

Connecting to the Staff VPN

This document is for use by Windows and Mac OS users. It is in three parts:

- Part One: Setup – will show you how to do the initial setup of your VPN service
- Part Two: Connecting – will show you how to connect into the Sussex network
- Part Three: Using Sussex Services – what you can do once you are connected

Linux and Chrome Book users will need a trial license to the firewall – please contact the IT Service Desk first for further info before attempting this setup

Once you have done these initial setup steps in Part One you won't have to do them again.

If you experience problems in setting up the VPN, or connecting then please call the IT Service Desk on 01273 678090 for support. We are experiencing a high volume of calls at the moment so if you cannot get through you can also log a support ticket online at <http://sussex.ac.uk/its/help> and click the red Help button.

Part One: Setup

In order to access the Staff VPN you will need to carry out a few tasks first to help you get set up. The Progress checklist will help you understand your progress through these tasks.

Progress Checklist

- ☐ Get your VPN Setup Password
- ☐ Download and install the FreeOTP Authenticator App on your phone.
- ☐ Download and Install GlobalProtect
- ☐ Change your VPN Password
- ☐ Link the FreeOTP on your phone with your account

You will only need to set up the VPN once.

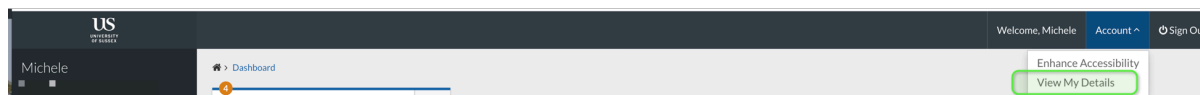
Progress Checklist

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1. Find your employee number and your postcode from the HR system

Your VPN Setup Password has been created for you based on your staff 'Employee number' and the last 3 digits of your home postcode.

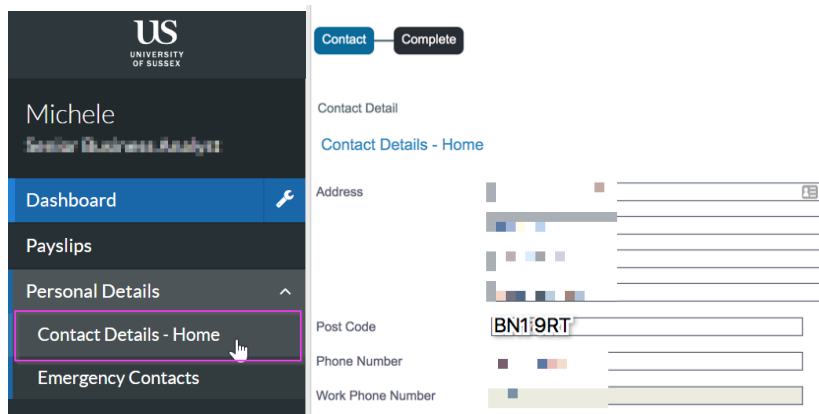
- a) To get your staff payroll number logon to MyView: <https://myviewhr.sussex.ac.uk/> with your Sussex username (e.g. abc99) and email password



- b) Go to Account > View My Details on the top-right of the screen



- c) Your 'Employee Number' will be listed. Make a note of this number.
- d) From the left-hand menu go to Personal Details > Contact Details – Home



- e) Check your Home Address and your Post Code.

Your VPN Setup Password will be your Employee Number (a hyphen) and the last 3 digits of your postcode in lower case.

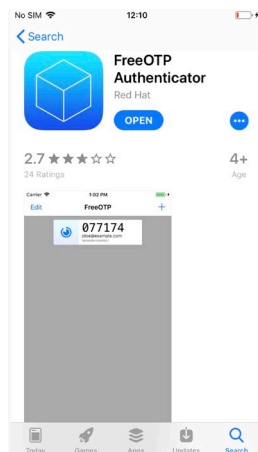
For example: Employee Number is 12345 and postcode is BN1 9RT – the password will be 12345-9rt.

Progress Checklist

- ☒ Get your VPN Setup Password
- ☐ **Download and install the FreeOTP Authenticator App on your phone**
- ☐ Download and Install GlobalProtect
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2. Download and install the FreeOTP Authenticator App on your phone

a) On your phone, download the FreeOTP Authenticator App from the Apple Store or Google Play. Search for 'FreeOTP' to find the app. The app is produced by Red Hat.



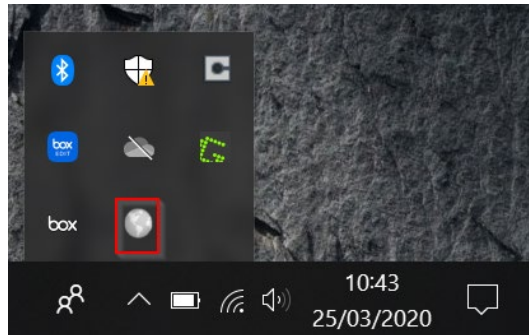
Progress Checklist

- ☒ Get your VPN Setup Password
- ☒ Download and install the FreeOTP Authenticator App on your phone
- ☐ **Download and Install GlobalProtect**
- ☐ Change your VPN Password
- ☐ Link the FreeOTP on your phone with your account

3. Download and Install GlobalProtect

3.1 Download GlobalProtect

Note: If you're using an ITS Windows 10 computer, GlobalProtect may already been installed. Look for an icon in the system tray that looks like a globe, either with a red cross on it or greyed out.



