

**SIIC**

**VPN SERVICE  
INSTALLATION  
MANUAL**

JANUARY, 2020

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## MANUAL VERSION

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VERSION	AUTHOR	DATE	OBSERVATIONS
1.0	SIIC	27/02/2018	
1.1	SIIC	13/09/2019	Minor revision of text, pictures and IT support location
1.2	SIIC	30/01/2020	Minor revision of text and new pictures

## SUPPORTED DEVICES

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- WINDOWS
- MAC OSX

## TESTED DEVICES ON THIS MANUAL

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- MAC OSX 10.10 (YOSEMITE) AND ABOVE

## VPN CONFIGURATION

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1. Open a browser of your preference (Our suggestion: **Safari**).



2. Click on the browser you wish to open or select **Safari** as illustrated in the previous image.
3. Go to the address bar in your browser and type the following address:  
**https://vpn.iscte-iul.pt**



4. You should see the following authentication window:



5. Please enter your **Iscte** credentials followed by "**LOG IN**" (without entering @iscte-iul.pt):
  - a. "**Name**": Fenix username;
  - b. "**Password**": Fenix password;



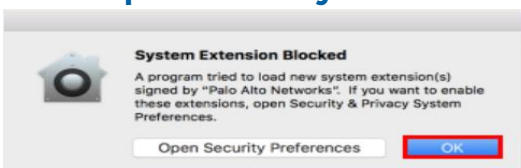
6. Please select “**Download Mac 32/64 bit GlobalProtect agent**” and save the file to a location of your preference.



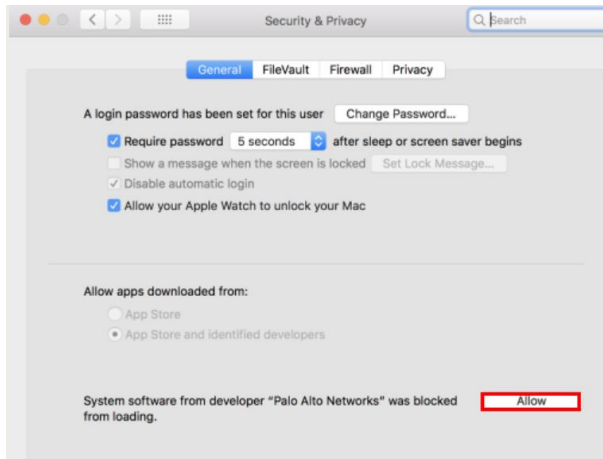
7. Download the select application.
8. You can open the downloaded file directly by double-clicking the **GlobalProtect.pkg** icon.



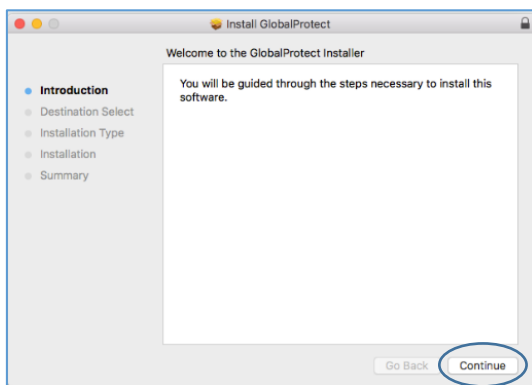
9. **(Optional)** If a message **System Extension Blocked** appears, click “**Open Security Preferences**”.



In **“Security Preferences”**, click **“Allow”** to unblock **Palo Alto Networks**.



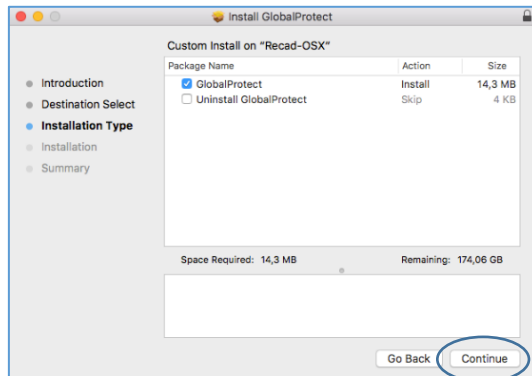
10. The VPN Client installer will open as shown below. Click **“Continue”**.



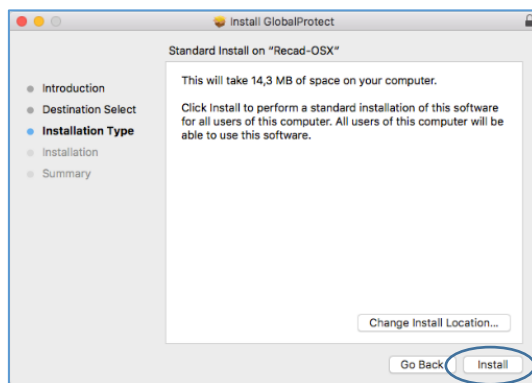
11. Select the location you would like to install the software, then click **“Continue”**.



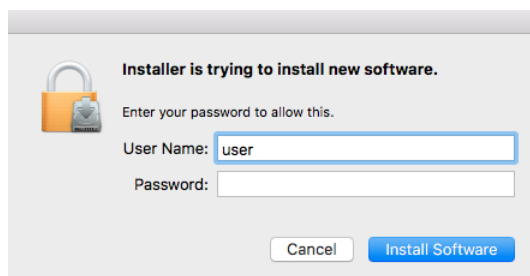
12. Select the “**GlobalProtect**” installation package checkbox, and then click “**Continue**”.



