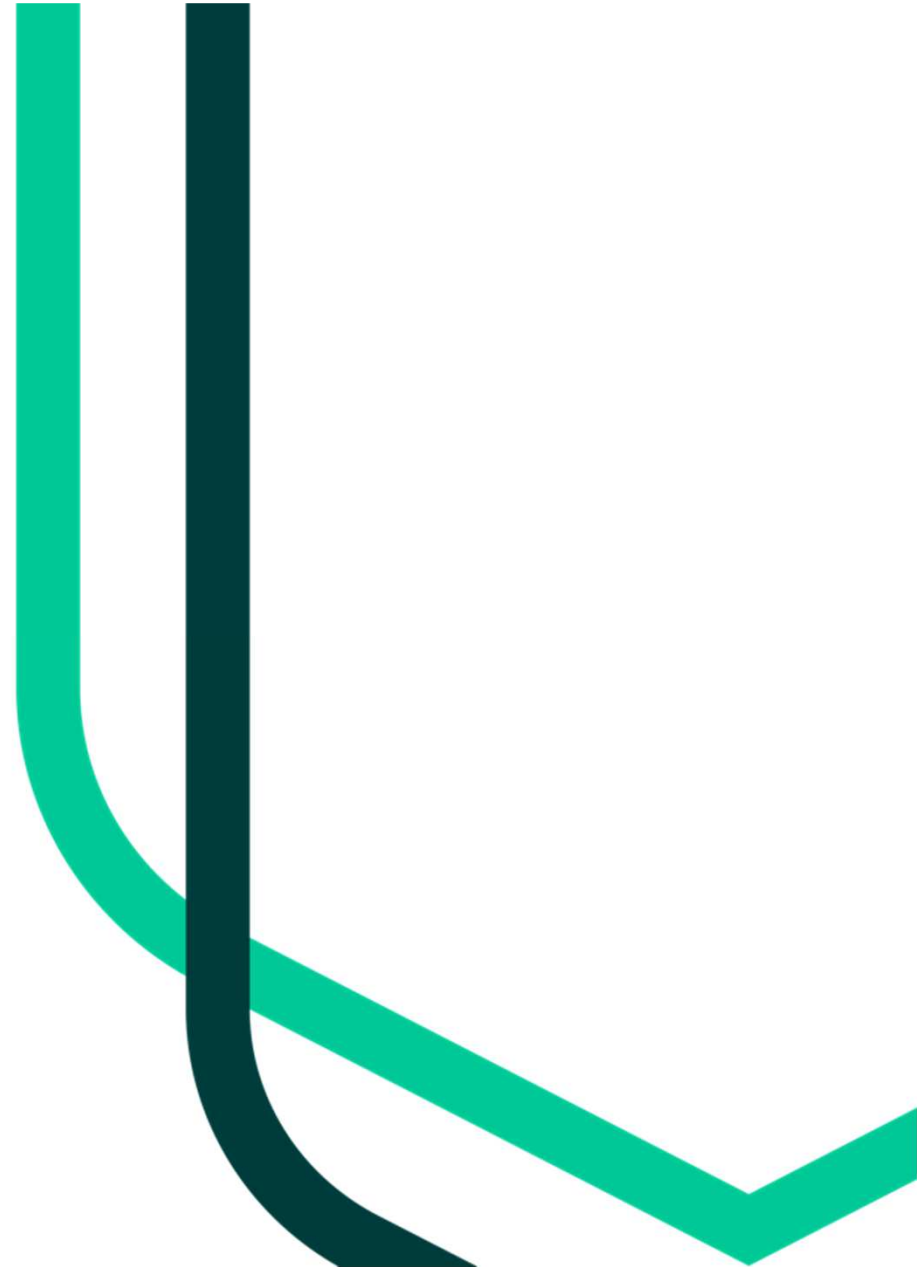# University of Exeter

MFA & VPN Guide

University of Exeter

Contents:

❖MFA must be configured first if you have not already done so. See Slide 3

❖Download and install the VPN application to your device

❖Guidance for Windows, MacOS & Linux devices – see slides 4

❖For Android devices – see slides 5-7

❖For iOS devices - see slides 8 – 10

This guide is specifically designed for accessing Trent/ESS ***off-campus.*** If you are accessing it on-campus either on a wired connection or via Eduroam, there is no need for any action on your part.

