

# VPN and Remote Desktop Connection

This article explains how to connect to a computer at ECU using the Remote Desktop application along with how to connect to our VPN solution.

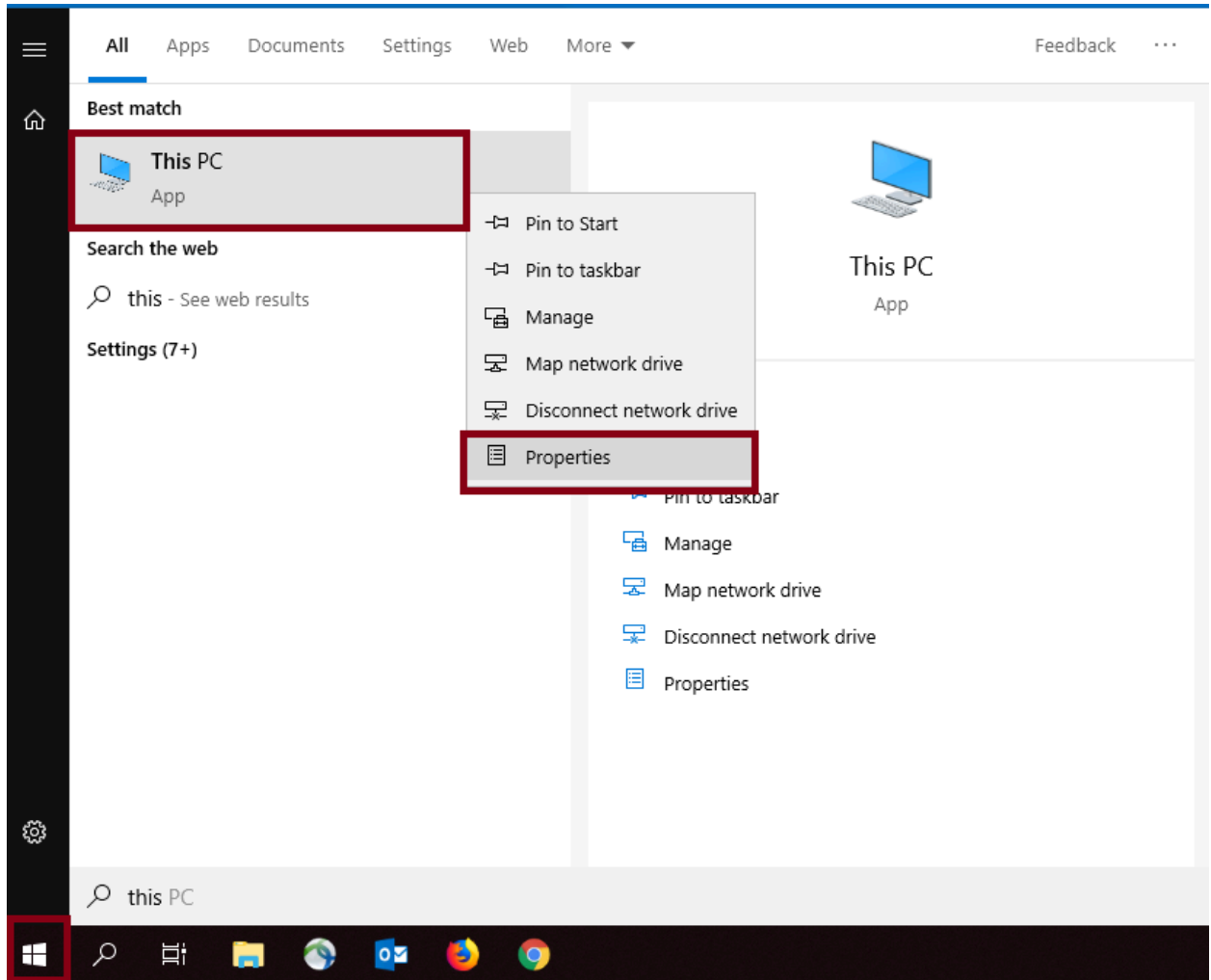
To connect to VPN, be sure you have an internet connection, your PC you want to connect to your campus PC, the name of your work computer (see step 1 below), be sure your work PC on-campus is left turned on when you leave work, and you have the Microsoft Authenticator app for two-factor authentication (2FA).

