

# EdUHK VPN Service User Guide for Windows

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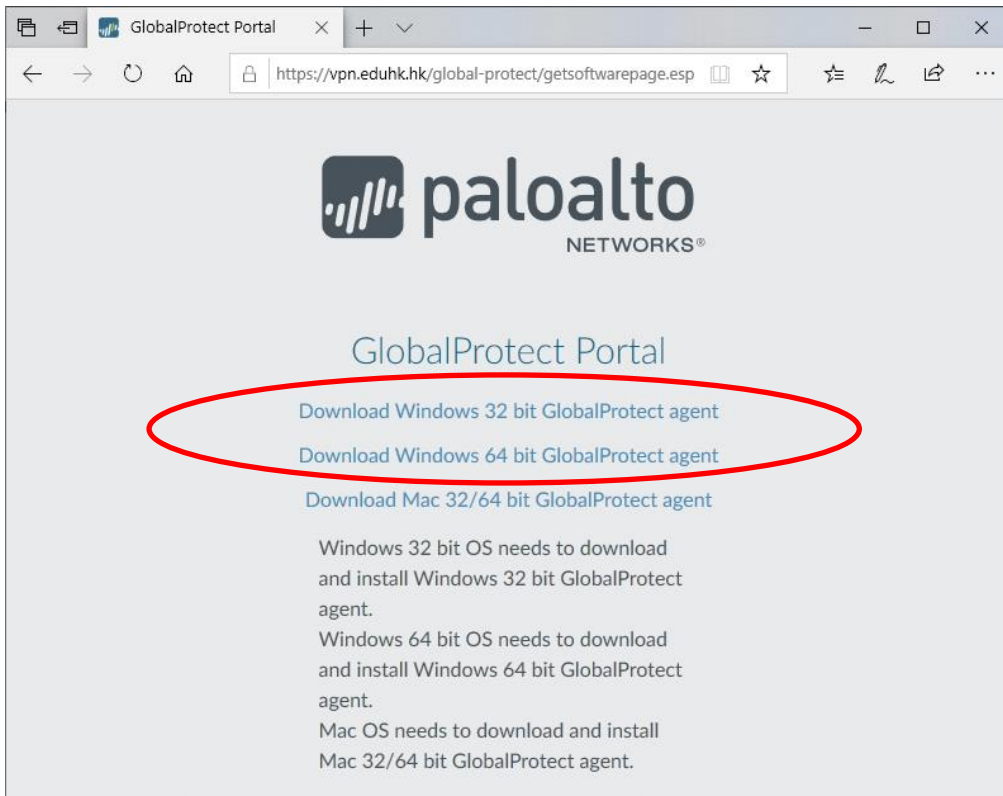
## A. Installing the GlobalProtect VPN Client Software

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

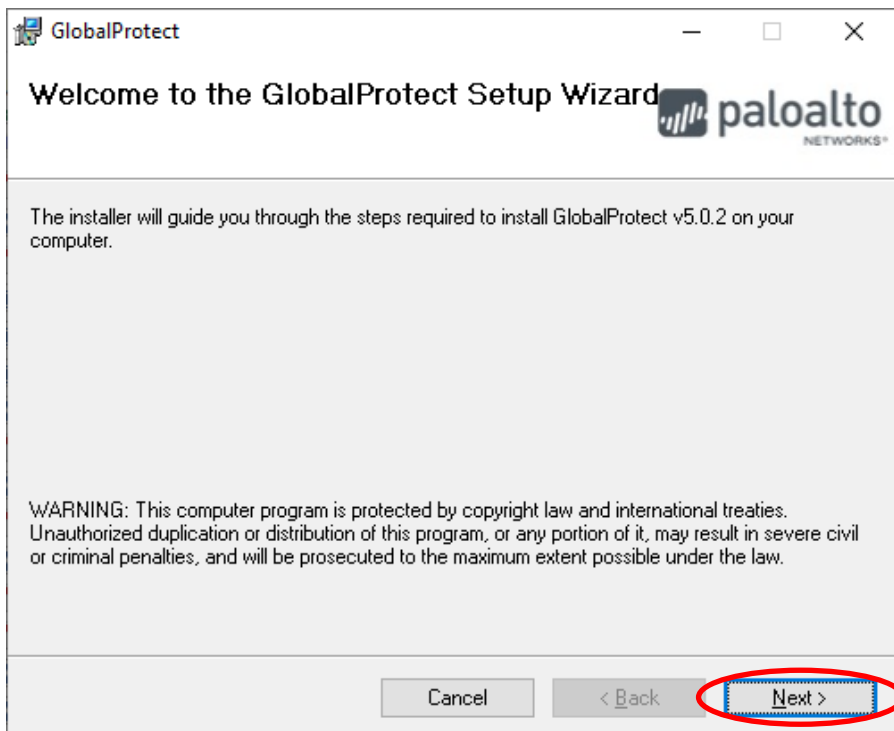
1. Go to <https://vpn.eduhk.hk>
2. Login with your EdUHK username and password.



