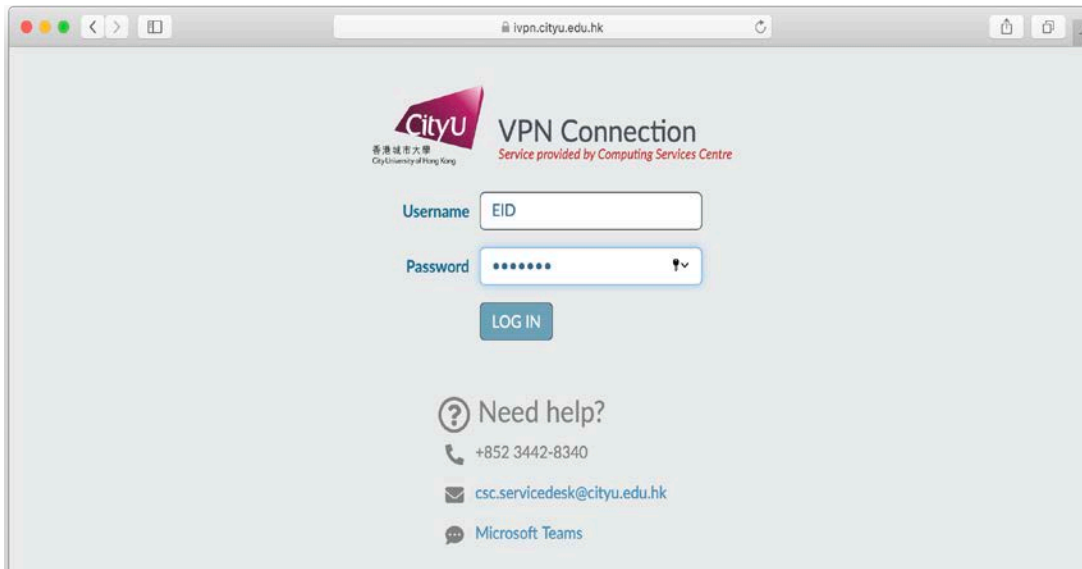


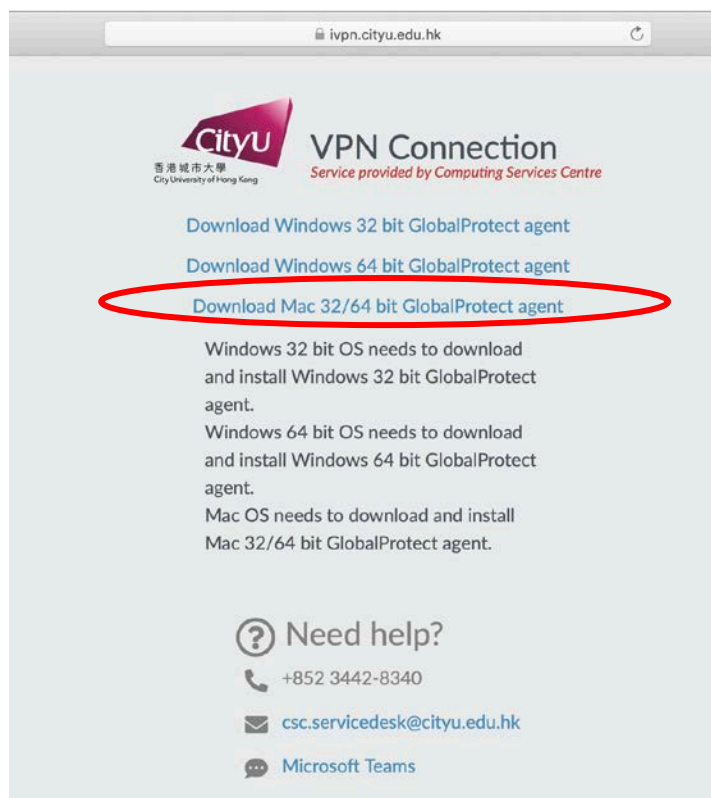
Integrated VPN (ivpn) Gateway VPN Client Setup Guide

Section I: VPN Client Installation

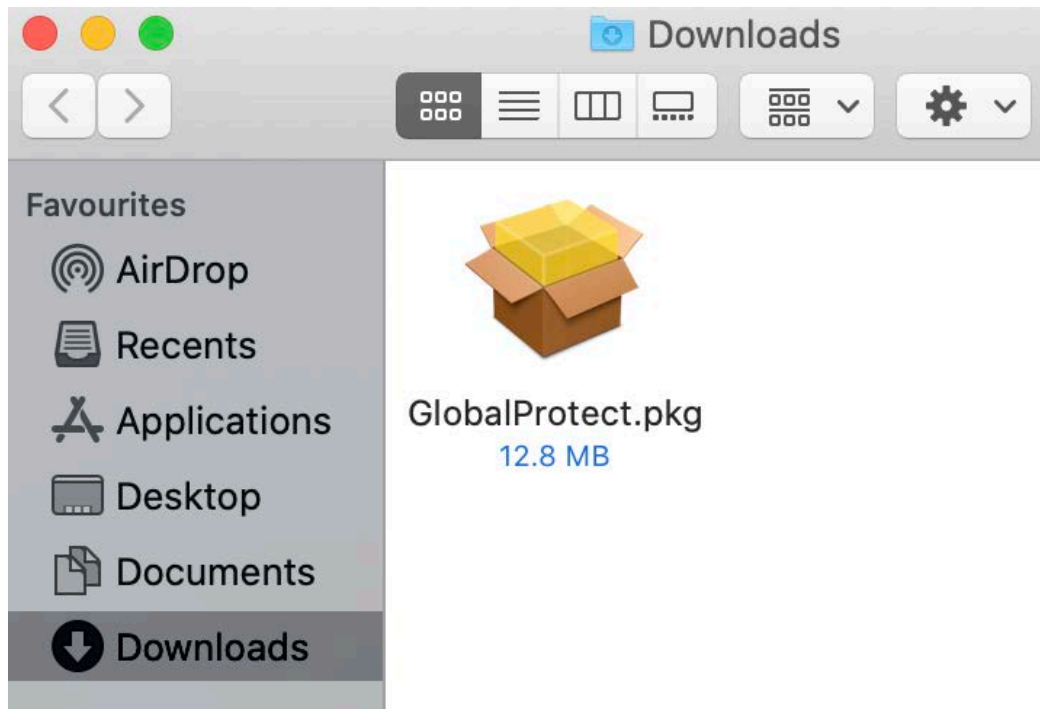
1. Use a web browser to navigate to the VPN Gateway webpage “<https://ivpn.cityu.edu.hk>”. Enter your EID and AD User Account password.



