

EdUHK VPN Service User Guide for Mac OS

Installing the GlobalProtect VPN Client Software (Screen capture on version 3.1.1-27)

This VPN client requires Mac OS X or later.

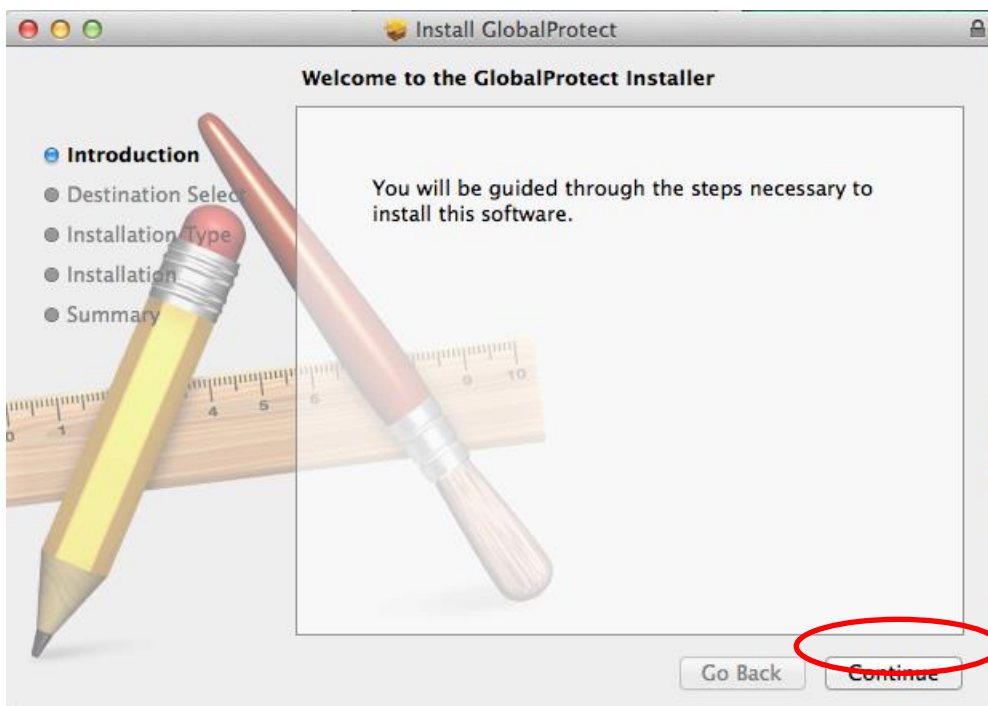
1. Go to <https://vpn.eduhk.hk>
2. Login with your EdUHK username and password



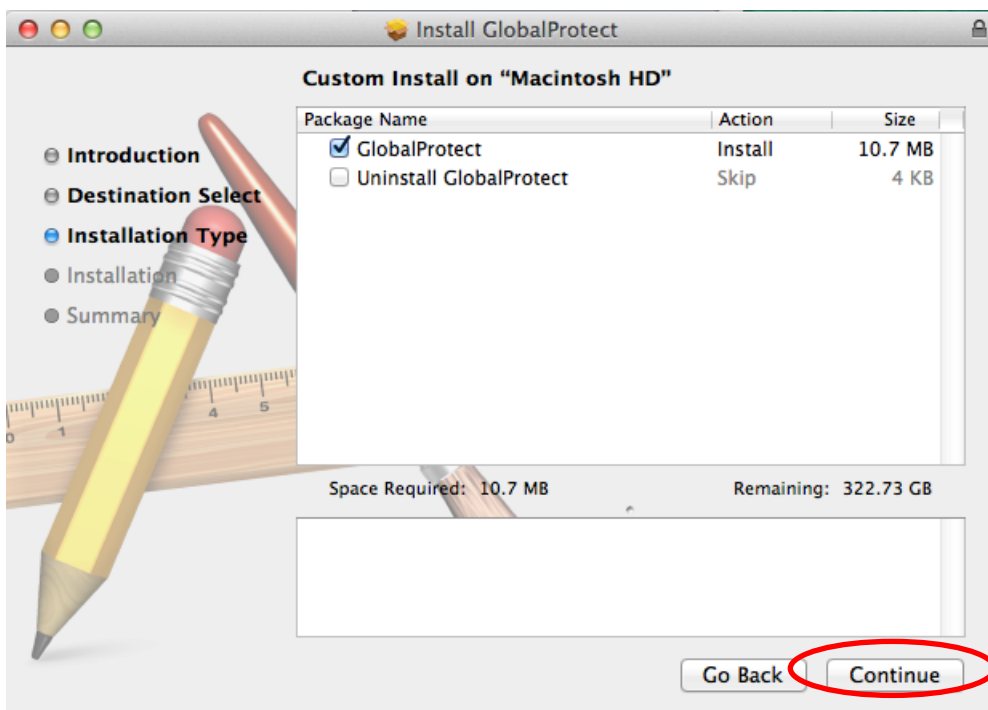
3. Download the Mac OS installer file to your computer desktop.



