# Integrated VPN (ivpn) Gateway VPN Client Setup Guide

### Section I: VPN Client Installation

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

	🗎 ivpn.cityu.edu.hk	¢	Ô Ø +
CityU Figure 7.9 Cythuestydfurg Kang	VPN Connection	DN vices Centre	
Username	EID		
Password	•••••	•	
	LOG IN		
0			
(?)	Need help?		
e	+852 3442-8340		
	csc.servicedesk@cityu.edu.hk		
9	Microsoft Teams		

2. Select the "Download Mac 32/64 bit GlobalProtect agent" to start download.



3. Open the desired installation file.



### 4. Click "Continue"

	😺 Install GlobalProtect	
	Welcome to the GlobalProtect Installer	
<ul> <li>Introduction</li> <li>Destination Select</li> <li>Installation Type</li> <li>Installation</li> <li>Summary</li> </ul>	You will be guided through the steps necessary to install this software.	
	Go Back Continue	

5. Accept the default settings ("GlobalProtect" selected), click "Continue"

	💝 Install GlobalProtect		
	Custom Install on "Macintosh HD"		
	Package Name	Action	Size
Introduction	🗹 GlobalProtect	Install	30.4 MB
<ul> <li>Destination Select</li> </ul>	Uninstall GlobalProtect	Skip	Zero KB
Installation Type			
<ul> <li>Installation</li> </ul>			
<ul> <li>Summary</li> </ul>			
	Space Required: 30.4 MB	Remaining: 4	26.49 GB
		Go Back	Continue

6. Click "Install"

	😺 Install GlobalProtect	
	Standard Install on "Macintosh HD"	
<ul> <li>Introduction</li> <li>Destination Select</li> <li>Installation Type</li> <li>Installation</li> <li>Summary</li> </ul>	This will take 30.4 MB of space on your computer. Click Install to perform a standard installation of this software on the disk "Macintosh HD".	
	Go Back Install	

7. Input "Username" and "Password" of *your Mac device* when prompted. Then click "Install Software" to continue

	😻 Install GlobalProtect	
	Installing GlobalProtect	
<ul><li>Introduction</li><li>Destination Select</li><li>Installation Type</li></ul>		
Installat		
• summar	Installer is trying to install new software.	
	Enter your password to allow this.	
	Username: user	
	Password:	
	Cancel Install Software	
	Go Back Continue	
	💗 Install GlobalProtect	
	Install GlobalProtect	
<ul> <li>Introduction</li> </ul>	Install GlobalProtect Installing GlobalProtect	
<ul><li>Introduction</li><li>Destination Select</li></ul>	Install GlobalProtect Installing GlobalProtect	
<ul> <li>Introduction</li> <li>Destination Select</li> <li>Installation Type</li> </ul>	Install GlobalProtect Installing GlobalProtect	
<ul> <li>Introduction</li> <li>Destination Select</li> <li>Installation Type</li> <li>Installation</li> </ul>	Install GlobalProtect Installing GlobalProtect Preparing for installation	
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<ul> <li>Introduction</li> <li>Destination Select</li> <li>Installation Type</li> <li>Installation</li> <li>Summary</li> </ul>	Install GlobalProtect  Installing GlobalProtect  Preparing for installation	
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<ul> <li>Introduction</li> <li>Destination Select</li> <li>Installation Type</li> <li>Installation</li> <li>Summary</li> </ul>	Install GlobalProtect  Installing GlobalProtect	

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



#### Error handling during installation

If screen "System Extension Blocked" shown during installation, click "OK" (Please seek this step if screen below does not show during installation)



Please open "System preference", select "Security & Privacy".

In the "General" tab, there will be message "System software from developer "Palo Alto Networks" was blocked from loading.".

Click "Allow" to grant the GlobalProtect from loading.



**Caution**: If the above actions have not performed, the GlobalProtect agent installation will be hang and keep loading.

### Section II: Setup VPN Portal Address

1. Enter the portal address "**ivpn.cityu.edu.hk**" in the field 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. Below 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 and click on the GlobalProtect icon:



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



### Section IV: 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 and click -> "Settings":



2. Click "Sign Out"



3. Click "Yes" to logout and clear saved credentials

Global	Protect		
This acti saved cro continue	on will disconne edentials from G ?	ct GlobalProte IobalProtect. [	ct and clear the Do you want to

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

			GlobalProtect S	Settir	ngs		
Ge	eneral	Connection	Host Profile	Tro	ubleshooting	Notification	
Account:							
Portals:	Porta	al			Status		
	ivpr	n.cityu.edu.hk					
	+	- /					

5. Call up menu by clicking the icon again and select "Connect". The credentials dialog box will show again, you can change username or password here. Then click "Sign In".

💮 🔰 🔶 🖿
GlobalProtect
Sign In Enter login credentials
Portal: ivpn.cityu.edu.hk
EID
••••••
Sign In
Cancel

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

