

EdUHK VPN Service User Guide for Mac

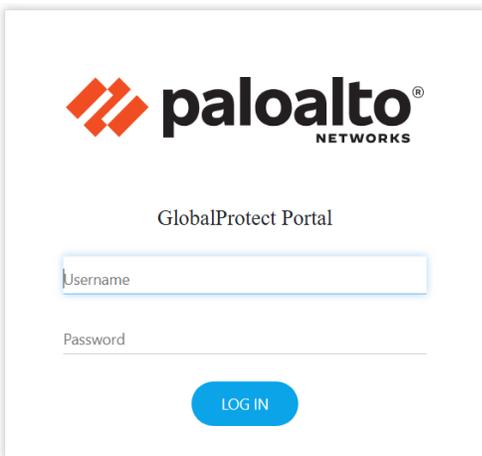
A. Installing the GlobalProtect VPN Client App

Screen capture based on MacOS version 14

1. Download and install “**GlobalProtect**” App from VPN portal.

<https://vpn.eduhk.hk>.

2. Login with your EdUHK username and password.



The screenshot shows the Palo Alto Networks GlobalProtect Portal login interface. At the top left is the Palo Alto Networks logo. Below it, the text "GlobalProtect Portal" is centered. There are two input fields: "Username" and "Password". Below the password field is a blue "LOG IN" button.

3. Download the installer.



GlobalProtect Portal

[Download Windows 32 bit GlobalProtect agent](#)

[Download Windows 64 bit GlobalProtect agent](#)

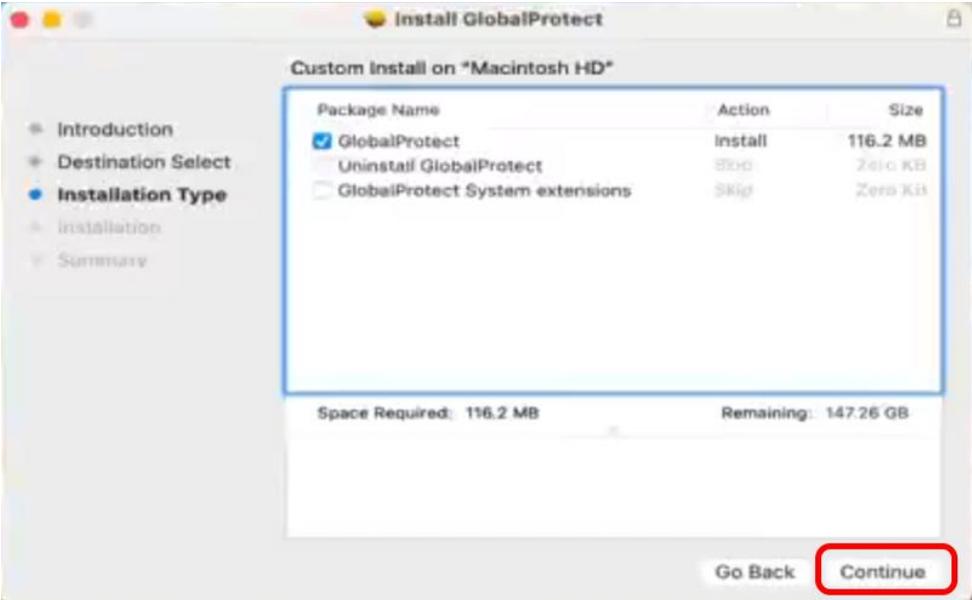
[Download Mac 32/64 bit GlobalProtect agent](#)

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4. Click **Continue**.



