Connect to CUHK VPN on Android platform

(This user guide is applicable to Android 7.0, and is applicable to above versions with slight difference in user interface.)

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For enquiries, please contact ITSC

- Hotline: 3943 8845 (during office hours)
- Online Service Desk: http://servicedesk.itsc.cuhk.edu.hk

A. Get Started

Maximum Connection Time Per Session:

- 8 hours with 1-hour idle time out, you can make the connection again when the session expires.

Known Issue:

- You may experience an unstable VPN connection from mainland China with the gradual upgrade of China's Great Firewall.
### B. Add CUHK VPN Profile


2. Under Network, click VPN.

3. Click Add VPN network to add a new VPN profile.
4. Enter the VPN configuration information:

   Name: “CUHK VPN”
   *Type: L2TP/IPSec PSK
   Server Address: “vpn.cuhk.edu.hk”
   L2TP secret: (Not used)
   IPSec identifier: (Not used)
   IPsec pre-shared key: “ipsec-vpn”

   Click Save.

   *For the users who cannot make connection with the Type = L2TP/IPSec PSK, please select IPSec Xauth PSK

C. Connect to CUHK VPN

1. Make sure you are connected to the internet. Click “CUHK VPN” to start a connection.

2. Enter the account information
   - User name: your Computing ID
   - Password: your *OnePass Password
   And click Connect.

   *Computing ID:
   e.g. s1155xxxxxx for students,
       bxxxxxx for staff

   Click Connect
For users who enrolled DUO Two Factor Authentication (2FA), then input either one of the following forms of password (3A, 3B or 3C), follow the format exactly the same as shown:

For others, the VPN connection should be established successfully.

3A. password (DUO Mobile App – Push)
DUO Notification will be prompt on your mobile. Tap Login request

OR

Open the DUO Mobile App on your mobile device, then tap on the notification message, a Login Request with the information of requesting source is displayed.

Tap Approve, the VPN connection should be established successfully.

Reminder: Duo Push is not available offline. Please ensure you got a good Internet connection when using this method. Or, you switch to log in with passcode which does not required an Internet connection.

3B. password, passcode (DUO Mobile App – Generate Codes)
You can get the passcode from your DUO Mobile App. Open the DUO Mobile App on your mobile device, then tap on the key icon next to your account, a one-time passcode is generated.

Login with
- *Computing ID*
- CUHK OnePass, 767809

*Computing ID:
s1155xxxxxx for students
bxxxxxx for staff

Tap OK, the VPN connection should be established successfully.
3C. **password, bypasscode** (Use a temporary DUO Bypass Code)

In case you have problem with your mobile (e.g. forgot to bring, malfunction, lost or stolen) and cannot provide the 2nd factor for VPN connection, you can generate a temporary DUO Bypass Code by yourself via DUO Self-Service Portal at [https://duo.itsc.cuhk.edu.hk](https://duo.itsc.cuhk.edu.hk).

Login with
- **Computing ID**
- **CUHK OnePass, 273635110**

**Computing ID:**
s1155xxxx for students
bxxxxxx for staff

Tap **OK**, the VPN connection should be established successfully.
D. **Disconnect from CUHK VPN**

1. Click the connected **CUHK VPN** profile

2. Click **Disconnect** to stop the VPN connection.

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