

EdUHK VPN Service User Guide for Mac OS

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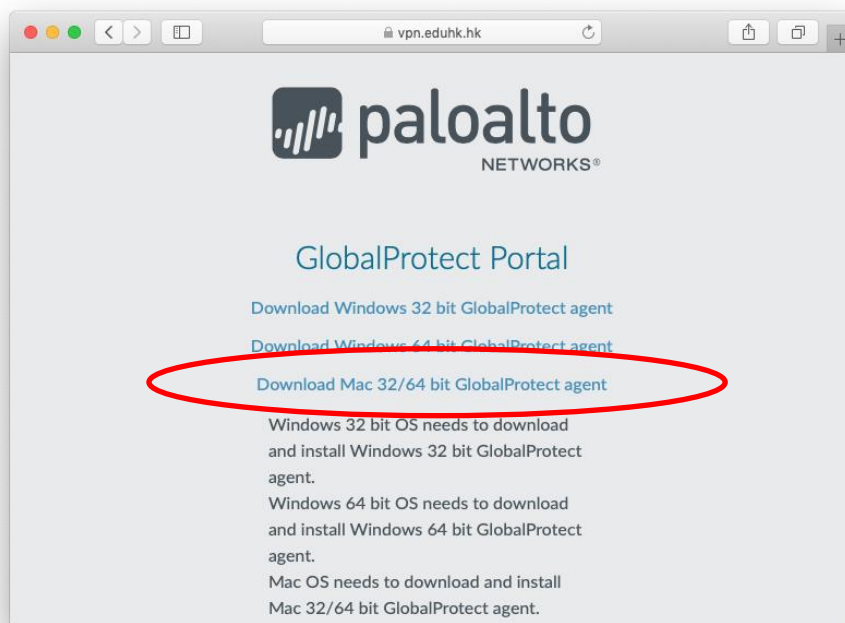
A. Installing the GlobalProtect VPN Client Software

This VPN client requires Mac OS X 10.11 or later. (Screen capture base on version 5.1.2)

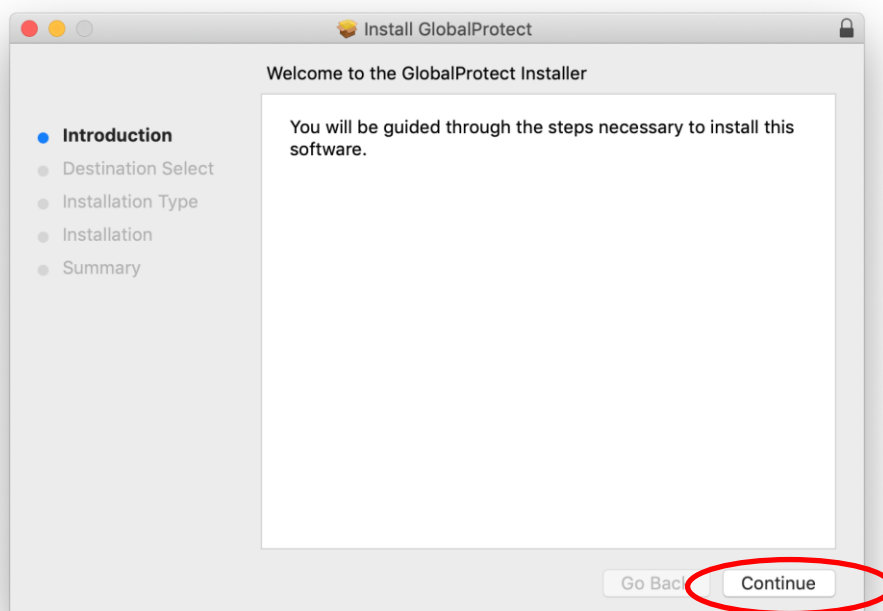
1. Go to <https://vpn.eduhk.hk>
2. Login with your EdUHK username and password.



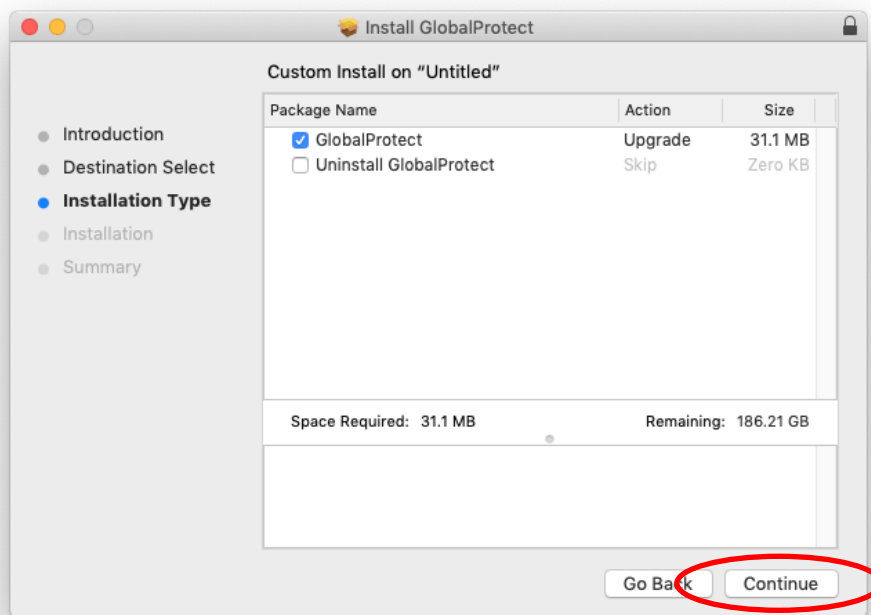
3. Download the Mac OS installer file to your computer desktop.



