

## 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.)*

### Table of Contents

A. Get Started .....	1
B. Add a new VPN profile .....	2
C. Connect to CUHK VPN .....	3
D. Disconnect to CUHK VPN .....	5

For enquiries, please contact ITSC

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

### A. Get Started

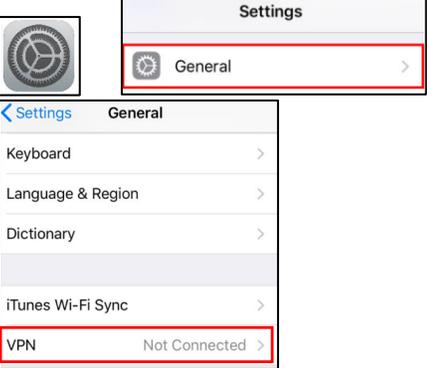
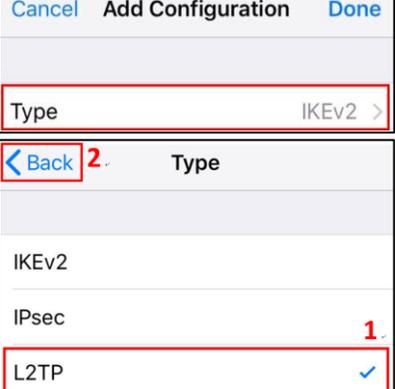
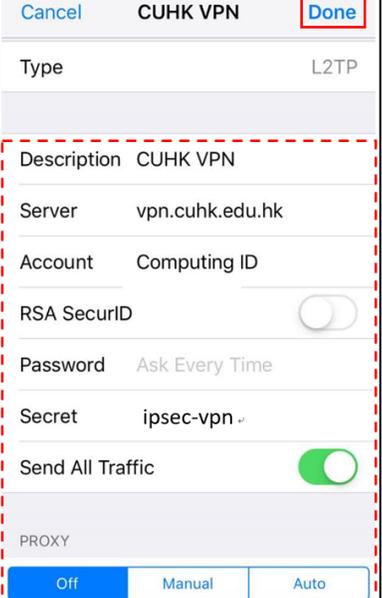
#### Maximum Connection Time Per Session:

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

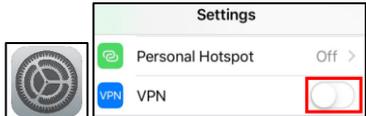
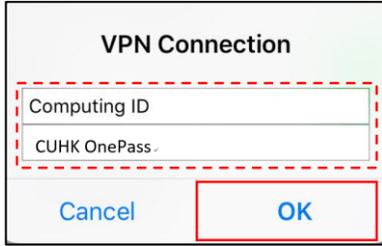
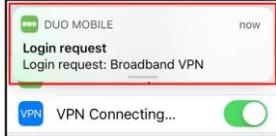
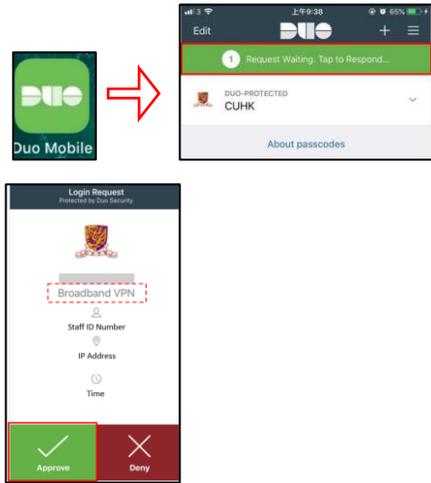
#### Known Issue:

- You may experience an unstable VPN connection from mainland China with the gradual upgrade of China's Great Firewall.
- (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**