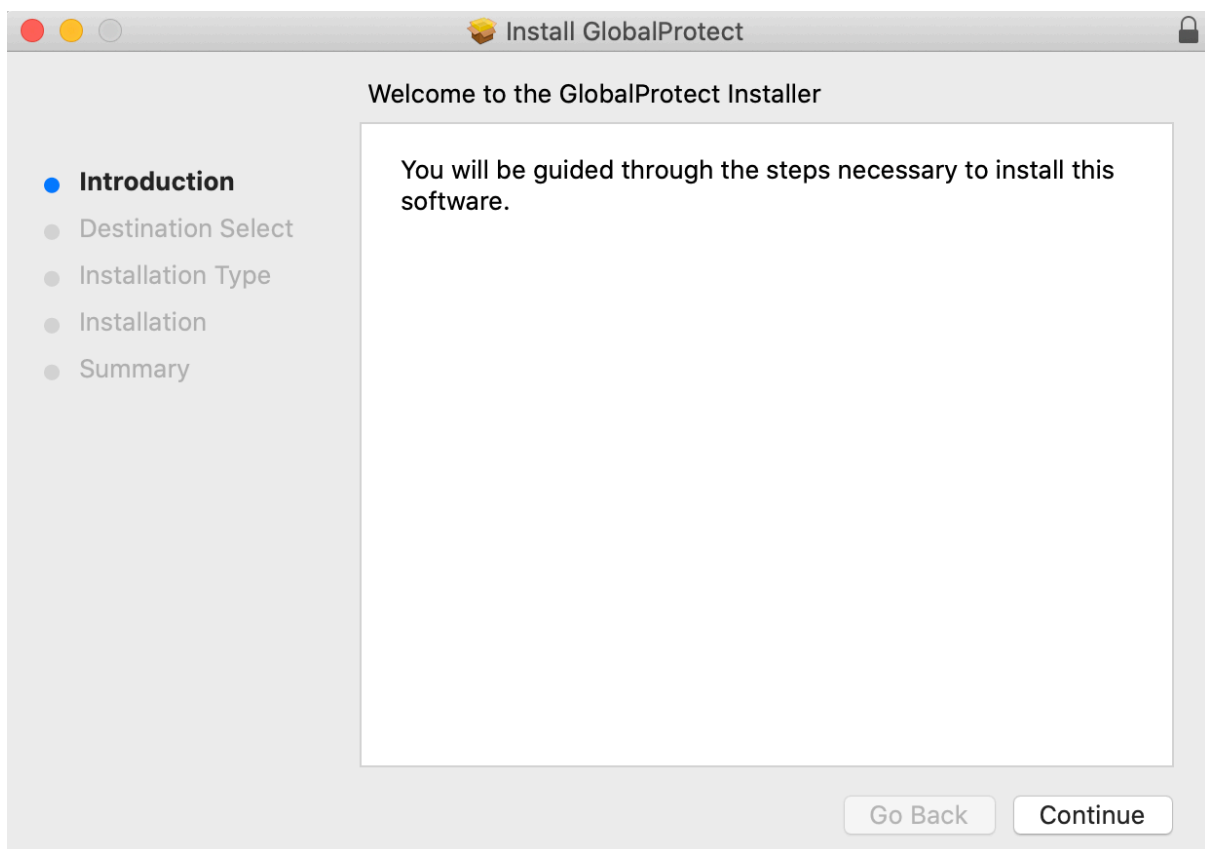
2. Select the “Download Mac 32/64 bit GlobalProtect agent” to start download.



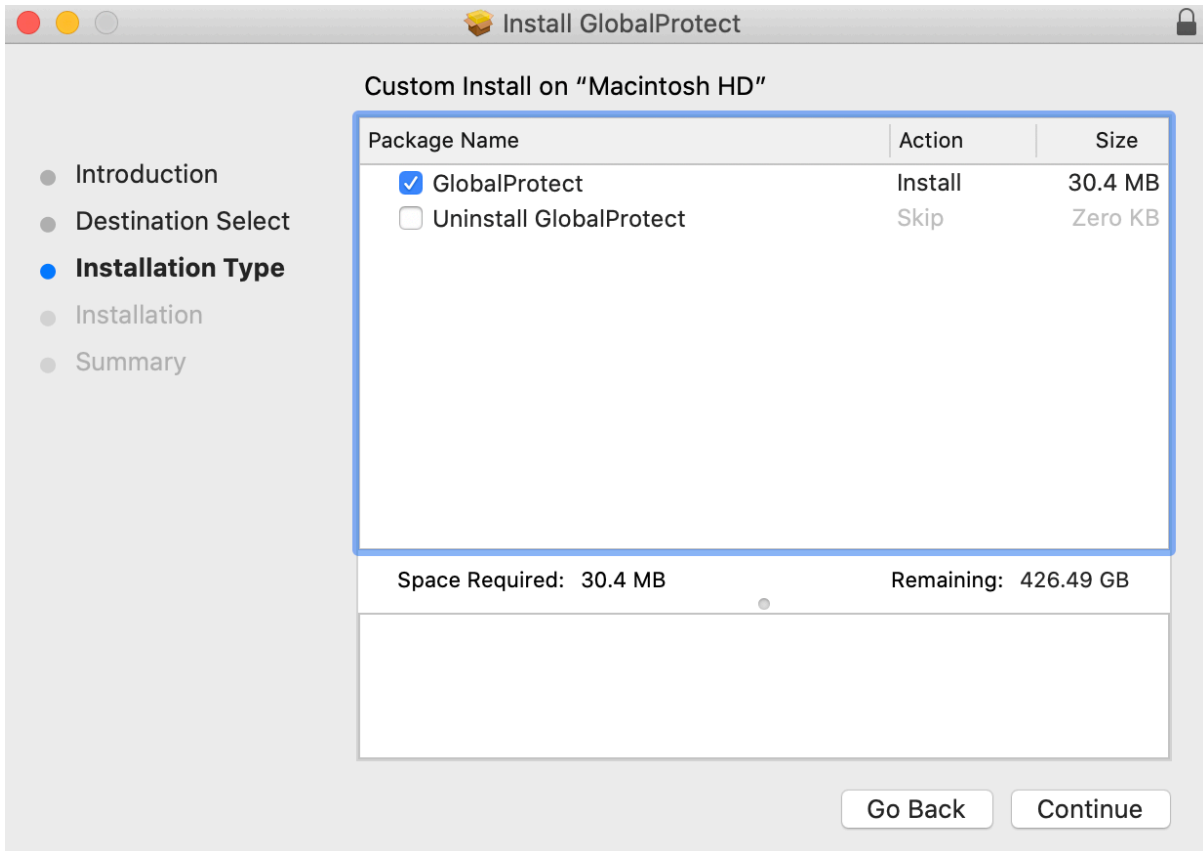
3. Open the desired installation file.