5. Click **Continue**.

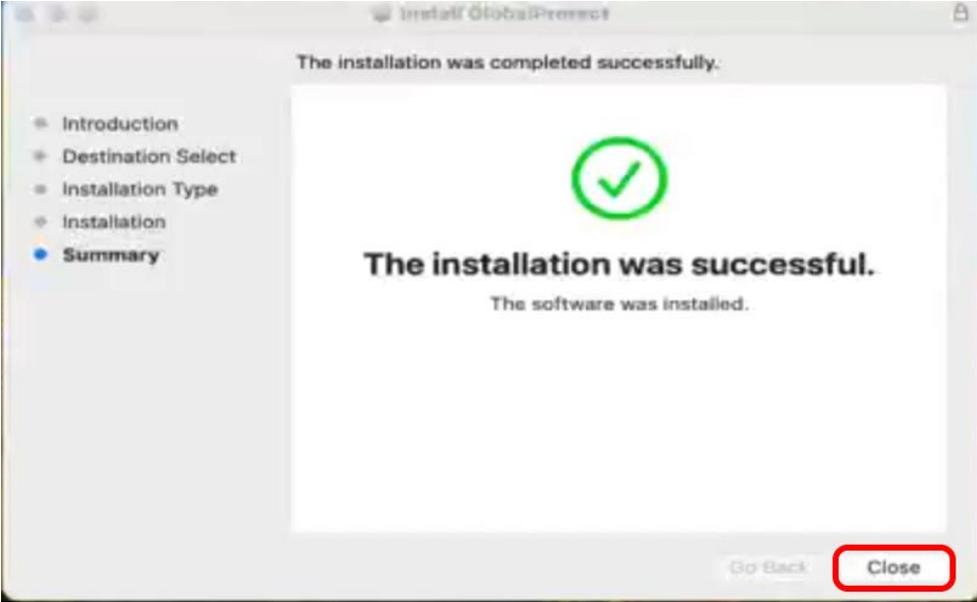


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6. Click **Install**.



7. Click **Next**.

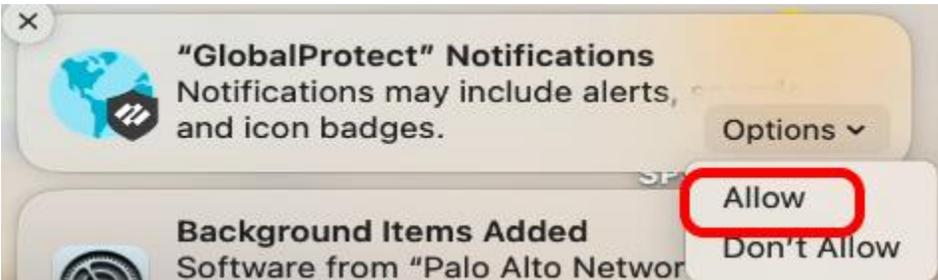


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8. Click **Get Started**.

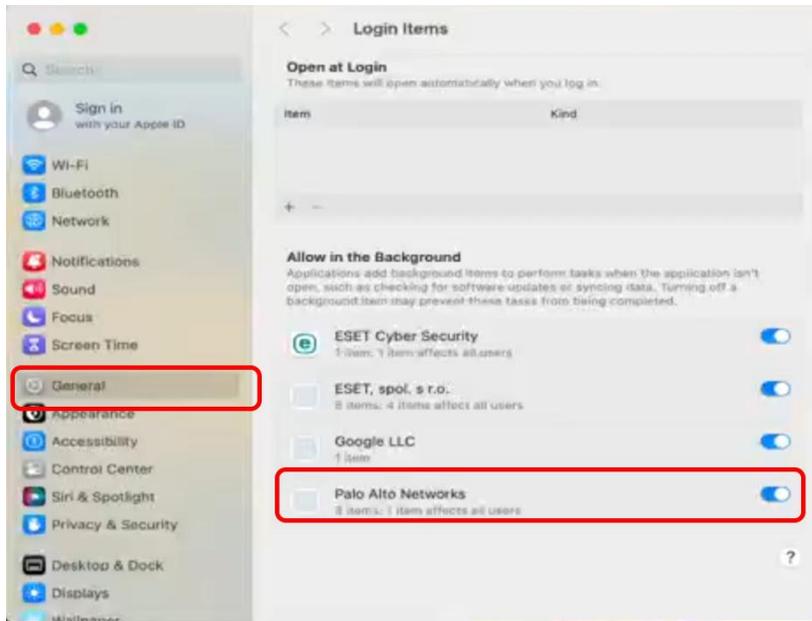


9. Click **Allow**

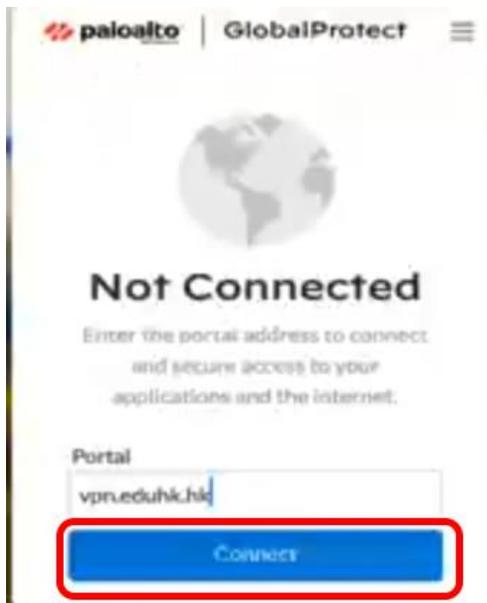


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10. Go to Settings→General→Login items and enable Palo Alto Networks