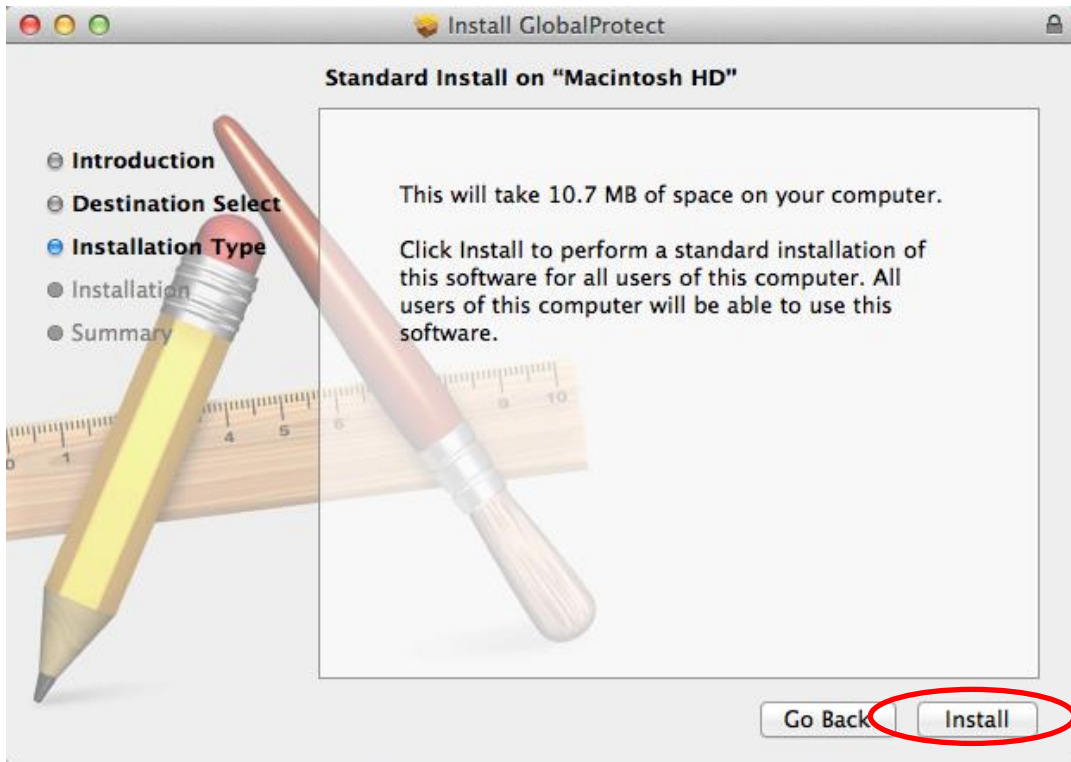
4. To install the software:
 - a. From the download, launch the “GlobalProtect.pkg” file.
 - b. In "Welcome" window, click **Continue**.