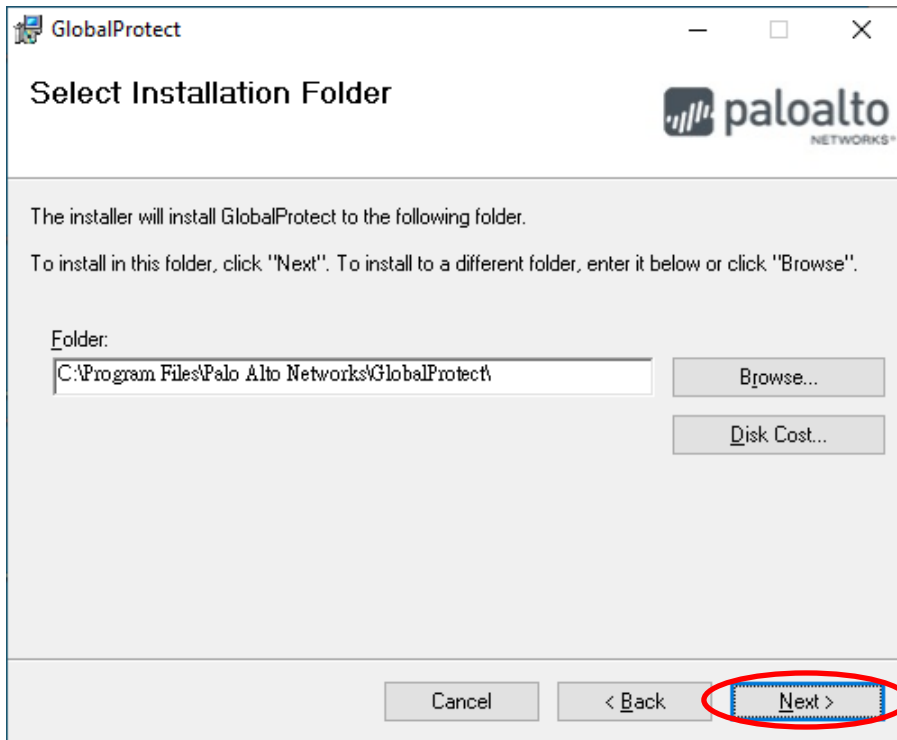
3. Download the Windows installer file to your computer desktop. (Please download the 32 bit or 64 bit file base on your system).