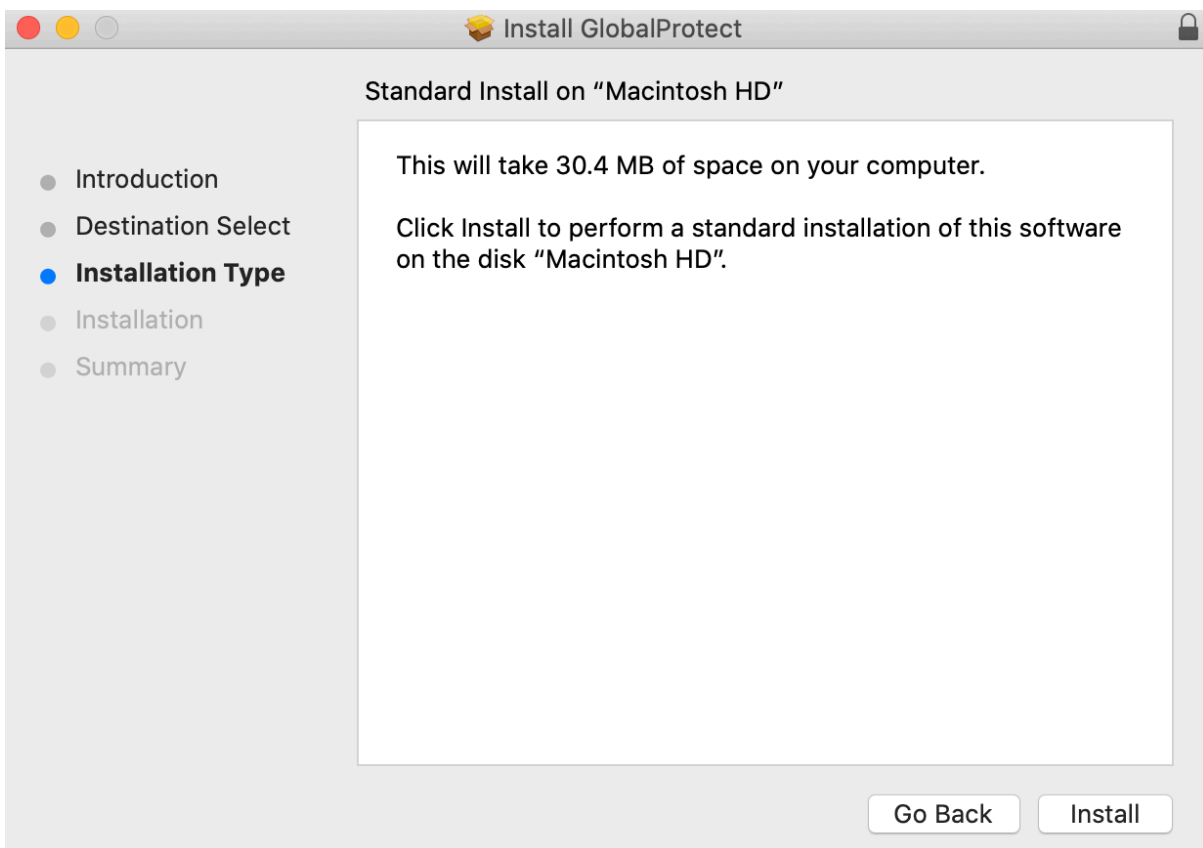
4. Click "Continue"