13. Click “**Install**” to continue the installation.

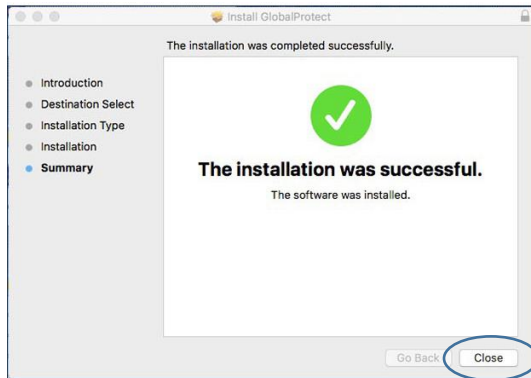


14. Insert your Mac “**User Name**” and “**Password**” when prompted and click “**Install Software**”.



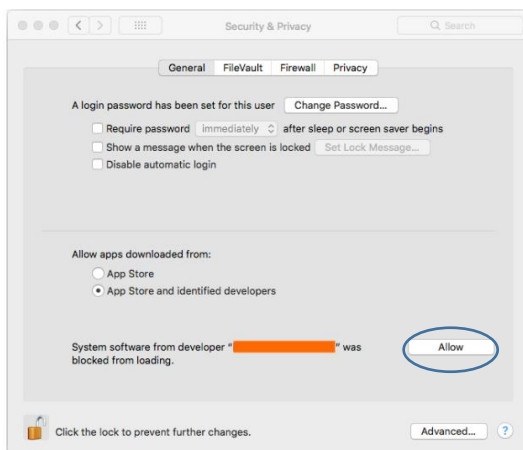


15. Click **“Close”** when the installation is complete.



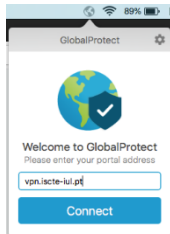
16. (Optional) If your Mac authentication window doesn't popup (14.), you have to enable VPN **Palo Alto Networks** as a trusted software.

- a. Launch the **“System Preferences”**
- b. Open the **“Security & Privacy”** and then select **“General”**
- c. Click the **lock** icon on the bottom left of the window to make changes and modify preferences
- d. Enter your Mac **“User Name”** and **“Password”** credentials to Unlock the preferences
- e. Click the **“Allow”** button next to the message **“System software from developer “Palo Alto Networks” was blocked from loading.”**

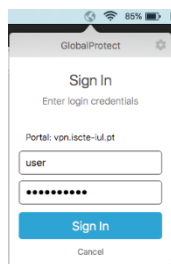




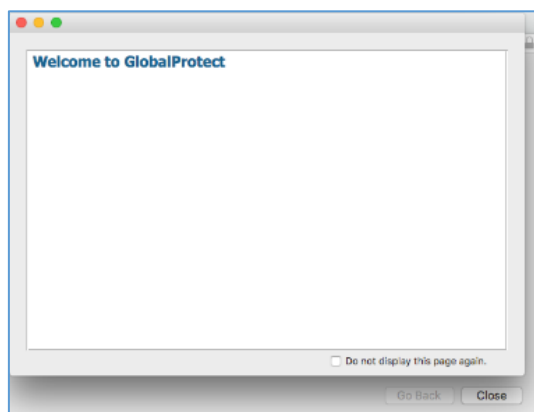
17. When the installation is complete, the VPN Client window will appear. Please type in the “**Portal Address**” the following address: **vpn.iscte-iul.pt** and then press “**Connect**”.




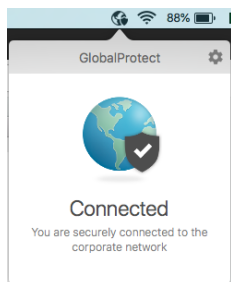
18. The authentication popup window will appear. Please enter your **Iscte** credentials, **username** (without @iscte-iul.pt) and **password** and press “**Sign In**”.



19. After the connection is established, you'll see the window below which you can click “**Close**”.



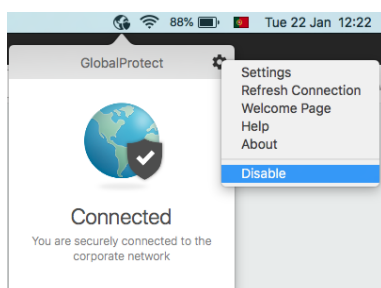
20. The VPN Client status should be “**Connected**”. You can confirm the status connection with a click on  (VPN Client icon **GlobalProtect**) in the upper-right corner of the screen.



## HOW TO DISCONNECT YOUR VPN CLIENT

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Select the VPN Client icon in the upper-right corner of OSX screen and select **“Disable”**.



## HOW TO CONNECT YOUR VPN CLIENT

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For reconnecting the VPN Client follow the previous step but choose **“Enable”** instead.

## CONTACTS

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If you need help you can contact Serviços de Infraestrutura Informática e Comunicações (SIIC) at room C7.04, building 2 - 7th Floor (just outside the elevators), or by calling +351 210 464 010 or by e-mail: send a message from your institutional mail account to the following address **“[iajuda@iscte-iul.pt](mailto:iajuda@iscte-iul.pt)”**.