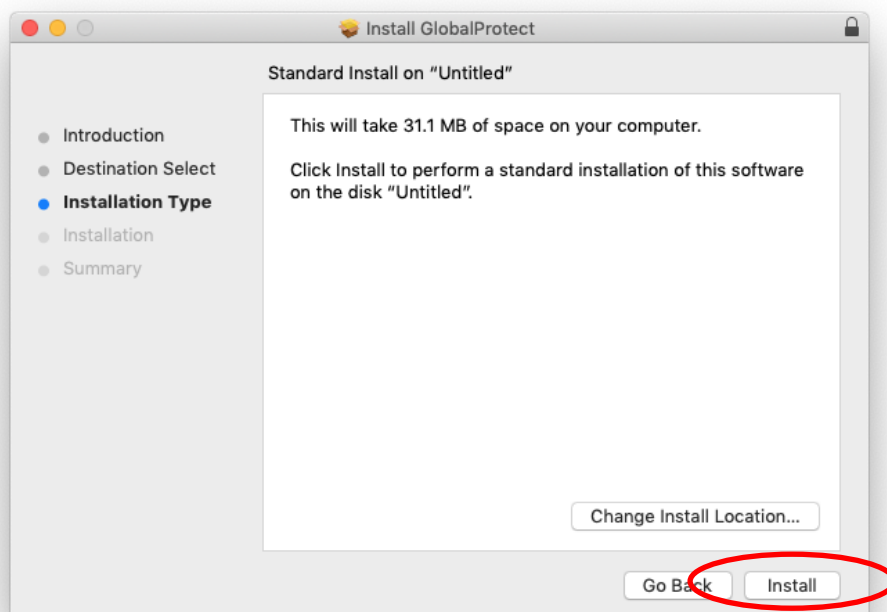
4. To install the software:
 - a. From the download folder, launch the “**GlobalProtect.pkg**” file.
 - b. In "Welcome" window, click **Continue**.



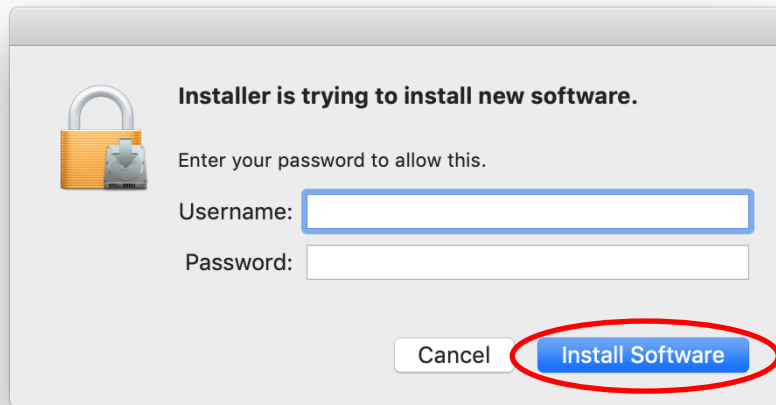
- c. In "Custom Install" window, make sure the option "**GlobalProtect**" is checked. Then click **Continue**.



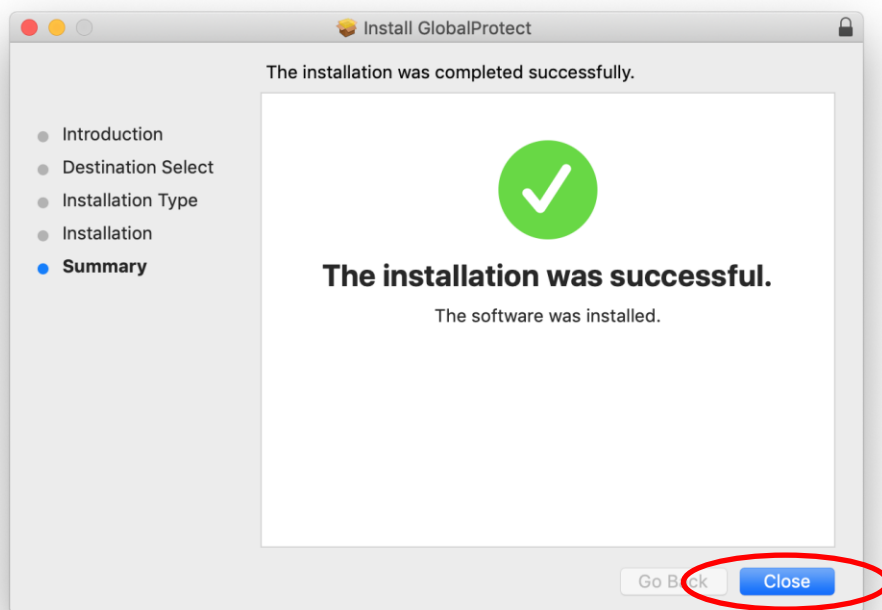
- d. In "Standard install" window, click **Install**.



- e. Enter your Mac administrator password when prompt and click **Install Software**.



- f. When "Install Succeeded" appears, click **Close**.



