Quick Start Guide for Using VPN to Access NTU Systems from Off Campus

1. Access from off campus

When you are off-campus or at home, you can continue to access the NTU systems and online resources so long as you have a valid Internet connection.

For specific NTU Intranet applications or file shares, you will need to connect to the University's network using the NTU VPN (Virtual Private Network) service.

2. Use VPN only when necessary

IMPORTANT: Connect to NTU VPN only when you need to access the following Intranet applications:

1. Animal Research Facility Management System
2. ARCHIBUS
3. Blackbaud CRM
4. Blockchain eCert
5. COPACE, WMI, NBS CRM
6. Enterprise, Library, OFIN File & Print service
7. Enterprise Timetable Planner
8. Jupyter Hub
9. Library Facility Booking System
10. Northhill Gym Membership Management System
11. Oasis QE System
12. Offer Letter Generation
13. Opera Property Management System
14. PACE CRM
15. Phonathon System
16. SAP System
17. Staff P-File
18. Student P-file System
19. TeamMate Audit Management 4. Launch VPN client

NOTE: VPN is NOT required for accessing Email, Teams, Ariba, ServiceNow, Workday, NTULearn or Studentlink.

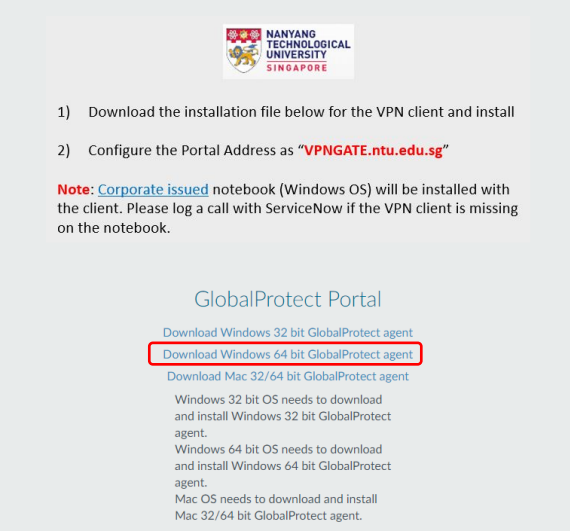
3. VPN client installation

You will require the VPN client to connect to the NTU VPN. NTU-issued computers are already pre-installed with the client, and if you need to setup on other computers, Refer to the following:

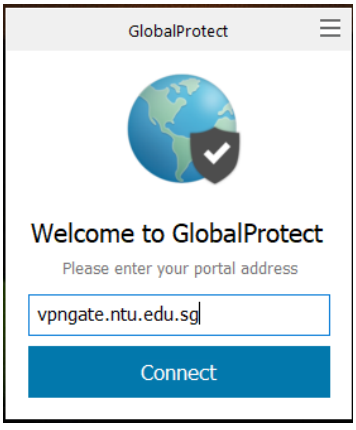
1) Type https://vpngate.ntu.edu.sg on a web browser
2) Login with your credential (Note: 2FA with prompted for staff using your workday token)
3) Select the OS type below for further instruction –

Windows OS

a) Download "Windows 64bit Global Protect agent" for your device and install



b) Type "vpngate.ntu.edu.sg" as the portal address when prompted (shown below)