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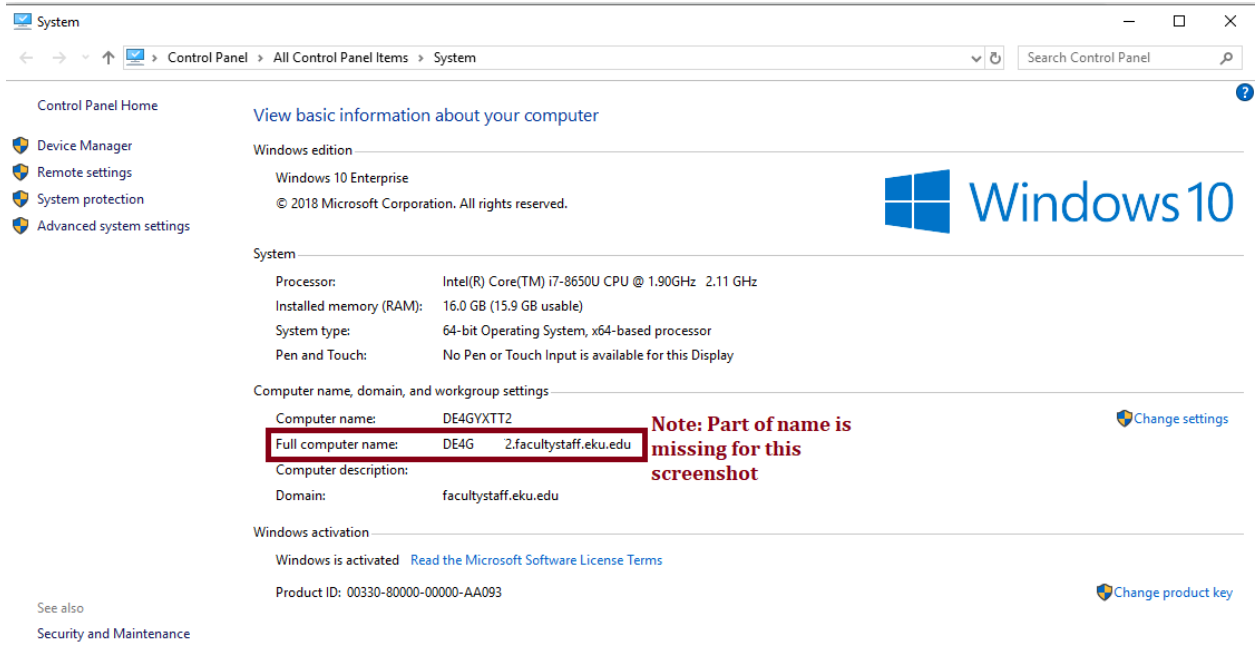
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## 1. While at your work PC, find the computer name.

1. Click the Windows key and start typing **This PC**
2. Right-click **This PC** and choose Properties



3. You can find your computer name and we suggest taking a snapshot on your phone so you can easily access it at home or another location.



The screenshot shows the Windows System control panel window. The title bar reads "System". The breadcrumb path is "Control Panel > All Control Panel Items > System". The left sidebar includes "Control Panel Home", "Device Manager", "Remote settings", "System protection", and "Advanced system settings". The main content area is titled "View basic information about your computer". It displays the following information:

- Windows edition:** Windows 10 Enterprise, © 2018 Microsoft Corporation. All rights reserved.
- System:**
  - Processor: Intel(R) Core(TM) i7-8650U CPU @ 1.90GHz 2.11 GHz
  - Installed memory (RAM): 16.0 GB (15.9 GB usable)
  - System type: 64-bit Operating System, x64-based processor
  - Pen and Touch: No Pen or Touch Input is available for this Display
- Computer name, domain, and workgroup settings:**
  - Computer name: DE4GYXTT2
  - Full computer name: DE4G 2.facultystaff.eku.edu (highlighted with a red box)
  - Computer description:
  - Domain: facultystaff.eku.edu
- Windows activation:** Windows is activated. Read the Microsoft Software License Terms. Product ID: 00330-80000-00000-AA093.

A red note is placed next to the "Full computer name" field: **Note: Part of name is missing for this screenshot**. A "Change settings" link is visible to the right of the computer name section, and a "Change product key" link is visible to the right of the Windows activation section.

## 2. Setup VPN Client

**You must be off the EKU network (e.g., at your home) to continue with this and Step 3 below.**

1. Visit <https://sslvpn.eku.edu>. You will see a PaloAlto Networks login screen. Use your EKU AD username (usually your last name and first initial) and email password to login on this screen.



The screenshot shows the Palo Alto Networks GlobalProtect Portal login interface. At the top left is the Palo Alto Networks logo, consisting of an orange diamond shape made of four smaller diamonds, followed by the text "paloalto" in a bold, lowercase sans-serif font, with "NETWORKS" in a smaller, uppercase sans-serif font below it. Below the logo is the text "GlobalProtect Portal" in a medium-sized sans-serif font. Underneath this is a login form with two input fields. The first field is labeled "Username" and has a light blue border. The second field is labeled "Password" and has a thin grey border. Below the password field is a blue, rounded rectangular button with the text "LOG IN" in white, uppercase letters.