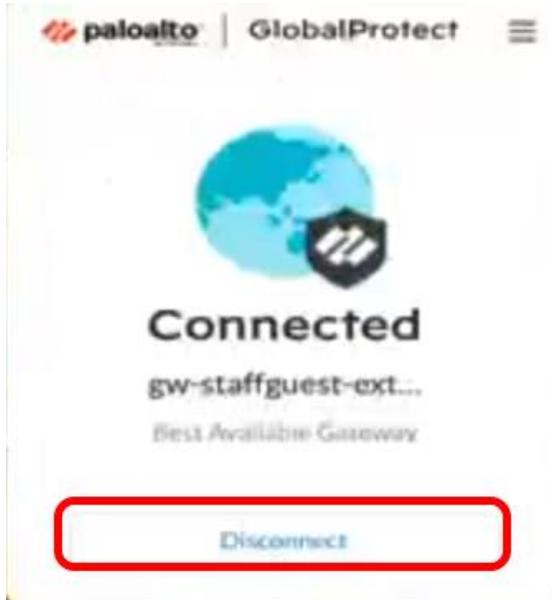


11. Enter the VPN portal address as “**vpn.eduhk.hk**” and click **Connect**



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



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

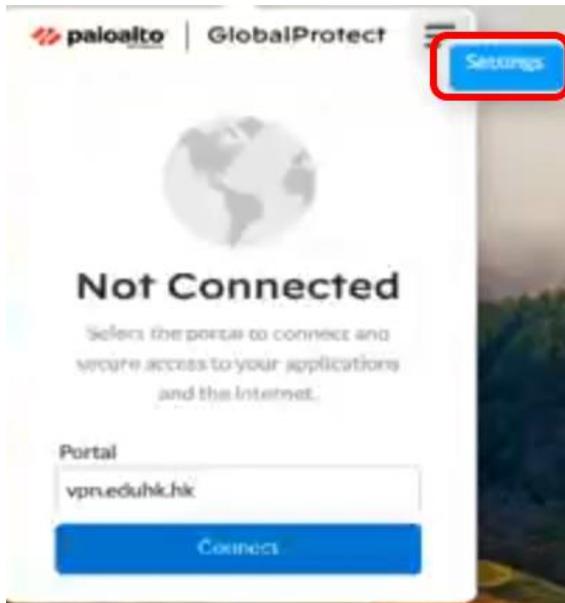
13. Click **Disconnect** to stop the VPN connection

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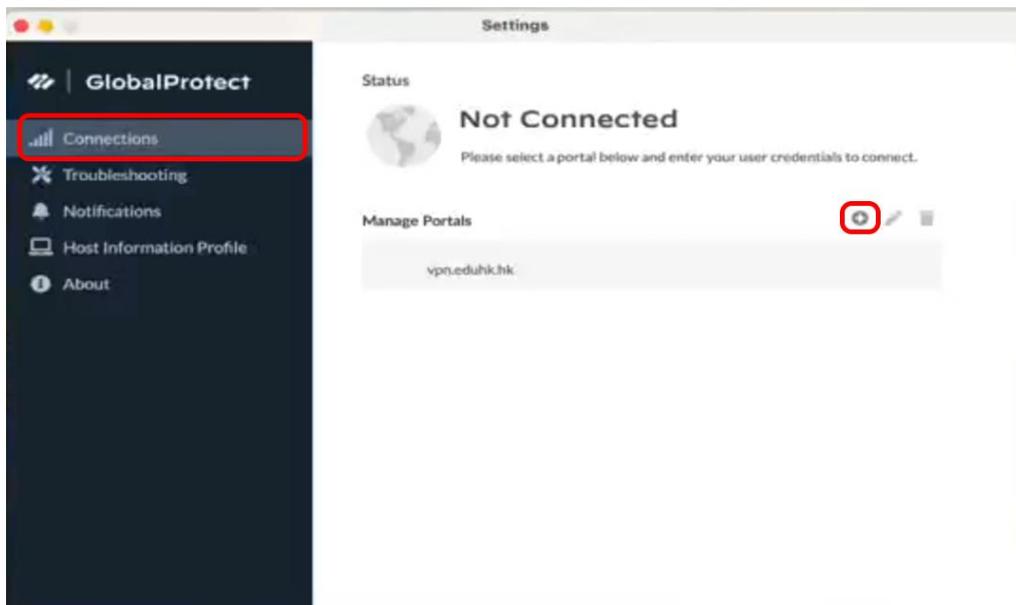
B. Configure to use the VPN add-on service in China

