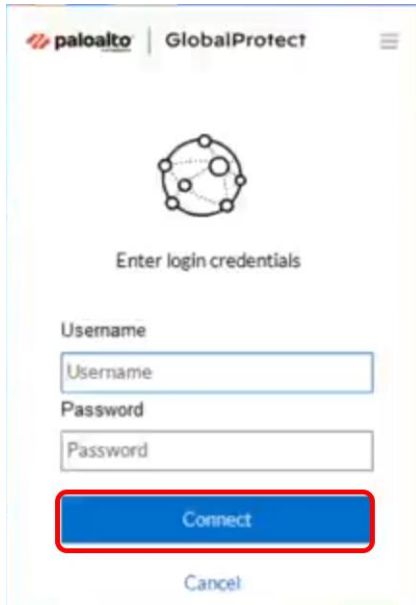


9. Enter the VPN portal address as “**vpn.eduhk.hk**” and click **Connect**



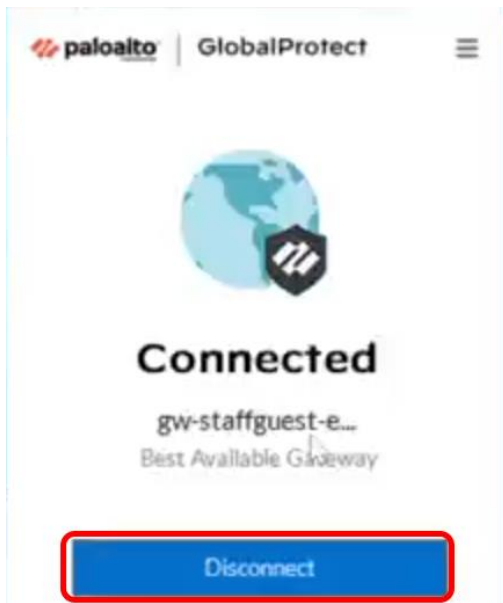
EdUHK VPN Service User Guide for Windows

10. Enter your username and password. Then click **Sign In**.



If the connection is successful, the status will show as “Connected”.

11. Click **Disconnect** to stop the VPN connection

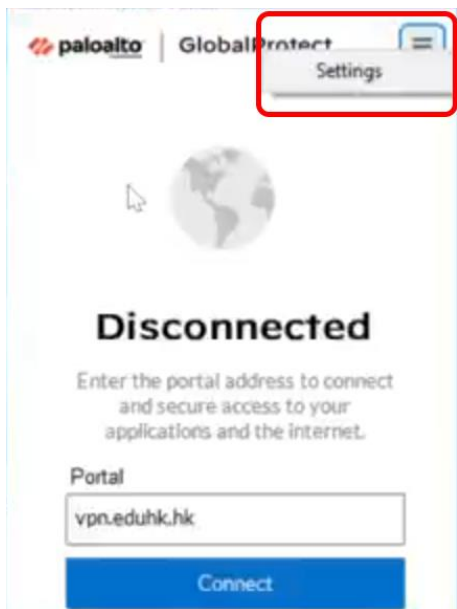


EdUHK VPN Service User Guide for Windows

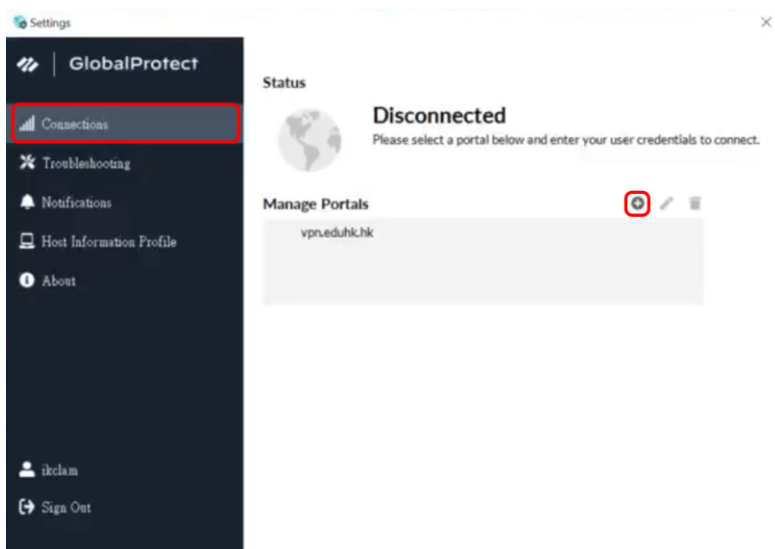
B. Configure to use the VPN add-on service in China

If you are going to use EdUHK VPN within mainland China, you can set up the GlobalProtect to use the mainland China VPN gateway for better performance.