Access to iTrent security changes.

- As part of the Essential IT Security programme roll out the University has taken the decision to increase the security controls around iTrent Employee Self-Service (ESS).

- As a result you will be now required to go through some additional security steps when accessing ESS **off campus**.

- You will now need to connect to Aruba VIA Virtual Private Network (VPN) and Multi-Factor Authentication (MFA). These steps enable additional levels of security controls and another layer of protection, keeping everyone's data secure.

Please note;

This only applies to those accessing ESS from off campus . If accessing on Campus and on either a wired connection or connected to Eduroam then you won't experience any change.

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Pre-requisite. You need to have MFA setup first prior to connecting to the VPN.
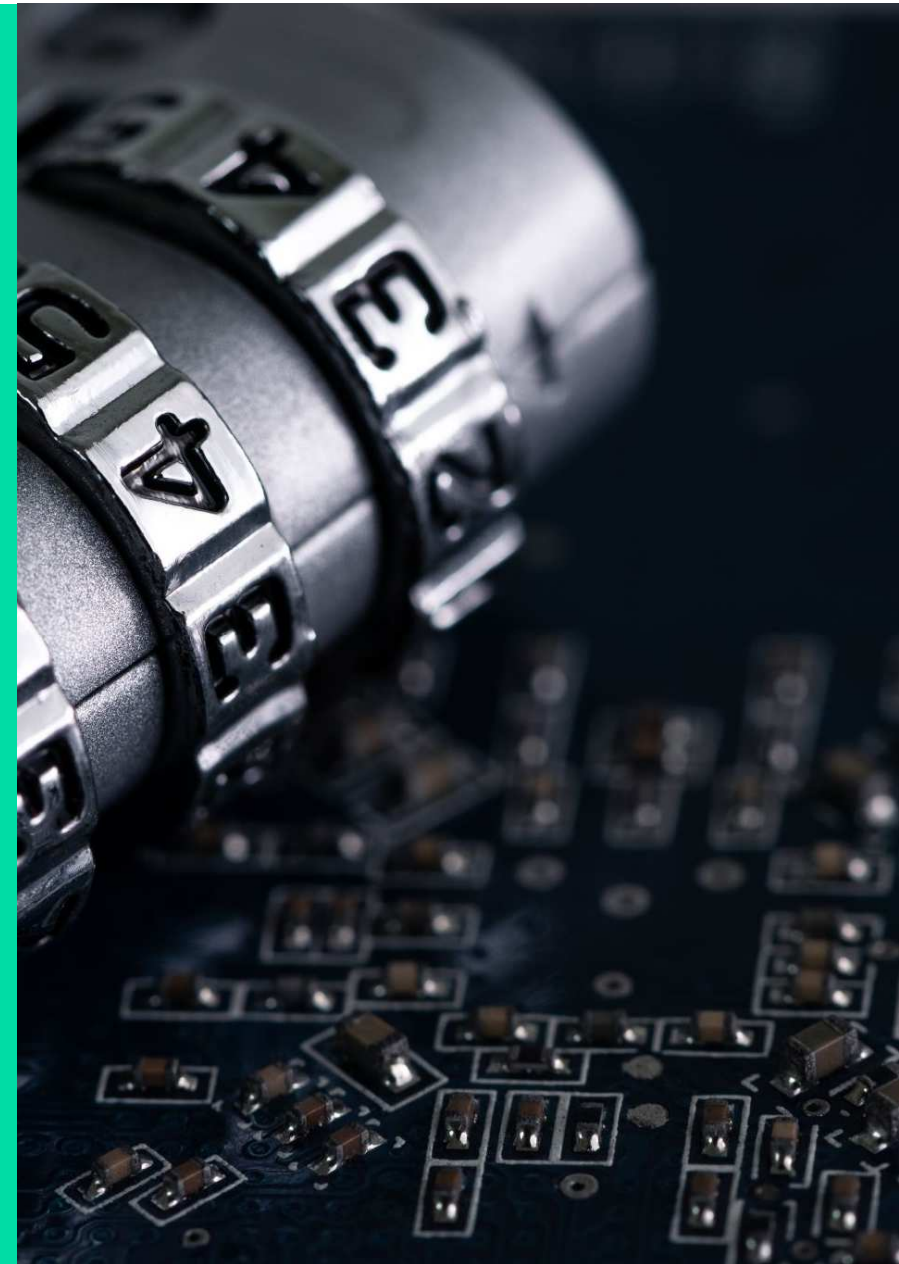
If you have already setup MFA please skip this step.

