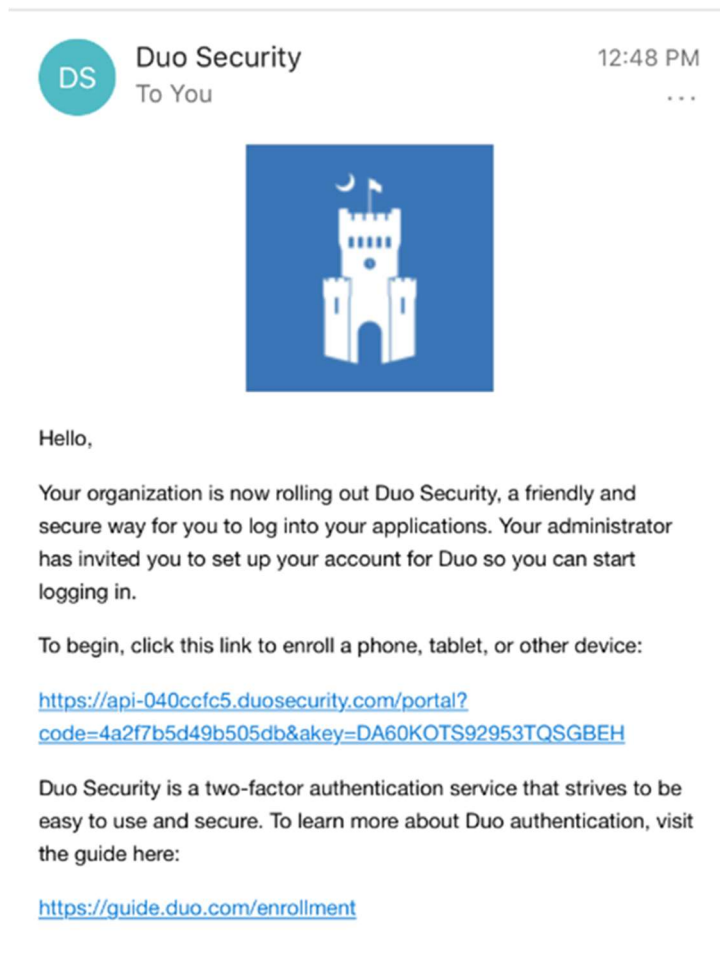


Virtual Private Network (VPN) Instructions

How to install Duo Mobile on your cellular device:

You should have received an email titled **Duo Security** that appears as follows:

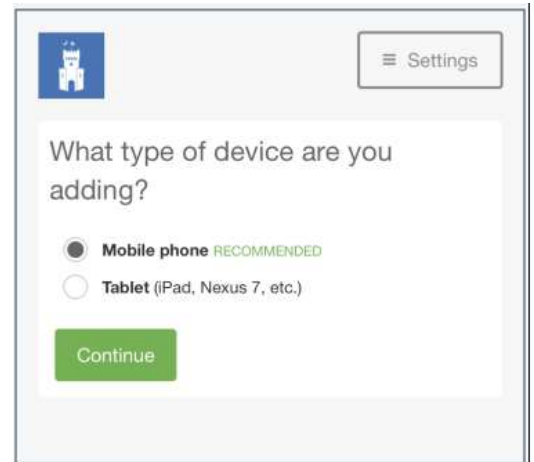


If you have not received an email, please contact the Help Center at 843-953-HELP or helpdesk@citadel.edu.

To begin, please follow these steps:

- 1.) Login to your email on your phone. Click on the link in the email to begin
- 2.) Click "Start Setup"