- a) In a web browser, type in <https://bond.sussex.ac.uk/> in the address bar (you will need to type the full address including the https://)
- b) On the login screen, enter your Sussex username (e.g. abc99) in the box and enter your email password.

 A login screen for the GlobalProtect Portal. It features the University of Sussex and Palo Alto Networks logos at the top. Below the title "GlobalProtect Portal", there are input fields for "Username" (containing "acfb0") and "Password" (masked with dots). A "LOG IN" button is positioned below the password field. A red progress bar is at the bottom.

- c) Click Login.
- d) This will take you to the next page to download GlobalProtect
- e) From the next screen either choose the Windows 64 bit option for a Windows PC or the Mac option if you're using a Mac computer.

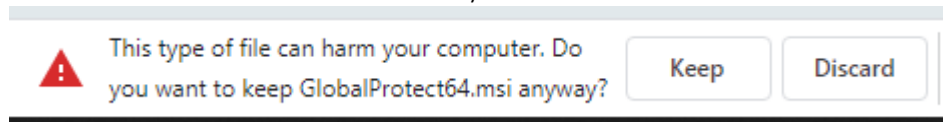
 A screen showing download options for the GlobalProtect agent. It includes the University of Sussex and Palo Alto Networks logos and the title "GlobalProtect Portal". Below the title, there are three links: "Download Windows 32 bit GlobalProtect agent", "Download Windows 64 bit GlobalProtect agent", and "Download Mac 32/64 bit GlobalProtect agent". Further down, there is explanatory text for each operating system.

3.2 Install GlobalProtect.



GlobalProtect64.msi
8.2/31.2 MB, 32 secs left

You may see this:



If you do, press Keep

- a) Click on the file that's downloaded in your browser window and click Next at each prompt to install the app
- b) Once installed, open GlobalProtect.

Mac Users – when installing Global Protect you will need to make the following change:

System Preferences > Security & Privacy > Unlock the Preference Pane with your Local Admin Password > Click “Allow” next to “Paolo Alto Networks” near the bottom of the Window

- c) In the Portal field, enter **bond.sussex.ac.uk**
- d) Enter your Sussex username (e.g. abc99) and your email password.

Progress Checklist

- ☒ Get your VPN Setup Password
- ☒ Download and install the FreeOTP Authenticator App on your phone
- ☒ Download and Install GlobalProtect
- ☐ **Change your VPN Password**
- ☐ Link the FreeOTP on your phone with your account

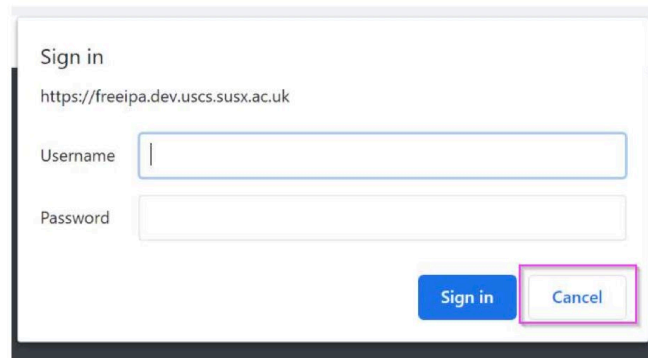
4. Change your VPN password

To change your VPN password from the **VPN Setup Password** one to your own that you can remember follow these steps:

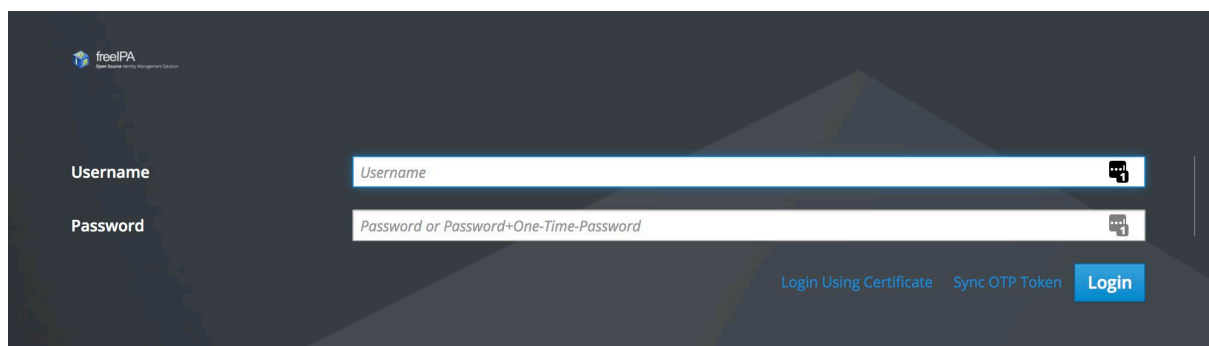
- a) Open a web browser and go to: <https://otp.sussex.ac.uk/>. You will see the screen below:

Note: If you get the following pop-up appear on your browser page, click the **Cancel** button

twice to see the username and password fields below. Do not enter your username and password here.



