Connect to CUHK VPN on Windows platform

(This user guide suits Windows 10 the best and is applicable to Windows 8 with slight difference in user interface.)

Table of Contents
A. Get Started ............................................................................................................................................. 1
B. Add a new VPN profile ......................................................................................................................... 1
C. Connect to CUHK VPN ....................................................................................................................... 5
D. Disconnect from CUHK VPN ............................................................................................................... 7

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:

• 12 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 a new VPN profile

1. Right click Network icon on the taskbar (right bottom).
2. **Open Network & Internet settings**

> **Set up a new connection on network**

3. Select **Connect to a workplace** then click **Next**.

4. Select **Use my Internet connection (VPN)**
5. Enter with
   - Internet address: \textit{vpn.cuhk.edu.hk}
   - Destination name: \textit{CUHK VPN}

   Click \textit{Create}.

6. Right click \textit{Network icon} on the taskbar (right bottom).
   OR
   WiFi icon on the taskbar (right bottom).

7. Open Network & Internet settings

   > Change adapter options

8. Right click \textit{CUHK VPN} profile (which is created by you in step 5).

   Click \textit{Properties}. 
9. Click Security > Advance settings

Select **Use preshared key for authentication**.

Enter the Key: **ipsec-vpn**

Click **OK**.

10. Select the settings as below.

- **Type of VPN:** Layer 2 Tunneling Protocol with IPsec (L2TP/IPsec)
- **Data encryption:** Require encryption (disconnect if server declines)
- **Authentication:** Allow these protocols
  - Unencrypted password (PAP)
  - Microsoft CHAP Version 2 (MS-CHAP v2)
11. **Networking** > uncheck **Internet Protocol Version 6 (TCP/IPv6)**

   Click **OK** to complete the setup.

---

**C. Connect to CUHK VPN**

1. In the Windows search box, type **VPN settings**.

   Click to open **VPN Settings**

2. **CUHK VPN** > **Connect**
3. Login with
   - *Computing ID
   - CUHK OnePass

*Computing ID:
s1155xxxxx for students
bxxxxxx for staff

Click **OK** to establish the connection.

4A. 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.

4B. 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
bxxxxxxx for staff

Click OK, the VPN connection should be established successfully.

4C. 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
bxxxxxxx for staff

Click OK, the VPN connection should be established successfully.

D. Disconnect from CUHK VPN

1. Network icon or WiFi icon — CUHK VPN — Disconnect

The VPN should be disconnected

Prepared by: User Support Services, Information Technology Services Centre

Last Update: 5 Feb 2021

Copyright © 2021. All Rights Reserved. Information Technology Services Centre,
The Chinese University of Hong Kong