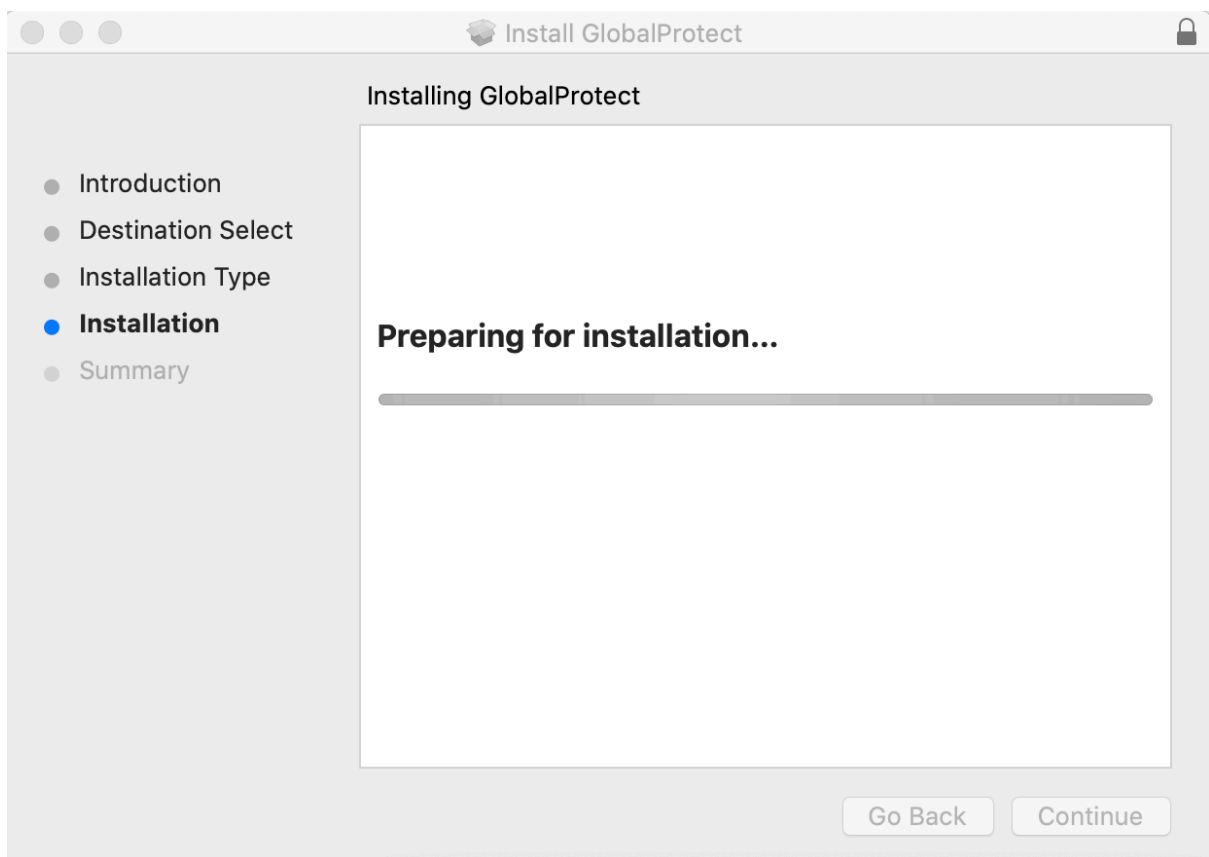
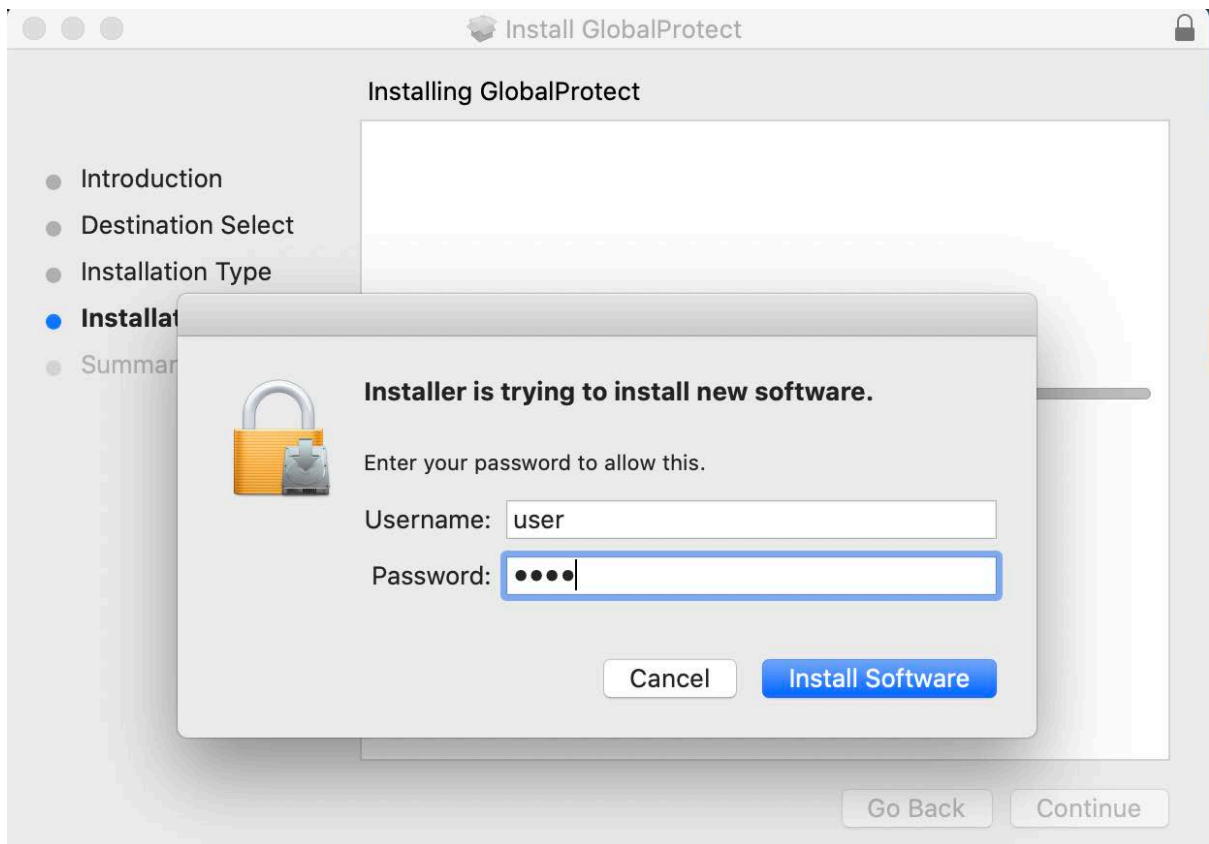
5. Accept the default settings (“GlobalProtect” selected), click “Continue”