3.) Select device type and click continue



4.) Enter your phone number, check the box, and click Continue

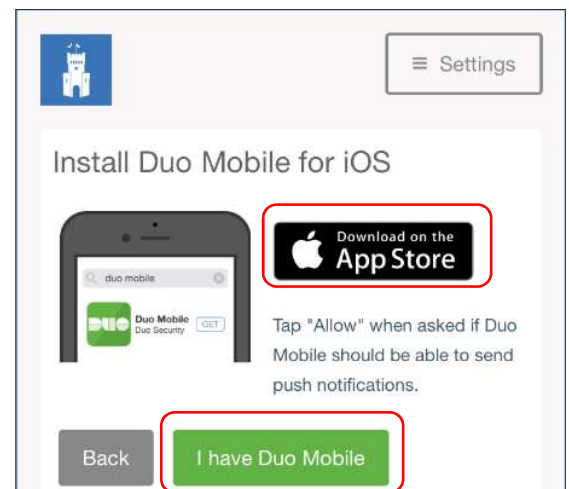


5.) Install Duo Mobile from the App Store

**Do not open the App

6.) Return to the Setup guide

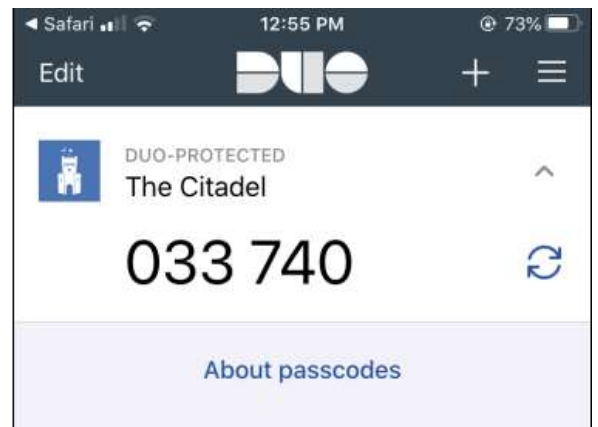
7.) Click "I have Duo Mobile"



8.) To finish Setup, click “Take me to Duo Mobile”

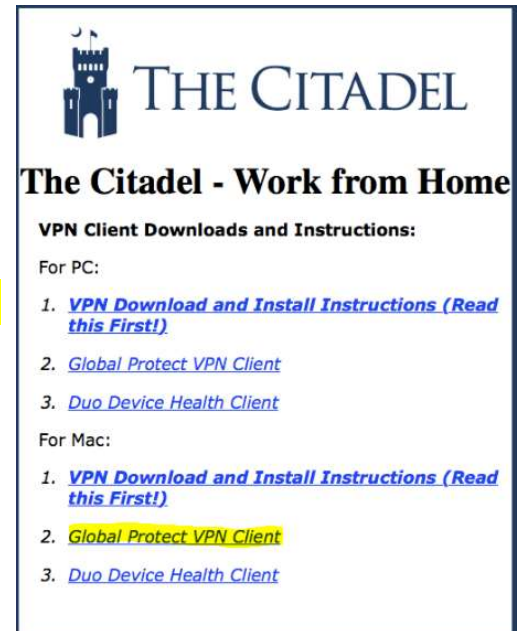


9.) Your Passcode should now appear in the Duo Mobile App



Logging into the Citadel's Virtual Private Network (VPN) for Mac

1.) Using Safari, navigate to workfromhome.citadel.edu



The screenshot shows the 'The Citadel - Work from Home' page. At the top is the Citadel logo and the title 'THE CITADEL'. Below that is the heading 'The Citadel - Work from Home'. Underneath is the section 'VPN Client Downloads and Instructions:'. It lists instructions for PC and Mac. For Mac, the second step is 'Global Protect VPN Client', which is highlighted in yellow in the original image.

THE CITADEL

The Citadel - Work from Home

VPN Client Downloads and Instructions:

For PC:

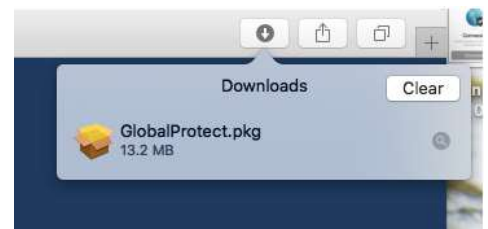
1. [VPN Download and Install Instructions \(Read this First!\)](#)
2. [Global Protect VPN Client](#)
3. [Duo Device Health Client](#)

For Mac:

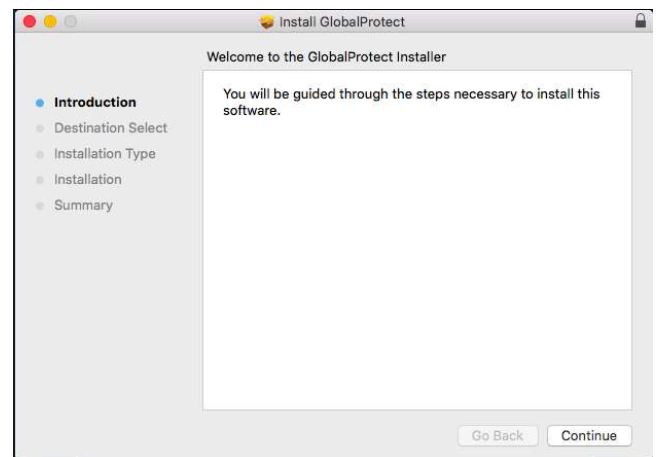
1. [VPN Download and Install Instructions \(Read this First!\)](#)
2. [Global Protect VPN Client](#)
3. [Duo Device Health Client](#)