For guidance on how to setup MFA please see the below links;

iOS Devices
https://www.exeter.ac.uk/media/universityofexeter/it/documents/MFA_QS_iPhone.pdf

Android Devices
https://www.exeter.ac.uk/media/universityofexeter/it/documents/MFA_QS_Android.pdf

VPN guide

For Windows devices;
https://www.exeter.ac.uk/media/level1/academicserviceswebsite/it/documents/networks/vpn/VPN_VIA_win_10_v1.pdf

For Apple MacOS;
https://www.exeter.ac.uk/media/level1/academicserviceswebsite/it/documents/networks/vpn/VPN_VIA_MaOS_v1_1.pdf

For Linux Centos;
https://www.exeter.ac.uk/media/level1/academicserviceswebsite/it/documents/networks/vpn/Installing_VIA_VPN_Client_on_Centos.pdf

For Linux Ubuntu;
https://www.exeter.ac.uk/media/level1/academicserviceswebsite/it/documents/networks/vpn/Installing_VIA_VPN_Client_on_Ubuntu.pdf

Further reference guides can be found in the "How Do I" VPN page

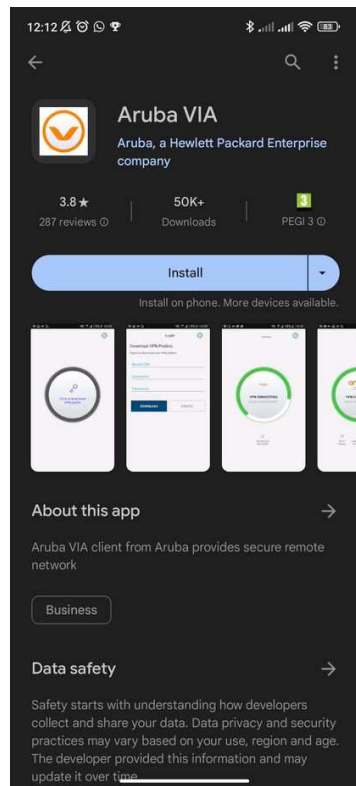https://www.exeter.ac.uk/it/howdoi/vpn/

VPN guide

Aruba VPN setup guide for Android Devices
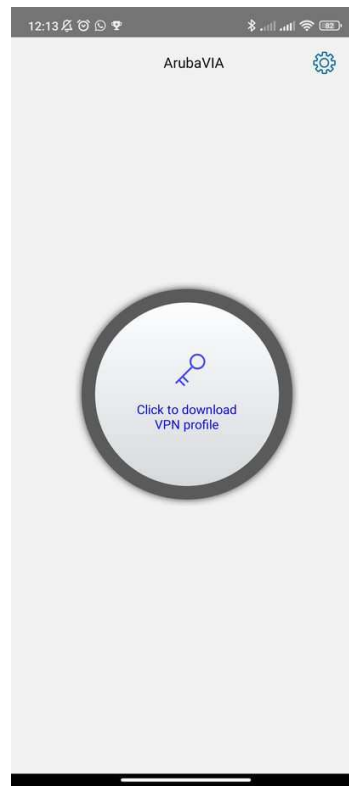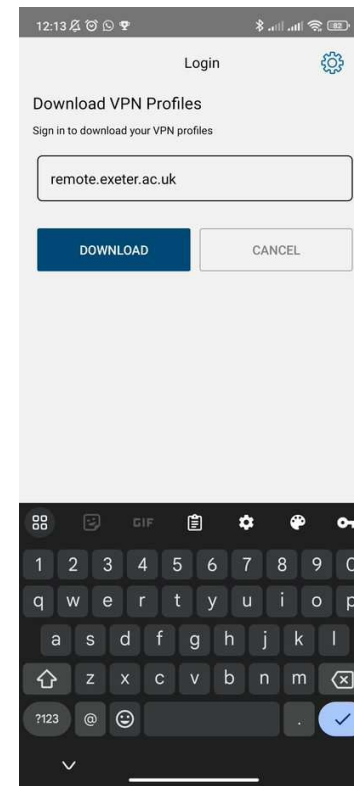
ANDROID

