# 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.

| 11       |                      |
|----------|----------------------|
|          | GlobalProtect Portal |
| Username |                      |
| 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

Office of the Chief Information Officer EdUHK

# EdUHK VPN Service User Guide for Windows

### 4. Click Next.

| w and international<br>or any portion of it, may<br>d to the maximum extent |
|---|
| v and international<br>or any portion ol it, may                            |
| or any portion of it, may   |
|   |
| d > Cancel  |
|   |
| - 0 ×   |
| 🊧 paloalto  |
|   |
| enter it below or click   |
|   |
|   |
| Browse  |
|   |

Office of the Chief Information Officer EdUHK Page | 2

# EdUHK VPN Service User Guide for Windows

#### 6. Click Next.

| 🛃 GlobalProtect                                       | - 0 ×         |
|---|---------------|
| Confirm Installation                                  | 🥠 paloalto    |
| The installer is ready to install GlobalProtect on ye | our computer. |
| Click "Next" to start the installation.               |               |
|   |               |
|   |               |
|   |               |
|   |               |
|   |               |
|   |               |
|   |               |
| < Back  | Next > Cancel |

#### 7. Click Next.

| GlobalProtect   |                      | -           |         | ×   |
|---|----------------------|-------------|---------|-----|
| Installation Complete                                   |                      | <i>11</i> p | aloa    | lto |
| GlobalProtect has been successfully installed.          |                      |             |         |     |
| Click "Close" to exit.                                  |                      |             |         |     |
|   |                      |             |         |     |
|   |                      |             |         |     |
|   |                      |             |         |     |
|   |                      |             |         |     |
| Please use Windows Update to check for any ci           | ritional um datas to |             | Tampure | el. |
| Please use windows opdate to check for any c            | nical opdates to     | THE INE I T | Tarnewo | th, |
|   | k 00                 |             | Cano    |     |
| <bac< td=""><td></td><td></td><td></td><td></td></bac<> |                      |             |         |     |

#### Office of the Chief Information Officer EdUHK

Page | 3

# EdUHK VPN Service User Guide for Windows

#### 8. Click Get Started.



9. Enter the VPN portal address as "vpn.eduhk.hk" and click Connect



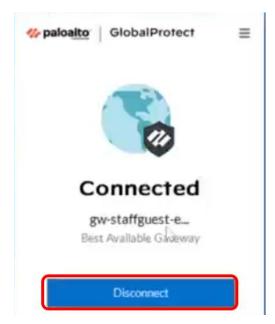
Office of the Chief Information Officer EdUHK

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

| paloalto     GlobalProtect     ≡ |
|----------------------------------|
| Enter login credentials          |
| Username                         |
| Username                         |
| Password                         |
| Password                         |
| Connect                          |
| Cancel                           |

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

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



Office of the Chief Information Officer EdUHK

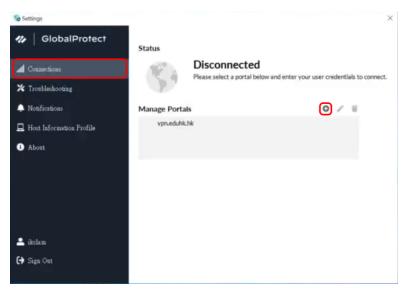
## B. Configure to use the VPN add-on service in China

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

| 14 | GloballProtect =   |
|----|--|
|    | D 30   |
|    | Disconnected   |
|    | Enter the portal address to connect<br>and secure access to your<br>applications and the internet. |
|    | Portal   |
|    | vpn.eduhk.hk   |
|    | Connect  |

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



Office of the Chief Information Officer EdUHK

# EdUHK VPN Service User Guide for Windows

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

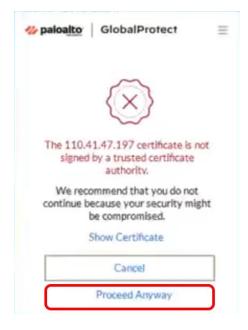
|          | ter Portal Address |  |
|----------|--------------------|--|
| 1.47.197 | 0.41.47.197        |  |

4. Select the 110.41.47.197 and click Connect

| % paloalto GlobalProtect      | =  | <pre>% paloaito GlobalProtect ≡</pre>  |
|-------------------------------|----|--|
| 54                            |    | 5  |
| 110.41.47.197<br>vpn.eduhk.hk |    | Disconnected   |
| Manage Portals                |    | Select the portal to connect and<br>secure access to your a dications<br>and the internet. |
|                               |    | Portal   |
| vpr.eduhk.hk                  | to | 110.41.47.197 -  |
| Connect                       |    | Connect  |

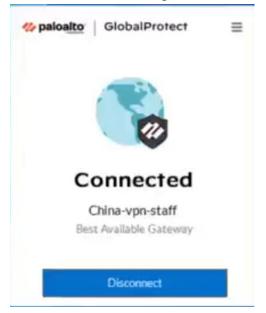
# EdUHK VPN Service User Guide for Windows

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



Office of the Chief Information Officer EdUHK