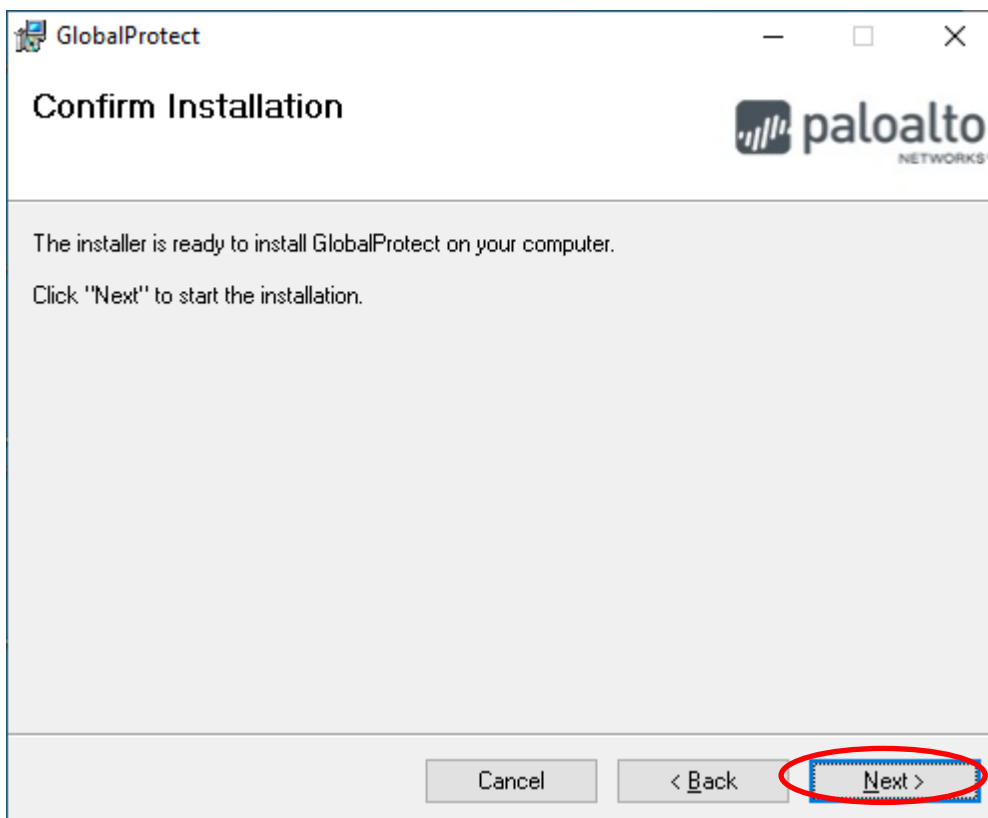
4. To install the software:
  - a. From the download folder, launch the “**GlobalProtect64.pkg**” file.
  - b. In "Welcome" window, click **Next**.



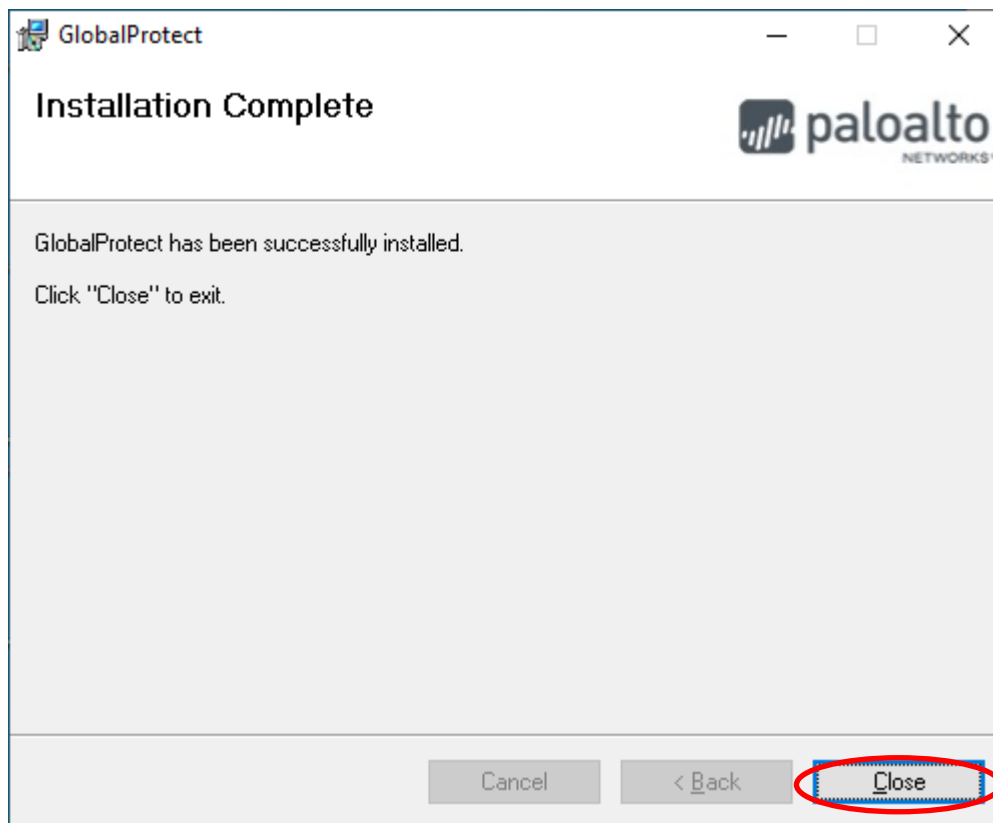
- c. In "Select Installation Folder" window click **Next** to install it to the default location.



