

VPNGate – User Guide | Using VPN to Access NTU Systems from Off Campus



VPNGate is a Virtual Private Network that allows users to access NTU systems and online resources while off campus. This user guide will show you how to connect to the University's network using the VPNGate service to access specific NTU intranet applications and shared files.

There are 15 sections to this guide:

1. When to use VPNGate
2. How to register for 2 Factor Authentication
3. How to determine if VPNGate is installed in your device
4. How to install VPNGate on Windows OS
5. How to connect to VPNGate on Windows devices
6. How to install VPNGate on Mac OS
7. How to connect to VPNGate on Mac devices
8. How to install VPNGate on Android iOS
9. How to connect to VPNGate on Android iOS
10. How to install VPNGate on Apple iOS
11. How to connect to VPNGate on Apple iOS
12. What to do when VPNGate is not in use for Windows OS
13. What to do when VPNGate is not in use for Mac OS
14. What to do when VPNGate is not in use for Android iOS
15. What to do when VPNGate is not in use for Apple iOS

1. When to use VPNGate

To access VPN, ensure that you have a valid internet connection. VPN is not required when connected to campus networks such as NTU Secure. The following table shows NTU systems that require and do not require VPN to access.

 VPN Required	 VPN NOT Required
<ol style="list-style-type: none">1. Animal Research Facility Management System2. ARCHIBUS3. Blackbaud CRM4. Blockchain eCert5. COPACE, NBS CRM6. Enterprise, Library, OFIN File & Print service7. Enterprise Timetable Planner8. Library Facility Booking System9. Northhill Gym Membership Management System10. Oasis QE System11. Offer Letter Generation12. Opera Property Management System13. PACE CRM14. Phonathon System15. SAP System16. Staff P-File17. Student P-file System18. TeamMate Audit Management 4. Launch VPN client	<ol style="list-style-type: none">1. Email2. Teams3. Ariba4. ServiceNow5. Workday6. NTULearn7. StudentLink

2. How to register for 2 Factor Authentication

- I. Install the **Microsoft Authenticator app** on your iOS, Android phone from your app store.

MS Authenticator



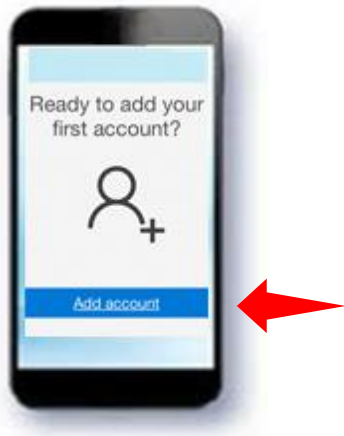
- II. On your **computer**, go to **<https://login2fa.ntu.edu.sg/MultiFactorAuth>**. Type in your **User ID** and **password**. Then, select **Log In**.

The screenshot shows the 'Multi-Factor Authentication User Log In' page. On the left is a blue sidebar with a white padlock icon and the text 'Version 8.0.1' and '© 2018 Microsoft. All rights reserved.'. The main content area has a language dropdown set to 'en: English' and a 'Help' link. Below the title are three input fields: 'Username', 'Password', and a 'Log In' button. Three red arrows point to the 'Username', 'Password', and 'Log In' fields respectively.

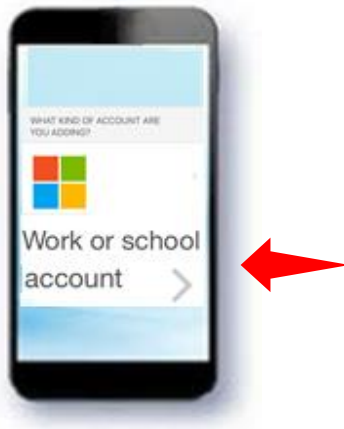
- III. Select **Activate Mobile App**. Then select **Generate Activation Code**. A QR image will be displayed and will be valid for **5 minutes**.

The screenshot shows the 'My Account: Activate Mobile App' page. On the left is a blue sidebar with a white padlock icon and the text 'My Account' and 'Change Method'. Below this is a yellow button labeled 'Activate Mobile App'. The main content area has a title 'My Account: Activate Mobile App' and a 'Help' link. Below the title is a paragraph of text: 'First install the Microsoft Authenticator mobile app on your phone. Click the Generate button to receive an activation code. The activation code is valid for 5 minutes. Click the Complete button to finish the process. The activation code will be displayed on the screen.' Below this is a table titled 'Activated Devices' with columns 'Device Name', 'Version', and 'Action'. The table has one row with 'iPhone' and '6.3.12', and a 'Deactivate' button. Below the table is a 'Generate Activation Code' button. Two red arrows point to the 'Activate Mobile App' button and the 'Generate Activation Code' button respectively.

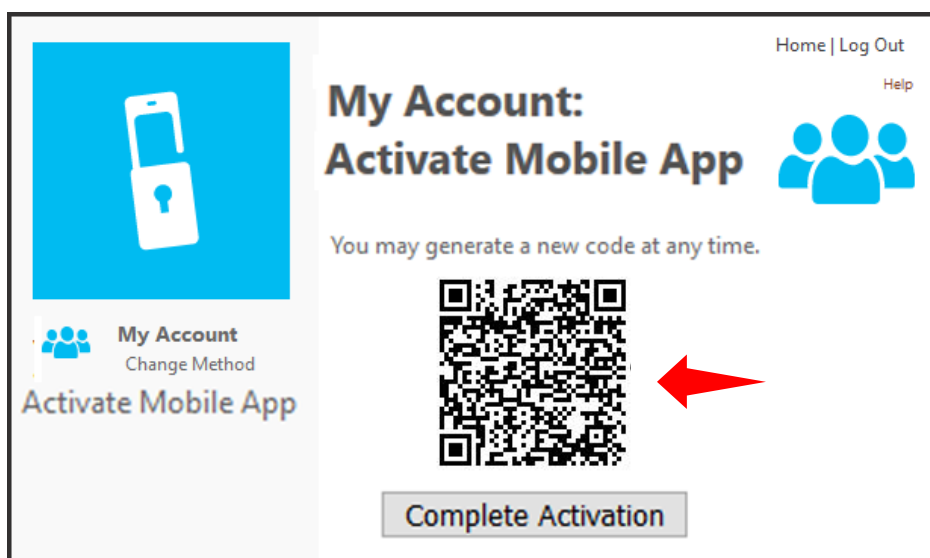
- IV. Launch **Microsoft Authenticator** on your phone. Select **Add Account**.



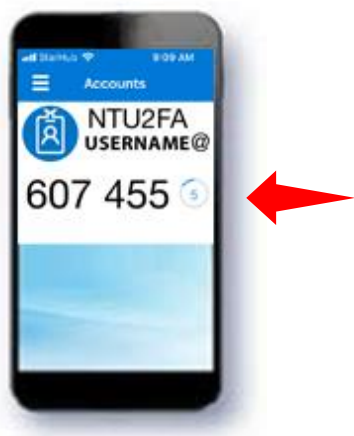
- V. Select **Work or School Account**.



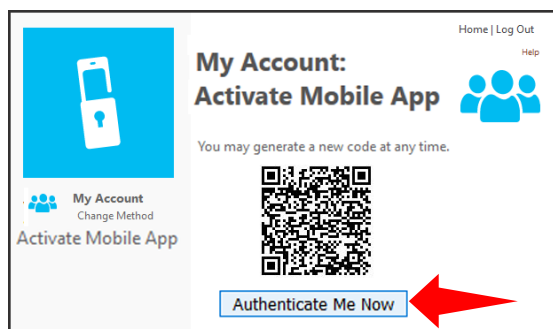
- VI. Activate your phone camera. Point the camera to **capture the QR image** from the web page of Step III. The activation QR code will expire in **5 minutes**.



- VII. If the enrolment is successful, you should see the NTU2FA profile with running **6 digits PIN codes** on your **phone**.



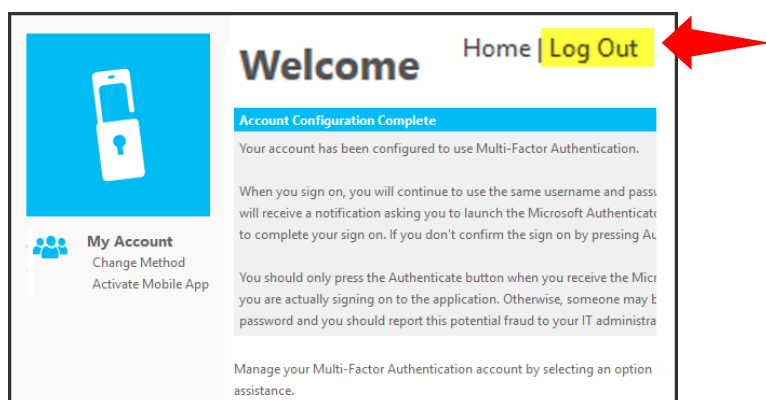
- VIII. On your **computer** select **Authenticate Me Now**.



- IX. On your **phone** select **Approve** to complete the enrolment.



