UTSA University Technology Solutions

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 UTSConnect. *

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 a 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 is recommended for Windows; Apple's Safari is recommended for Mac OS X.
 - 3. Enter your myUTSA ID and Passphrase, then click Login:

+ ttps://vpn.utsa.ed	u/my.policy	· Contraction Property	ନ କ ୯ 🗉 vpn.ut	sa.edu
	UTSA	o		
Secure	Logon for UTSA VPN			
On Nov service myUTS/ informa myUTSA	ember 2, UTSA will implen to protect sensitive and fir A ID+ the first time you ren ition about Two Factor Aut .ID:	nent myUTSA ID+, a nancial data. You wil notely access the UT thentication, please	two-factor authenti l be required to set 'SA VPN. For more <u>click here</u>	ication up your
Passphra	ise:			
Logon]			

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

LITSA	Pushed a login request to your device	Cance
	Device: Android (XXX-XXX-9119) V	
Need help?	Duo Push RECOMMENDED	
	Phone call	
	Passcode Send SMS passcodes	
	Automatically send a push to XXX-XXX-9119 from now o	Π.
	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. 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.

	0			
j Initializing				
Traffic Type	Sent C	Compression	Received	Compression
Traffic Type Network Access	Sent C	Compression	Received	Compression
Traffic Type Network Access - Network Tunnel	Sent C	Compression 0%	Received 0 B	Compression 0%
Traffic Type Network Access - Network Tunnel - Optimized	OB 0B	Compression 0% 0%	Received 0 B 0 B	Compression 0% 0%
Traffic Type Network Access - Network Tunnel - Optimized Applications	OB OB	Compression 0% 0%	Received 0 B 0 B	Compression 0% 0%

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



8. If you encounter problems connecting to the VPN, email the Tech Cafe or call 210-458-5555