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

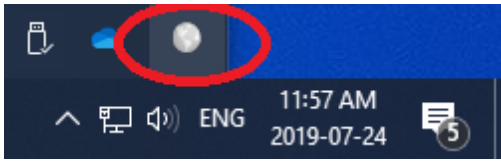


- e. When "Install Complete" screen appears, click **Close**.

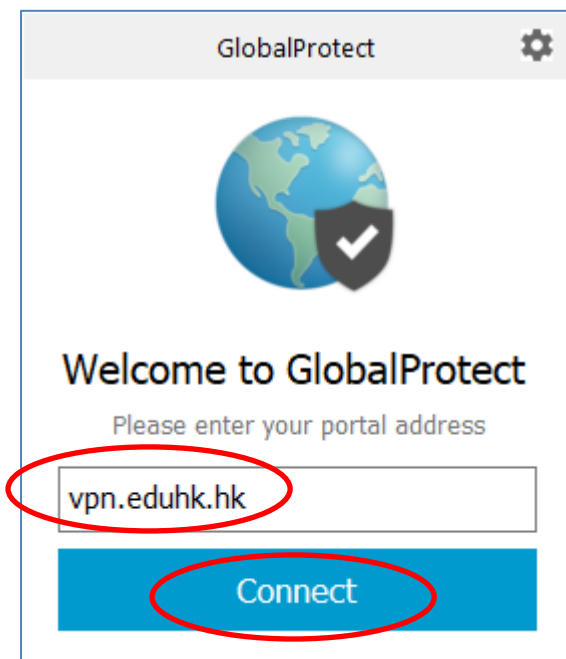


## B. Configure GlobalProtect Client

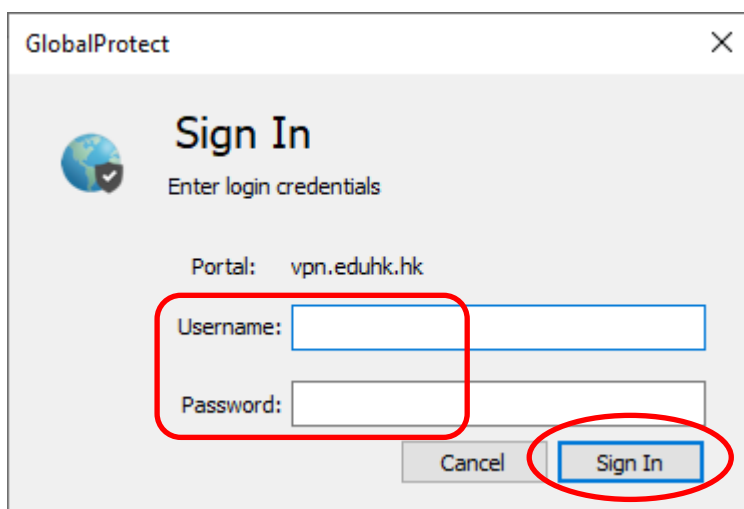
1. For the first time to use the GlobalProtect VPN client software, click the GlobalProtect icon from the system tray at bottom right.