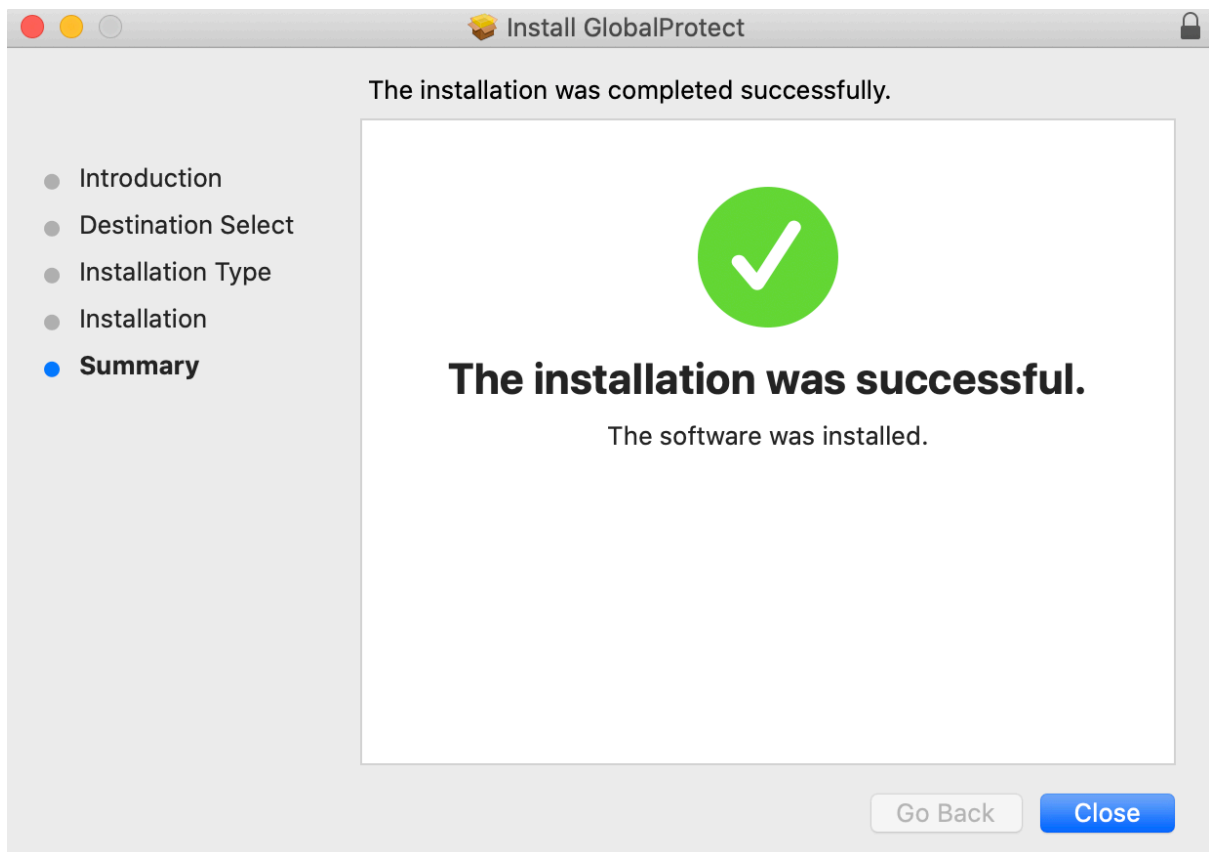
6. Click “Install”



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



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



Error handling during installation

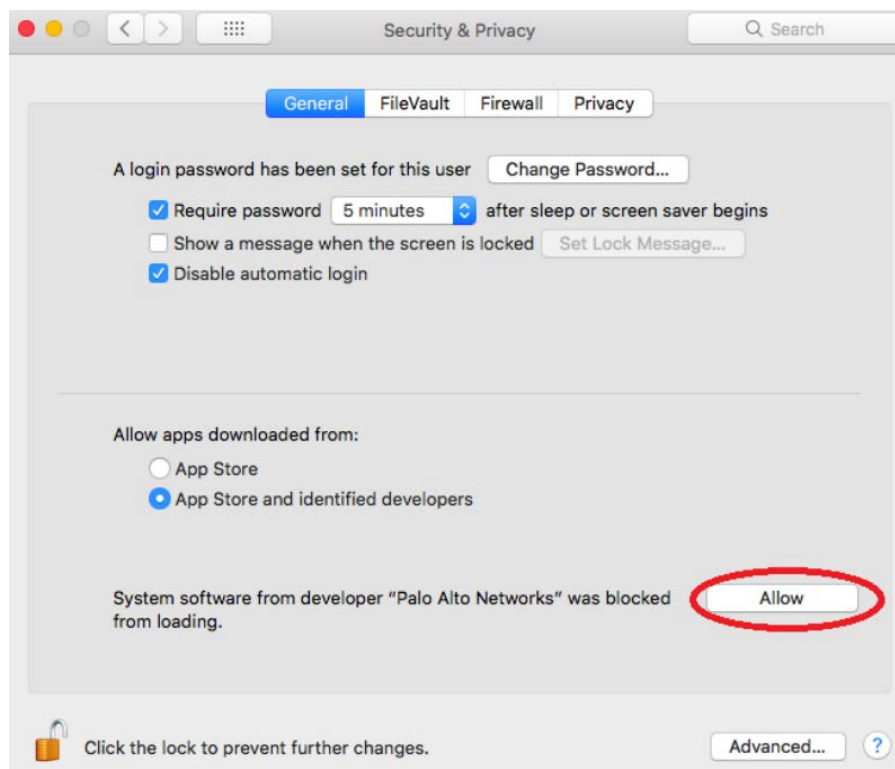
If screen “System Extension Blocked” shown during installation, click “OK”
(Please seek this step if screen below does not show during installation)



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.”.

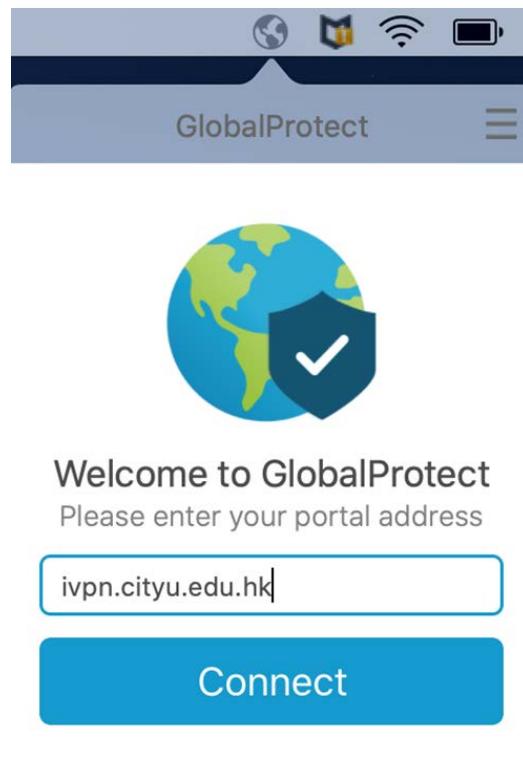
Click “Allow” to grant the GlobalProtect from loading.