2.) Click the link for Global Protect VPN Client

a. Run the Client



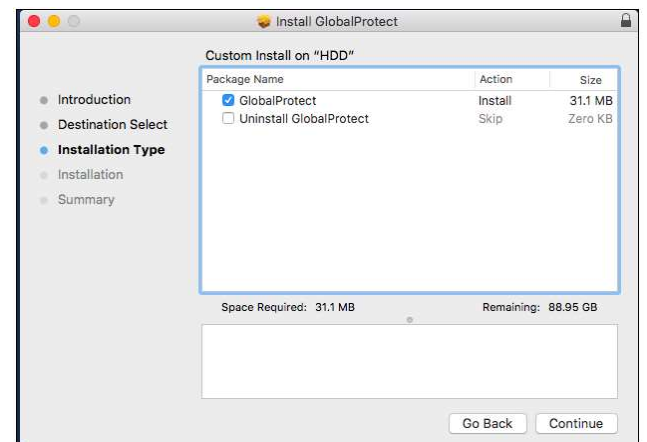
b. Click Continue



c. Click continue

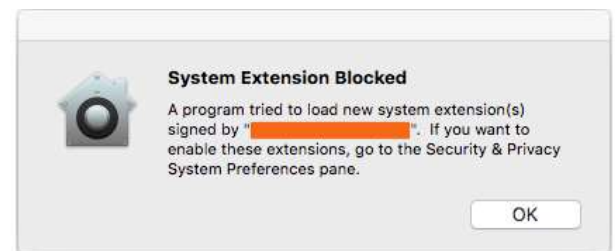


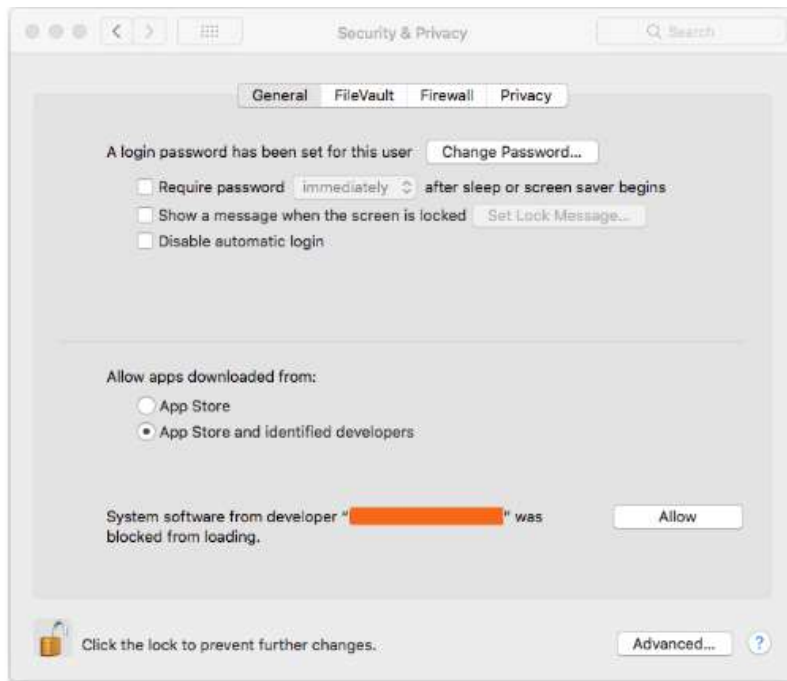
d. Click continue



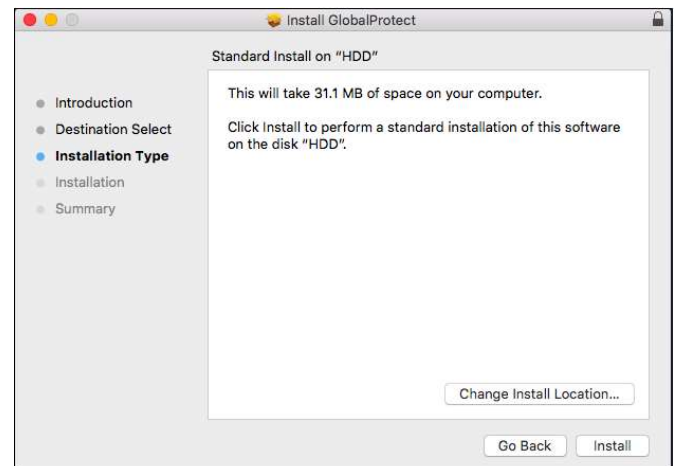
e. You will need to enable extensions—
Please follow these steps:

- i. Open System Preferences
- ii. Open the Security & Privacy preferences
- iii. Click the lock icon on the bottom left of the window to make changes and modify preferences
- iv. When prompted, enter your Mac User Name and Password and then Unlock the preferences
- v. Click "Allow" next to the message "System software from developer "Palo Alto Networks" was blocked from loading."

