Connect to CUHK VPN on iOS platform

(This user guide suits iOS 13 the best and is applicable to other version 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.
- (For MacOS / iOS / iPadOS) Applications running on a VPN session may be interrupted every 48 minutes. During the interrupted period, applications normally will try to perform recovery itself. If the recovery can be made successfully, the application can be used again after a short pause. Otherwise, users will find the applications stop working and need to restart the applications.
B. Add a new VPN profile

1. Open Settings > General > VPN

2. Tap Add VPN Configuration...

3. Tap Type.

Select L2TP then back to Add Configuration.

4. Enter with
   - Description: CUHK VPN
   - Server: vpn.cuhk.edu.hk
   - Account: *Computing ID
   - Secret: ipsec-vpn

*Computing ID:
s1155xxxxxx for students
bxxxxxx for staff

Click Done to complete the set-up.
C. Connect to CUHK VPN

1. Turn on VPN.

2. Login with
   - *Computing ID
   - CUHK OnePass

*Computing ID:
s1155xxxxxx for students
bxxxxxxx for staff

Tap OK to establish the connection.

- 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:*

s115xxxxxxx 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.
Login with
- *Computing ID
- CUHK OnePass, 273635110

*Computing ID:
s1155xxxxxx for students
bxxxxxx for staff

Tap OK, the VPN connection should be established successfully.

D. Disconnect to CUHK VPN

1. Open Settings menu.
   Turn off VPN.

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