1. Navigate to the Google Play Store
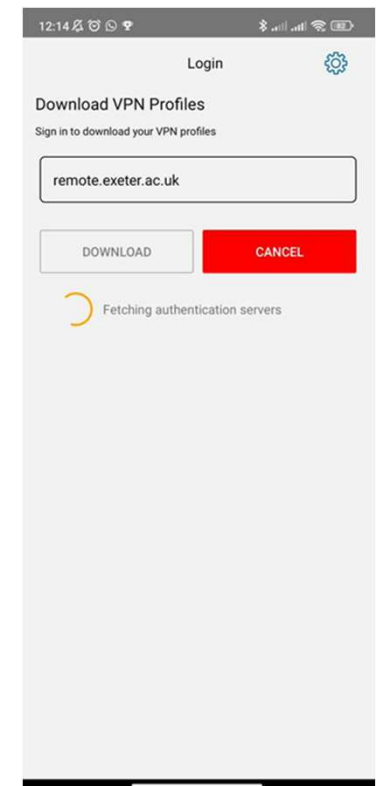
2. Search for Aruba VIA and click "install"

3. Open the Aruba VIA VPN software and press "click to download VPN profile

4. Input "remote.exeter.ac.uk"

5. Click on "download" and wait for the app to connect to the authentication server
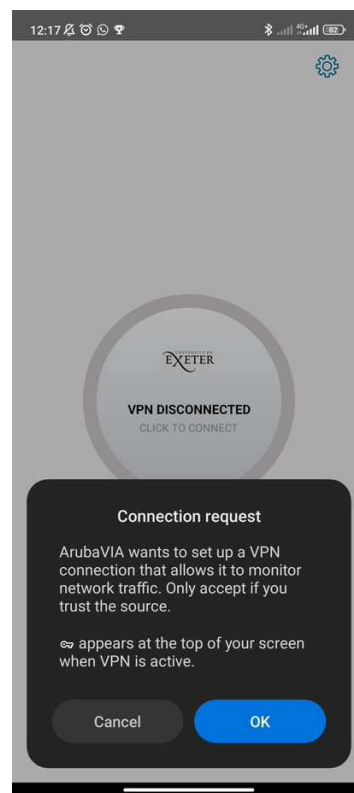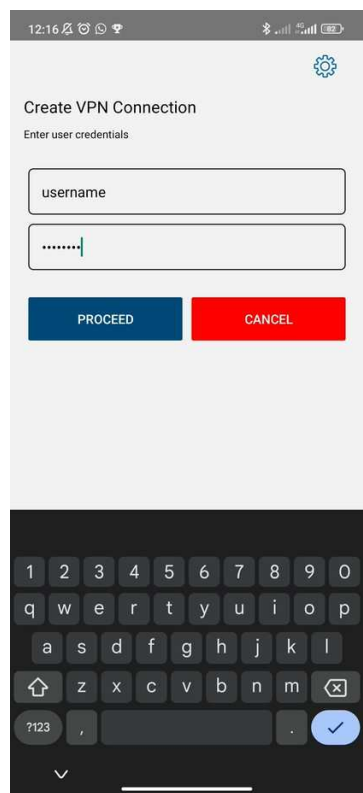
ANDROID