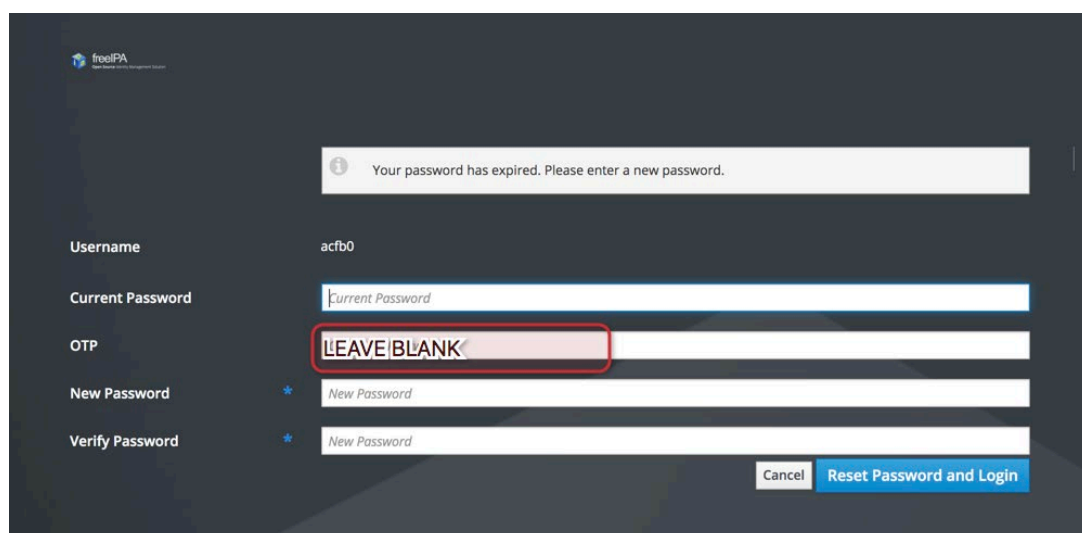
A small 'Sign in' dialog box with a title bar. It contains the URL 'https://freeipa.dev.uscs.susx.ac.uk'. Below the URL are two input fields: 'Username' and 'Password'. At the bottom right, there are two buttons: 'Sign in' (blue) and 'Cancel' (white with a pink border).



The main login page for freeIPA. It features the freeIPA logo in the top left. The page has two main input fields: 'Username' and 'Password'. The 'Password' field has a hint text 'Password or Password+One-Time-Password'. To the right of the password field, there are links for 'Login Using Certificate' and 'Sync OTP Token'. A blue 'Login' button is at the bottom right.

- b) Login with your Sussex username (e.g. abc99)
- c) Enter your **VPN Setup Password** (e.g. 12345-9rt)

It will tell you your password has expired, and you will need to set a new one:



The password reset page. At the top, there is a message box that says 'Your password has expired. Please enter a new password.' Below this, there are five input fields: 'Username' (pre-filled with 'acfb0'), 'Current Password', 'OTP' (pre-filled with 'LEAVE BLANK'), 'New Password', and 'Verify Password'. At the bottom right, there are two buttons: 'Cancel' and 'Reset Password and Login'.

- d) In the current password field enter your existing **VPN Setup Password**
- e) Leave the next 'OTP' field blank

- f) Enter a **new VPN password** in the box. You will use this each time you want to connect to the VPN. It should be something secure but memorable to you.
- g) Re-enter your **new VPN password** again to confirm.
- h) Click **Reset Password and Login**

**You have now set your new VPN Password –
Don't close the browser window yet**

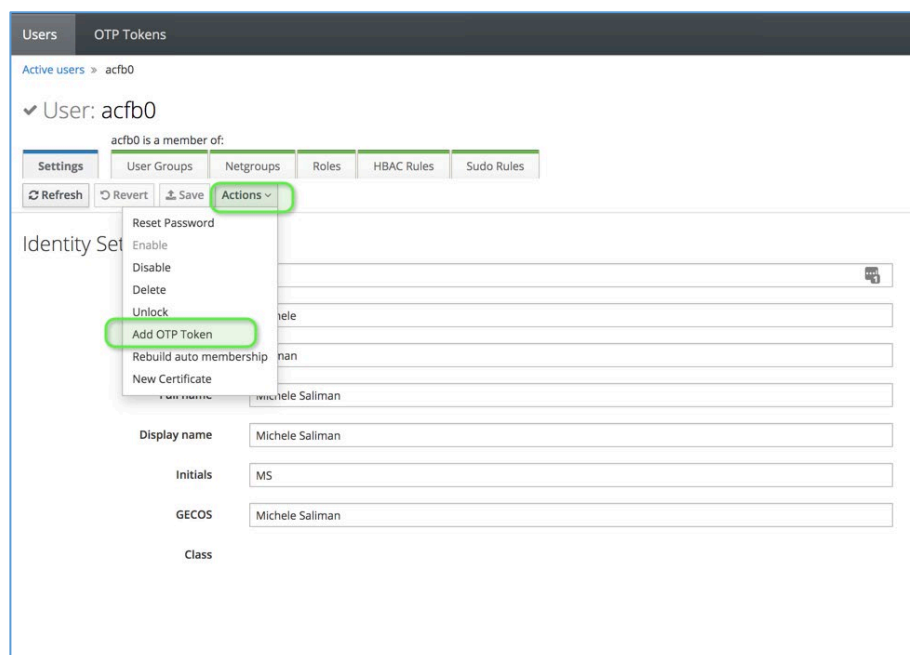
Progress Checklist

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5. Link the FreeOTP app on your phone with your account

Make sure you have your device with FreeOTP installed to hand

- a) From the next screen on your computer click on **Actions > Add OTP Token**



- b) From the next screen click on the **Add** button.

c) A large QR code will now be presented on your browser screen.