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**

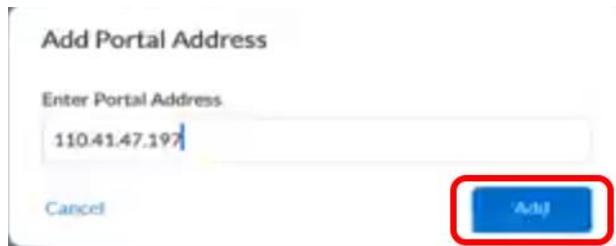


2. Click **Connections** and click + button



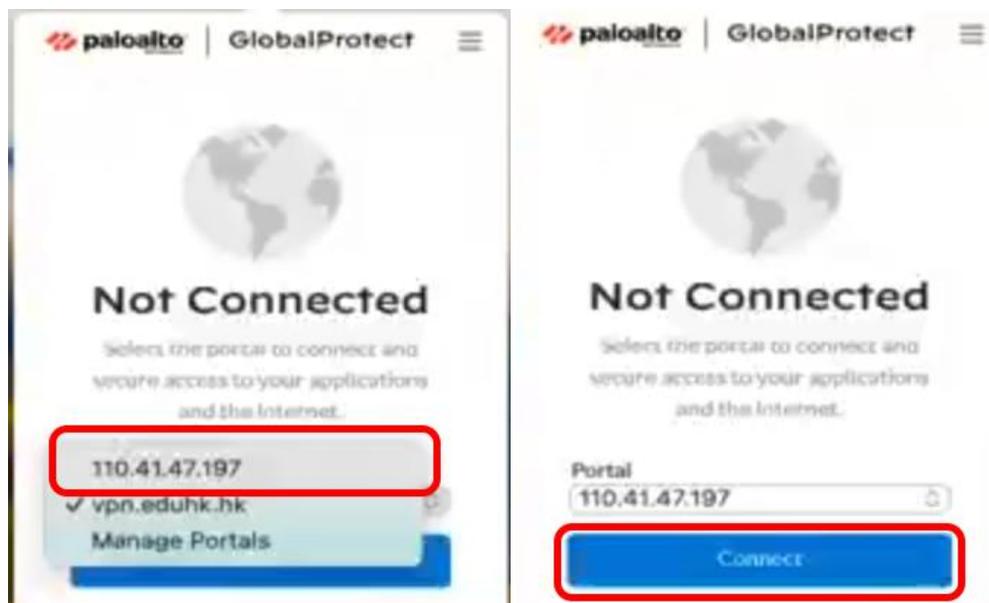
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3. Enter the portal address 110.41.47.197 and click **Add**



The screenshot shows a dialog box titled "Add Portal Address". It has a text input field labeled "Enter Portal Address" containing the IP address "110.41.47.197". Below the input field are two buttons: "Cancel" on the left and "Add" on the right. The "Add" button is highlighted with a red rectangular box.

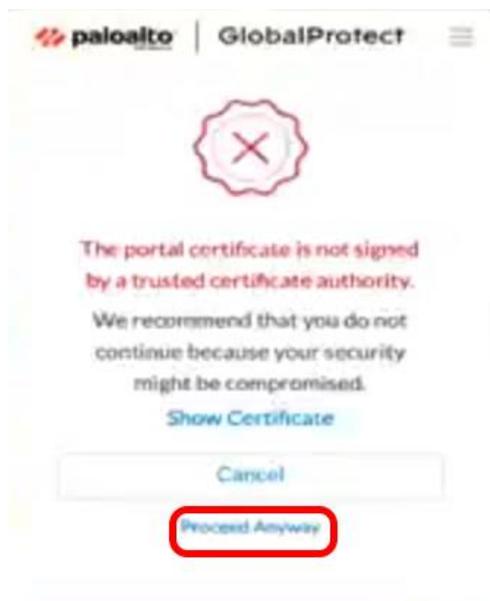
4. Select the 110.41.47.197 and click **Connect**



The image contains two side-by-side screenshots of the Palo Alto GlobalProtect application interface. Both screens show a "Not Connected" status with a globe icon and the text "Select the portal to connect and secure access to your applications and the Internet." The left screenshot shows a list of portals with "110.41.47.197" selected and highlighted by a red box. Below the list is a "Manage Portals" button. The right screenshot shows a dropdown menu for the "Portal" field with "110.41.47.197" selected and highlighted by a red box. Below the dropdown is a "Connect" button, also highlighted by a red box.

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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