6. Input your UoE username and password. Then click on proceed.

7. Press on "Click to connect"

8. A dialogue box will open – Click on "Ok"

9. Your MFA Authenticator app send a notification Click on "Approve"

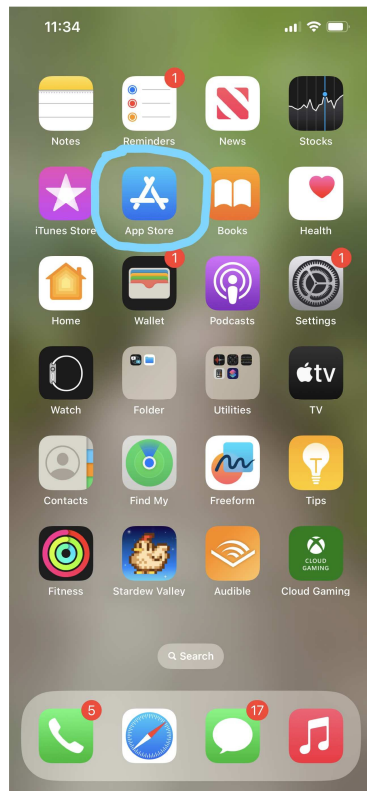10. You should then be presented with a Green circle saying "VPN connected"

Create VPN Connection
Enter user credentials

username

••••••••

PROCEED   CANCEL

VPN DISCONNECTED
CLICK TO CONNECT

UNTRUSTED
NETWORK

VPN DISCONNECTED
CLICK TO CONNECT

Connection request

ArubaVIA wants to set up a VPN connection that allows it to monitor network traffic. Only accept if you trust the source.

⌘ appears at the top of your screen when VPN is active.

Cancel   OK

UNTRUSTED
NETWORK

Approve sign-in? • now

DENY   APPROVE

VPN CONNECTING
CLICK TO DISCONNECT

UNTRUSTED
NETWORK

Last successful logon Wed Aug 02 09:18:09 2023

VPN CONNECTED
CLICK TO DISCONNECT

remote.exeter.ac.uk
1s

UNTRUSTED   FULL   IPSEC
NETWORK   TUNNEL   SECURITY
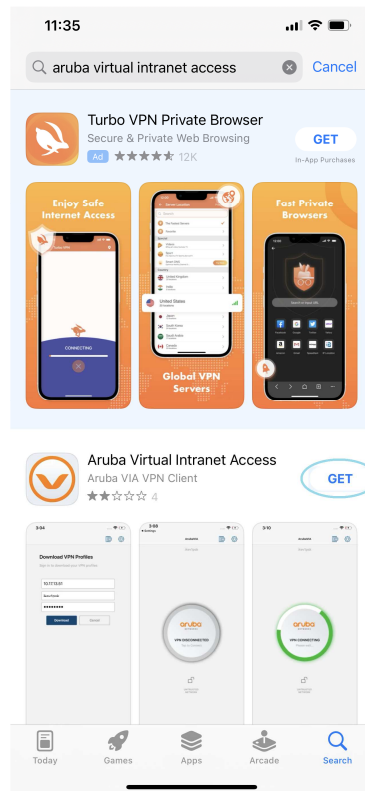
VPN guide

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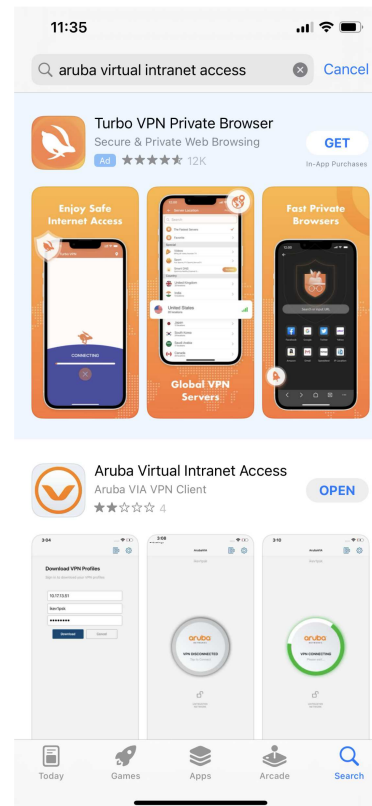iOS