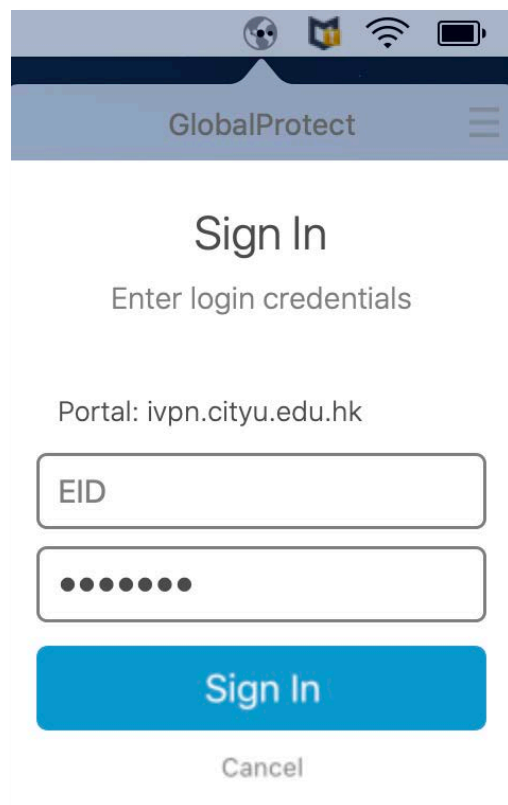
Caution: If the above actions have not performed, the GlobalProtect agent installation will be hang and keep loading.

Section II: Setup VPN Portal Address

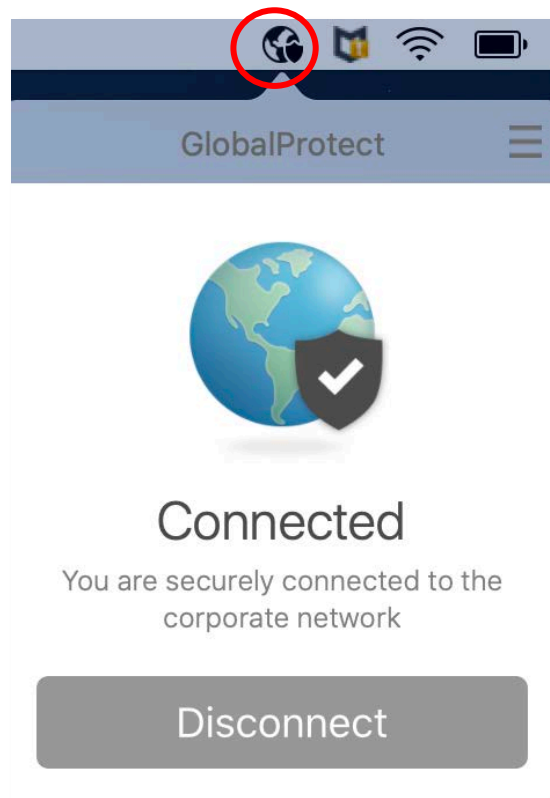
1. Enter the portal address “**ivpn.cityu.edu.hk**” in the field as shown below and click “Connect” to connect to the VPN server.



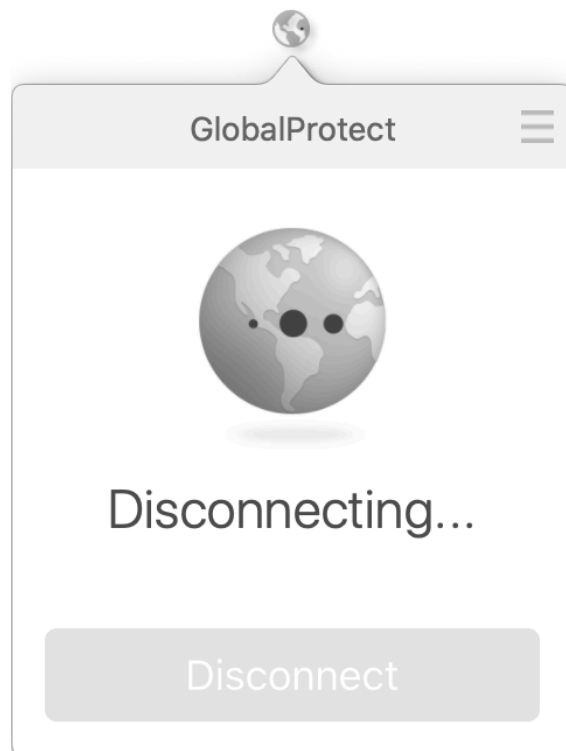
2. Then enter your EID and AD User Account password and click “Sign In”.