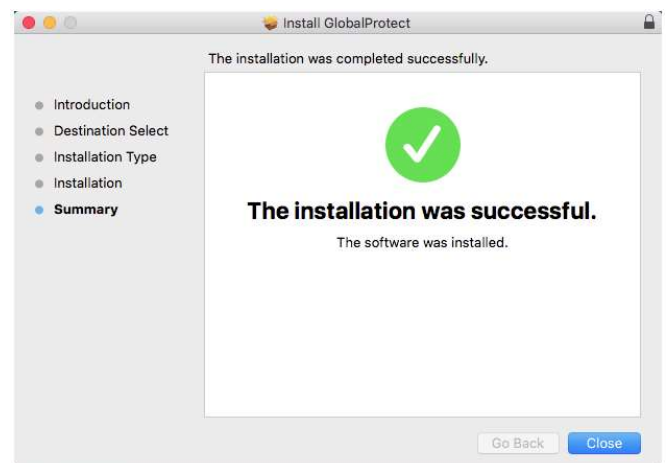




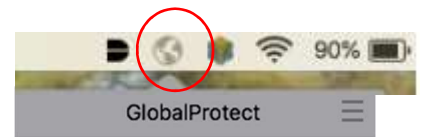
f. Click Install



g. Click Close



3.) After install is finished, a globe icon should appear in the upper right-hand corner.



4.) Click on the icon and enter the Portal Address: **vpn.citadel.edu**



Welcome to GlobalProtect
Please enter your portal address

vpn.citadel.edu

Connect

5.) Sign in using your Lesesne Gateway credentials

A screenshot of the GlobalProtect application's "Sign In" screen. The header says "GlobalProtect" and "Sign In". Below that, it says "Enter AD credentials". There is a field for "Portal: vpn.citadel.edu". Below that is a text input field containing "tbuchan1". Below that is a password input field with ten black dots. At the bottom, there is a blue "Sign In" button and a "Cancel" link.

6.) Once you sign in, Login using your Lesesne Gateway credentials

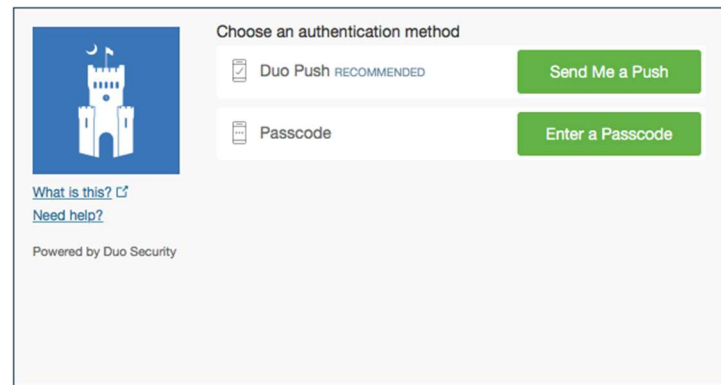
A screenshot of a "Log in" screen. On the left is a blue square icon with a white castle. To the right, the text says "Log in" and "Please enter your The Citadel credentials to access Palo Alto Networks." Below this is a "Username" field containing "tbuchan1" and a "Password" field with ten black dots. At the bottom is a green "Log in" button.

7.) To finish connecting

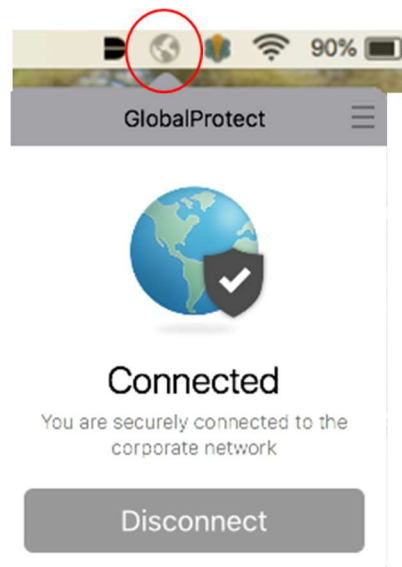
- a. Select “Send me a Push”
- b. Open the Duo Mobile App
- c. A notification will appear at the top of your screen
- d. Tap the notification and then click “Accept”

-or-

- a. Select “Enter a Passcode”
- b. Open the Duo Mobile App
- c. Click on The Citadel, it will drop down with a Passcode



8.) You can verify that your computer is connected to the VPN by selecting the globe in the upper right-hand corner.



If you experience any issues or have any questions, please contact the Help Center at 843-953-HELP or helpdesk@citadel.edu.