2. Then you will see the GlobalProtect Portal that you will use to download your software. If you own a Windows PC, you will need to know if it is a 32- or 64-bit system first. Click on the agent you require to start the download.



## GlobalProtect Portal

[Download Windows 32 bit GlobalProtect agent](#)

[Download Windows 64 bit GlobalProtect agent](#)

[Download Mac 32/64 bit GlobalProtect agent](#)

Windows 32 bit OS needs to download and install Windows 32 bit GlobalProtect agent.

Windows 64 bit OS needs to download and install Windows 64 bit GlobalProtect agent.

Mac OS needs to download and install Mac 32/64 bit GlobalProtect agent.

3. After the software download, double-click to start the install. On Windows PCs your User Access Control (UAC) may ask permission to install. Go ahead and give it.

[Download](#)

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Windows

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Windows

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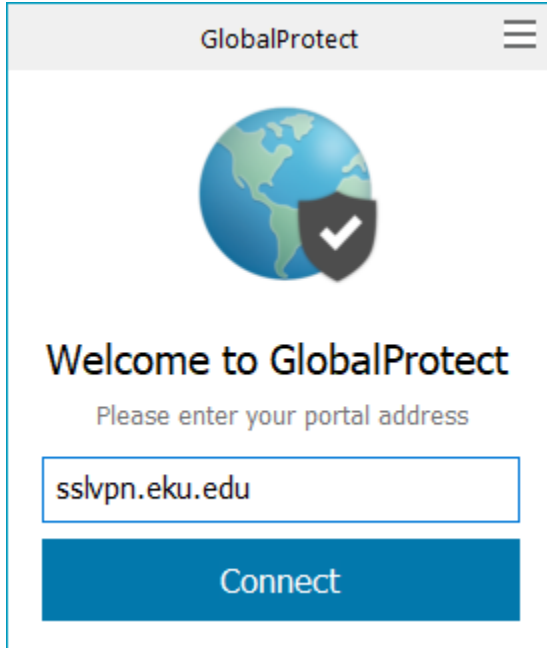
OS

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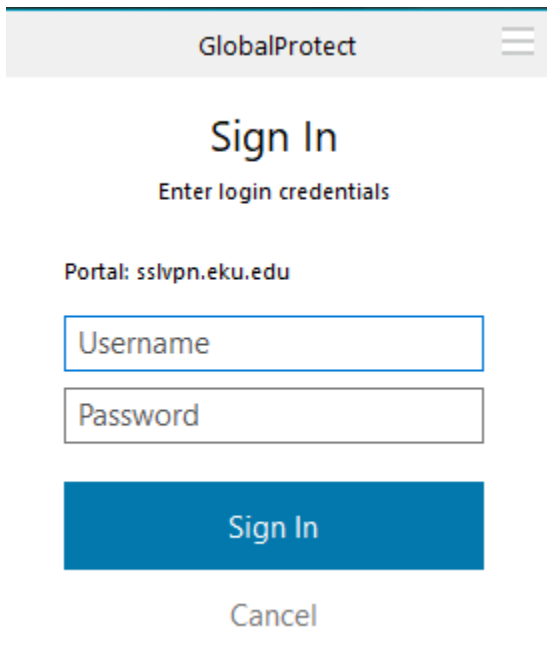
OS



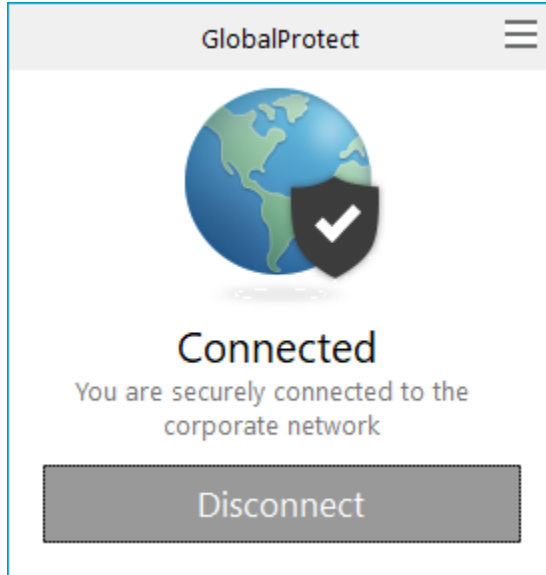
4. Click the Next> button on each panel of the Setup Wizard to install the software and the Close button at the end.
5. When the software is installed the Welcome to GlobalProtect box will appear. The portal address is: sslvpn.eku.edu Then click the Connect button.