Aruba VPN setup guide for Apple iOS Devices
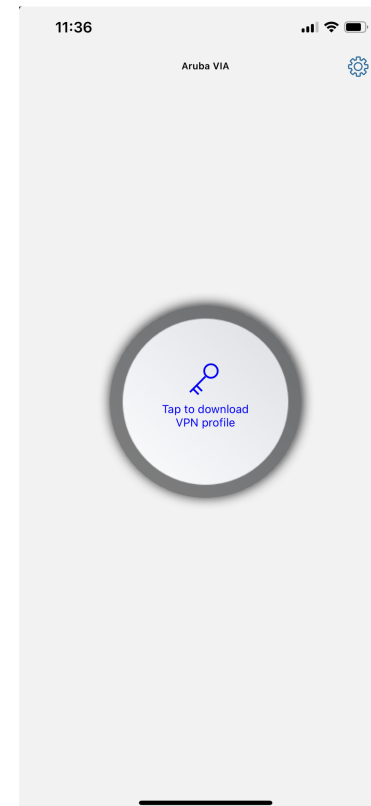
iOS

1.Navigate to the "App Store"

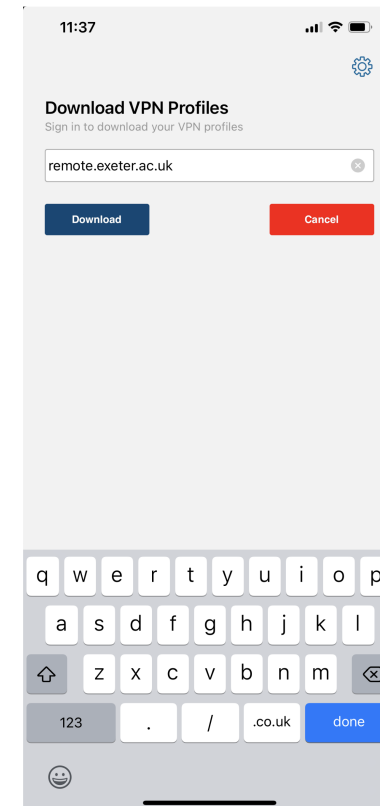2. Search for "Aruba virtual intranet" and click on "Get"