1. Click the menu button and click **Settings**

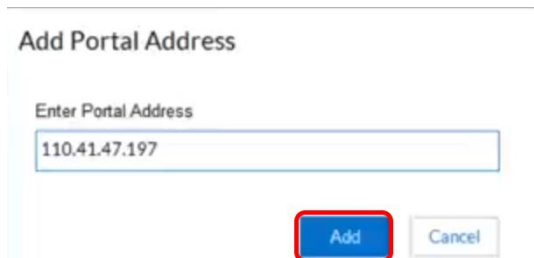


2. Click **Connections** and click + button



EdUHK VPN Service User Guide for Windows

3. Enter the portal address 110.41.47.197 and click **Add**



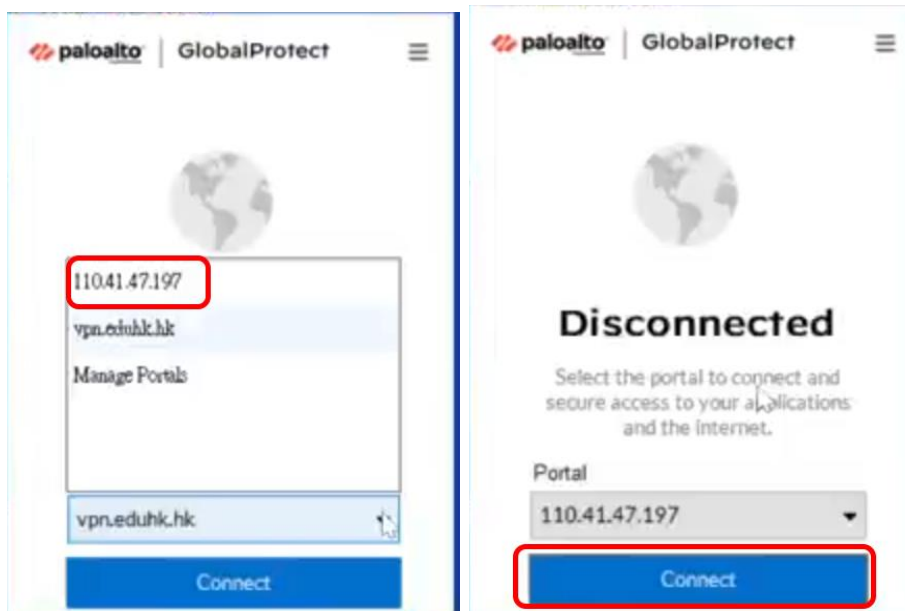
Add Portal Address

Enter Portal Address

110.41.47.197

Add Cancel

4. Select the 110.41.47.197 and click **Connect**



paloalto | GlobalProtect

110.41.47.197

vpn.edu.hk

Manage Portals

vpn.edu.hk

Connect

Disconnected

Select the portal to connect and secure access to your applications and the internet.

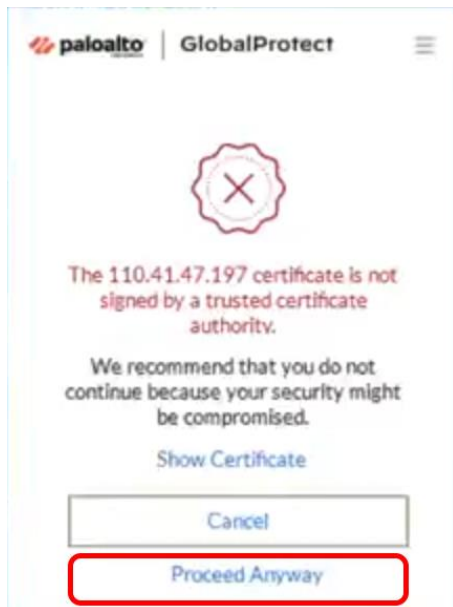
Portal

110.41.47.197

Connect

EdUHK VPN Service User Guide for Windows

5. For the first time, click **Continue** when prompt for the Server Certificate Error.



If the connection is successful, the status will show as “Connected”.

Click **Disconnect** to stop the VPN connection