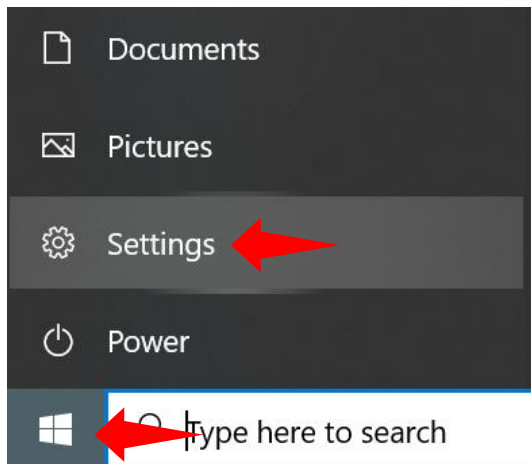
- X. If you wish to register more devices, please follow from setup **step III** again. You can only register a **maximum of THREE devices**. Click on **Log Out** to sign out from the enrolment website.



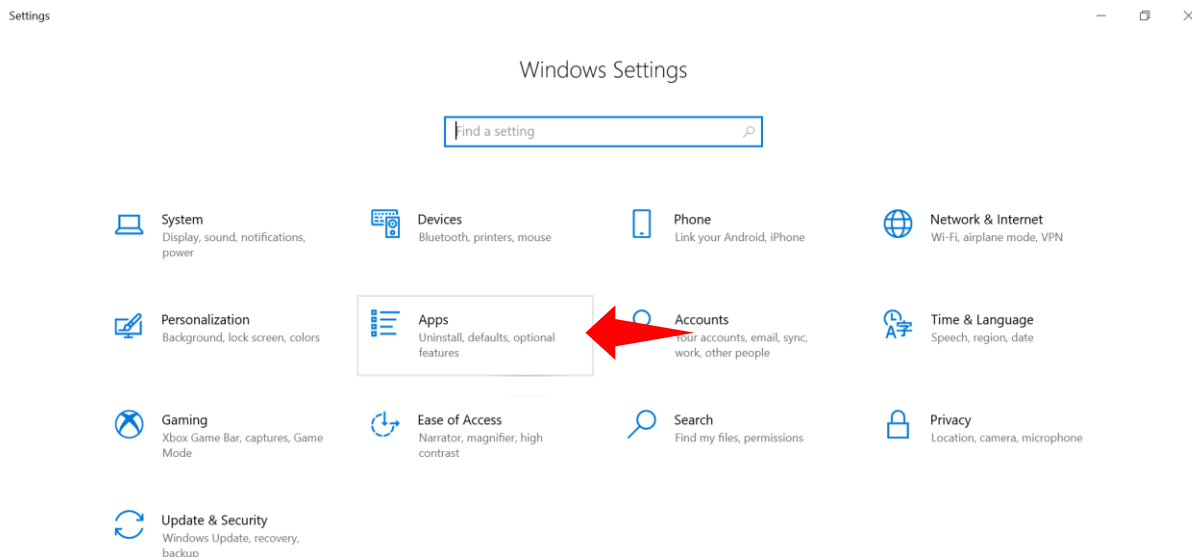
3. How to determine if VPNGate is already installed in your device

VPNGate will be installed in **ALL corporate issued notebooks**. Should VPNGate not be available in your NTU issued notebook, please log a case at <https://ntuadminonestop.service-now.com/ntusp>.

- I. On your taskbar, select **Start**. Then select **Settings**.



- II. Select **Apps**.



- III. Type in **GlobalProtect** in the search bar. If the **GlobalProtect Icon appears**, the application has been installed in your device.

Apps & features

Apps & features

[Optional features](#)

[App execution aliases](#)

Search, sort, and filter by drive. If you would like to uninstall or move an app, select it from the list.

GlobalProtect

Sort by: Name Filter by: All drives

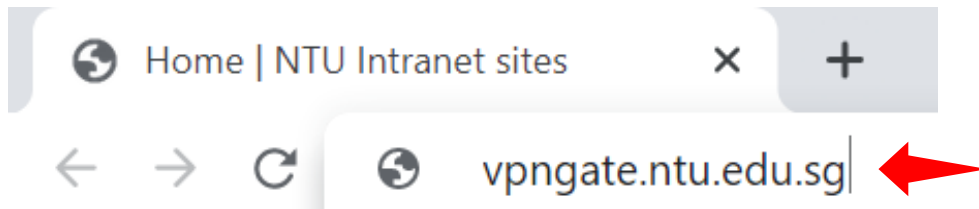
1 app found

GlobalProtect 88.2 MB
8/7/2021

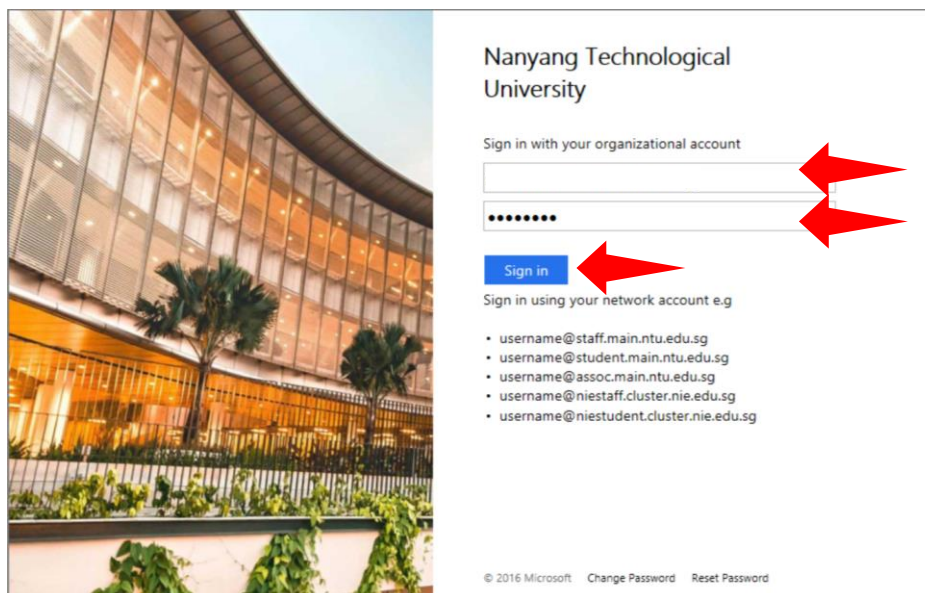
4. How to install VPNGate on Windows OS

VPNGate will be installed in **ALL corporate issued notebooks**. If you are using a personal device, please follow the following instructions on how to install VPNGate.

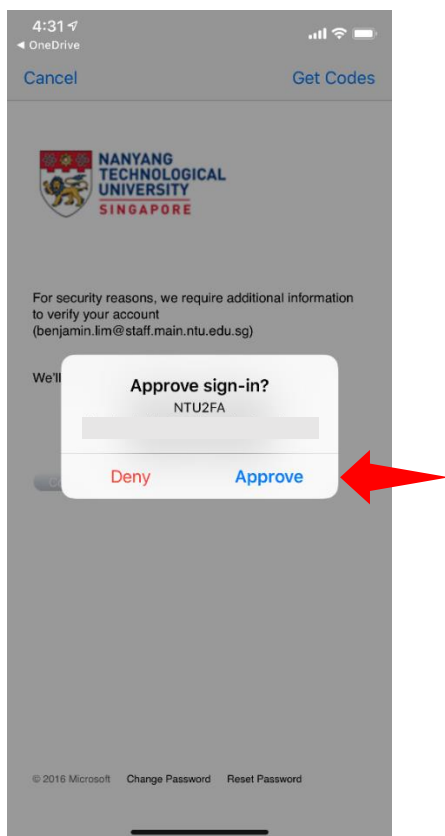
- I. Go to **vpngate.ntu.edu.sg**.



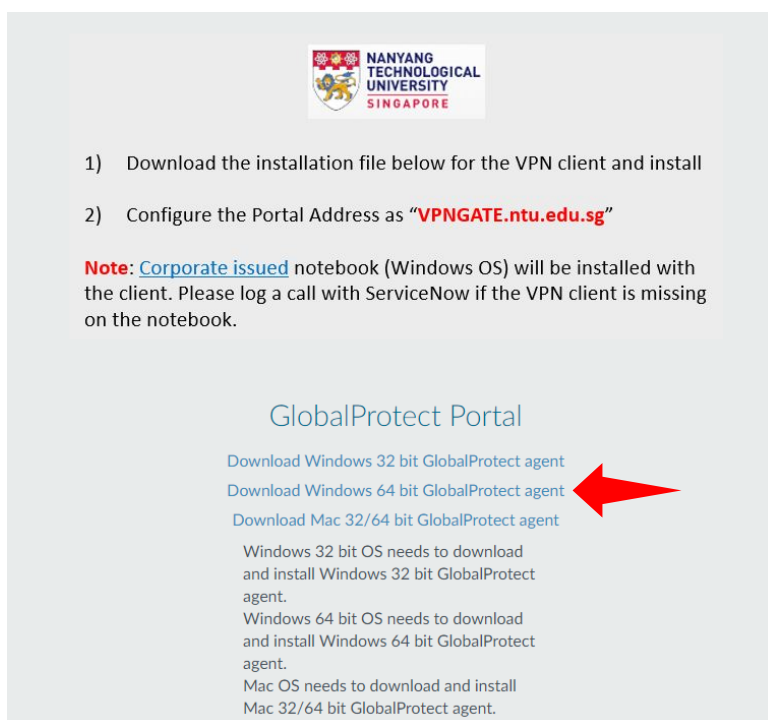
- II. Type in your **username** and **password**. Then select **Sign In**.