2. Then enter the VPN portal address as “**vpn.eduhk.hk**” and click **Connect**.



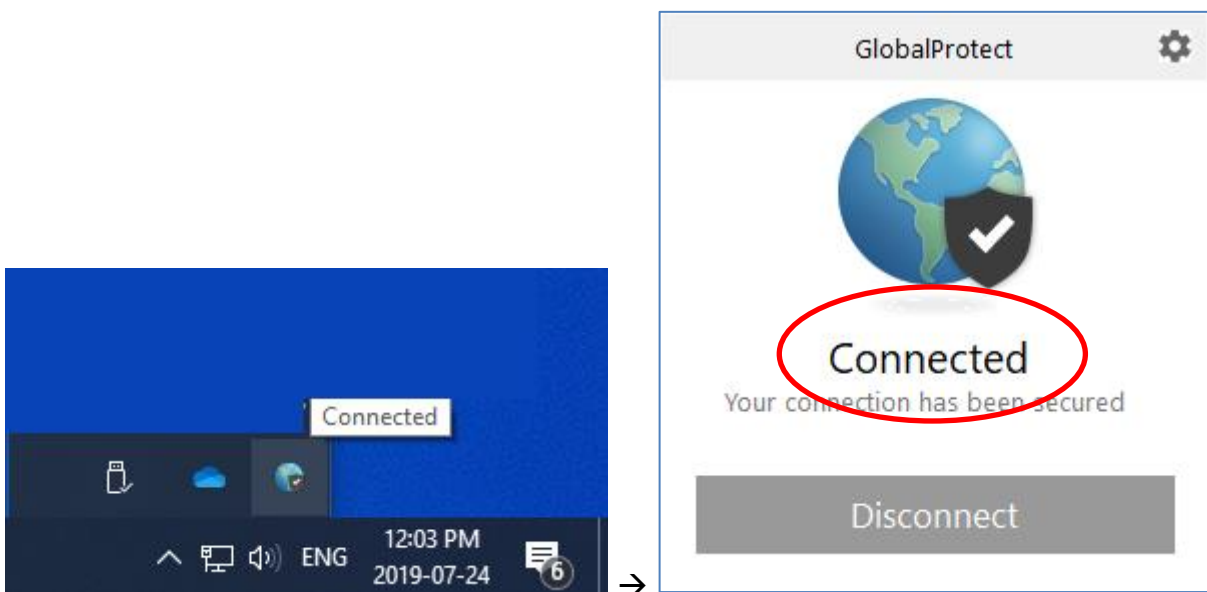
3. Enter your username and password. Then click **Sign In**.



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 must use the Duo app and this is for staff only).



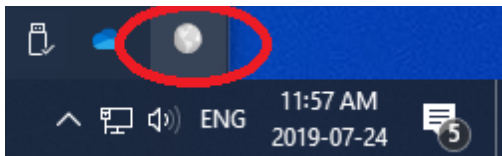
5. If the connection is successful, the status will show as “Connected”.




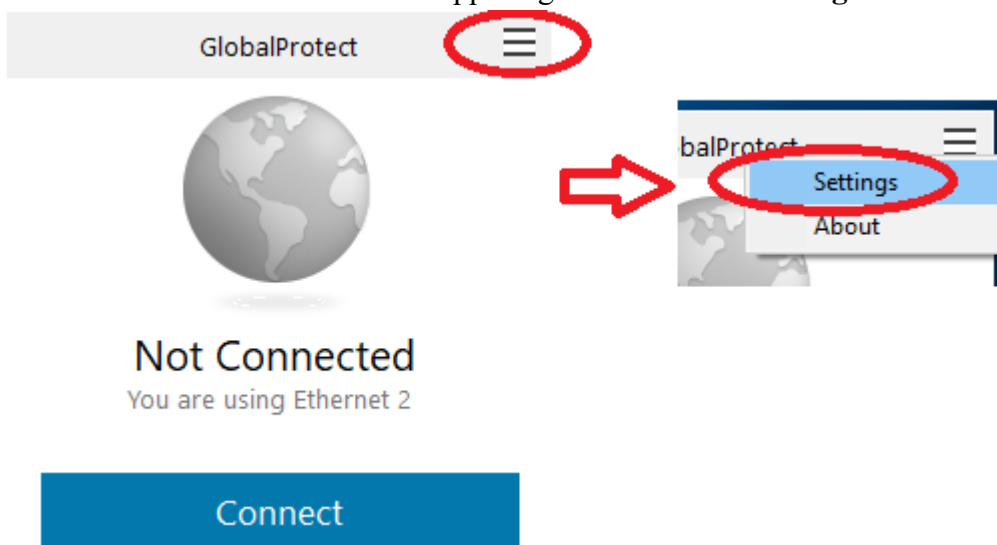
## C. Configure GlobalProtect to use Mainland China VPN gateway

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.

