OITConnect: Accessing the UTSA VPN

1. These instructions apply generally to Windows 7, Windows 8/8.1, Windows 10, and Mac OS X.
2. Open web browser and navigate to https://vpn.utsa.edu.
   a. **Note:** Google Chrome will not work with the UTSA VPN. Microsoft Internet Explorer or Mozilla Firefox are recommended for Windows; Apple’s Safari is recommended for Mac OS X.
3. Enter your myUTSA ID and Passphrase, then click **Login**:

   ![UTSA Secure Login for UTSA VPN]

4. myUTSA ID+ powered by DUO will prompt you for the two-factor authentication method that you have chosen:

   ![UTSA Push Login]

   **Need Help?**
   - Device: Android (XXX-XXXX-9119)
   - Duo Push **RECOMMENDED**
   - Phone call
   - Passcode
   Send SMS passcode
   Automatically send a push to XXX-XXXX-9119 from now on.
   - Manage devices
   - Log in
5. If you have not previously connected to the VPN, you will be prompted to install the VPN client. The plugin installation will appear differently depending upon your chosen browser. You will want to click Install when prompted and to restart your browser when the plugin installation has completed.

6. After the plugin has been installed and you’ve logged in with your myUTSA ID and myUTSA ID+, you will see the VPN connection initialize in your browser window, before the window closes:

<table>
<thead>
<tr>
<th>Traffic Type</th>
<th>Sent</th>
<th>Compression</th>
<th>Received</th>
<th>Compression</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Network Access</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Network Tunnel</td>
<td>0 B</td>
<td>0%</td>
<td>0 B</td>
<td>0%</td>
</tr>
<tr>
<td>- Optimized</td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Applications</td>
<td>0 B</td>
<td>0%</td>
<td>0 B</td>
<td>0%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>0 B</td>
<td>0%</td>
<td>0 B</td>
<td>0%</td>
</tr>
</tbody>
</table>

7. After the connection is made, the f5 VPN Client will show Connected:

8. If you encounter problems connecting to the VPN, contact OITConnect at 210-458-5555 or oitconnect@utsa.edu.