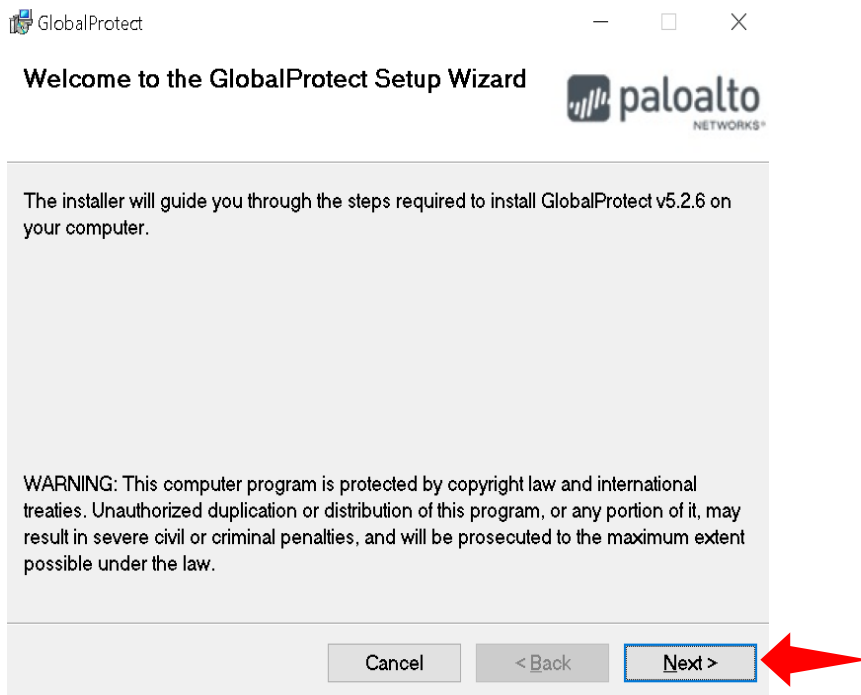
III. On your phone, select **Approve**.



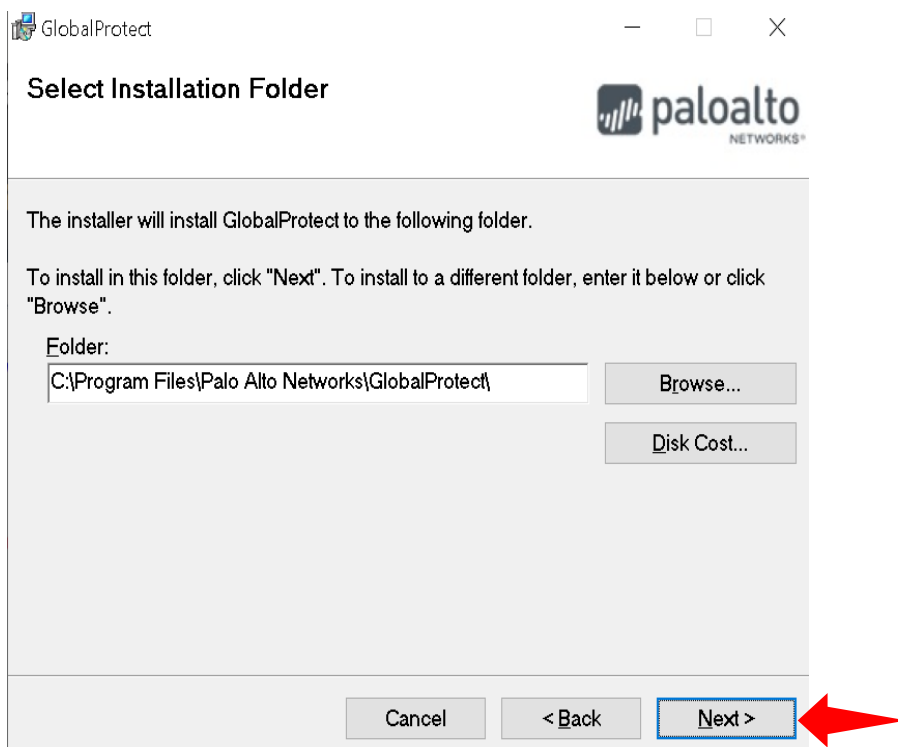
IV. Select Download **Windows 64 bit GlobalProtect agent**.



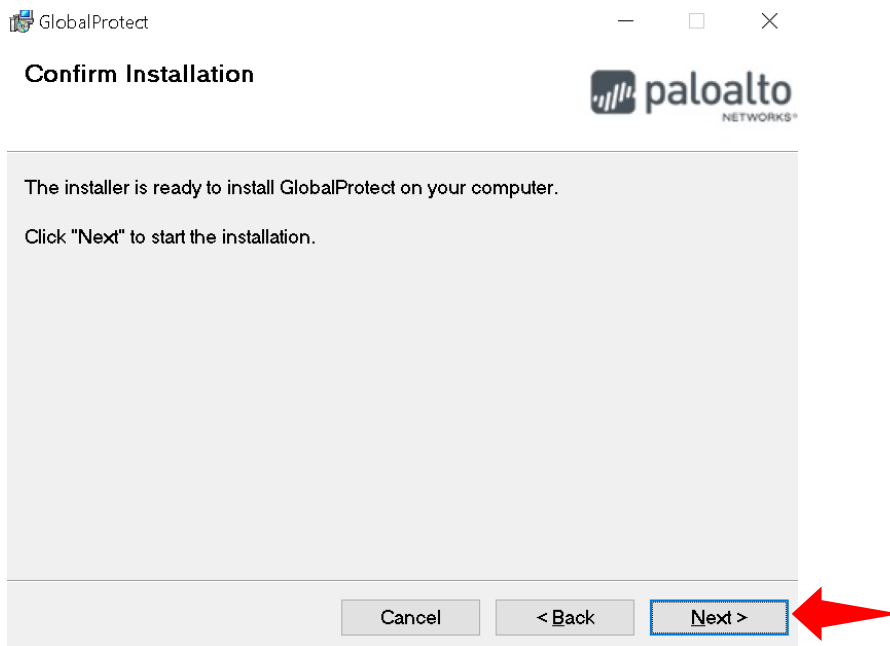
V. Select **Next**.



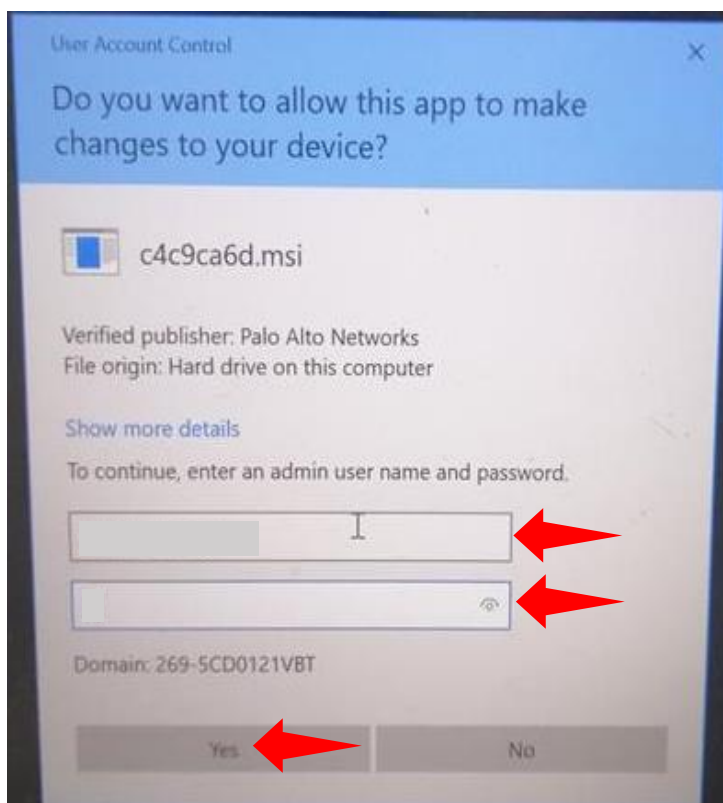
VI. Select **Next**.



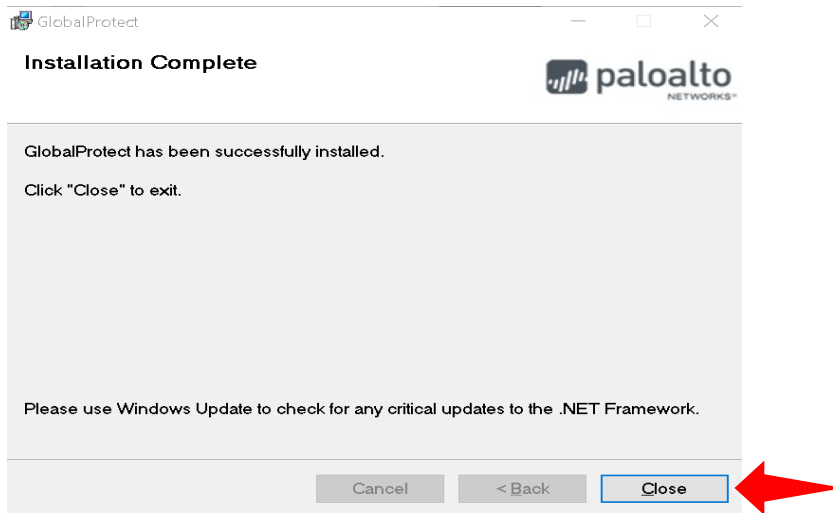
VII. Select **Next**.