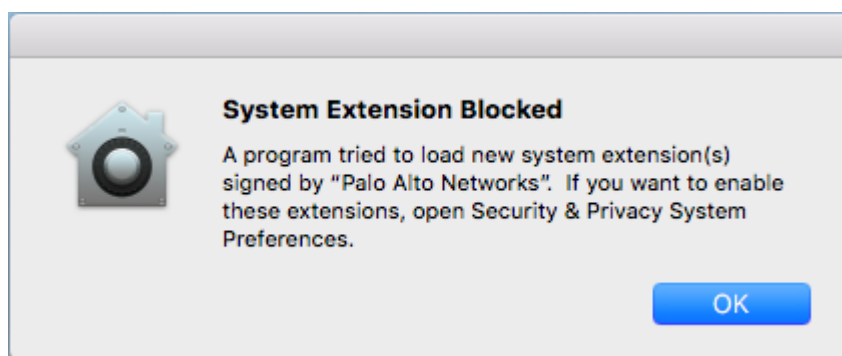
5. The GloablProtect will save your login credential into Apple keychain. When prompt, enter your Mac Administrator password and click “Always Allow”.



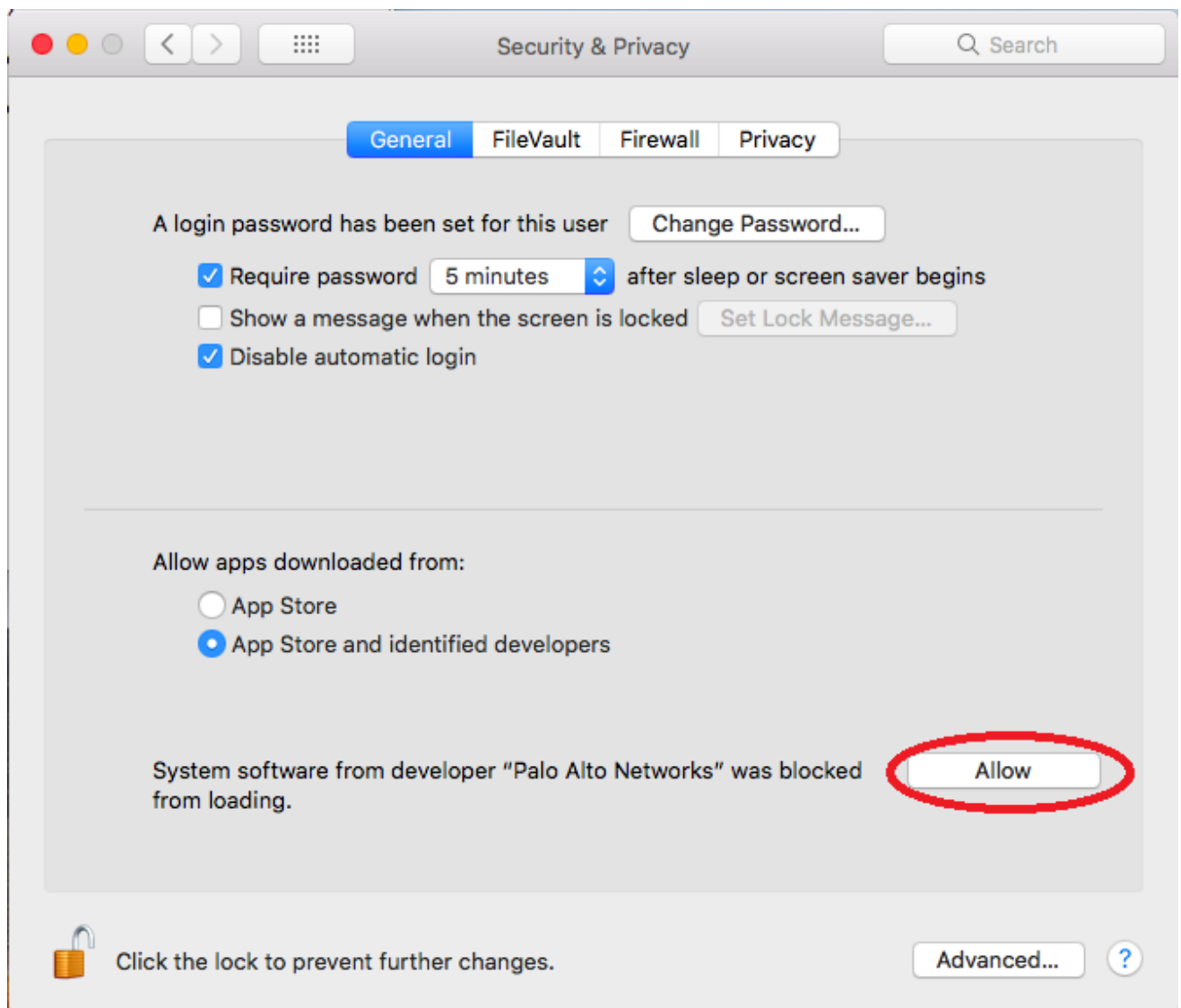
6. The client software is now installed. The client installer files can be removed by dragging to the Trash.

Notes:

1. For some macOS versions (10.11 to 10.15), you will receive the following screen saying that the “System Extension Blocked”.

