

# Virtual Private Network

## What services use VPN?

What Requires VPN?	What Does Not Require VPN?
Printing to UTSA network printers	Email access via Outlook Web Access (OWA)
Network shared drives (I: & S:)	All Office 365 applications [OneDrive for Business, SharePoint, Skype for Business]
Remote desktop	Blackboard Learn
Administrative systems such as InSight, Banner, Define, and departmental applications	ASAP
Virus Protection Definition Updates [Microsoft System Endpoint Protection]	UT Direct
Back-up your computer profile when away from campus [CrashPlan Pro Enterprise]	UTShare / PeopleSoft
Windows Updates managed by OIT when away from campus	

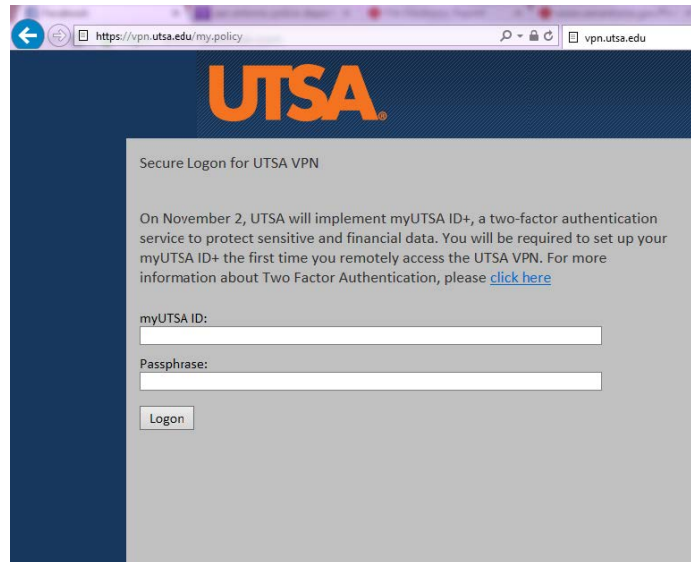
\*For information on whether a specific local departmental application needs a VPN connection, please contact your local office administrative assistant, ITA, or OITConnect.

**Note:** Faculty and staff using AirRowdy to connect DO NOT need to use VPN while on campus.

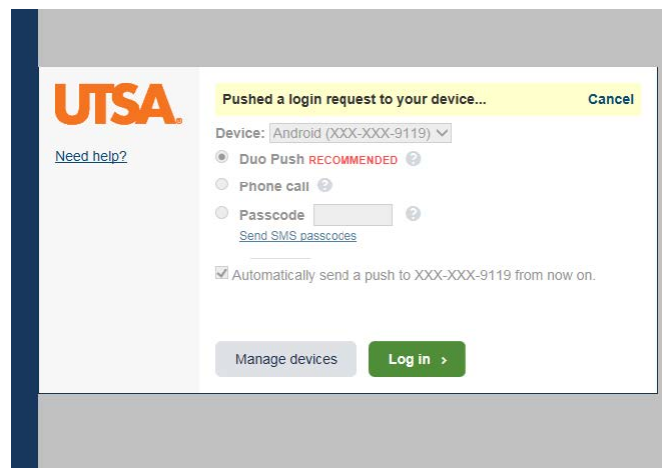
## Access and Connect to the VPN

To connect to the UTSA VPN service, browse to <https://vpn.utsa.edu> and follow the prompts. Depending on your browser, you may be prompted to download and install a plugin. Each browser may display these messages differently.

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:



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



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:



**Initializing...**

Traffic Type	Sent	Compression	Received	Compression
<b>Network Access</b>				
- Network Tunnel	0 B	0%	0 B	0%
- Optimized Applications	0 B	0%	0 B	0%
<b>Total</b>	<b>0 B</b>	<b>0%</b>	<b>0 B</b>	<b>0%</b>

[+ Show details](#)

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



8. If you encounter problems connecting to the VPN, email OITConnect at [oitconnect@utsa.edu](mailto:oitconnect@utsa.edu) or by calling 210-458-5555.