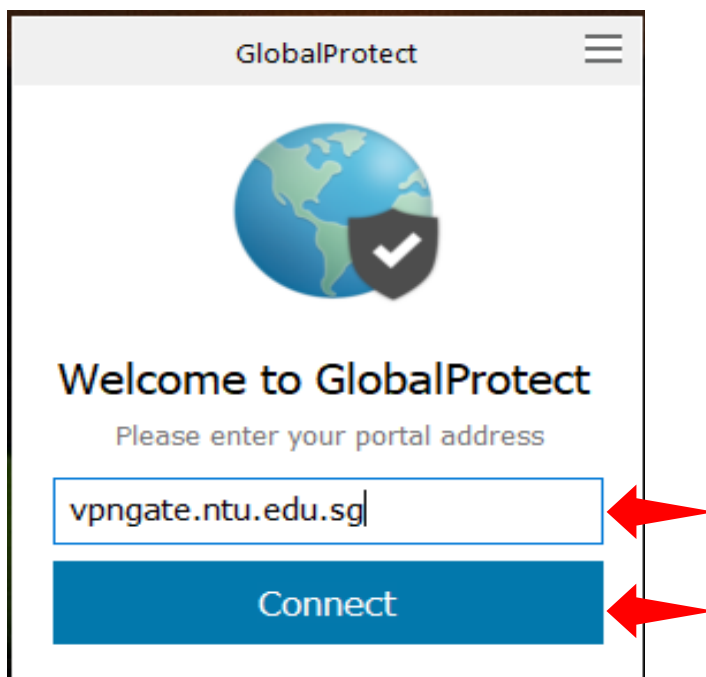
VIII. Type in your **username** and **password**. Then, select **Yes**.



IX. Select **Close**.



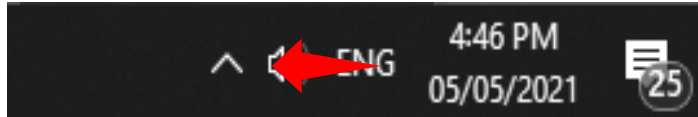
X. Type in **vpngate.ntu.edu.sg**. Then select **Connect**.



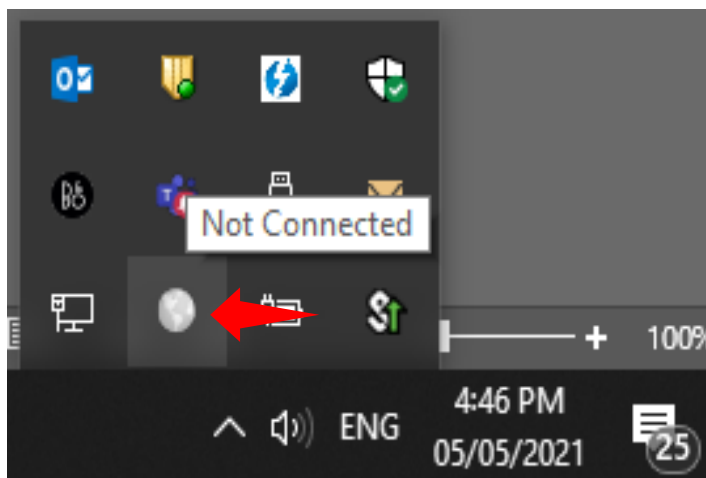
5. How to connect to VPNGate on Windows devices

A valid internet connection is required to connect to VPNGate.

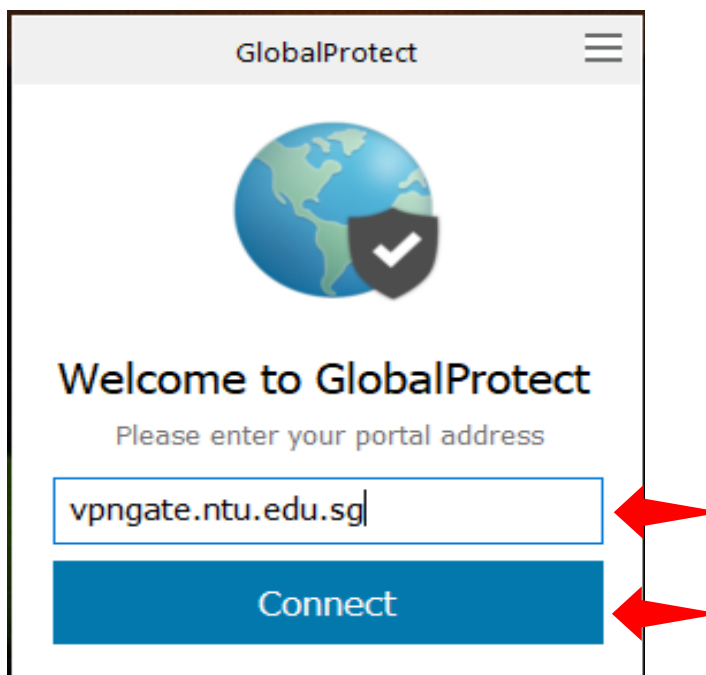
- I. Select the **Up Arrow** on the taskbar.



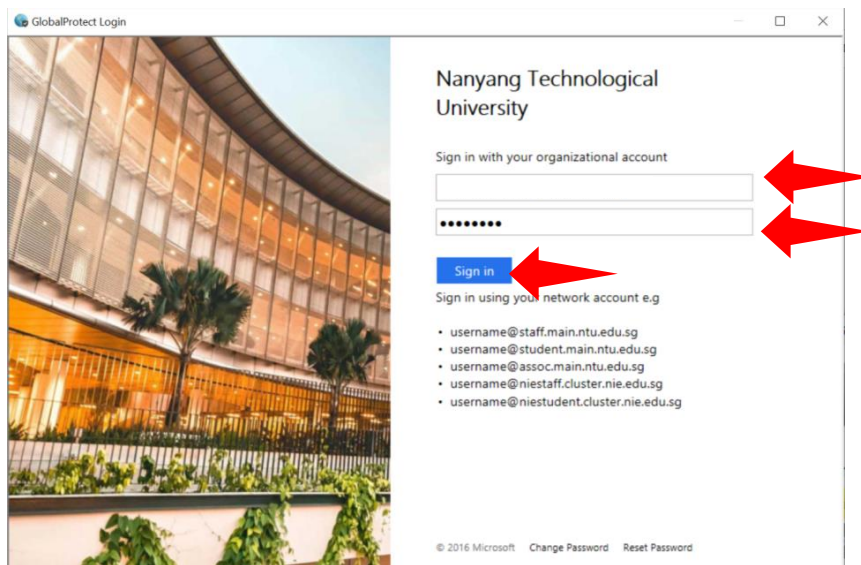
- II. Select the **Globe Icon**.



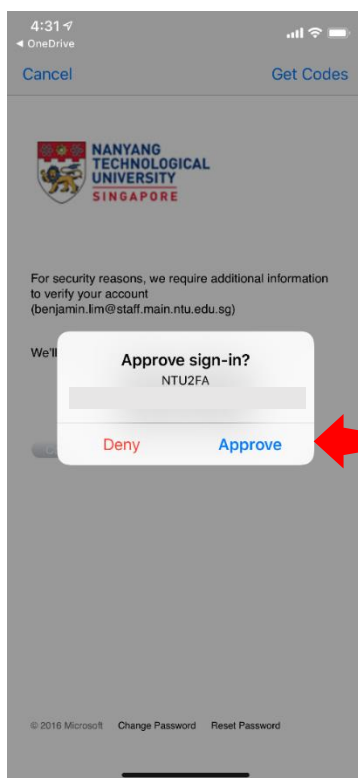
- III. Type in **vpngate.ntu.edu.sg**, then select **Connect**.



IV. Type in your **username** and **password**. Then select **Sign In**.



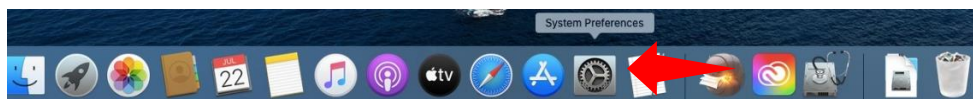
V. On your **phone**, select **Approve**.



6. How to install VPNGate on Mac OS

VPNGate will be installed in **ALL corporate issued notebooks**. If you are using a personal device, please follow the following instructions on how to install VPNGate. VPNGate is only available for macOS 10.13 and above.

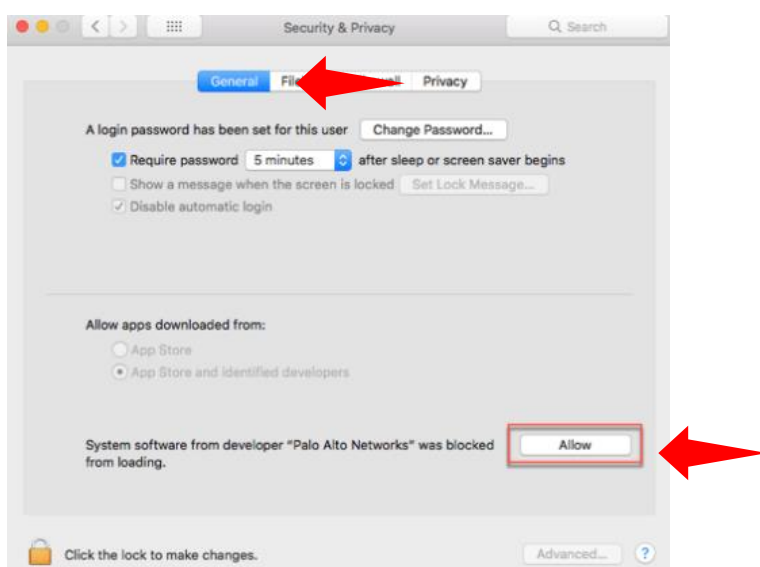
- I. On your **Macbook**, go to **System Preferences**.