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

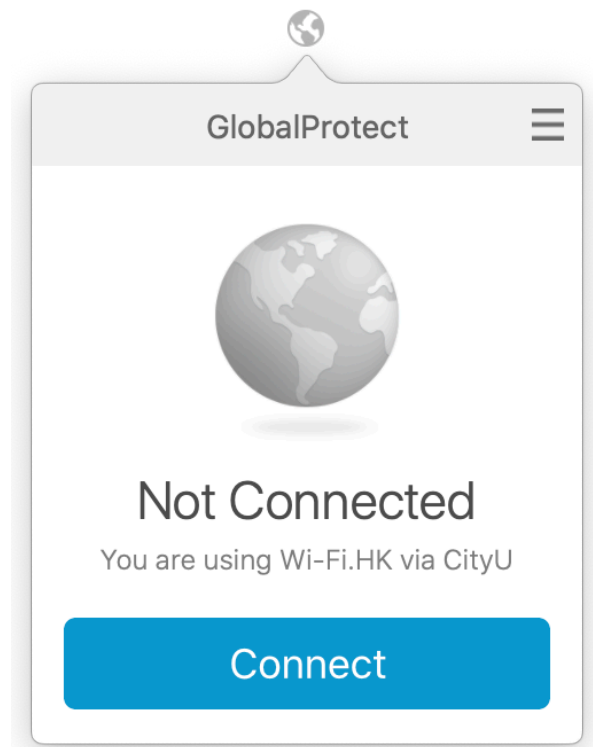


4. To terminate the VPN session, click "Disconnect" from the GlobalProtect menu.

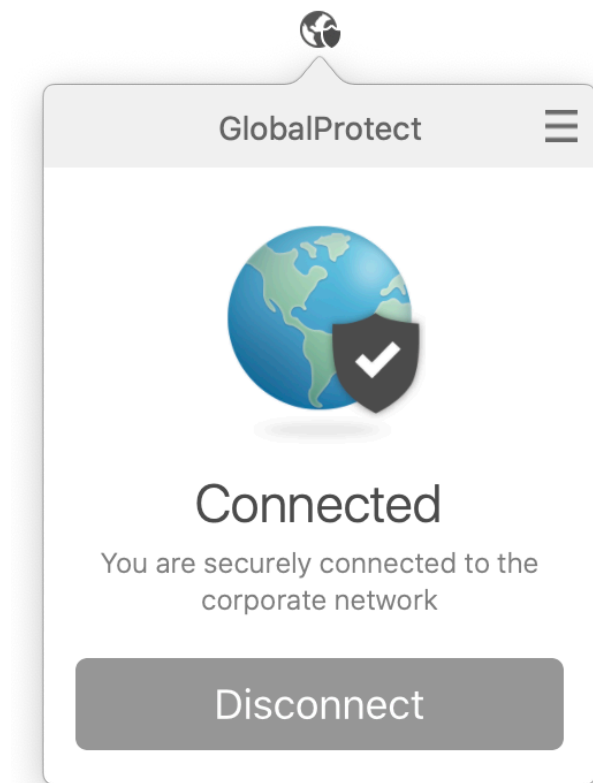


Section III: Making VPN Connection


1. To connect, netvigate the system tray area and click on the GlobalProtect icon:

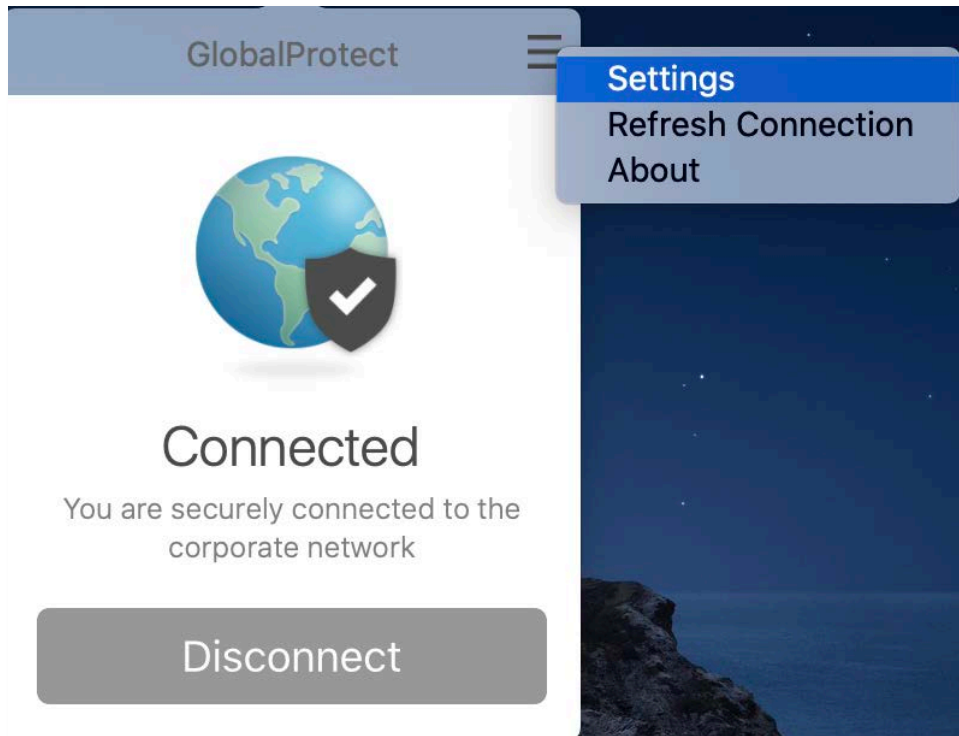


2. Click "Connect" from the GlobalProtect menu to make VPN connection:

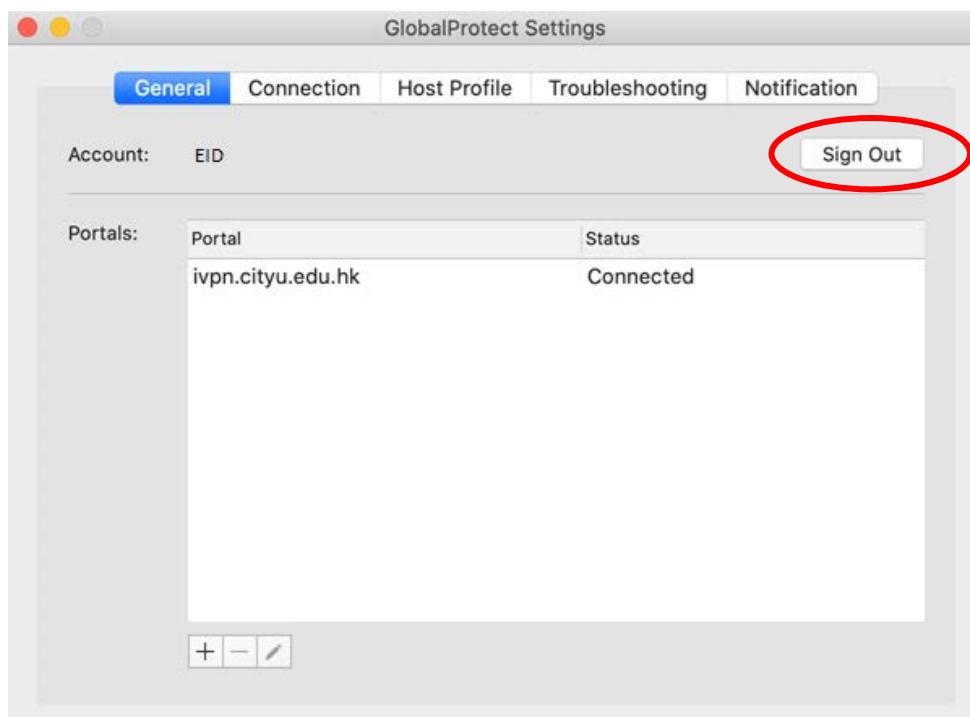


Section IV: Amend connection parameters