- 6. On the Sign In screen, use the same AD credentials as the username and password. Click the **Sign In** button to connect.



- 7. Once your authentication (and 2FA) occur, you will see a Connected box. To Disconnect, click that button.



At this point,

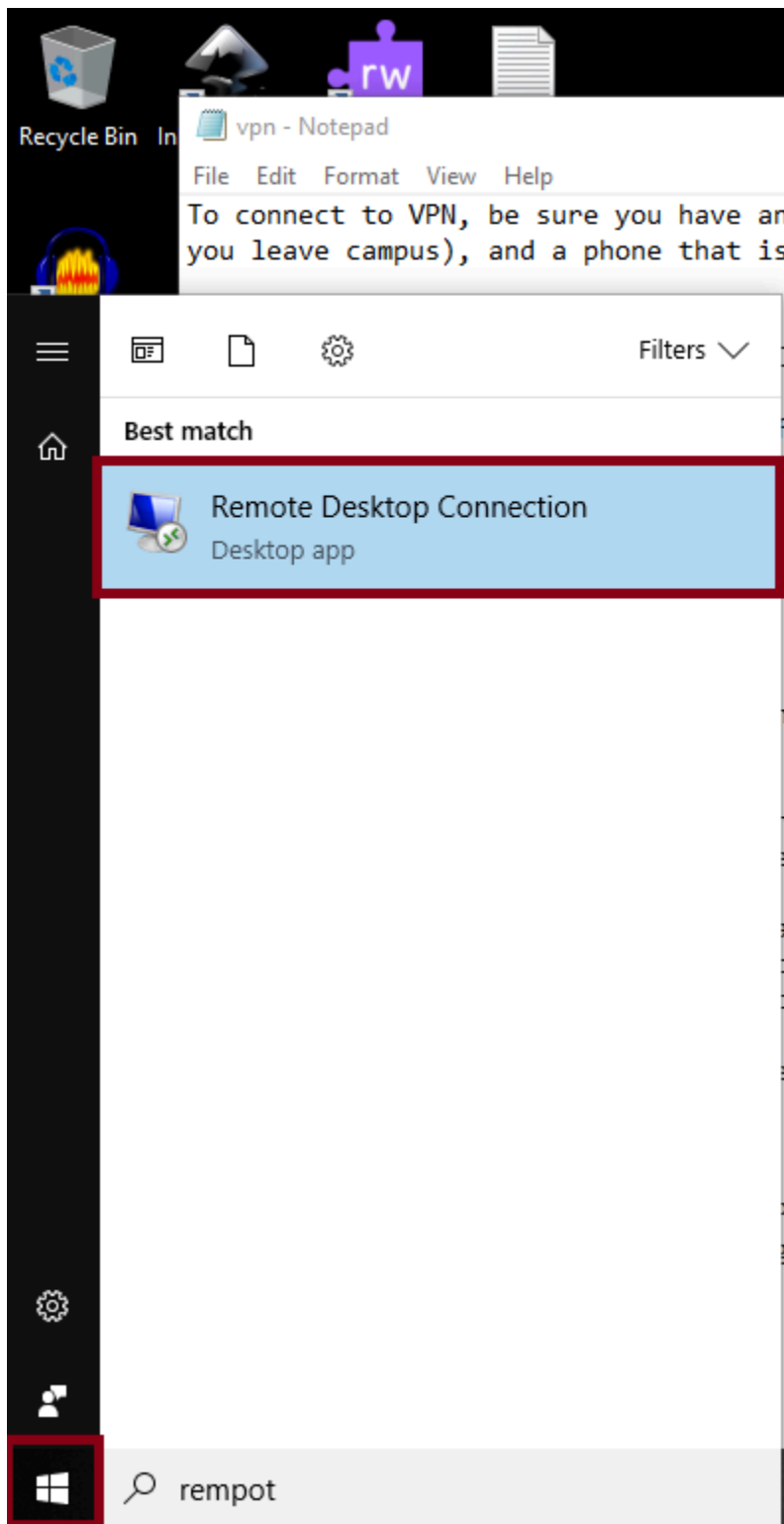
- You can login to university systems that require connection to the network
- You can connect to your work PC if (1) it was left powered on and (2) you know the computer name [Step 1]