- II. Select **Security and Privacy**.



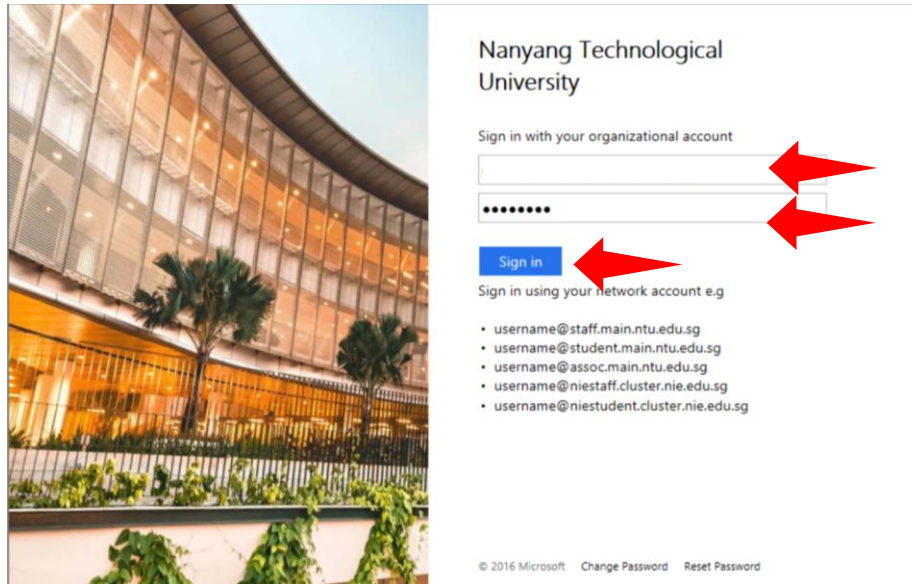
- III. Select **General**, followed by **Allow**.



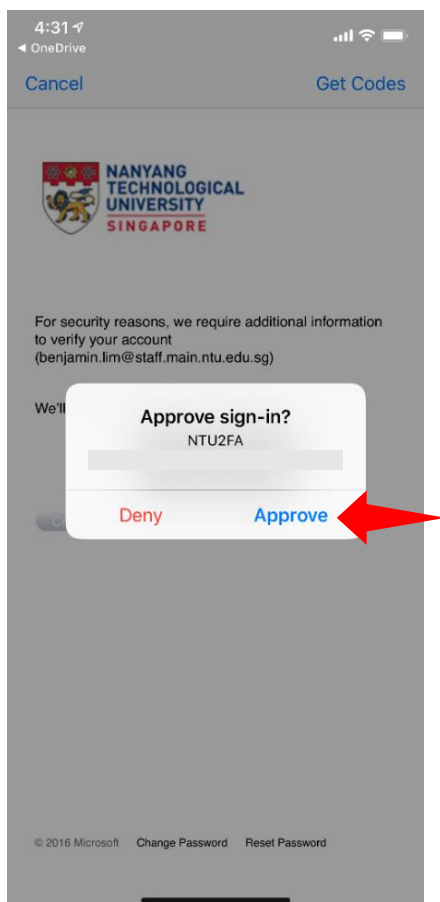
IV. Go to **vpngate.ntu.edu.sg**.



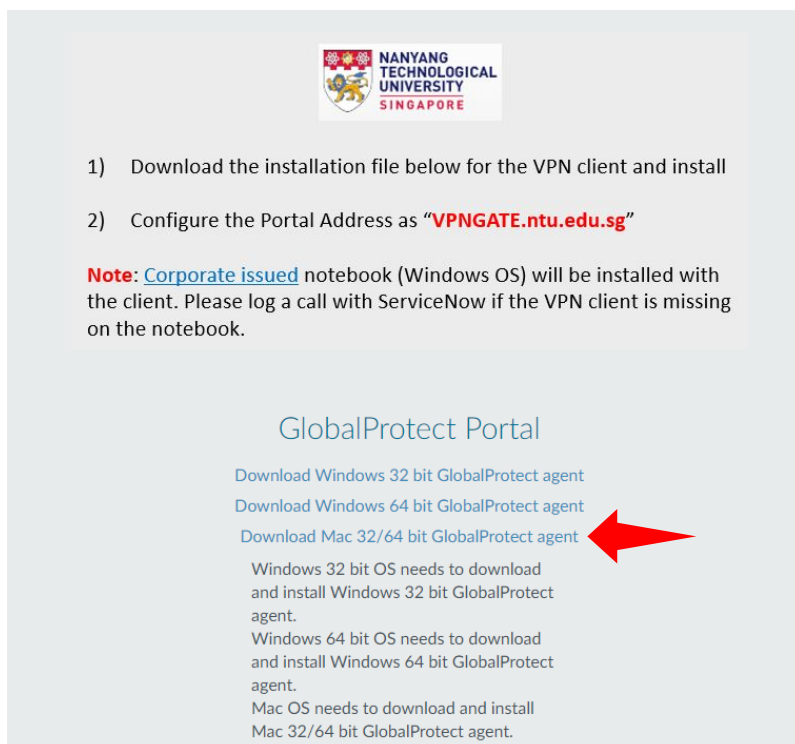
V. Type in your **username** and **password**. Then select **Sign In**.



VI. On your **phone**, select **Approve**.



VII. Select **Download Mac 32/64 bit GlobalProtect agent.**



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- 1) Download the installation file below for the VPN client and install
- 2) Configure the Portal Address as “**VPNGATE.ntu.edu.sg**”

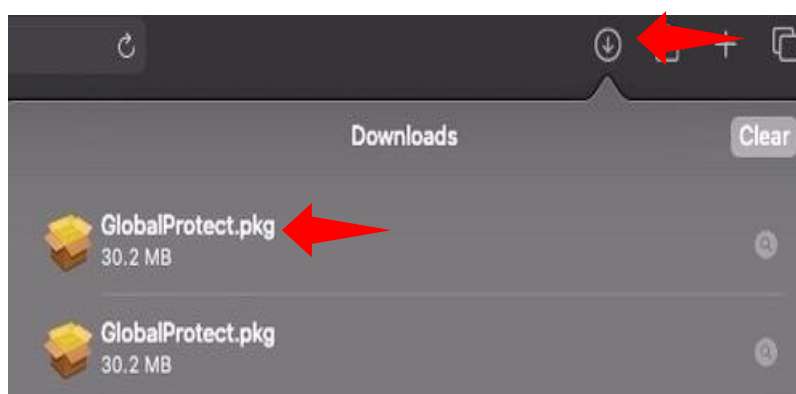
Note: [Corporate issued](#) notebook (Windows OS) will be installed with the client. Please log a call with ServiceNow if the VPN client is missing on the notebook.

GlobalProtect Portal

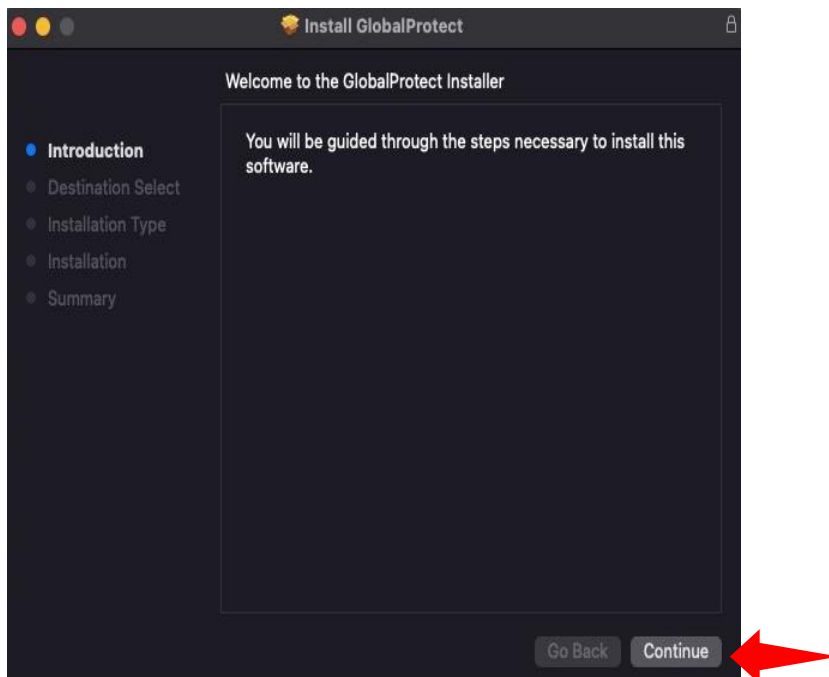
[Download Windows 32 bit GlobalProtect agent](#)
[Download Windows 64 bit GlobalProtect agent](#)
[Download Mac 32/64 bit GlobalProtect agent](#)

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.