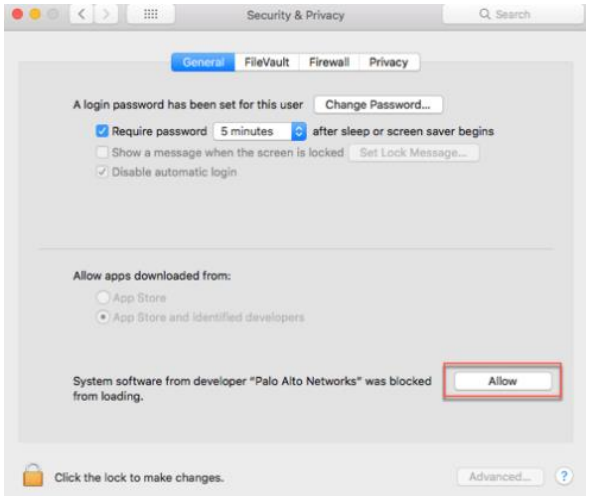


MAC OS

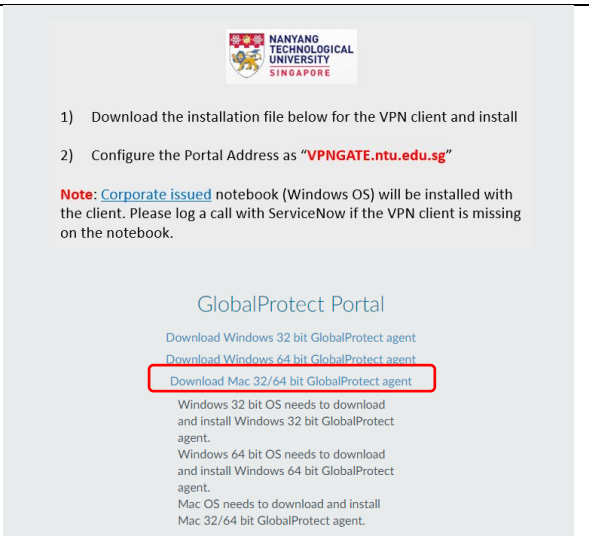
IMPORTANT: **For macOS 10.13 and later releases only:** you have to allow Palo Alto Networks in Mac Security & Privacy as part of your initial setup.

If you are prompted with a system extension block, follow the on-screen instructions to allow GlobalProtect to install the extensions.

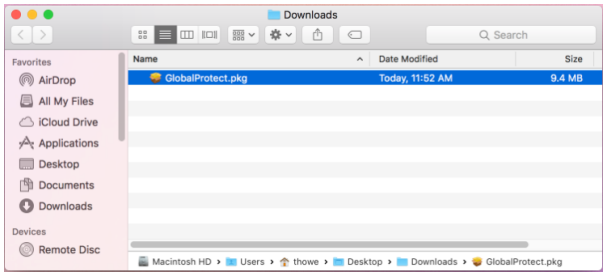
Go to **System Preferences, Security & Privacy, General** and select **Allow** and then close the **Security & Privacy** window.



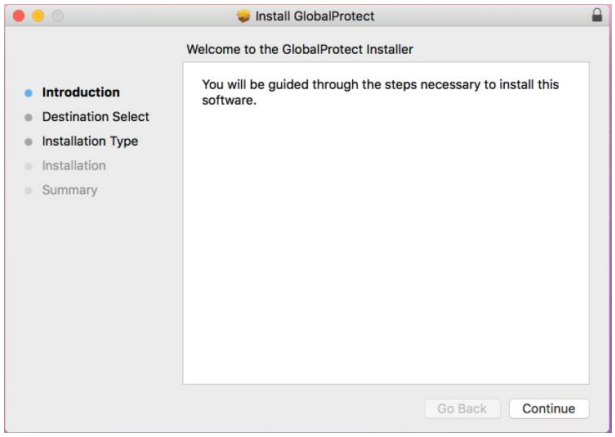
a) Download "Mac 32/64bit Global Protect agent" for your device and install



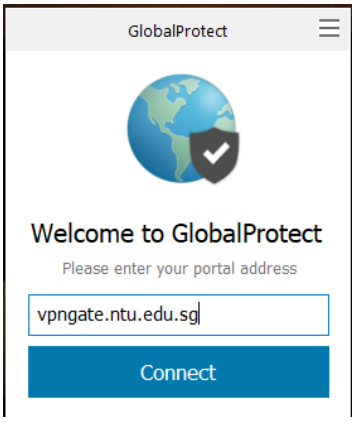
b) Double-Click the package



c) Install the package



d) Type "vpngate.ntu.edu.sg" as the portal address when prompted (shown below)

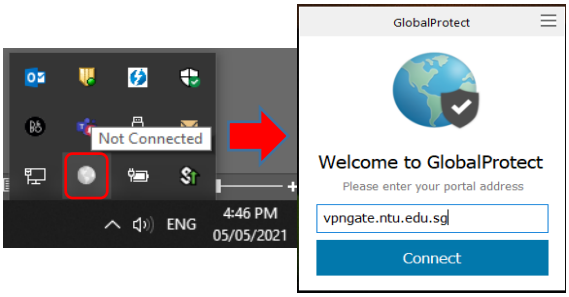


4. Connect to VPN

Login with your credential

Note: 2FA with prompted for staff and student. Staff can use your workday token and Student will need to register for a token if you have not done so.

For Windows - On your Windows, click the Up Arrow on the taskbar and then the "Globe" icon . Select Global Protect Client to launch the VPN client. Click "connect" to the VPN



For MAC - On your MAC, click the "Globe" icon on the taskbar . Select Global Protect Client to launch the VPN client. Click "connect" to the VPN

5. Disconnect when not in use

Click the "Globe" icon on the taskbar and click "Disconnect"