d) Open the FreeOTP app and hold your phone up to the screen to scan the QR code (if the FreeOTP app asks to use your camera agree to this)

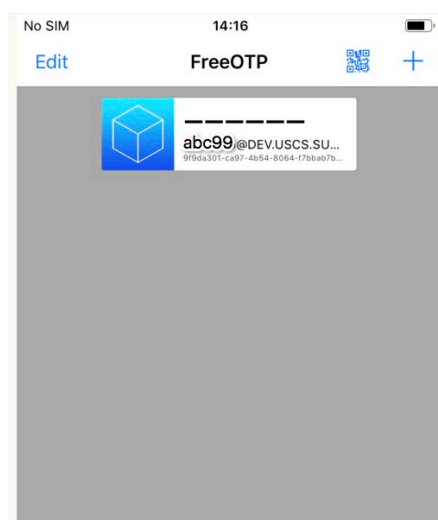


Note! You may need to change the size of the QR code in order to scan it.

Hold down the Ctrl key and press + or – in your browser window. Alternatively Press F11 to resize it within your window.

e) Press the OK button on the FreeOTP app to assign the token

Your VPN token will be assigned and the app will look like this:
with your username before the @sign.



You have now linked your OTP app to your account

Please note it may take 2 minutes to fully update background systems
before you can connect to the Staff VPN.
(cup of tea anyone?)

Progress Checklist – COMPLETE!

- ☒ Get your VPN Setup Password
- ☒ Download and install the FreeOTP Authenticator App on your phone
- ☒ Download and Install GlobalProtect
- ☒ Change your VPN Password
- ☒ Link the FreeOTP on your phone with your account

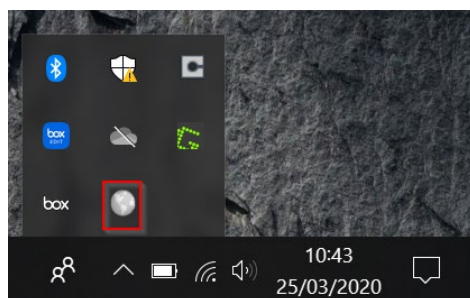
Your preparation tasks are complete

Part Two: Connecting to the Staff VPN

1. Connecting to the Staff VPN

Each time you connect to the staff VPN you will use your:

VPN Password **AND** the six-digit number
generated by the FreeOTP app on your phone **TOGETHER**



a) Go to the system tray on your computer and open GlobalProtect. This appears as a 'globe' icon which could show with a cross against it, or greyed out.

b) You may need to log in to Global Protect again using your ITS username and email password (if for example you have restarted your machine, or previously disconnected from the VPN). You will see the prompts which say 'Username' and 'Your email password'. Type your username only (e.g. abc99) and then your email password.

GlobalProtect

Sign In

Authentication Failed. Enter your ITS username and password

Portal: bond.sussex.ac.uk

Username: kd58

Your email password:

Cancel Sign In

Use your ITS username and email password to log into Global Protect

c) Once connected to the Portal (bond.sussex.ac.uk) - the **Gateway** section appears, select 'Staff VPN' from the drop-down **Gateway** list

GlobalProtect

Not Connected

Best Available

- Admin VPN (fall back)
- Admin VPN (preferred)
- Staff VPN

Gateway: Not Selected

d) In the next window enter your Sussex username (e.g. abc99) in the top box.

e) In the password box, enter your VPN Password but **DO NOT** press sign in yet

GlobalProtect

Sign In

Enter your IPA password and OTP code

Gateway: Staff VPN

acfb0

Sign In

Cancel

GlobalProtect

Sign In

Enter your IPA password and OTP code

Gateway: Staff VPN

Username: kd58

Password plus code:

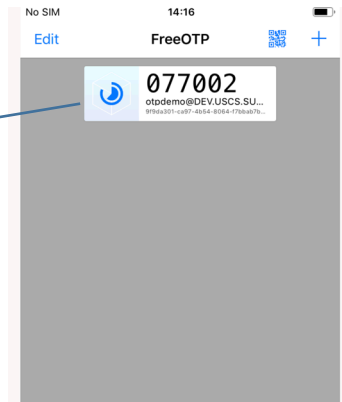
Cancel Sign In

The GlobalProtect Sign In Box may look like either of the two panels above

f) Open FreeOTP on your phone. Tap on the token.

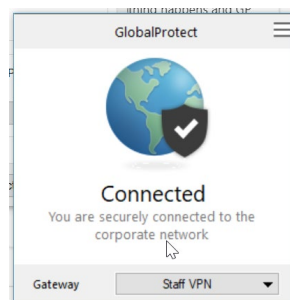
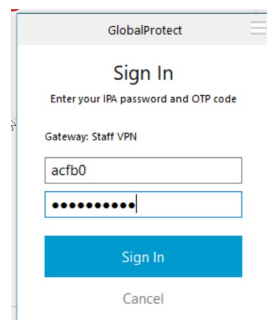


Countdown
gauge



This six-digit number changes every 30 seconds. The app shows a countdown gauge to the next number generation. If the countdown is **red**, wait a few seconds for the new number to generate

- g) In the GlobalProtect screen - enter the 6-digit number after your VPN password
- h) Click the **Sign In** button.

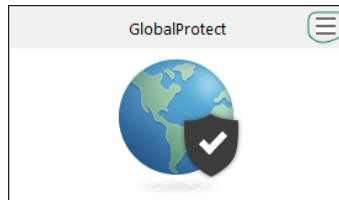


Congratulations! You are now connected to the Staff VPN.