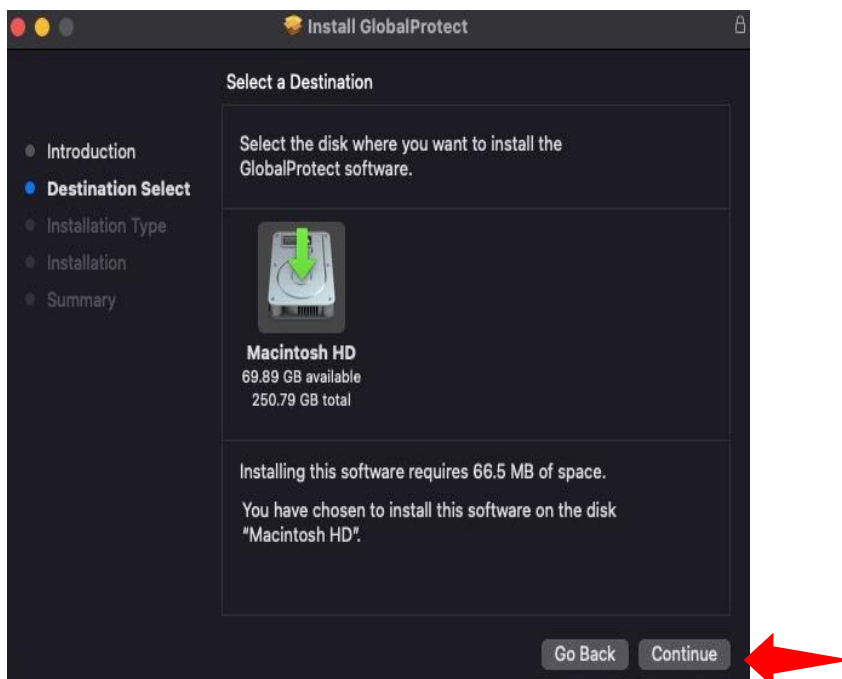
VIII. Select **Downloads**. Then Select **GlobalProtect.pkg**.



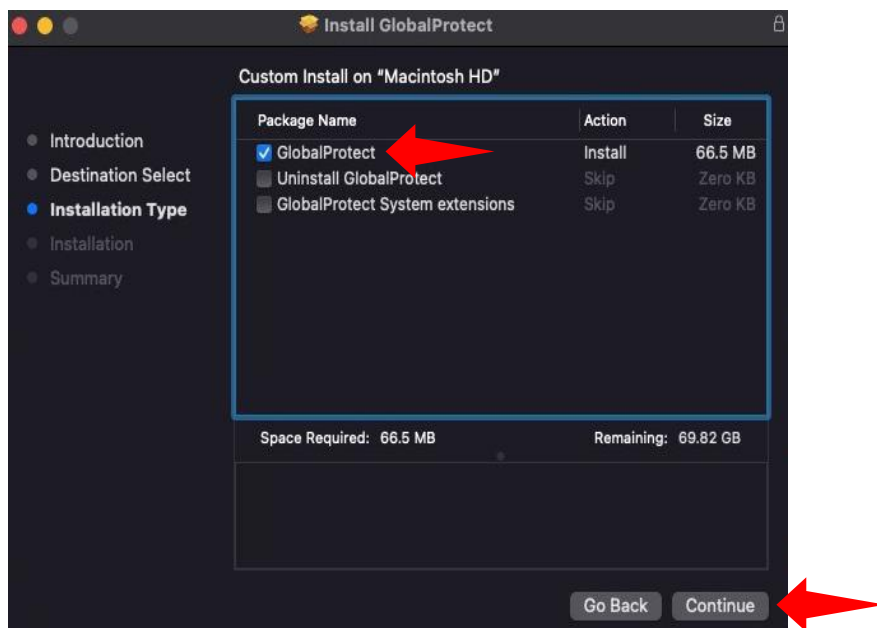
IX. Select **Continue**.



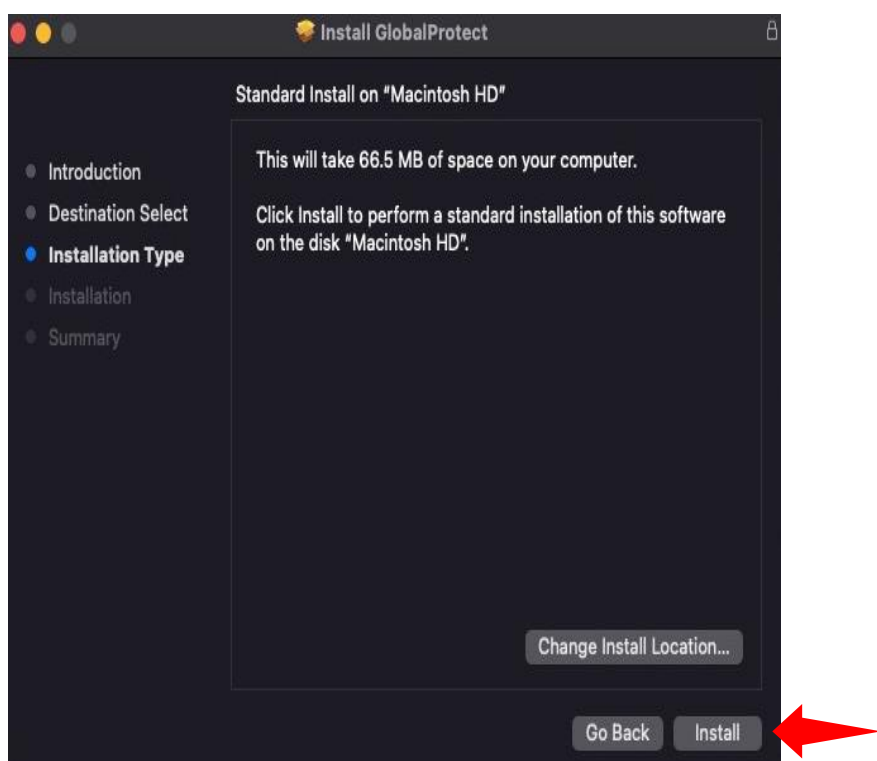
X. Select **Continue**.



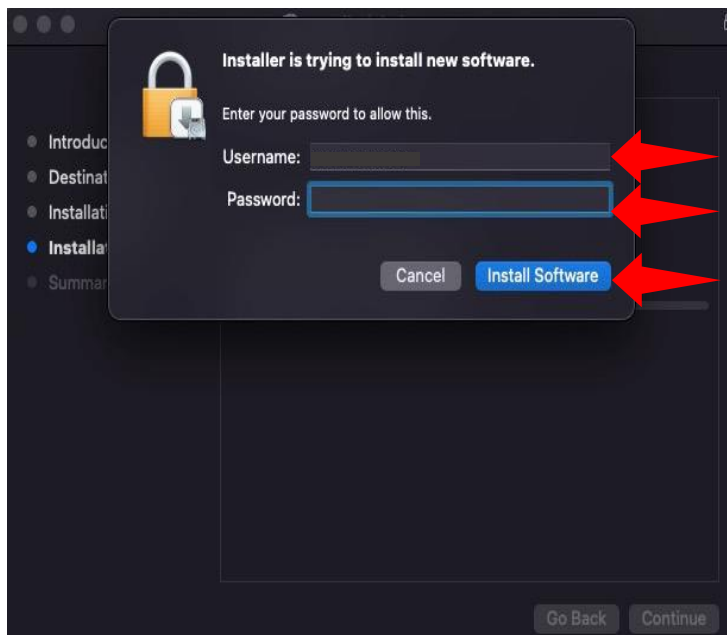
XI. Check **GlobalProtect**. Then select **Continue**.



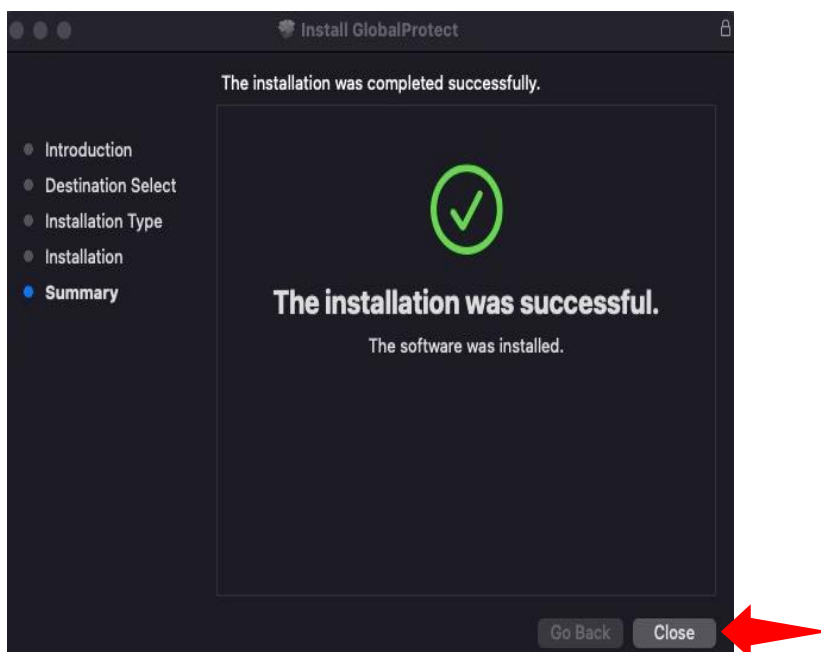
XII. Select **Install**.



