

# 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.)*

## Table of Contents

<b>A. Get Started</b> .....	1
<b>B. Add CUHK VPN Profile</b> .....	2
<b>C. Connect to CUHK VPN</b> .....	3
<b>D. Disconnect from CUHK VPN</b> .....	6

For enquiries, please contact ITSC

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

## A. Get Started

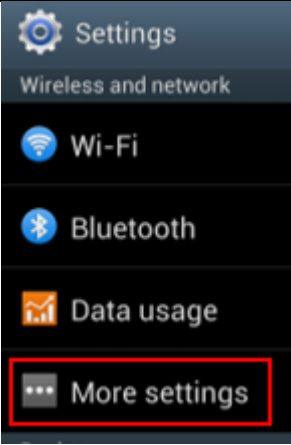
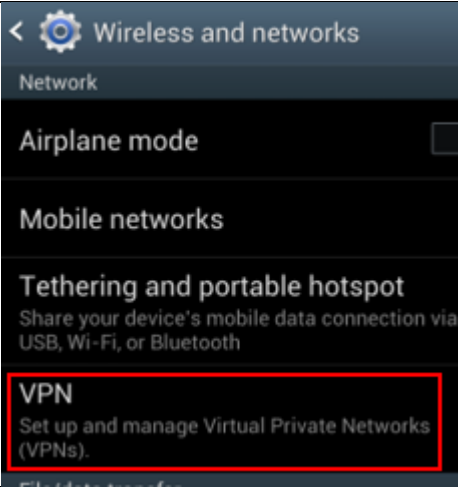
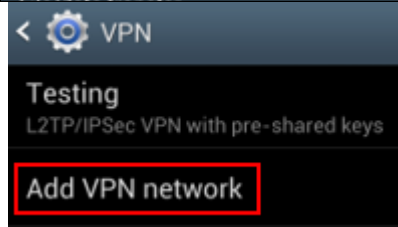
### Maximum Connection Time Per Session:

- 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 CUHK VPN Profile**

<p>1. Open <b>Settings</b>. Under <b>Wireless and Network</b>, choose <b>More Settings</b>.</p>	 <p>The screenshot shows the 'Settings' app with the 'Wireless and network' section expanded. The 'More settings' option at the bottom is highlighted with a red rectangular box.</p>
<p>2. Under <b>Network</b>, click <b>VPN</b>.</p>	 <p>The screenshot shows the 'Wireless and networks' settings page. The 'VPN' option, which includes the subtext 'Set up and manage Virtual Private Networks (VPNs)', is highlighted with a red rectangular box.</p>
<p>3. Click <b>Add VPN network</b> to add a new VPN profile.</p>	 <p>The screenshot shows the 'VPN' settings page. The 'Add VPN network' button at the bottom is highlighted with a red rectangular box.</p>

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**

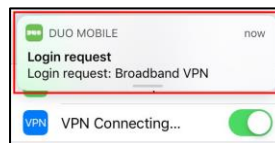
3A. password (DUO Mobile App – Push)  
DUO Notification will be prompt on your mobile.  
Tap **Login request**

OR

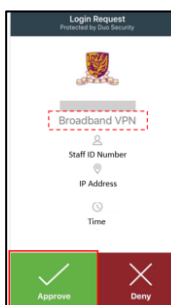
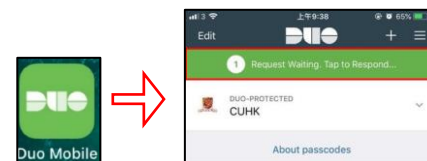
Open the **DUO Mobile App** on your mobile device, then **tap on the notification message**, a Login Request with the information of requesting source is displayed.

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.



OR



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.

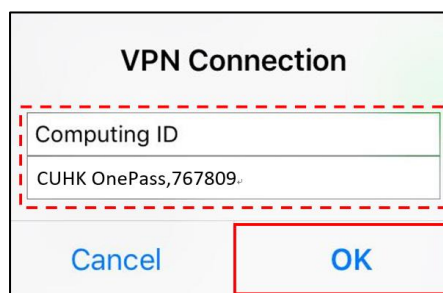
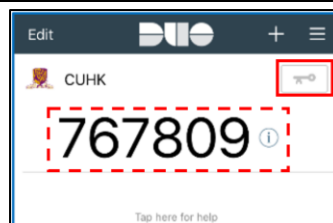
Login with

- *\*Computing ID*
- *CUHK OnePass,767809*

*\*Computing ID:*

s115xxxxxx for students  
bxxxxxx for staff

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

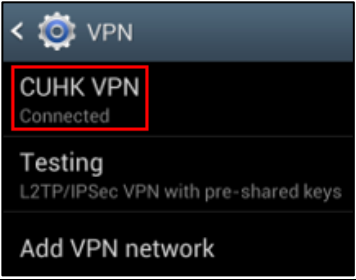
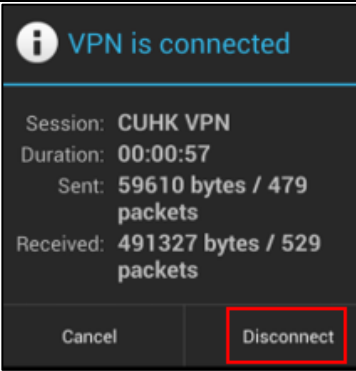


3C. password,bypasscode (Use a temporary DUO Bypass Code)

In case you have problem with your mobile (e.g.



#### D. Disconnect from CUHK VPN

1. Click the connected <b>CUHK VPN</b> profile	 A screenshot of an Android VPN settings screen. At the top, there is a back arrow, an information icon, and the text 'VPN'. Below this, the 'CUHK VPN' profile is listed with a red box around it and the status 'Connected'. Underneath, there is a 'Testing' section with the text 'L2TP/IPSec VPN with pre-shared keys' and an 'Add VPN network' button.
2. Click <b>Disconnect</b> to stop the VPN connection.	 A screenshot of a VPN connection status dialog. At the top, there is an information icon and the text 'VPN is connected'. Below this, the session details are shown: 'Session: CUHK VPN', 'Duration: 00:00:57', 'Sent: 59610 bytes / 479 packets', and 'Received: 491327 bytes / 529 packets'. At the bottom, there are two buttons: 'Cancel' and 'Disconnect', with a red box around the 'Disconnect' button.

**Prepared by:** User Support Services, Information Technology Services Centre

**Last Update:** 3 Feb 2021

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