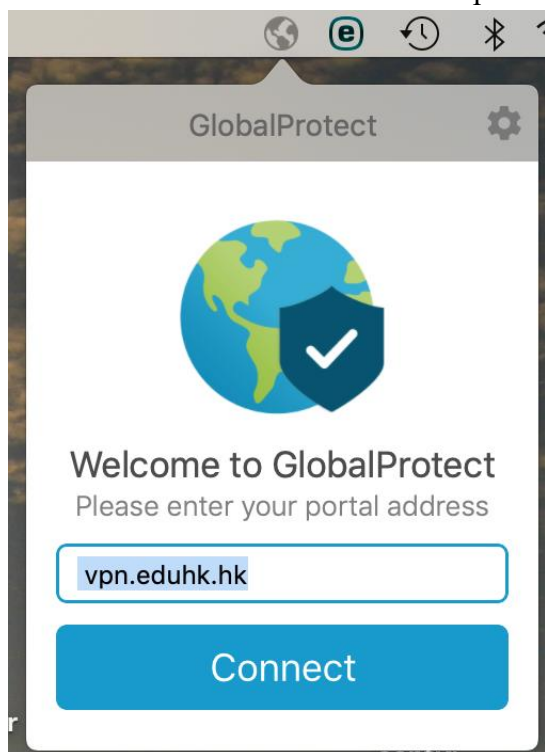


2. Then you need to go to the **System preference → Security & Privacy**. From the General tab, you will see the message “**System software from developer “Palo Alto Networks” was blocked from loading.**”. Click **Allow** to grant the GlobalProtect from loading.

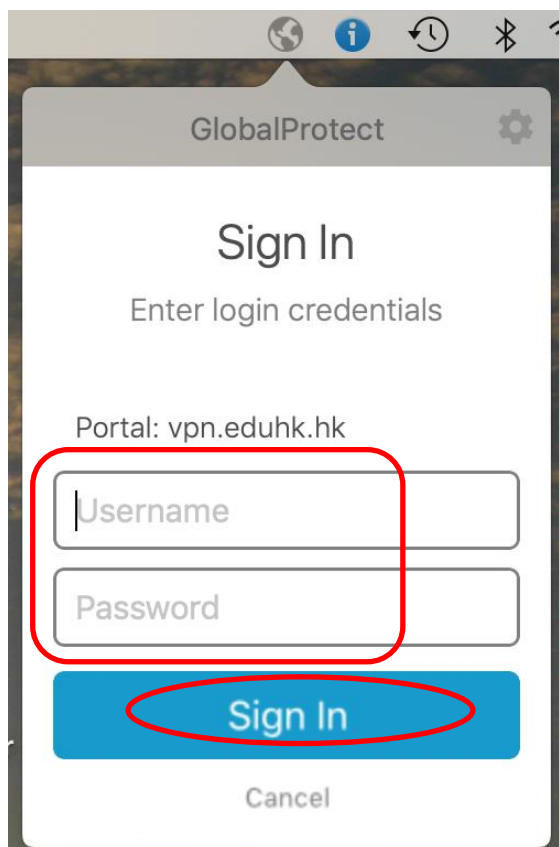


B. Configure GlobalProtect VPN Client

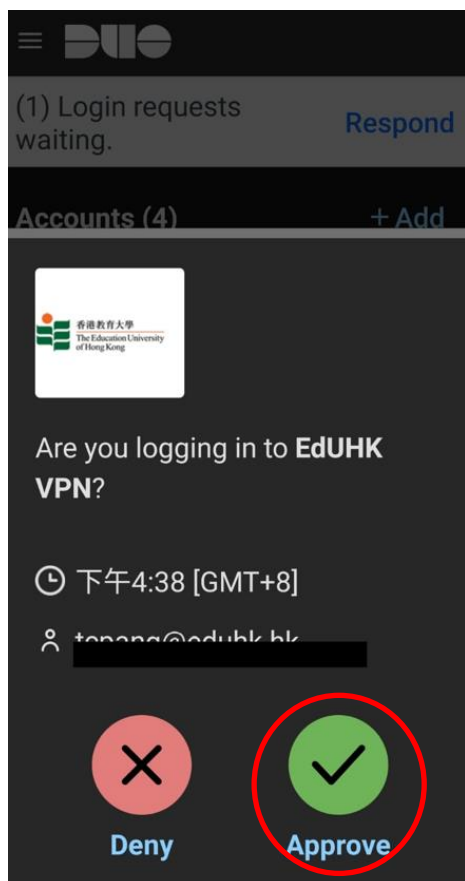
1. For the first time to use the GlobalProtect VPN client software, click the GlobalProtect icon from the Mac menu bar. Then enter the VPN portal address as “**vpn.eduhk.hk**”.



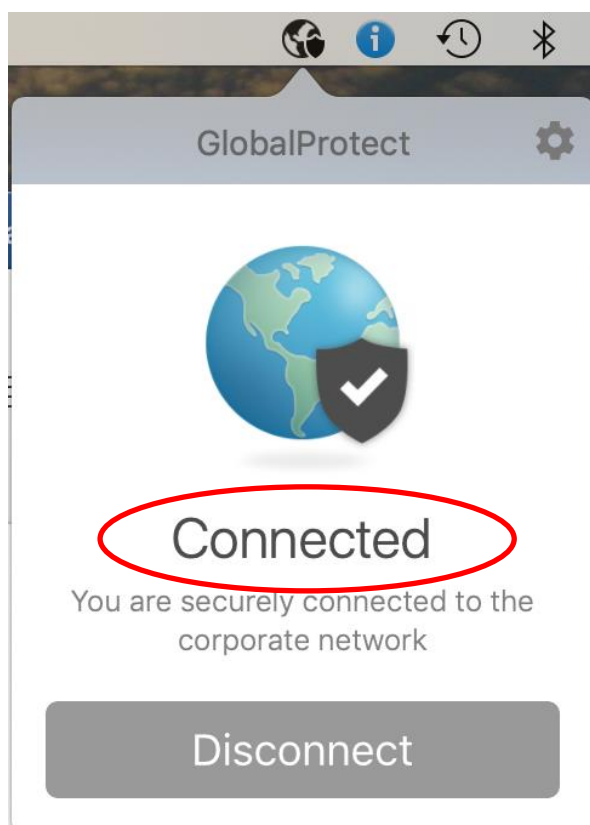
2. Enter your username and password. Then click **Sign In**.