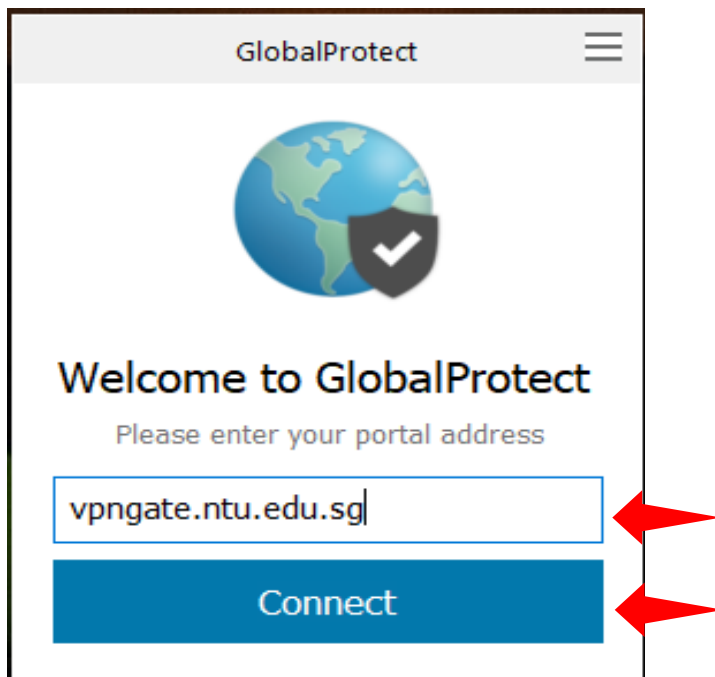
XIII. Type in your **username** and **password**. Then select **Install Software**.



XIV. Select **Close**.



XV. Type in **vpngate.ntu.edu.sg**. Then select **Connect**.



The screenshot shows the GlobalProtect web interface. At the top, there is a header bar with the text "GlobalProtect" and a hamburger menu icon. Below the header, there is a logo consisting of a blue globe with a black shield and a white checkmark. The main heading is "Welcome to GlobalProtect". Below this, there is a prompt "Please enter your portal address". A text input field contains the address "vpngate.ntu.edu.sg". Below the input field is a blue button labeled "Connect". Two red arrows point to the input field and the "Connect" button, indicating the steps to follow.

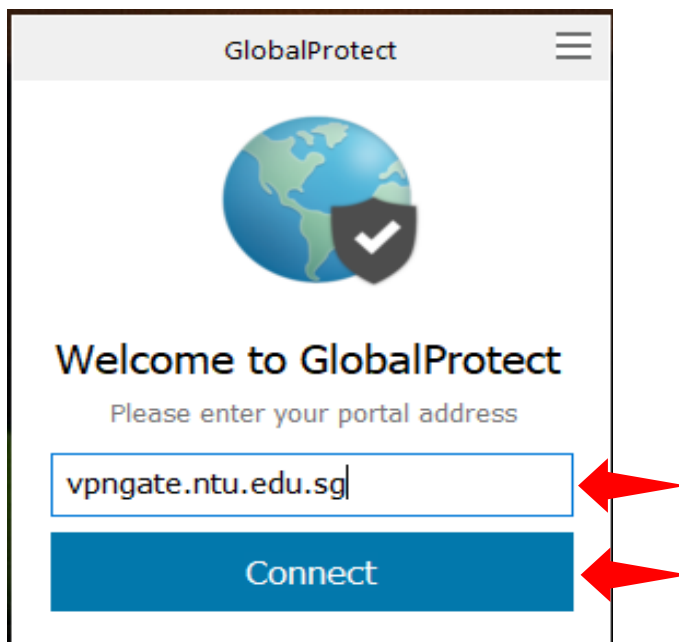
7. How to connect to VPNGate on Mac devices

A valid internet connection is required to connect to VPNGate.

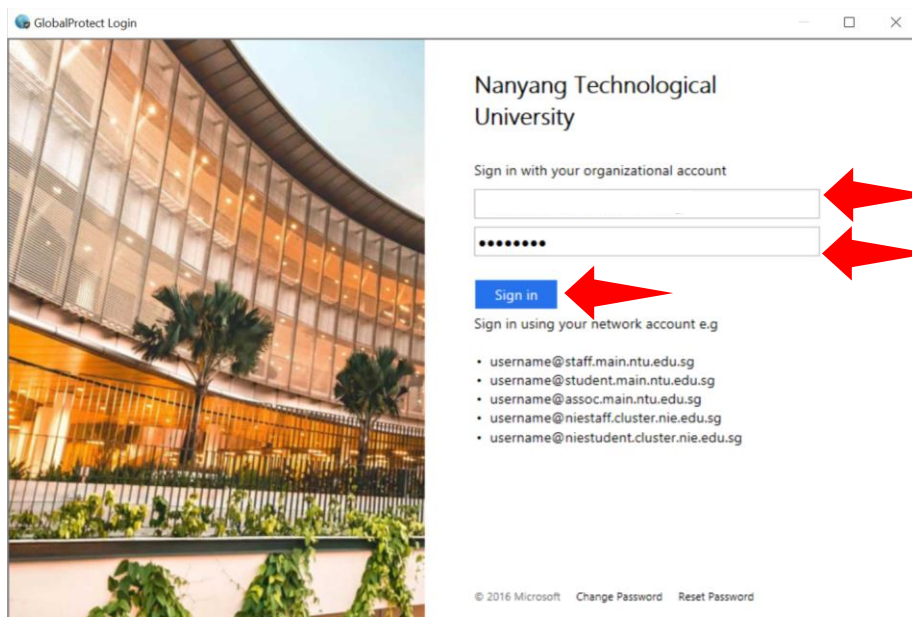
- I. Select the **Globe icon** on the taskbar.



- II. Type in **vpngate.ntu.edu.sg**. Then select **Connect**.



III. Type in your **username** and **password**. Then select **Sign In**.



GlobalProtect Login

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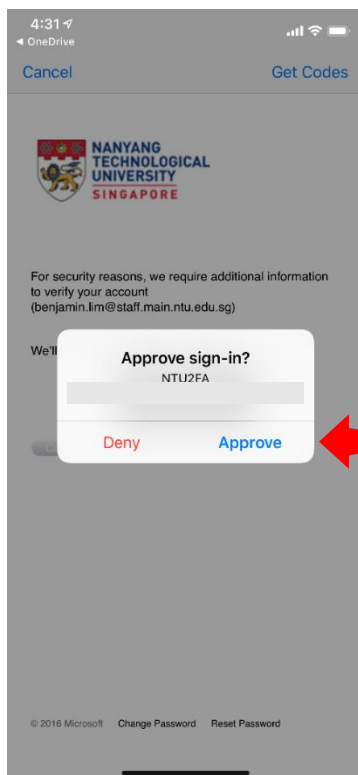
Sign in with your organizational account

Sign in using your network account e.g

- username@staff.main.ntu.edu.sg
- username@student.main.ntu.edu.sg
- username@assoc.main.ntu.edu.sg
- username@niestaff.cluster.nie.edu.sg
- username@niestudent.cluster.nie.edu.sg

© 2016 Microsoft Change Password Reset Password

IV. On your **phone**, select **Approve**.



4:31

OneDrive

Cancel Get Codes

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For security reasons, we require additional information to verify your account (benjamin.lm@staff.main.ntu.edu.sg)

We'll

Approve sign-in?

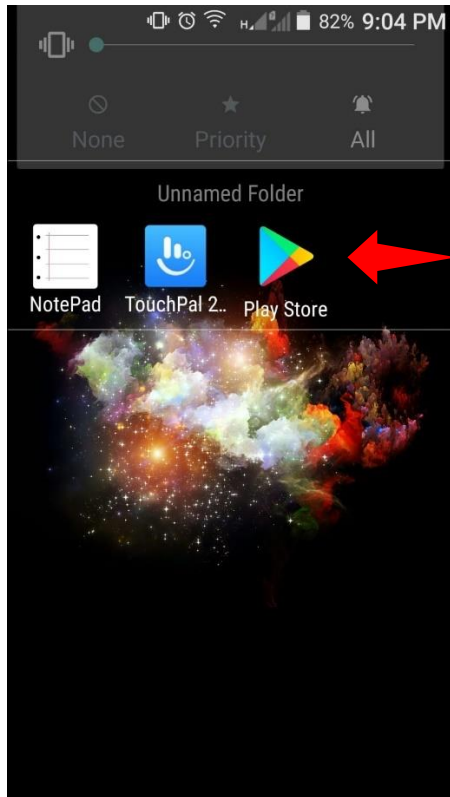
NTU2FA

Deny Approve

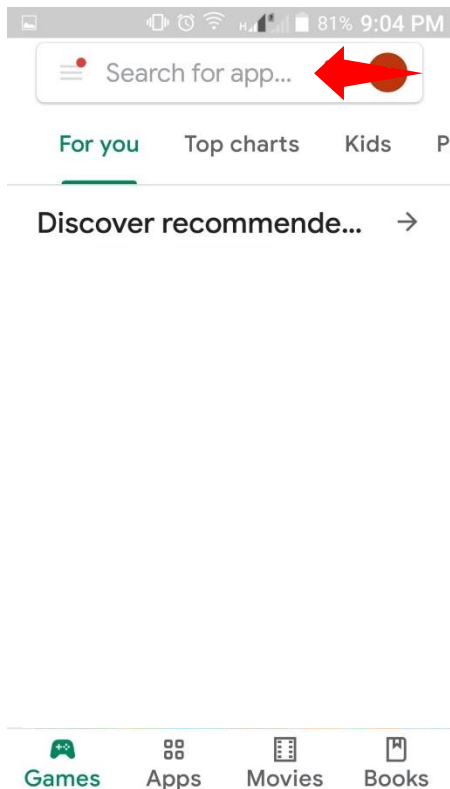
© 2016 Microsoft Change Password Reset Password