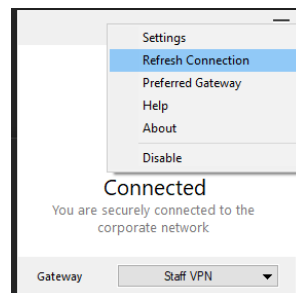
2. Disconnecting from the VPN

When connected all network connections from your computer will be sent via the Campus network. You should only stay connected to the VPN as long as you need to access services on the Campus network.

h) To disconnect click the menu icon on the Global Protect Client



i) From the menu Select "Refresh connection", when asked to continue click "OK"



Part Three: Accessing Yellow forms / CMS (Windows)

If you're using a Windows machine and you need to connect to the Yellow Forms/CMS please follow instructions below.

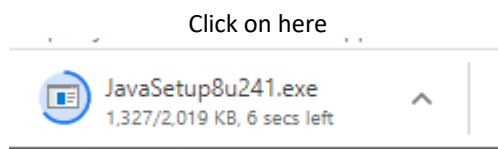
If you're using a Mac, please skip to Stage Four (Mac)

1. First time only - install Java on to your machine.

- a) go to <https://java.com/en/download/>



- b) Click on the Agree and Start Free Download button on the screen as above, and the software will download



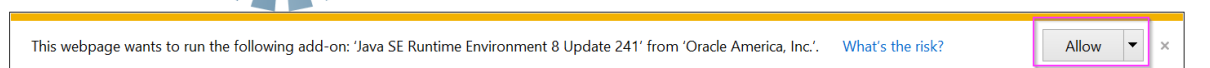
Do you want this to make changes to your PC? Click YES

In the next box – click Continue
Java will install

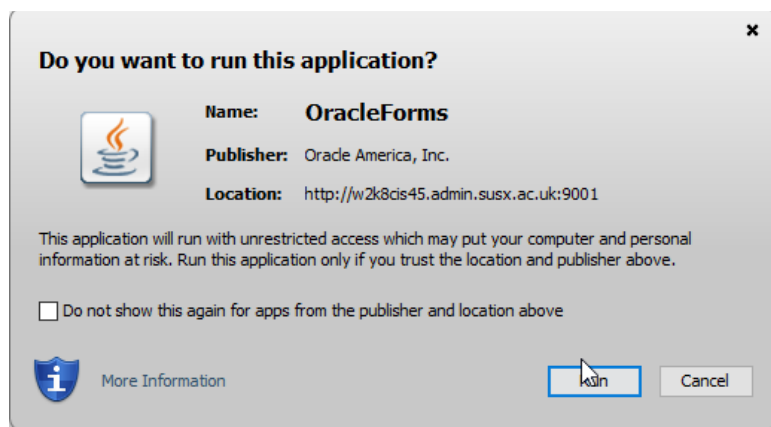
- c) During the installation process you may be asked to uninstall any previous versions of Java. If this is the case, click Uninstall and wait a few minutes for this to complete.
- d) Once the whole installation has completed you will see a message to say that you have *successfully installed Java*.

2. Open a browser window and navigate to the BIS Login Page:

- a) To open Internet Explorer on your PC - go to the start button within your Remote Desktop and start typing 'Internet Explorer' – select the app that is shown.
- b) From that browser window – go to the Staff pages on the Sussex website [\[http://www.sussex.ac.uk/staff/\]](http://www.sussex.ac.uk/staff/) go to the Quick Links, select BIS Login Page from the drop down menu and click on the link to **Login to the database**.
- c) You may be prompted that the page wants to use Java. Click **Allow**



- d) You will be prompted to run Oracle Forms, but it **may take up to 5 minutes to display**. Check the 'Do not show this again' checkbox and click **Run**



- e) You may receive a message which indicates that the application wishes to run with a previous version of Java. Click **Run with the latest version**.



f) The central database login screen will open. Login as normal.

The screenshot shows a web browser window titled "Sussex Administrative Systems". The main content area has a yellow background and a green-bordered login box in the center. The login box contains the following elements:

- Text: "ITS - Corporate Information Systems welcomes authorised users"
- Form fields: "User Name:" and "Password:"
- Radio buttons: "Database:" with options "Live" (selected) and "Training"
- Buttons: "Logon" and "Cancel"

Below the login box, there is a message: "If you do not know your username or password and for help with any of the menu options please [Click Here](#)".

At the bottom of the window, there is a status bar with the text "Enter your User Name" and "Record: 1/1".

Once Java is installed, if you only need to use the Yellow Forms through the VPN you should:

1. Connect to the VPN
2. Open Internet Explorer
3. Navigate to Sussex/staff, Quick Links, BIS Login page
4. Log in with your database username and password.

Part Four (Windows): Connecting to your Sussex desktop

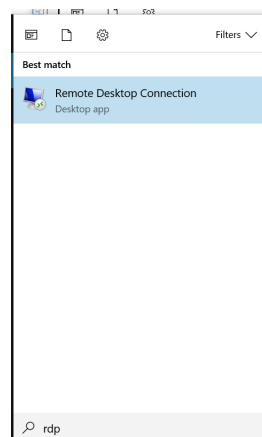
Windows users: you will need to connect to your Sussex desktop machine if you need to use any of the specialist software that is only installed on that machine in order to carry out your work.