3. After that, it will pop up the DUO push screen on your mobile as below and please click “**Approve**”
(Note: The VPN with Duo must use the [Duo app](#) and this is for staff only).



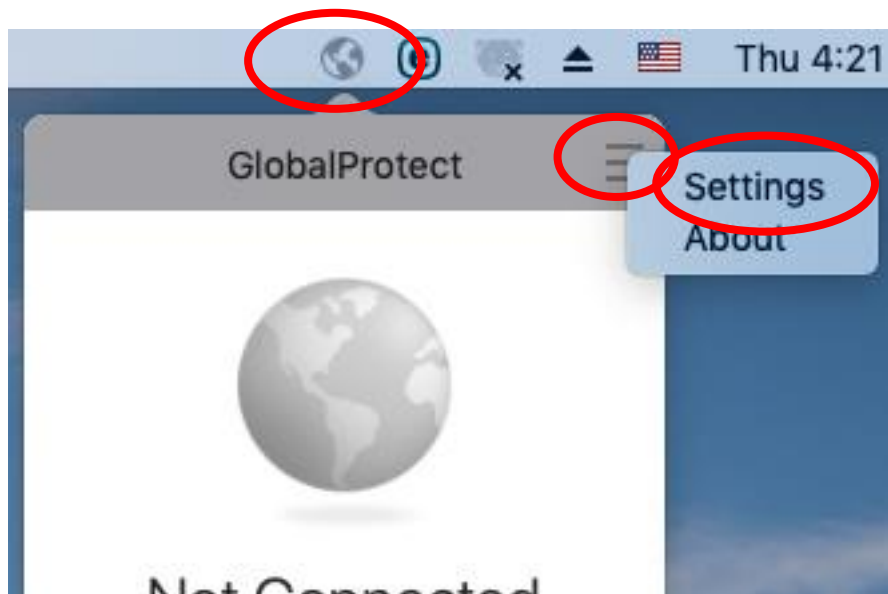
4. If the connection is successful, the status will show as “Connected”.



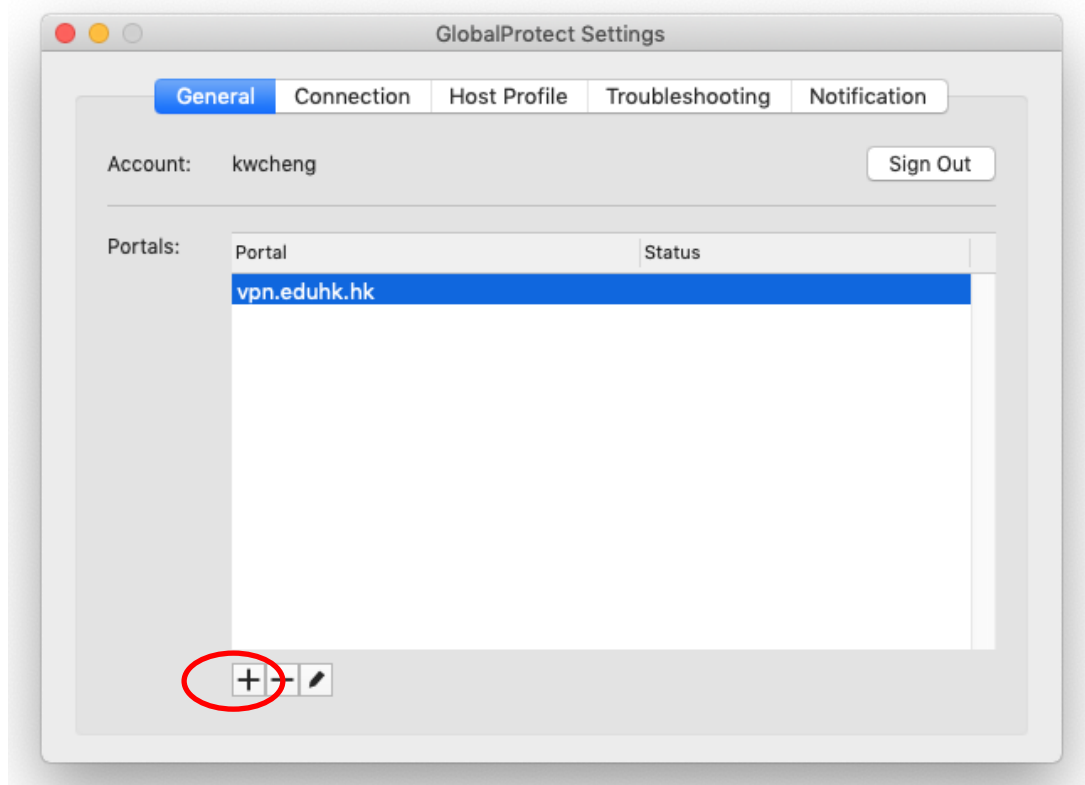
C. Configure GlobalProtect to use Mainland China VPN gateway

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 GlobalProtect icon from the Mac menu bar on the top. Then click the “more” button on upper right and choose “**Settings**”.



