

# Connect to CUHK SSL VPN on Android platform

(This user guide uses Android 9 as illustration.)

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For enquiries, please contact ITSC

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

## A. Get Started

Secure Sockets Layer Virtual Private Network (**SSL VPN**) provides CUHK staff with a secure remote access to on-campus resources over an Internet connection. Once connected, all traffic for accessing on-campus resources go through the VPN tunnel. The rest traffic goes through your original Internet connection.

### Prerequisites:

- **Aruba Virtual Intranet Access (Aruba VIA)**, as SSL VPN client, installed on your Android device.

### 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.

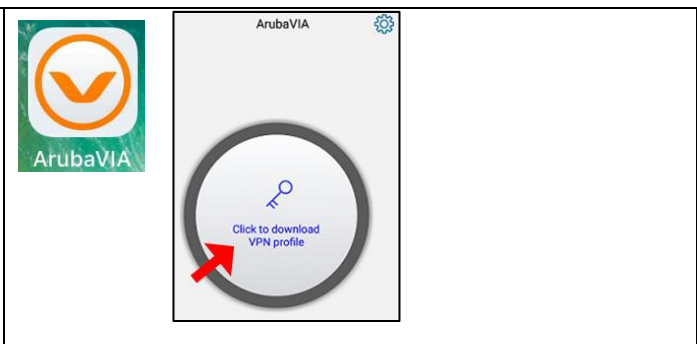
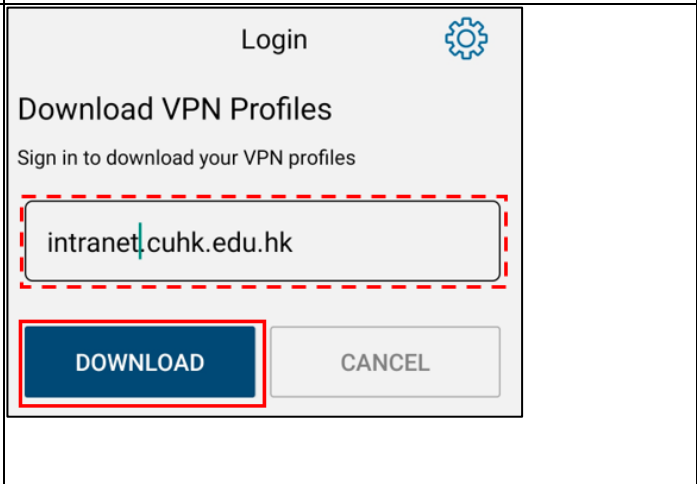
## B. Install SSL VPN client (Aruba VIA)

Aruba Virtual Intranet Access (Aruba VIA) client is used for connecting SSL VPN service. You can download it direct from Google Play.

<ol style="list-style-type: none"> <li>1. Open <b>Google Play</b></li> <li>2. Install <b>Aruba VIA</b></li> </ol>	
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## C. Set up CUHK SSL VPN Profile

Note: Before setting up ArubaVIA client for SSL VPN service, please ensure that  
 (1) DUO Two Factor Authentication (2FA) has been enabled on your account.  
 (2) DUO Mobile has been properly installed on your mobile device.

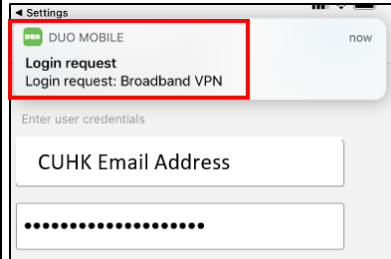
<ol style="list-style-type: none"> <li>1. Open <b>ArubaVIA</b> &gt; Click to download VPN profile</li> </ol>	
<ol style="list-style-type: none"> <li>2. Enter to Download VPN Profiles           <ul style="list-style-type: none"> <li>• Server URL: <b>intranet.cuhk.edu.hk</b></li> <li>• Username: <b>CUHK email address</b> (e.g. Student: <a href="mailto:student_id@link.cuhk.edu.hk">student_id@link.cuhk.edu.hk</a> Staff: <a href="mailto:alias@cuhk.edu.hk">alias@cuhk.edu.hk</a> )</li> <li>• Password: <b>CUHK OnePass</b></li> </ul> <p>Tap <b>Download</b>.</p> <p>For some Android OS, you may be prompted to enter Server URL only.</p> </li> </ol>	

<p>3. Enter</p> <ul style="list-style-type: none"> <li>• Username: <i>CUHK email address</i> (eg: Student: <a href="mailto:student_id@link.cuhk.edu.hk">student_id@link.cuhk.edu.hk</a> Staff: <a href="mailto:alias@cuhk.edu.hk">alias@cuhk.edu.hk</a> )</li> <li>• Password: <i>CUHK OnePass</i></li> </ul> <p>Tap <b>Proceed</b> to complete the set up.</p>	
<p>4. Click to Connect to continue the set up.</p>	
<p>5. Login with</p> <ul style="list-style-type: none"> <li>• CUHK Email Address (e.g. Student: <a href="mailto:student_id@link.cuhk.edu.hk">student_id@link.cuhk.edu.hk</a> Staff: <a href="mailto:alias@cuhk.edu.hk">alias@cuhk.edu.hk</a>)</li> <li>• CUHK OnePass password</li> </ul> <p>Tap <b>Proceed</b> to connect.</p>	
<p>6. To continue, you must agree to the Privacy policy and allow ArubaVIA to set up a VPN connection on your device.</p> <p>If you do, tap <b>Accept</b> &gt; <b>OK</b> to complete the set up.</p>	

7. SSL VPN requires DUO 2FA. In this illustration, DUO Push is used.

- Tap **Login request** > **Approved** to complete the profile setup.