If you're using a Mac, please skip to Stage Four (Mac)

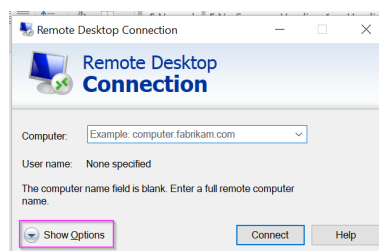
1. Windows users - Connecting to your on-campus PC

Follow the steps in **Stage 2** to make sure that you're connected to the Staff VPN.

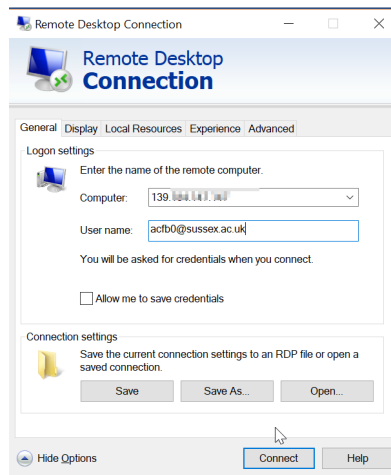
1. Start a 'Remote Desktop Connection'
 - a) Click on the Windows menu (bottom left of task bar). Start typing RDP



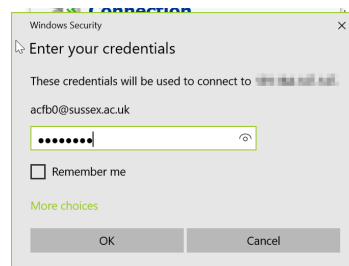
- b) Select Remote Desktop Connection
 - c) In the popup window, click on 'Show Options' (bottom left)



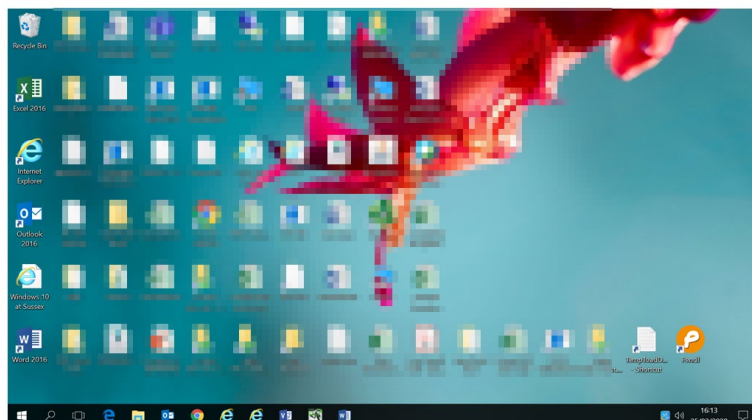
- d) In the **Computer** field enter the IP address of your Sussex machine
 - i. View your Sussex machine IP address by logging in to Sussex Direct (<https://direct.sussex.ac.uk/login.php>). On the home page you will see your Desktop Computer IP address displayed. Highlight the text of your IP address with your cursor and press Ctrl+C (copy) on your keyboard.



- ii. Move your cursor back to the Remote Desktop Connection window, click in the Computer: field and press Ctrl+V (paste) to paste your IP address into the box
- e) In the **User name** field enter your Sussex username + @sussex.ac.uk (e.g. abc99@sussex.ac.uk)
- f) Click **Connect**
- g) In the next screen enter your email password and click OK



- h) You will now be connected to your Sussex computer and should see your familiar Sussex desktop within a window of it's own.



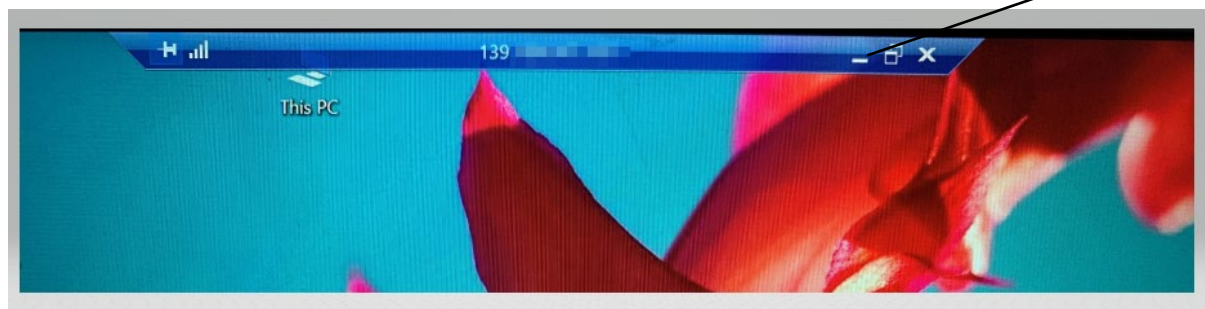
You can use your machine within that window as if you are on campus

- i) From here you can access your G: and N: drives as normal through your File explorer. We still recommend moving the files you need into Box as much as possible rather than using them through the VPN in this way.

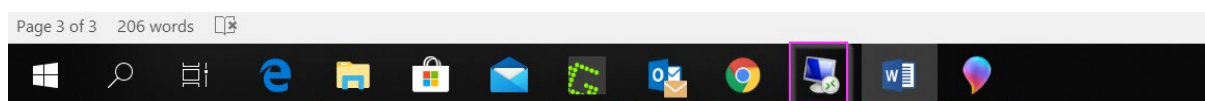
2. Windows users - managing Your Remote Desktop Session

- a) To move between working on your home computer and your Sussex computer, click on the minimise icon [-] on the bar to minimise this screen.