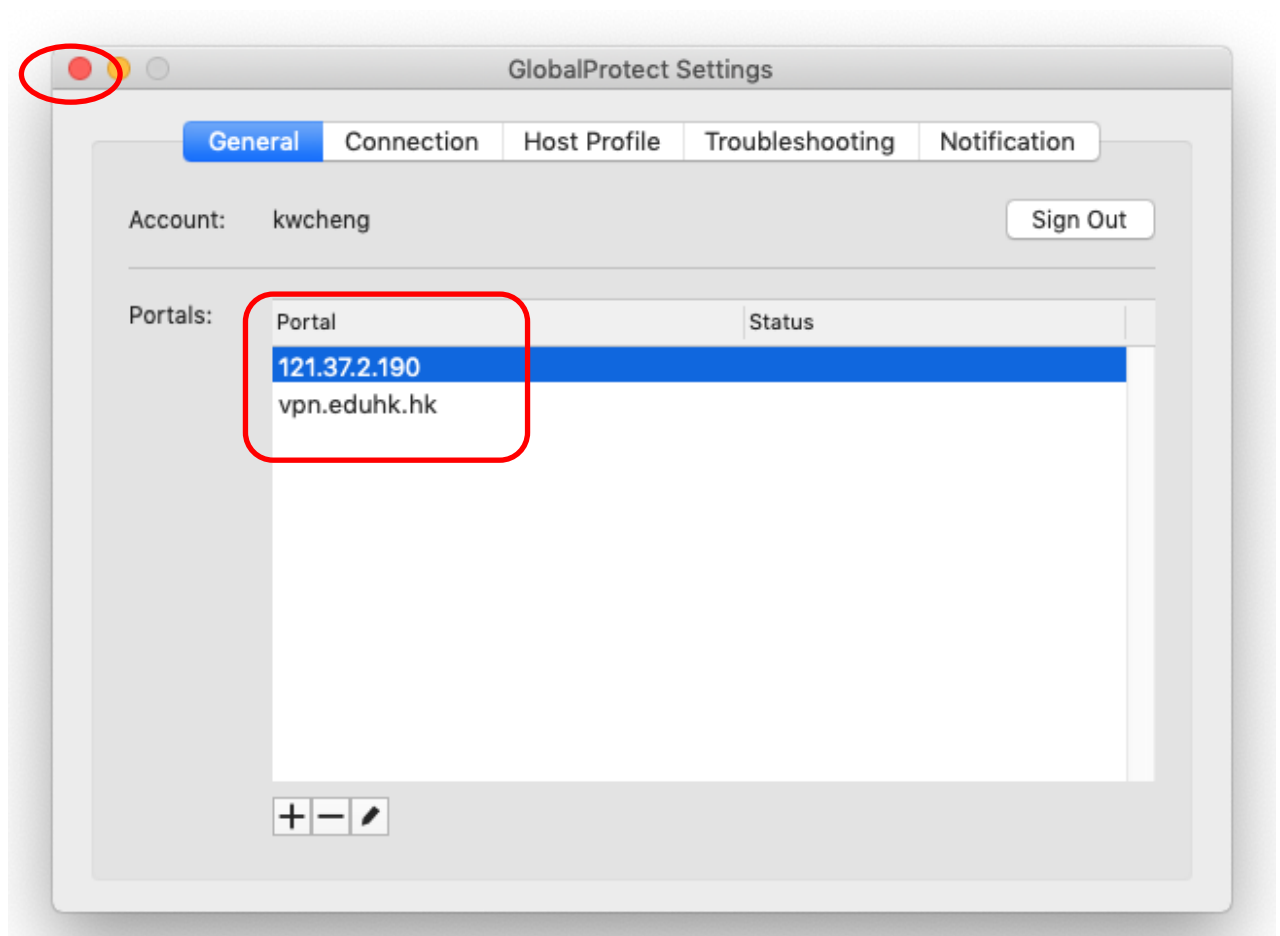
2. On the General tab, click the “+” add button.



