

SIIC

**VPN SERVICE
INSTALLATION
MANUAL**

JANUARY, 2020

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MANUAL VERSION

VERSION	AUTHOR	DATE	OBSERVATIONS
1.0	SIIC	26/02/2018	
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

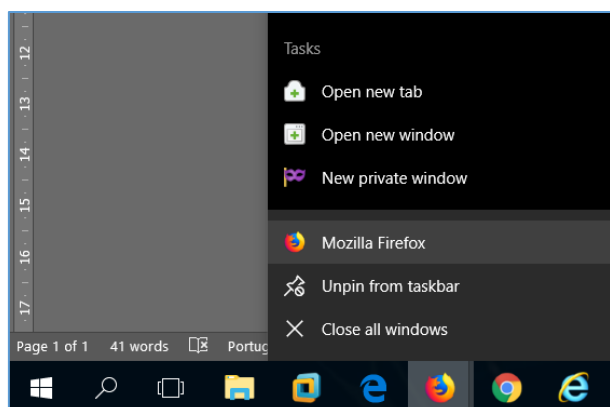
- WINDOWS
- MAC OSX

TESTED DEVICES ON THIS MANUAL

- WINDOWS:
 - ✓ 10
 - ✓ 8.x
 - ✓ 7

VPN CONFIGURATION

1. Open a browser of your preference (Our suggestion: **Mozilla Firefox**, **Google Chrome** or **Microsoft Edge**).



2. Click on the browser you wish to open or select **Mozilla Firefox** 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;



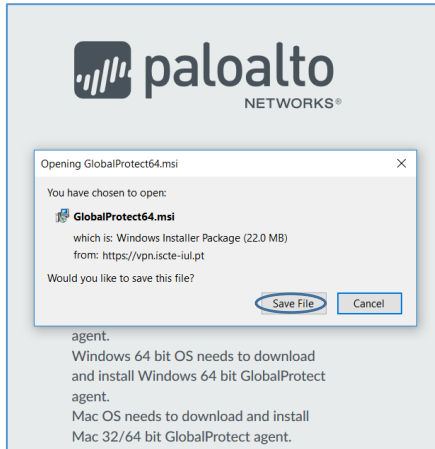
The screenshot shows the Palo Alto Networks login interface. At the top is the Palo Alto Networks logo. Below it, the text reads 'Welcome to ISCTE-IUL VPN'. There are two input fields: 'Name' with the value 'user' and 'Password' which is masked with dots. A blue 'LOG IN' button is positioned below the password field.

6. Please select according to your **Windows** operating system version.

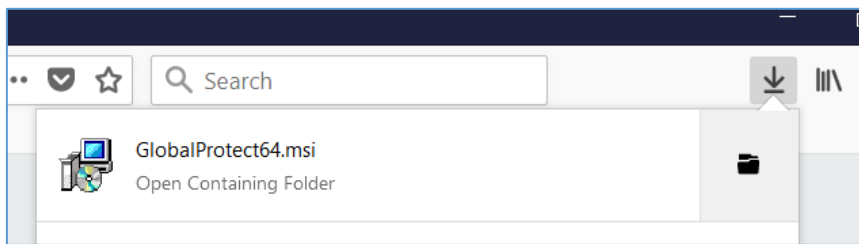


The screenshot shows the Palo Alto Networks download page. At the top is the Palo Alto Networks logo. Below it, the text reads 'Welcome to ISCTE-IUL VPN'. There are three download links: 'Download Windows 32 bit GlobalProtect agent', 'Download Windows 64 bit GlobalProtect agent', and 'Download Mac 32/64 bit GlobalProtect agent'. Below the links are instructions for each operating system: 'Windows 32 bit OS needs to download and install Windows 32 bit GlobalProtect agent.', 'Windows 64 bit OS needs to download and install Windows 64 bit GlobalProtect agent.', and 'Mac OS needs to download and install Mac 32/64 bit GlobalProtect agent.'

7. Download the select application.
8. Choose “**Save File**” to a location of your preference.



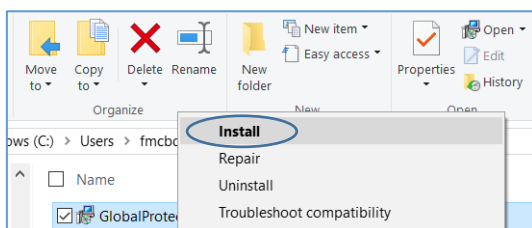
- 9. You can open the downloaded file directly from the Downloads icon by double-clicking it (**Mozilla Firefox** example below).