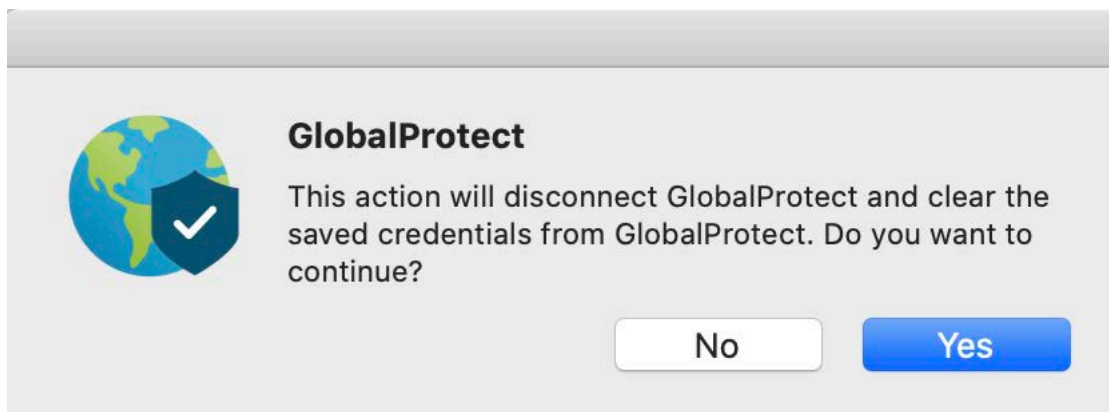
1. To amend connection parameters such as username and password, you can call up the GlobalProtect client, point mouse cursor to , then hit the mouse and click -> "Settings":



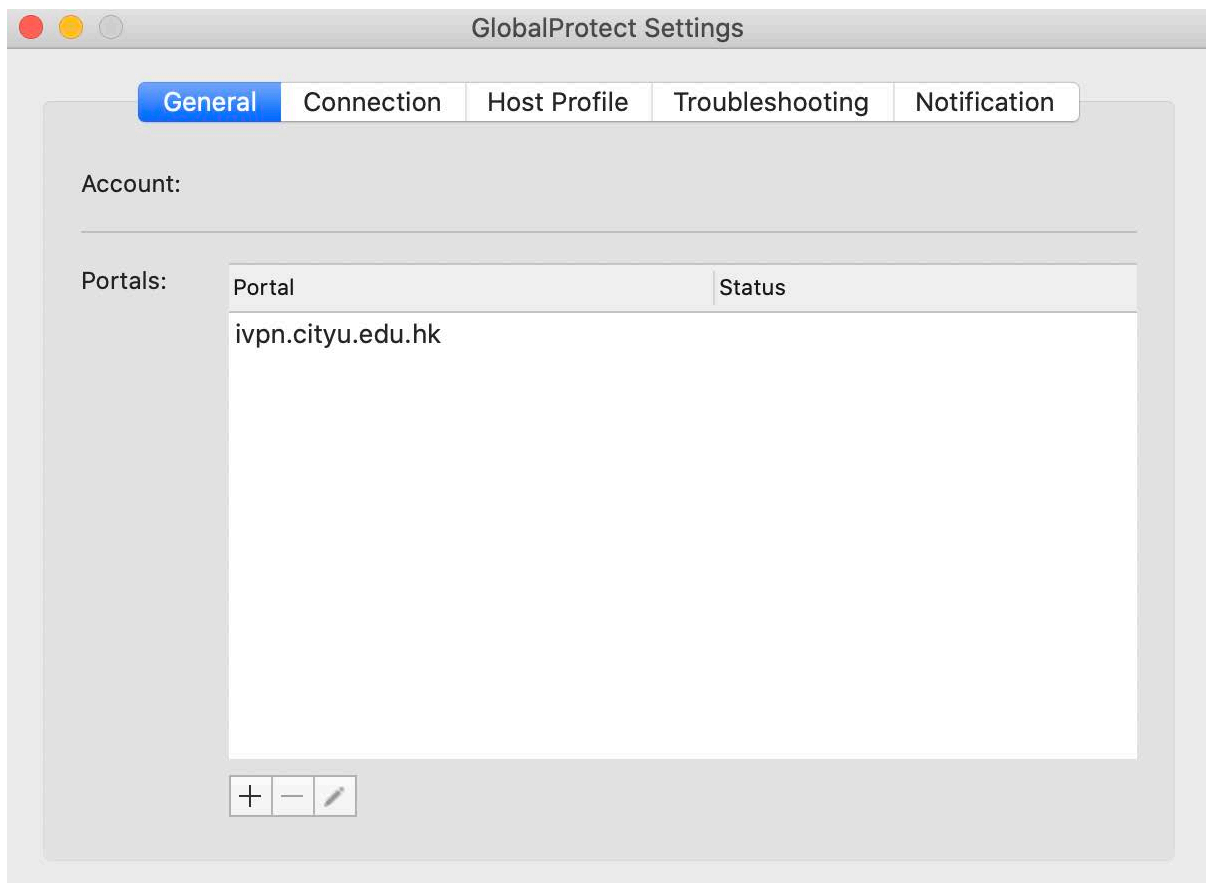
2. Click "Sign Out"



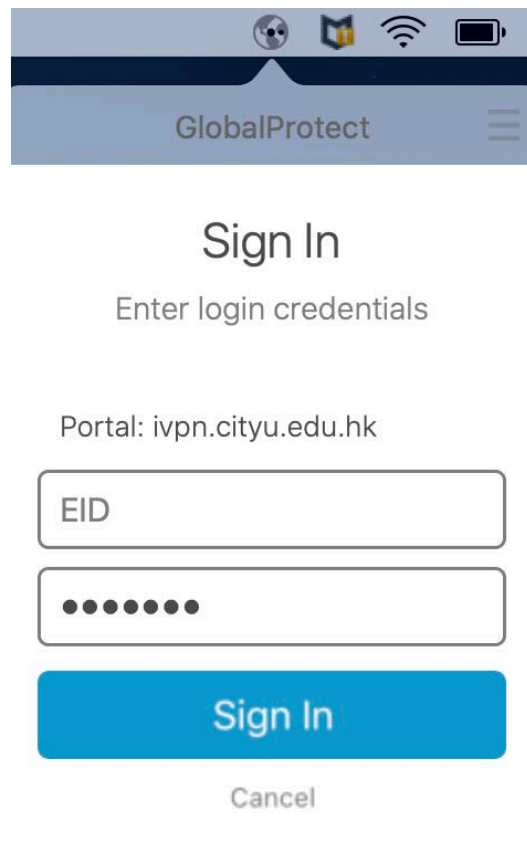
3. Click "Yes" to logout and clear saved credentials



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



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".



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