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

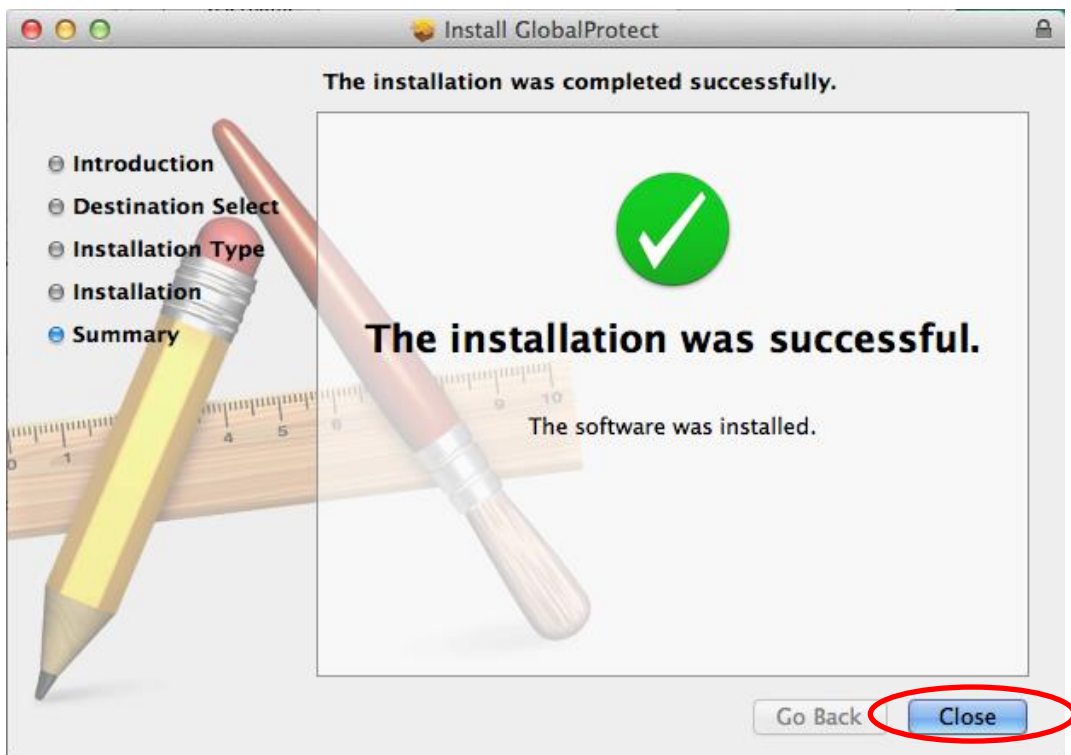


- d. In “Standard install” window, click **Install**.

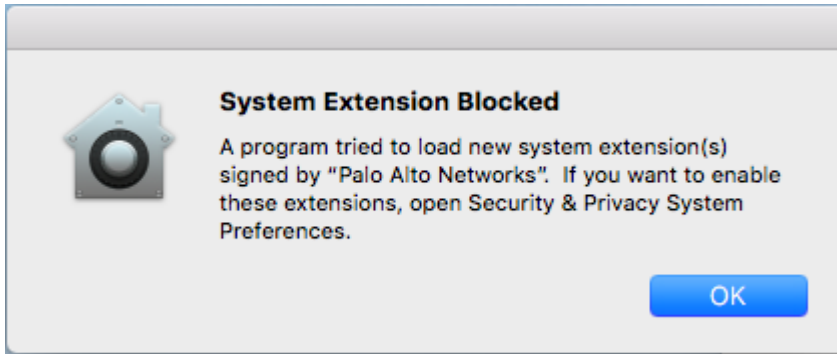


- e. Enter your Mac administrator password, and click **Install Software**.