3. Enter “121.37.2.190” as the portal address and click “**Save**”.

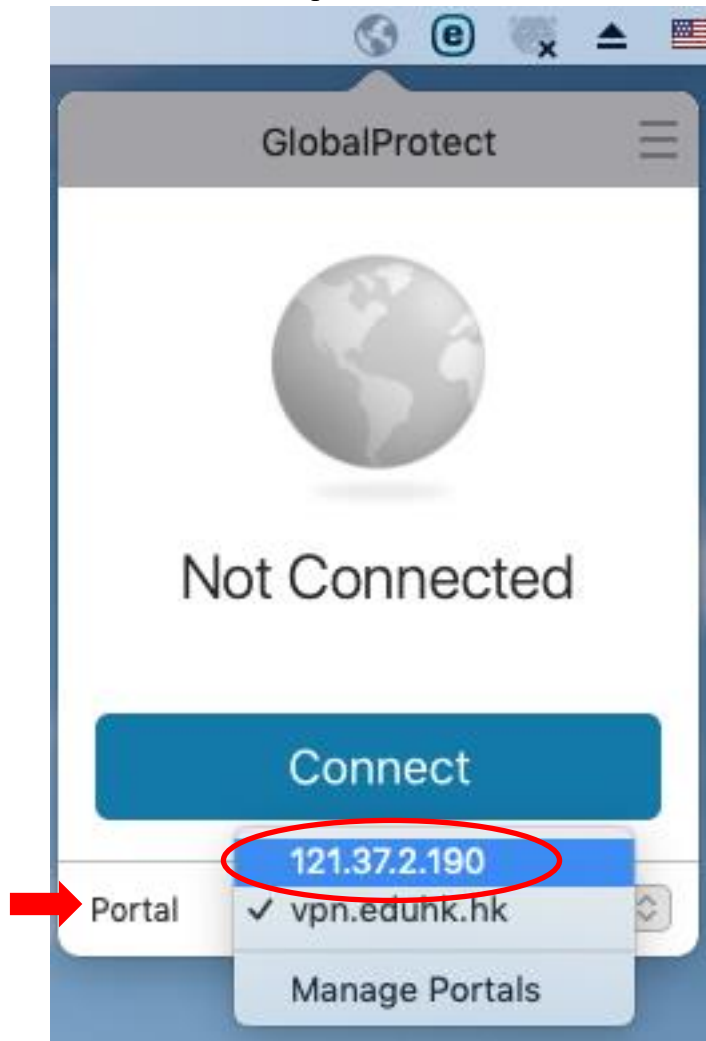


4. Now you will have 2 portal addresses. Then you can click the red “X” on upper left to close the windows.

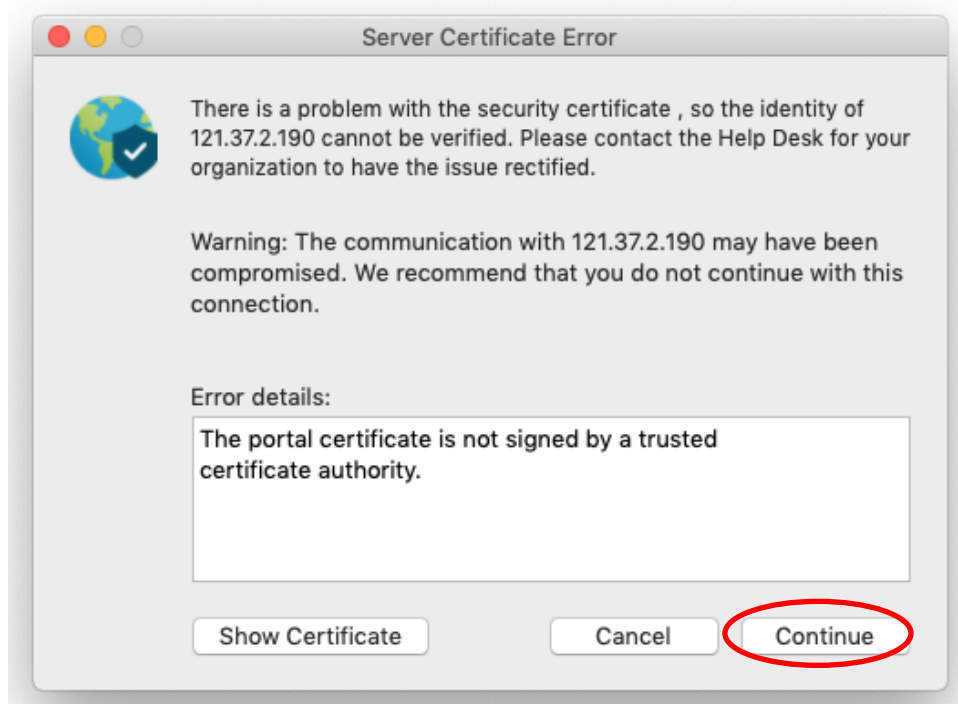


5. To connect the VPN with mainland China gateway. Click the GlobalProtect icon from the Mac menu bar.

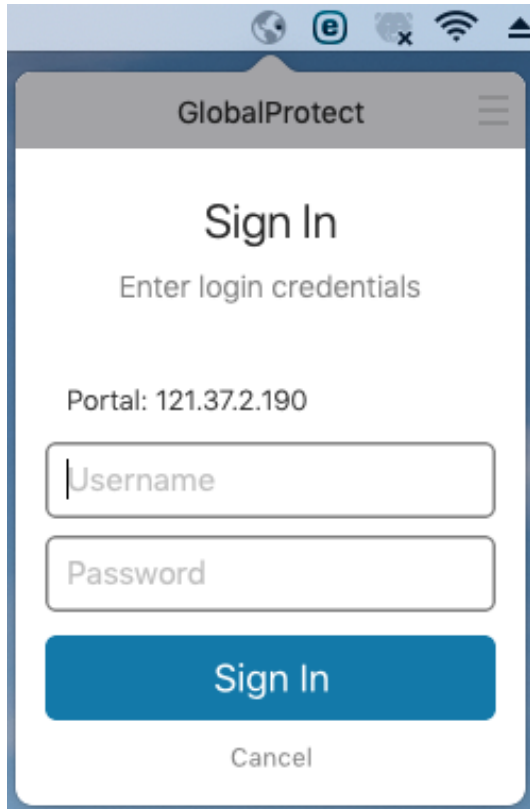
6. From the “**Portal**” option, select “**121.37.2.190**”. Then it will start to connect the VPN.