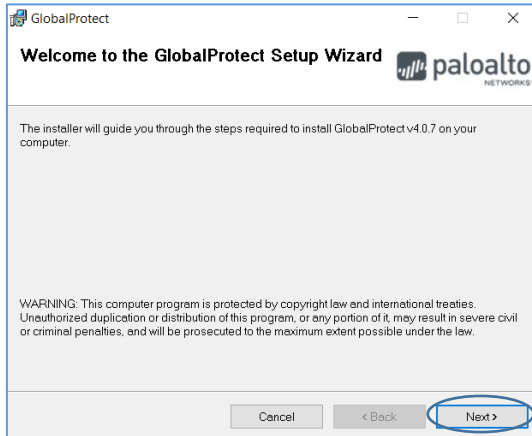
- 10. Or you can open the downloaded file by opening **Windows Explorer** and browse to the location where you saved the file **“GlobalProtect64.msi”** or **“GlobalProtect.msi”** (the file name varies depending on the operating system you have):

<input type="checkbox"/> Name	Date modified	Type	Size
<input checked="" type="checkbox"/> GlobalProtect64.msi	26/02/2018 11:42	Windows Installer Pac...	22 562 KB

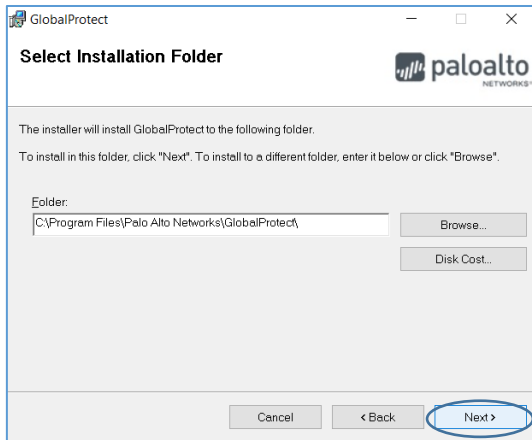
- 11. Double-click to install the file or right-click and select **“Install”**:



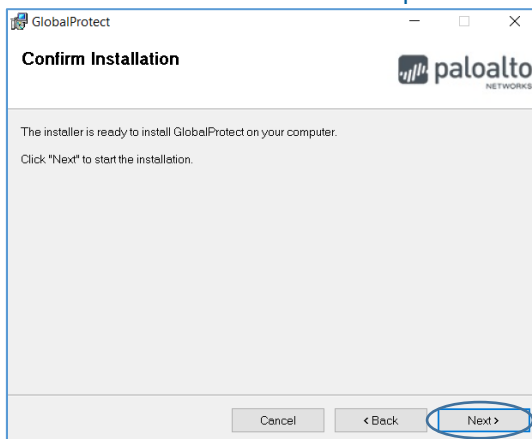
12. The VPN Client installer will open as shown below. Click **“Next”**.



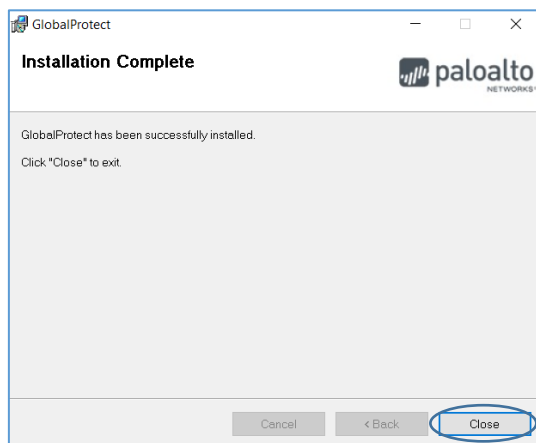
13. In the “Select Installation Folder”, you can browse for a folder of your choice to install or leave the default option (recommended). Click **“Next”** to continue.



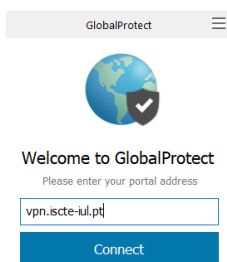
14. Confirm the installation procedure by clicking **“Next”** as seen below.



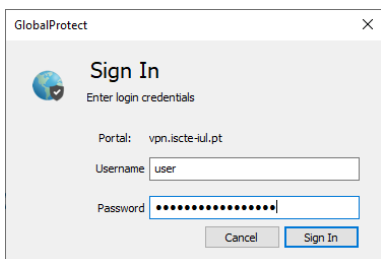
15. When the installation is complete click “**Close**”, as seen bellow.



16. 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**”.




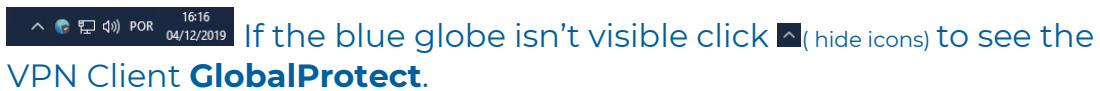
17. The authentication popup window will appear. Please enter your **Iscte** credentials, **username** (without @iscte-iul.pt) and **password** and press “**Sign In**”.




18. After the connection is established, you'll see the window below which you can click "**Close**".



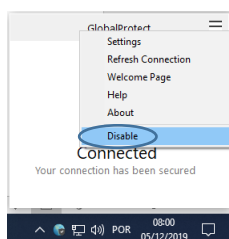
19. The VPN Client status should appear **Connected**. You can confirm the status connection with a click on  (VPN Client icon **GlobalProtect**) in the lower-right corner of the screen.



If the blue globe isn't visible click  (hide icons) to see the VPN Client **GlobalProtect**.

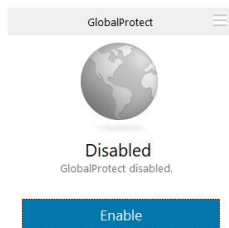
HOW TO DISCONNECT YOUR VPN

Select the VPN Client icon **GlobalProtect**  in the taskbar and then click  to display the menu and select "**Disable**".



HOW TO CONNECT YOUR VPN

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



CONTACTS

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”.