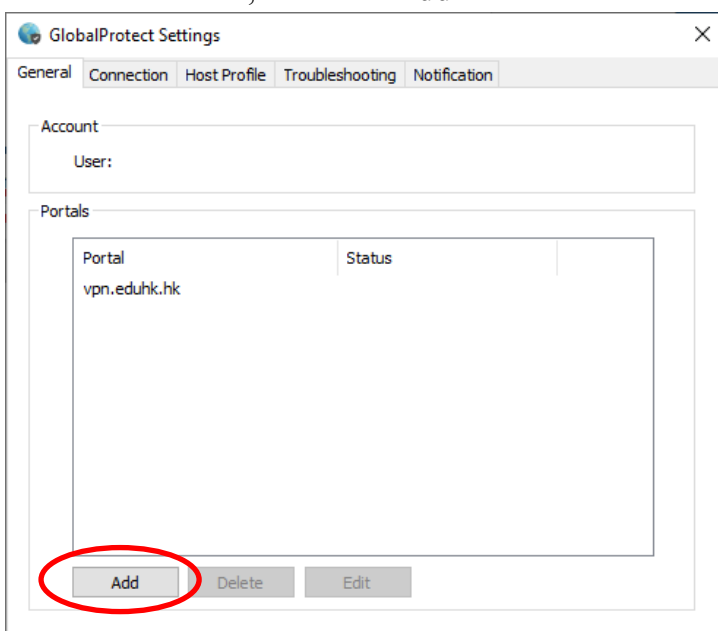
1. Click the GlobalProtect icon from the system tray at bottom right.



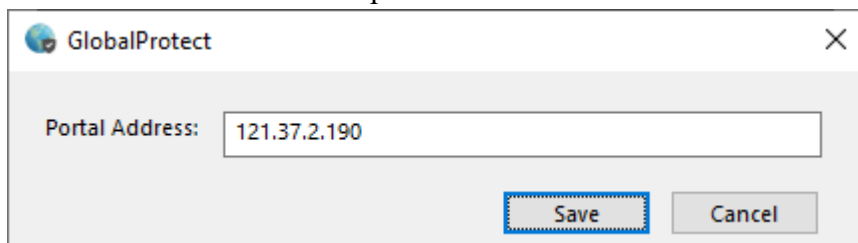
2. Click the “more” button  on upper right and choose “Settings”.



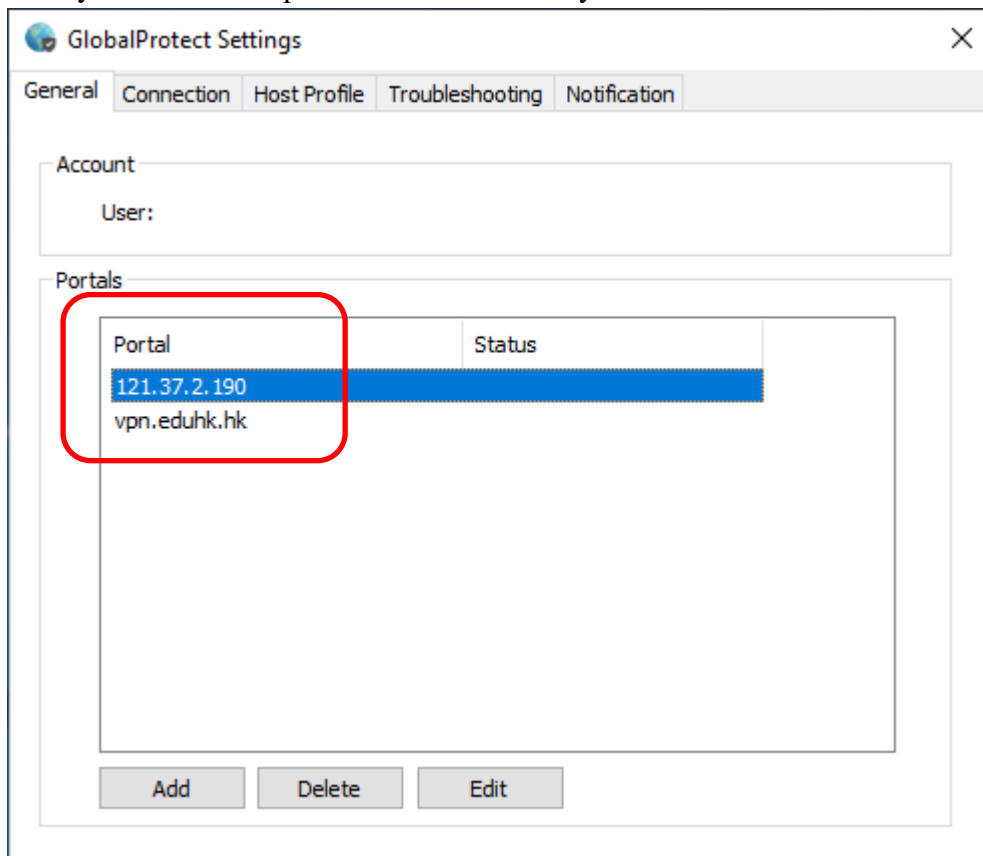
3. On the General tab, click the “Add” button.