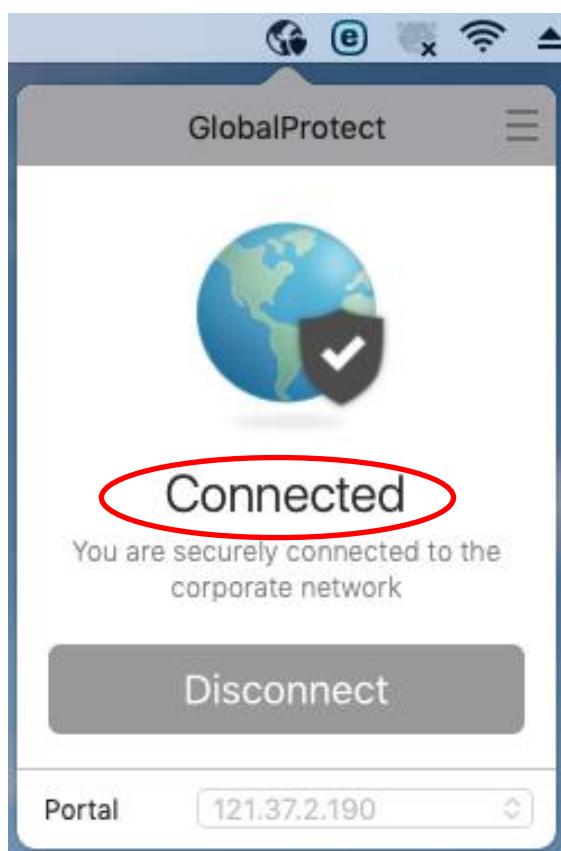
7. For the first time, click “**Continue**” when prompt for the Server Certificate Error.



8. Enter your EdUHK username and password. And click “**Sign In**”.

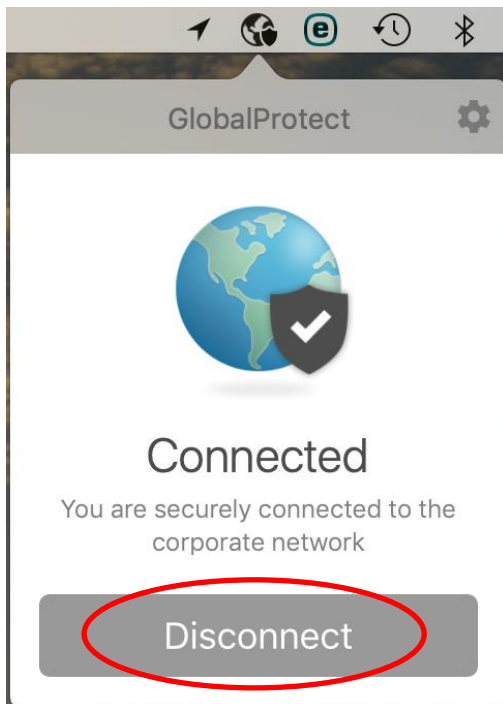
A screenshot of the GlobalProtect mobile application interface. At the top, the status bar shows icons for signal, email, social media, and Wi-Fi. The app header is 'GlobalProtect' with a menu icon. The main heading is 'Sign In' with the instruction 'Enter login credentials'. Below this, the portal IP 'Portal: 121.37.2.190' is displayed. There are two input fields: 'Username' and 'Password'. A blue 'Sign In' button is prominent, with a 'Cancel' link below it.

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



D. To quit the VPN connection:

1. Click on the “GlobalProtect” icon from the Mac menu bar and choose **Disconnect**.



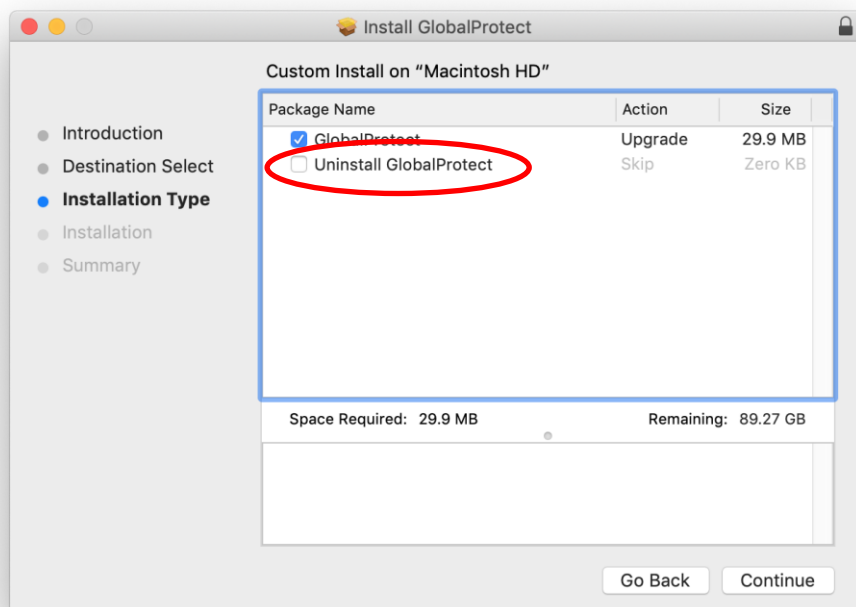
E. Reconnect VPN connection:

1. Click on the “GlobalProtect” icon from the menu bar and choose which VPN portal to connect.
 - a. For mainland China, choose “121.37.2.190”.
 - b. For other locations, choose “vpn.eduhk.hk”.



F. Uninstall GlobalProtect client

1. If you cannot find any option to un-block the VPN client, please uninstall the GlobalProtect client first. To uninstall the GlobalProtect client, launch the GlobalProtect installation file. Then select uninstall "GlobalProtect".



2. Then reboot your system and launch the GlobalProtect installation again.