Click [-] to minimise Remote Desktop Session



- b) Click the Remote Desktop Icon on your menu bar to go back into your Sussex computer.

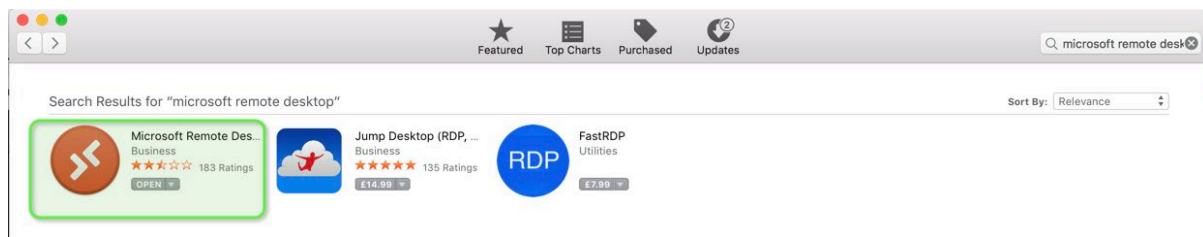


Part Four (Mac): Connecting to your Sussex desktop

1. Download Windows Remote Desktop from the Apple Store
 - a) From the dock bar click the icon for the Apple Store

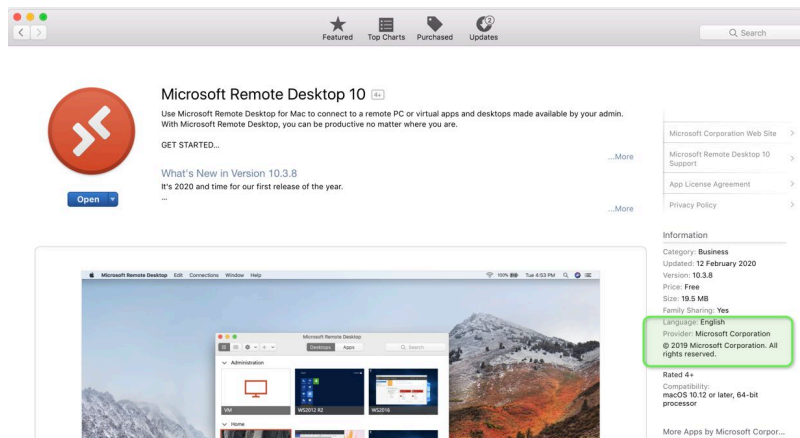


- b) Search for 'Microsoft Remote Desktop' in the Search field

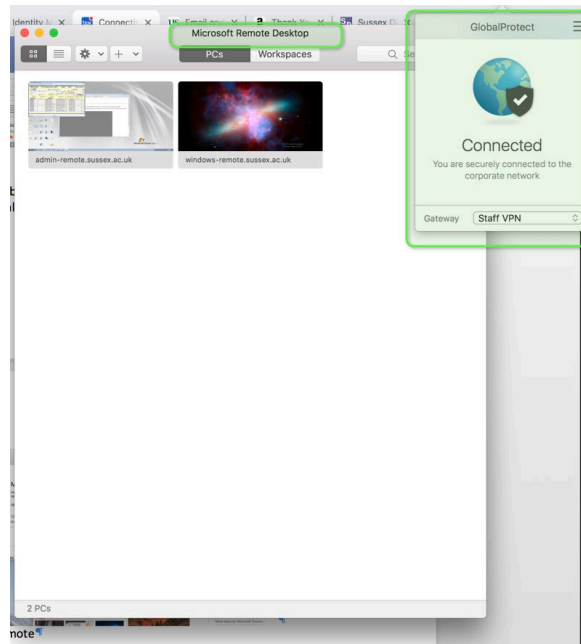


This is a free app provided by the *Microsoft Corporation*.

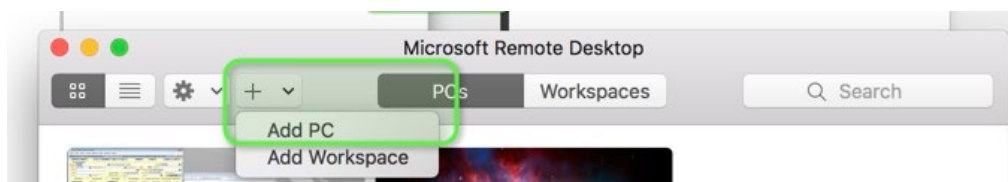
- c) Download and install **Microsoft Remote Desktop 10**



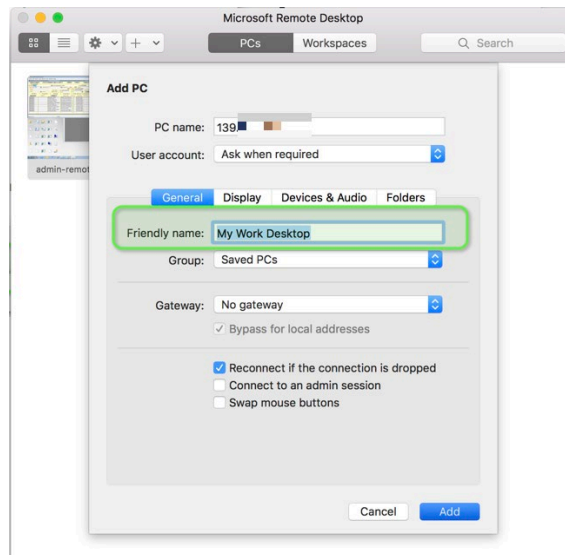
- d) Making sure you're connected to the 'Staff VPN', open Microsoft Remote Desktop.