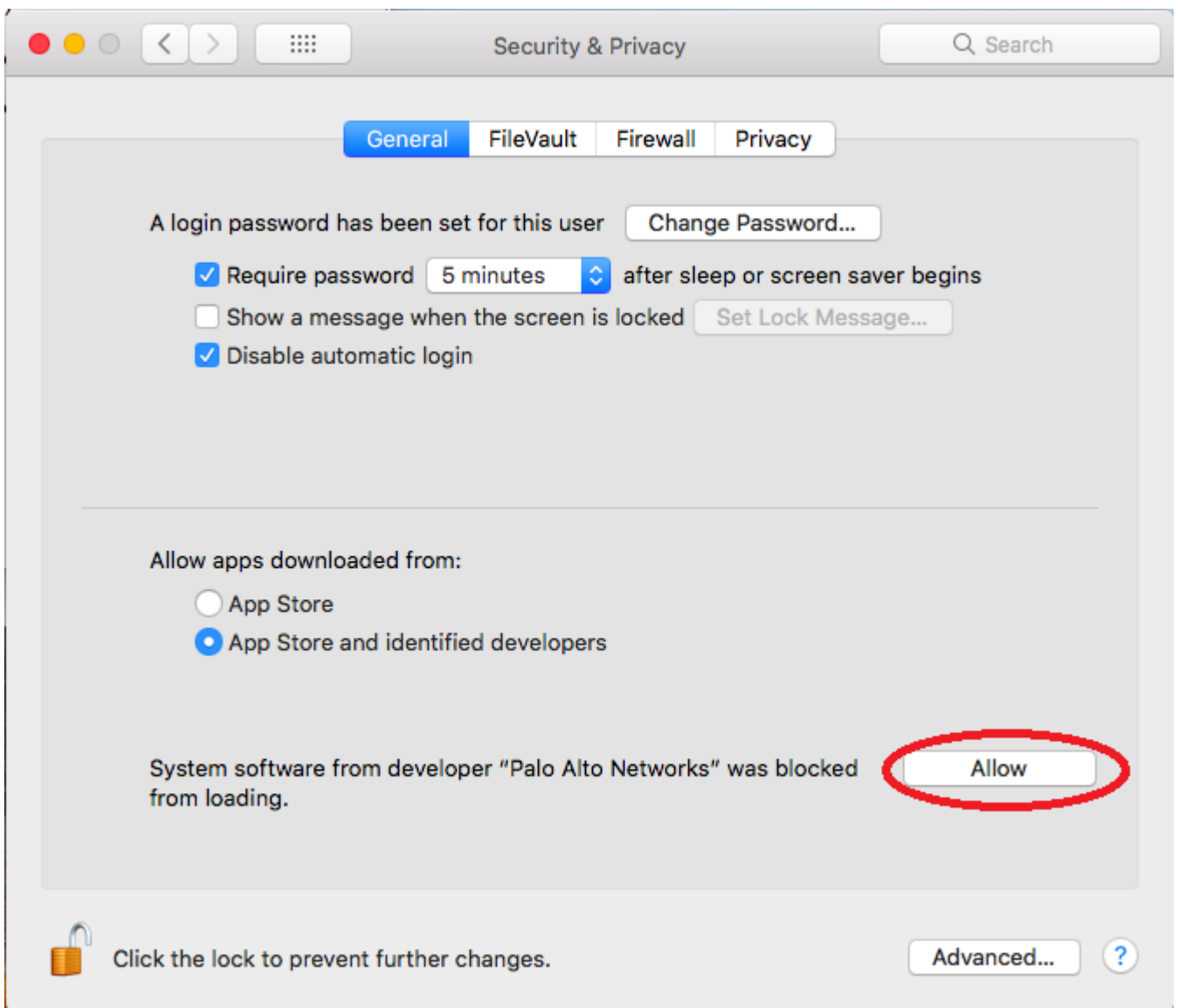
- f. When "Install Succeeded" appears, click **Close**



5. If this is the first time you install GlobalProtect client, you will get the following screen saying that the “System Extension Blocked”.



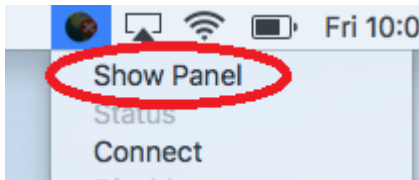
6. Then you need to go to the **System preference** → **Security & Privacy**. From the General tab, you will see the message “**System software from developer “Palo Alto Networks” was blocked from loading.**”. Click **Allow** to grant the GlobalProtect from loading.



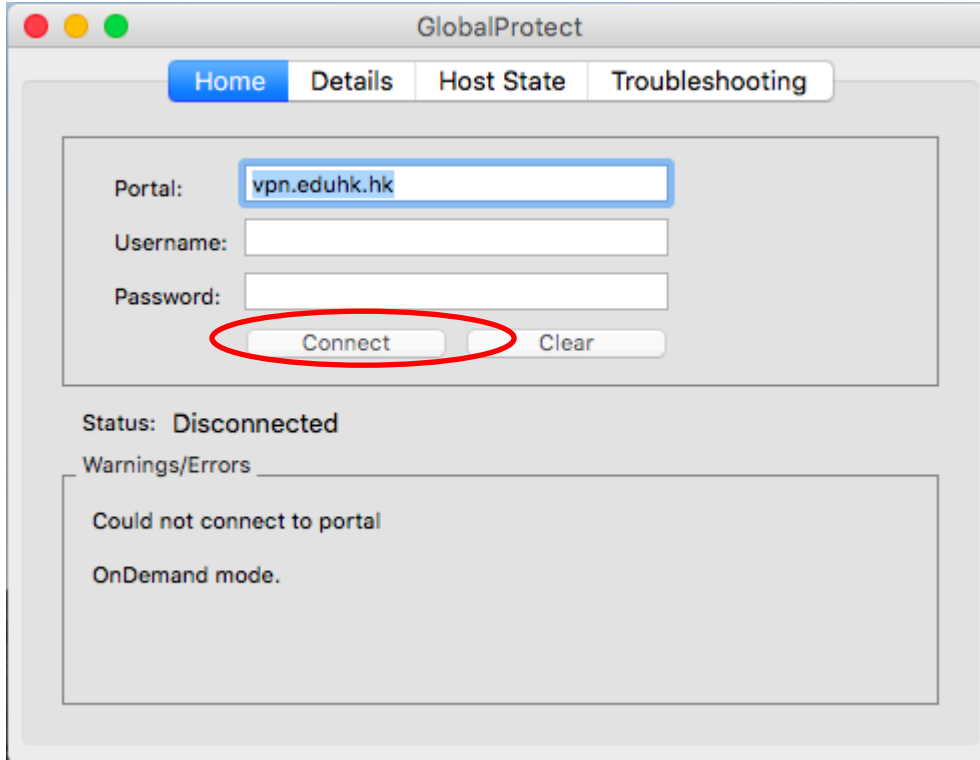
7. The client software is now installed. The client installer files can be removed by dragging to the Trash.
8. Then you must restart the system.