<p>1. Open <b>Settings</b> &gt; <b>General</b> &gt; <b>VPN</b></p>	
<p>2. Tap <b>Add VPN Configuration...</b></p>	
<p>3. Tap <b>Type</b>.</p> <p>Select <b>L2TP</b> then <b>back</b> to Add Configuration.</p>	
<p>4. Enter with</p> <ul style="list-style-type: none"> <li>• Description: <i>CUHK VPN</i></li> <li>• Server: <i>vpn.cuhk.edu.hk</i></li> <li>• Account: <i>*Computing ID</i></li> <li>• Secret: <i>ipsec-vpn</i></li> </ul> <p><b>*Computing ID:</b> s1155xxxxxx for students bxxxxxx for staff</p> <p>Click <b>Done</b> to complete the set-up.</p>	

C. Connect to CUHK VPN

<p>1. Turn on VPN.</p>	 <p style="text-align: center;">OR</p> 
<p>2. Login with</p> <ul style="list-style-type: none"> <li>• <i>*Computing ID</i></li> <li>• <i>CUHK OnePass</i></li> </ul> <p><i>*Computing ID:</i> s1155xxxxxx for students bxxxxxx for staff</p> <p style="text-align: center;">Tap <b>OK</b> to establish the connection.</p>	
<p>3A. <u>password</u> (DUO Mobile App – Push) DUO Notification will be prompt on your mobile. Tap <b>Login request</b></p> <p style="text-align: center;">OR</p> <p>Open the <b>DUO Mobile App</b> on your mobile device, then <b>tap on the notification message</b>, a Login Request with the information of requesting source is displayed.</p> <p>Tap <b>Approve</b>, the VPN connection should be established successfully.</p> <p>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.</p>	 <p style="text-align: center;">OR</p> 

3B. password, passcode (DUO Mobile App – Generate Codes)

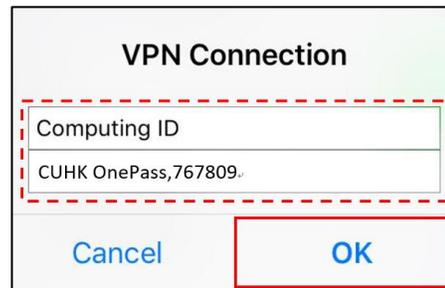
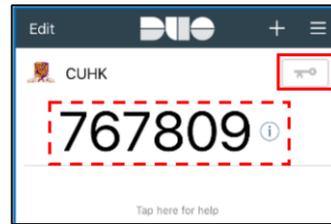
You can get the passcode from your DUO Mobile App. **Open the DUO Mobile App** on your mobile device, then **tap on the key icon** next to your account, a one-time passcode is generated.

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)

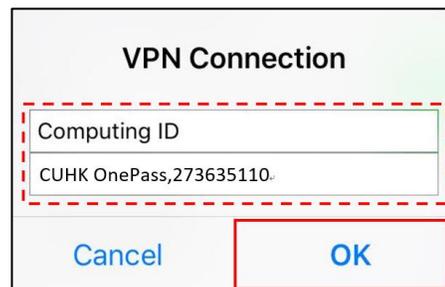
In case you have problem with your mobile (e.g. forgot to bring, malfunction, lost or stolen) and cannot provide the 2nd factor for VPN connection, you can generate a temporary DUO Bypass Code by yourself via DUO Self-Service Portal at <https://duo.itsc.cuhk.edu.hk>.

Login with

- *\*Computing ID*
- *CUHK OnePass, 273635110*

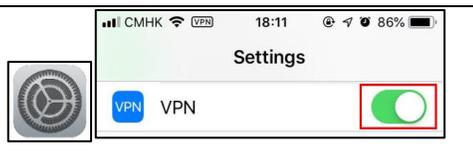
**\*Computing ID:**  
s1155xxxxxx for students  
bxxxxxx for staff

Tap **OK**, the VPN connection should be established successfully.



**D. Disconnect to CUHK VPN**

1. Open **Settings** menu.  
Turn off **VPN**.



**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