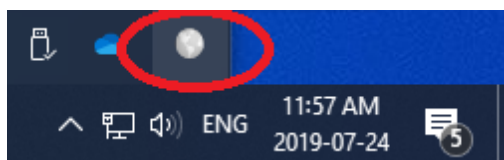
4. Enter “121.37.2.190” as the portal address and click “Save”.



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

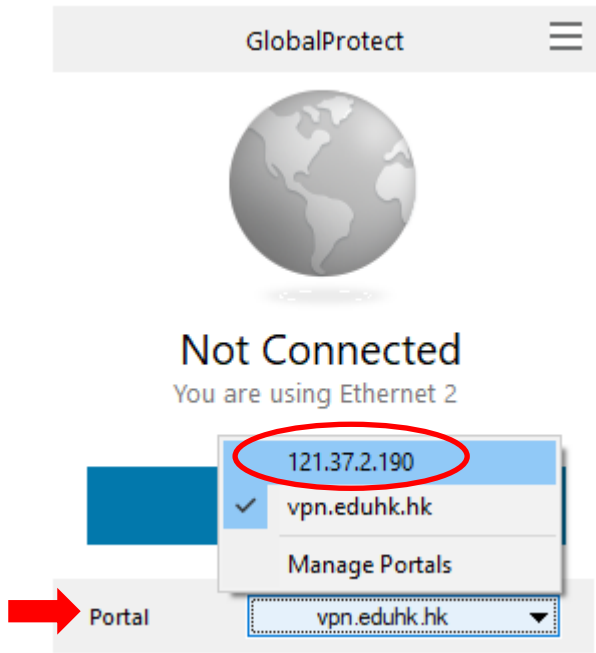


6. To connect the VPN with mainland China gateway. Click the GlobalProtect icon from the system tray at bottom right again.

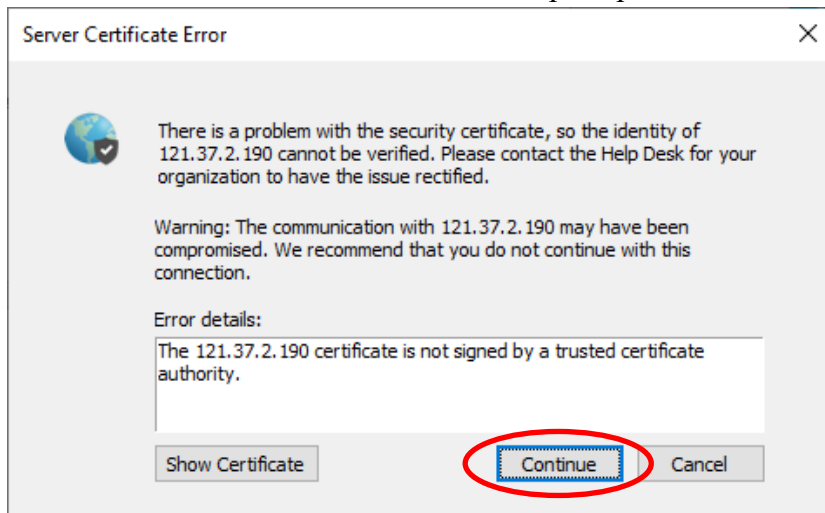




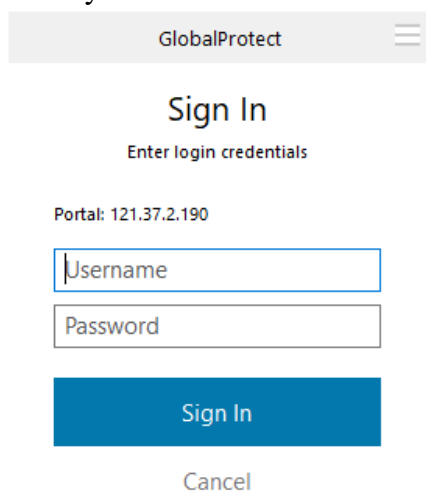
7. From the “Portal” option, select “121.37.2.190”. Then it will start to connect the VPN.