The setup is now completed and a SSL VPN connection is made too.

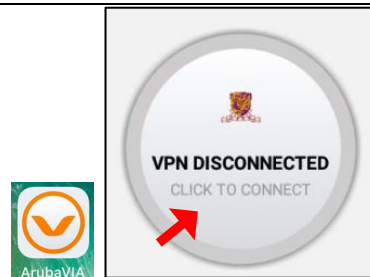


#### D. Connect to CUHK SSL VPN

1. Open **ArubaVIA**, **VPN DISCONNECTED** will then be prompted.

**Click to Connect** to establish a SSL VPN connection

Then input either one of the following forms of password (2A, 2B or 2C), follow the format exactly the same as shown:



2A. Password (DUO Mobile App – Push)

Login with

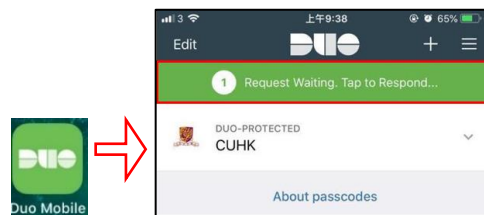
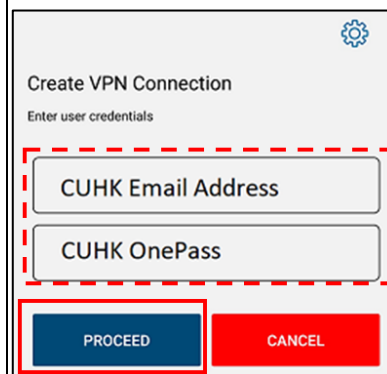
- **CUHK Email Address**  
(e.g. Student: [student\\_id@link.cuhk.edu.hk](mailto:student_id@link.cuhk.edu.hk)  
Staff: [alias@cuhk.edu.hk](mailto:alias@cuhk.edu.hk))
- **OnePass Password**

Tap **Proceed** to connect.

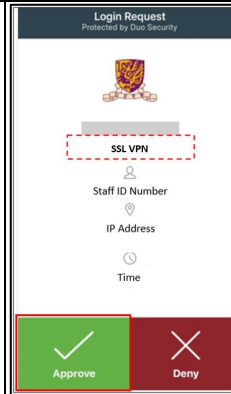
**Open the DUO Mobile App** on your mobile device, then **tap on the notification message**, a Login Request with the information of requesting source is displayed.

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

Reminder: DUO Push is not available offline.

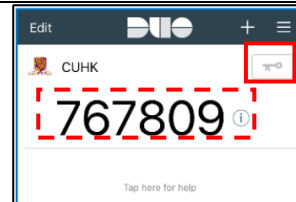


Please ensure you got a good Internet connection when using this method. Or, you switch to log in with passcode which does not required an Internet connection.



2B. password, passcode (DUO Mobile App – Generate Codes)

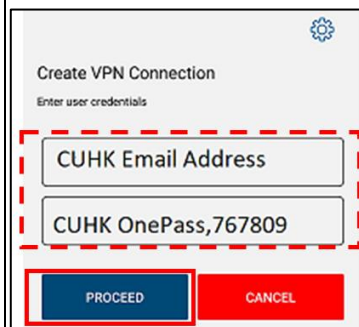
You can get the passcode from your DUO Mobile App. **Open the DUO Mobile App** on your mobile device, then **tap on the key icon** next to your account, a one-time passcode is generated.



Login with

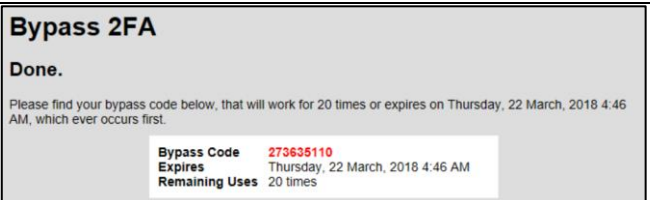
- **CUHK Email Address**  
(i.e. Student: [student\\_id@link.cuhk.edu.hk](mailto:student_id@link.cuhk.edu.hk)  
Staff: [alias@cuhk.edu.hk](mailto:alias@cuhk.edu.hk))
- **OnePass password, DUO Passcode**

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



2C. 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 2<sup>nd</sup> 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

- **CUHK Email Address**  
(i.e. Student: [student\\_id@link.cuhk.edu.hk](mailto:student_id@link.cuhk.edu.hk)  
Staff: [alias@cuhk.edu.hk](mailto:alias@cuhk.edu.hk))
- **OnePass password, Bypasscode**

Then tap **Proceed**. The VPN connection should be established successfully.



E. Disconnect from CUHK SSL VPN

1. Open **Virtual Internet Access**
2. When **VPN CONNECTED** is shown, **CLICK TO DISCONNECT** to terminate the current SSL VPN connection.



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

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