3. Once it is installed you can click on "Open"

4. Click on "Tap to download VPN profile"

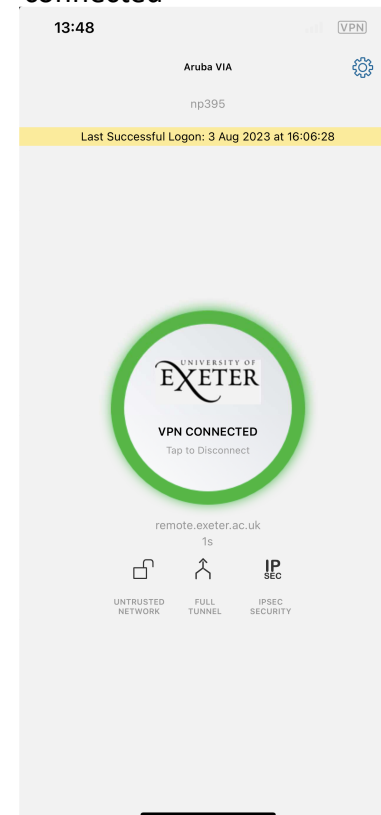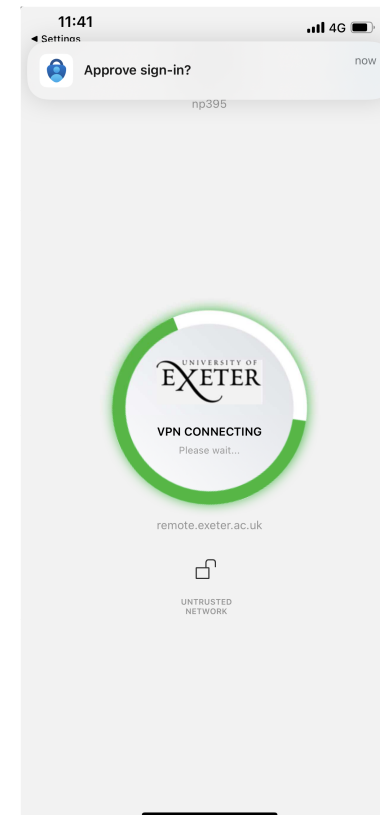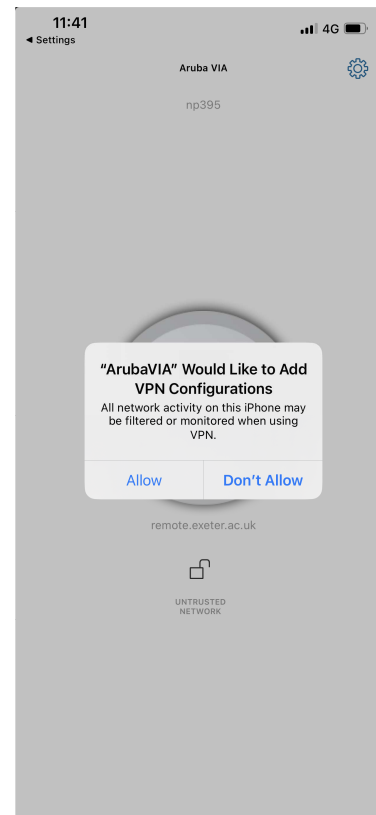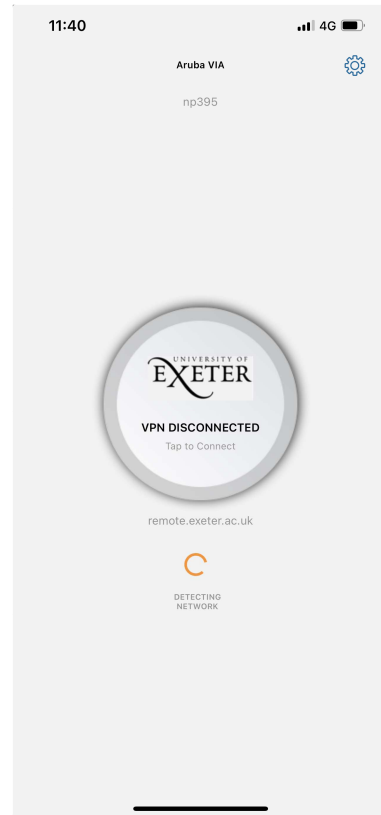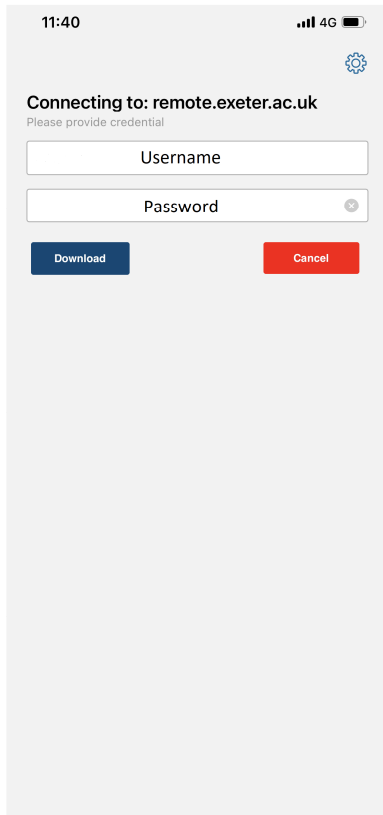5. Input "remote.exeter.ac.uk" into the box and click on "Download"

iOS

6. Type in your UOE username and password.

7. Press on the round circle to connect.

8. A dialogue box will open – Click on "Allow"

9. Your MFA Authenticator app send a notification Click on "Approve"

10. You should then be presented with a Green circle saying "VPN connected"

Key Tips:

❖ You only need to use VPN/MFA if you are accessing Trent/ESS off campus. If accessing on campus on a wired network or over Eduroam it will work in the same way it does currently.

❖ If accessing on Campus be sure to either be connected via a wired connection into an Ethernet port or connected to Eduroam Guidance on how to connect can be found here https://www.exeter.ac.uk/departments/it/howdoi/wifi/

❖ When setting up MFA you will need access to a PC as well as a smartphone. If you don't have access to a PC one can be booked on Campus;

Further details can be found on booking PC's on the below links;

Exeter- https://libguides.exeter.ac.uk/c.php?g=684813&p=5072779
Penryn - https://library.fxplus.ac.uk/studyspace#toc-book-a-study-space-in-the-library-

University of Exeter

Thank-you,

For further help please don't hesitate to contact us details can be found here – http://www.exeter.ac.uk/itservicedesk