## Contents

A. Installing the GlobalProtect VPN Client Software	1
B. Configure GlobalProtect Client	5
C. Configure GlobalProtect to use Mainland China VPN gateway	7
D. To quit the VPN connection:	10
E. Reconnect VPN connection:	11

# A. Installing the GlobalProtect VPN Client Software

This VPN client supports Windows 7 / 8 / 10. (Screen capture base on version 5.1.2)

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



3. Download the Windows installer file to your computer desktop. (Please download the 32 bit or 64 bit file base on your system).



- 4. To install the software:
  - a. From the download folder, launch the "GlobalPRotect64.pkg" file.
  - b. In "Welcome" window, click Next.



c. In "Select Installation Folder" window click **Next** to install it to the default location.



d. In "Confirm install" window, click Next.

🖟 GlobalProtect			_	-		×
Confirm Installation			., <sub>I</sub> I	p	aloa	alto
The installer is ready to install GlobalProte	ect on your computer					
Click "Next" to start the installation.						
	Cancel	< <u>B</u> ac	k '		<u>N</u> ext	$\rangle$

e. When "Install Complete" screen appears, click Close.



### B. Configure GlobalProtect Client

1. For the first time to use the GlobalProtect VPN client software, click the GlobalProtect icon from the system tray at bottom right.



2. Then enter the VPN portal address as "vpn.eduhk.hk" and click Connect.

	GlobalProtect	t
	Welcome to GlobalProtect	
	Please enter your portal address	
$\langle$	vpn.eduhk.hk	
	Connect	

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

GlobalProte	ect	×
	Sign In Enter login credentials	
	Portal: vpn.eduhk.hk Username: Password:	
	Cancel Sign In	)

4. After that, it will pop up the DUO push screen on your mobile as below and please click "**Approve**" (Note: The VPN with Duo <u>must use the Duo app</u> and this is <u>for staff only</u>).

= Due	
(1) Login requests waiting.	Respond
Accounts (4)	+ Add
	ЛНК
〇 下午4:38 [GMT+8]	
8 topong@aduhk hk	
Deny App	brove

5. 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 system tray at bottom right.



3. On the General tab, click the "Add" button.

🌀 Glol	oalProtect Se	ttings				×
General	Connection	Host Profile	Troublesho	oting	Notification	
Accou	unt Jser:					
Porta	s					
	Portal vpn.eduhk.hk	c.	St	atus		
	Add	Delete	Edi	it		

4. Enter "121.37.2.190" as the portal address and click "Save".

GlobalProtect			×
Portal Address:	121.37.2.190		
		Save	Cancel

5. Now you will have 2 portal addresses. Then you can click the "X" to close the windows.

🌀 Glol	balProtect Se	ttings			×
General	Connection	Host Profile	Troubleshooting	Notification	
Accou	unt Jser:				
Porta	ls	_			
	Portal		Status		
	121.37.2.190 vpn.eduhk.hl	) (			
	Add	Delete	Edit		

6. To connect the VPN with mainland China gateway. Click the GlobalProtect icon from the system tray at bottom right again.



7. From the "Portal" option, select "121.37.2.190". Then it will start to connect the VPN.



8. For the first time, click "Continue" when prompt for the Server Certificate Error.

Server Certifi	cate Error	×
	There is a problem with the security certificate, so the identity of 121.37.2.190 cannot be verified. Please contact the Help Desk for your organization to have the issue rectified. Warning: The communication with 121.37.2.190 may have been compromised. We recommend that you do not continue with this connection. Error details: The 121.37.2.190 certificate is not signed by a trusted certificate authority.	
	Show Certificate Continue Cancel	

9. Enter your EdUHK username and password. And click "Sign In".



10. 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 system tray icon and choose **Disconnect**.



#### E. Reconnect VPN connection:

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