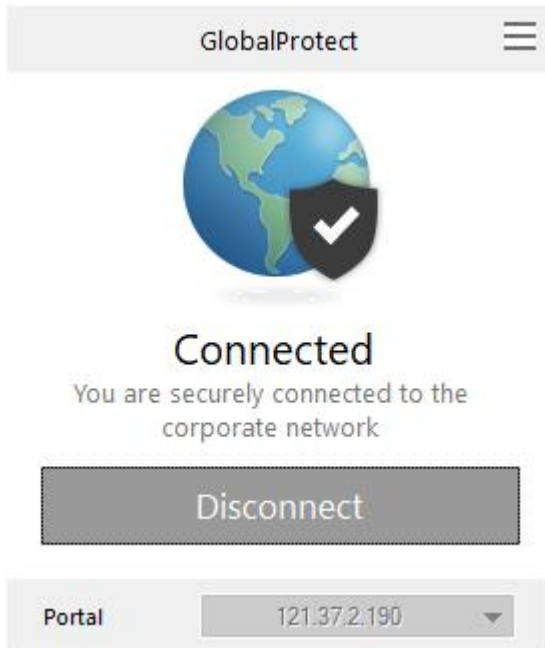
8. For the first time, click “Continue” when prompt for the Server Certificate Error.



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

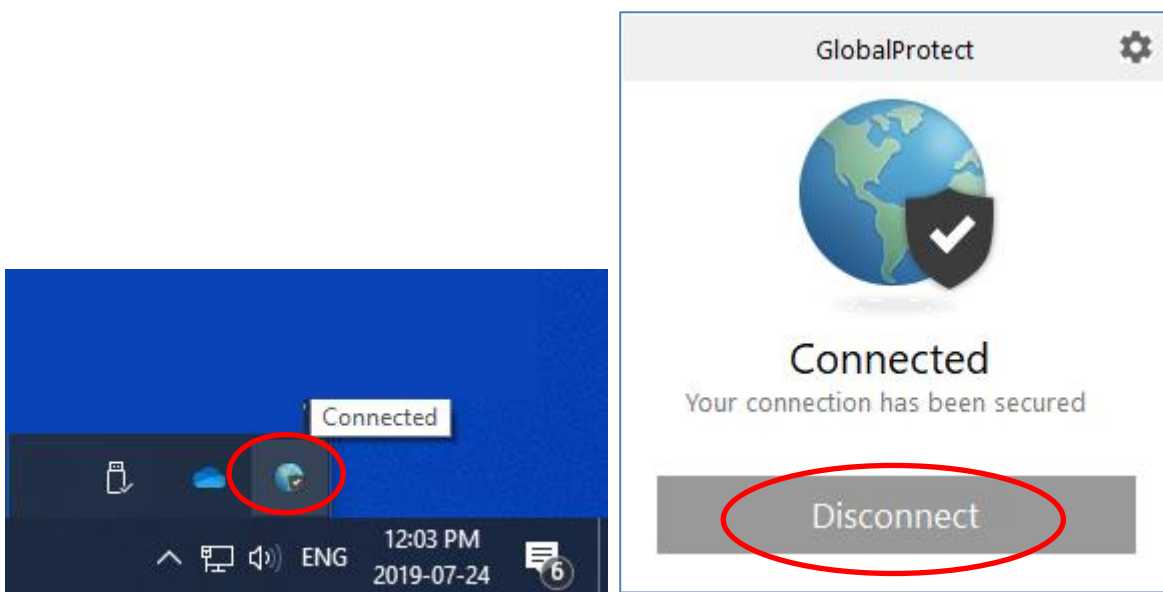


10. If the connection is successful, the status will show as “Connected”.



#### 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”.