### **3. Remote connect to your campus work PC.**

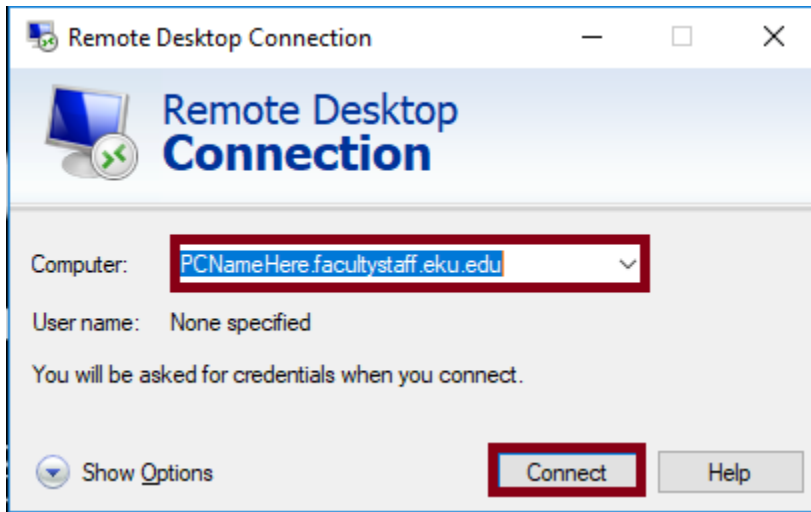
**You must follow Step 1 and Step 2 above first or this step will not work!**

1. Be sure you are connected to the GlobalProtect VPN Client [Step 3]
2. Press the Windows key and start typing Remote Desktop Connection to open the program.

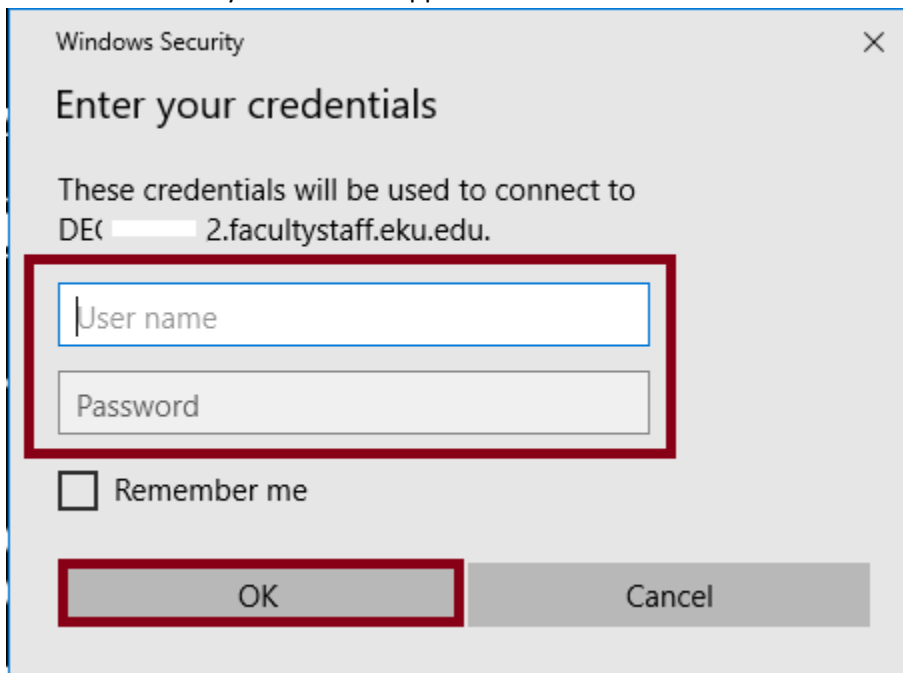




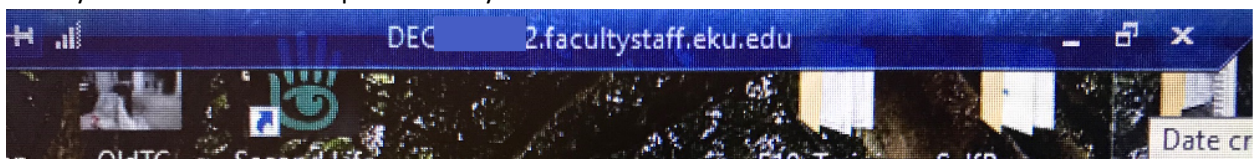
- 3. Type in the name of your work PC [Step 1]



4. Click Connect
5. A Windows Security window will appear



6. Enter your EKU faculty/staff username and email password [what you log into a campus PC with]
7. Once connected to your computer, you can use it as usual. You will know you are connected when you see a bar at the top middle of your screen like this one:



8. When you close that connection by pressing the X on the blue bar, you will see this warning screen. Just choose OK.

