Integrated VPN (ivpn) Gateway VPN Client Setup Guide

Section I: VPN Client Installation

1. Use a web browser to navigate to the SSL VPN server webpage "https://ivpn.cityu.edu.hk". Enter your EID and AD User Account password.

🖥 🖅 GlobalProtect Portal X + V	- [×
\leftrightarrow \rightarrow \circlearrowright \pitchfork https://ivpn.cityu.edu.hk/global-protect/login.esp	□ ☆	•	
を建築地市大学 Cry browsny of freq Korg			
 Need help? +852 3442-8340 csc.servicedesk@cityu.edu.hk Microsoft Teams 			

2. Select and click on the most appropriate GlobalProtect agent version from the VPN server to download and install on your PC. For example, if you are using 64-bit Microsoft Windows 10, then you should click on "Download Windows 64 bit GlobalProtect agent".



Many modern PCs are pre-installed with 64-bit Windows operating system, to confirm which version of Windows you are using, you may:

- 1. Click the **Start** button, then select **Settings -> System -> About**;
- 2. Locate your System type under "Device Specifications"

← Settings			– 🗆 ×
命 Home	About		
Find a setting	Your PC is mo	nitored and protected.	This page has a few new settings
System	See details in Wind	dows Security	Some settings from Control Panel have moved here, and you can copy your PC info so it's easier to share.
🖵 Display	Device specifi	cations	
	Device name		Related settings
약까 Sound	Full device name	10 Mar 10 Mar 10	BitLocker settings
Notifications & actions	Processor	Intel(R) Core(TM) i5-6600 CPU @ 3.30GHz 3.31 GHz	Device Manager
 Focus assist 	Installed RAM	64.0 GB (63.9 GB usable)	Remote desktop
	Device ID		System protection
O Power & sleep	Product ID		System protection
	System type	64-bit operating system, x64-based processor.	Advanced system settings
Storage	Pen and touch	No pen or touch input is available for this display	Rename this PC (advanced)
- Tablet			
	Сору		Cathola
曰: Multitasking	Designed this DC		Get help
5] Draigsting to this DC	Rename this PC		Give feedback
Projecting to this PC	MC - I	· C - 1	
X Shared experiences	windows spec	CIFICATIONS	
	Edition	Windows 10 Enterprise	
🖺 Clipboard	Version	21H1	
	Installed on	1/10/2021	
>< Remote Desktop	OS build	19043.1237	
(i) About	Experience	Windows Feature Experience Pack 120.2212.3530.0	
	Сору		

3. Click "Run" to install the desired GlobalProtect agent after the package is downloaded.

What do you want to do with GlobalProtect64.msi (28.8 MB)? From: ivpn.cityu.edu.hk	Run	Save	\sim	Cancel	\times

4. Clicking "Next" to start the installation

🖟 GlobalProtect	_		×
Welcome to the GlobalProtect Setup Wizard	.,, <i> י</i>	palo	etworks.
The installer will guide you through the steps required to install GlobalProte computer.	ect v5.0.5	i on your	
WARNING: This computer program is protected by copyright law and inte Unauthorized duplication or distribution of this program, or any portion of it, or criminal penalties, and will be prosecuted to the maximum extent possib	rnational , may resi le under t	treaties. ult in sever he law.	e civil
Cancel < Bac	:k	<u>N</u> ext	>

5. Accept the default settings for the folder to install. Click "Next" to continue the installation.

∰ GlobalProtect	_		×
Select Installation Folder	.,, !.	palo	alto
The installer will install GlobalProtect to the following folder.			
To install in this folder, click "Next". To install to a different folder, enter it	below o	r click ''Brov	vse''.
<u>F</u> older: C:\Program Files\Palo Alto Networks\GlobalProtect\		B <u>r</u> owse	
		<u>D</u> isk Cost.	
Cancel < <u>B</u> ad	sk	<u>N</u> ext	:>

6. Click "Next"



7. Installation will begin



8. Click "Yes" to grant access to the application when below screen pops up during installation



9. Click "Close" to complete the VPN client installation when screen below appears



Section II: Setup VPN Portal Address

1. Enter the portal address "**ivpn.cityu.edu.hk**" in the fields as shown below and click "Connect" to connect to the VPN server.



2. Then enter your EID and AD User Account password and click "Sign In".

GlobalProtect	=
Sign In Enter login credentials	
Portal: ivpn.cityu.edu.hk	
EID	
•••••	
Sign In	
Cancel	



3. The icon will be shown and the connection status will change to "Connected" upon successful logon.



4. To terminate the VPN session, click "Disconnect" from the GlobalProtect menu.



Section III: Making VPN Connection

1. To connect, netvigate the system tray area at the lower right hand corner and click on the GlobalProtect icon:



2. Click "Connect" from the GlobalProtect menu to make VPN connection:



Section VI: Amend connection parameters

1. To amend connection parameters such as username and password, you can call up the

GlobalProtect client, point mouse cursor to	_	, then hit the mouse left click -> "Settings"

2. Click "Sign Out"

🕞 Glob	balProtect Se	ttings				×
General	Connection	Host Profile	Troubleshooting	Notification		
Accou	unt					
ι	Jser: El	D			Sign Out	
Porta	ls					
	Portal ivpn.cityu.ed	u.hk	Status			
	Add	Delete	Edit			

3. Select "OK" to clear saved credentials

Remove User Credential	×
This action will clear the saved credentials from GlobalProtect. Continue?	
OK Cancel	

4. "Account" information has been cleared. Then close the dialog box.

🌀 Gloł	balProtect Se	ttings				×
General	Connection	Host Profile	Troubleshooting	Notification		
Accou	unt Jser:					
Porta	ls]	
	Portal ivpn.citvu.ed	u.hk	Status			
	Add	Delete	Edit			

5. Call up menu by clicking the icon again and click "Connect".

6. The login dialog box will be shown again, you can change username or password at here. Then press "Sign In"

6

7. The icon will be shown and the connection status will change to "Connected" upon successful logon.