Using the VPN Client

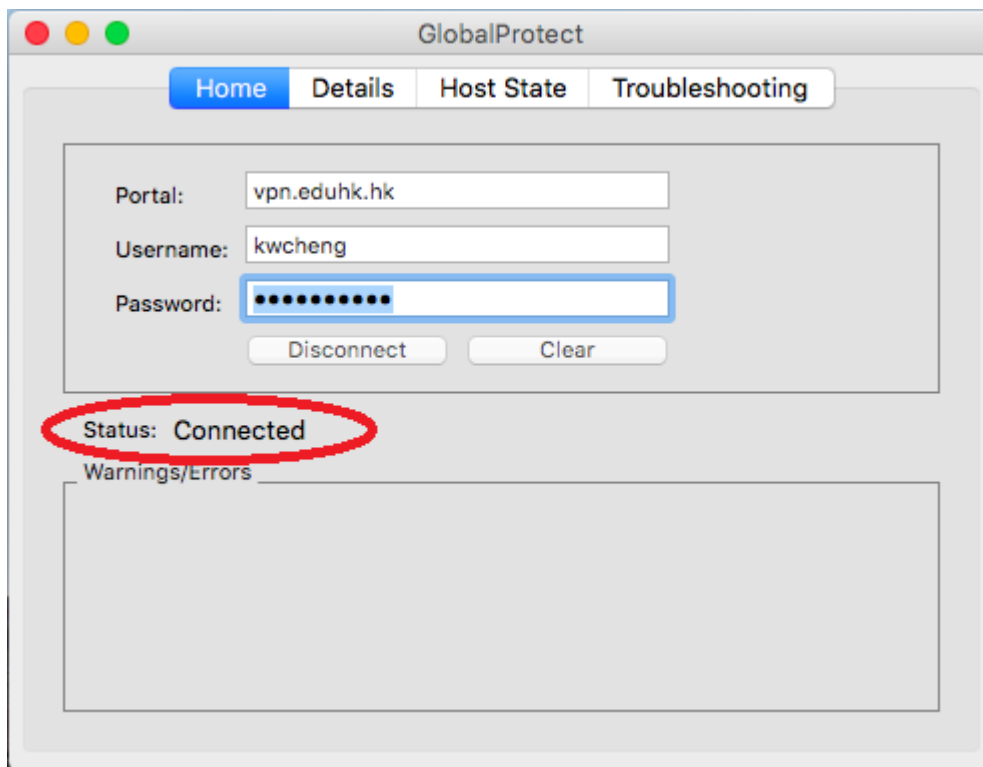
1. For the first time to use the GlobalProtect VPN client software, click the GlobalProtect icon from the Mac menu bar. And choose **Show Panel**.



2. The GlobalProtect VPN window will then open. Make sure you are in the **Home** tab and enter the follow information:
 - a. In "Portal" field, enter **vpn.eduhk.hk**
 - b. In "Username" field, enter your EdUHK username
 - c. In "Password" field, enter your EdUHK password
 - d. Click **Connect** button.

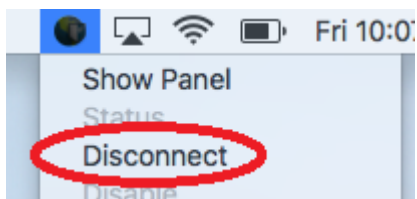


3. If the connection is successful, the status will show as "Connected".



4. To quit the VPN connection:

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



- b. Next time, you can directly click on the “GlobalProtect” icon from the Mac menu bar and choose **Connect**.