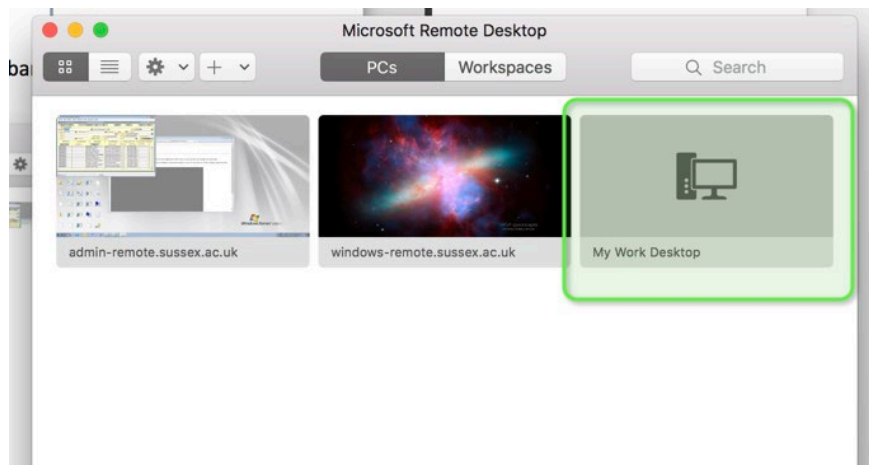
- e) On the menu bar click the [+] icon to create a new connection. Select Add PC.



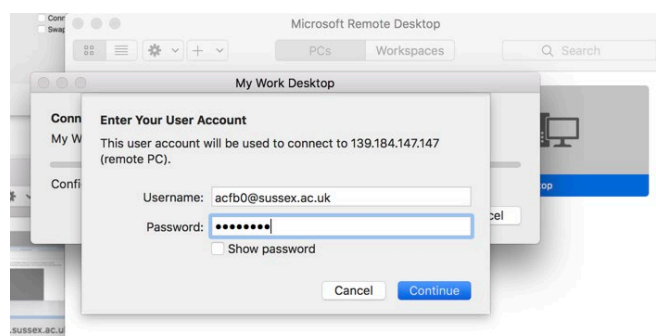
- f) In the **PC name** field enter the IP Address of your Sussex machine: to find this, log in to Sussex Direct (<https://direct.sussex.ac.uk/login.php>). On the home page you will see your Desktop Computer IP address displayed. Highlight the text of your IP address with your cursor and press $\text{⌘}+C$ (command)+C (copy) on your keyboard. Go back to the PC Name field and press $\text{⌘}+V$ (paste) into the box.
- g) In the **Friendly name** enter 'My Work Desktop'. Click **Add**



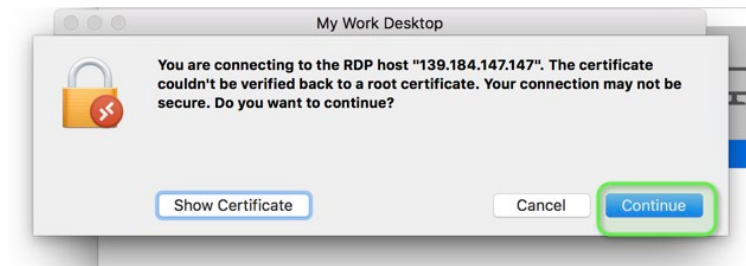
- h) From the Microsoft Remote Desktop window double-click on your 'My Work Desktop' session.



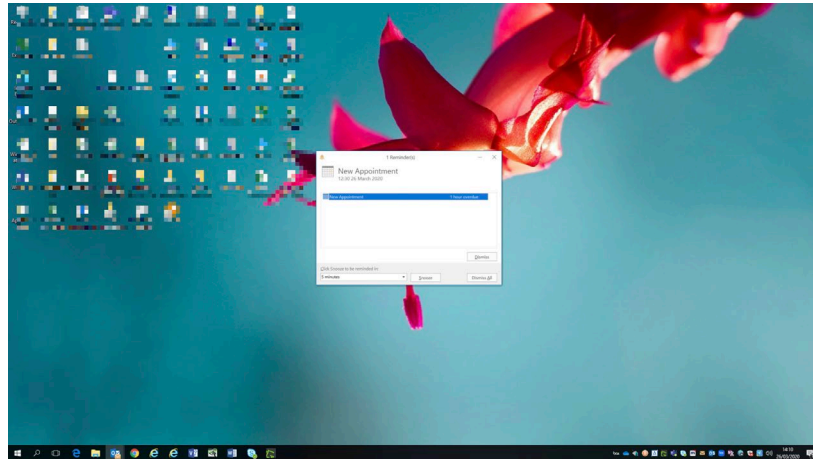
- i) In the next panel enter your full username (e.g. abc99@sussex.ac.uk) and enter your email password. Click **Continue**



- j) Click on **Continue** if you receive the following notification



k) You will then connect to your Sussex work computer.



3. Mac users - Managing Your Remote Desktop Session

a) To move between working on your home computer and your Sussex computer, click:



To minimise the screen



To maximise the screen



To close the session