8. How to install VPNGate on Android iOS

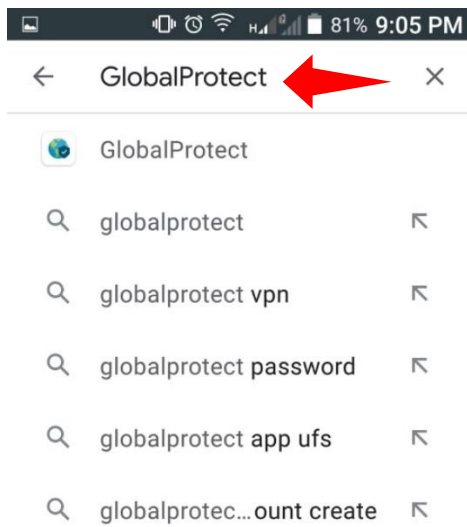
- I. On your Android Mobile Phone, go to **Play Store**.



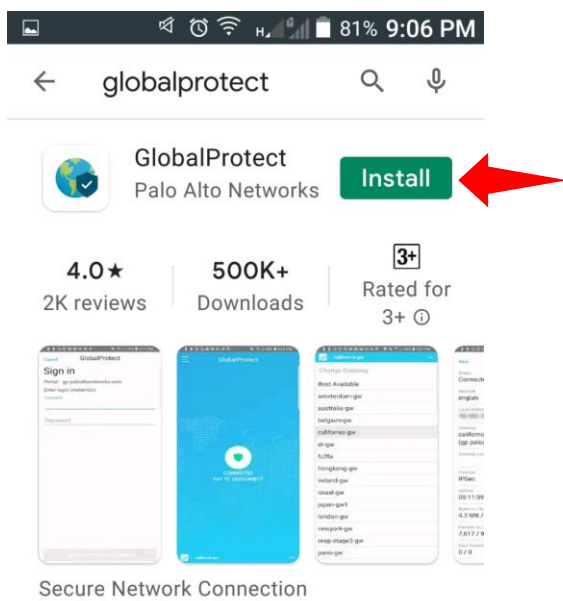
- II. Select **Search for app**.



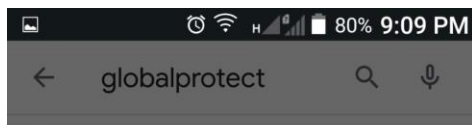
III. Type in **GlobalProtect**.



IV. Select **Install**.



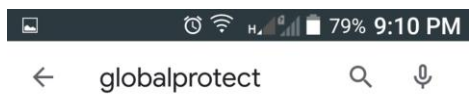
V. Select **Accept**.



- Device & app history
- Location
- Photos/Media/Files
- Wi-Fi connection information
- Bluetooth connection information
- Device ID & call information
- Other

Accept

VI. Select **Open**.



Open

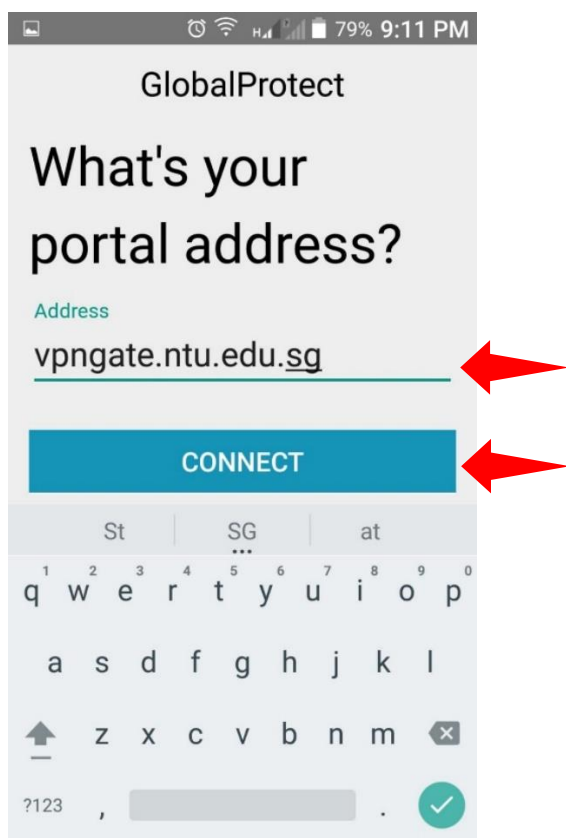
4.0★
2K reviews

500K+
Downloads

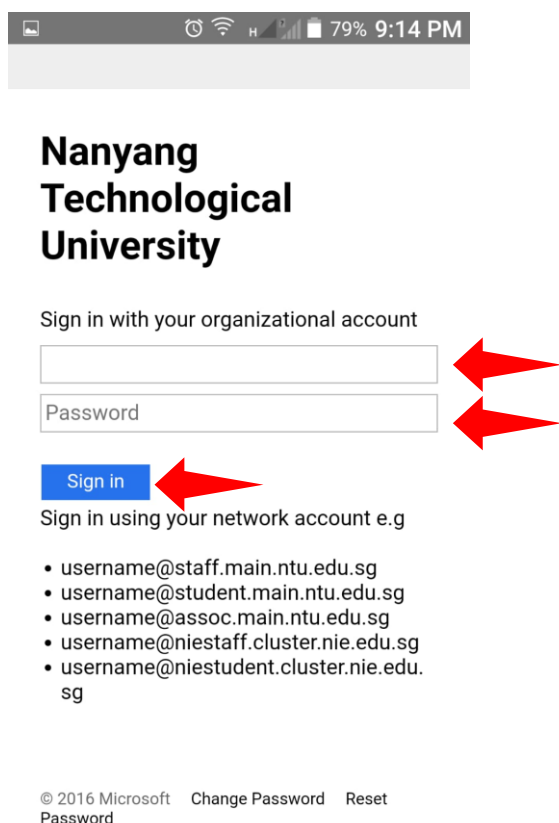
3+
Rated for
3+

Secure Network Connection

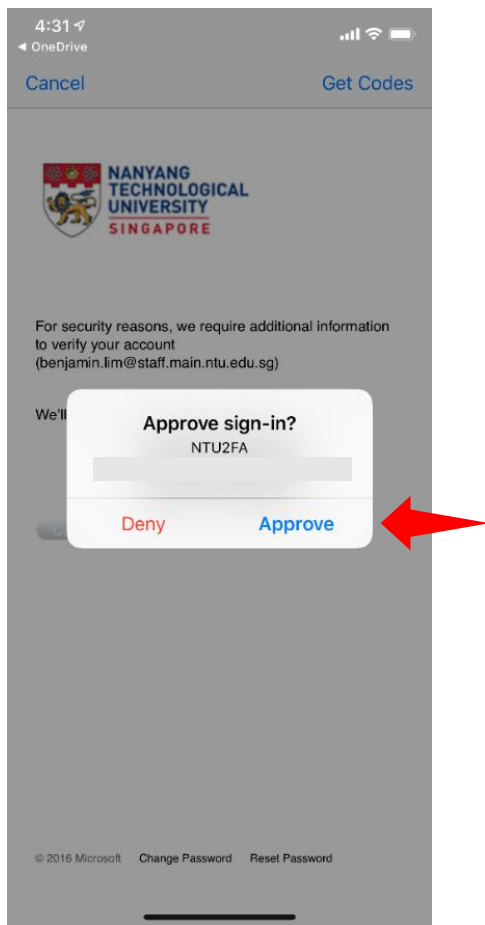
VII. Type in **vpngate.ntu.edu.sg**. Then select **Connect**.



VIII. Type in your **username** and **password**. Then select **Sign In**.



IX. Select **Approve**.



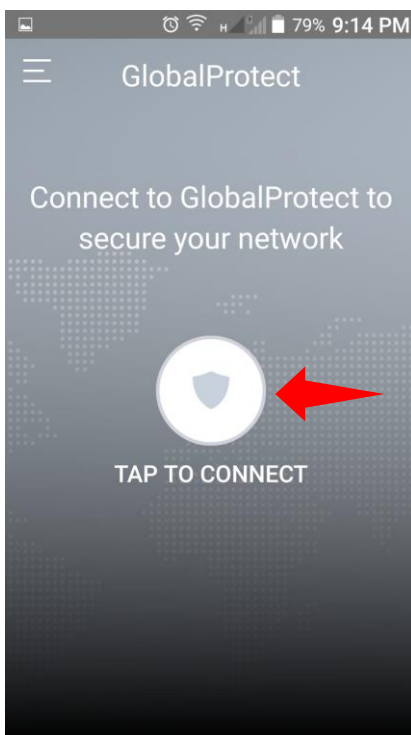
9. How to connect to VPNGate on Android

iOS

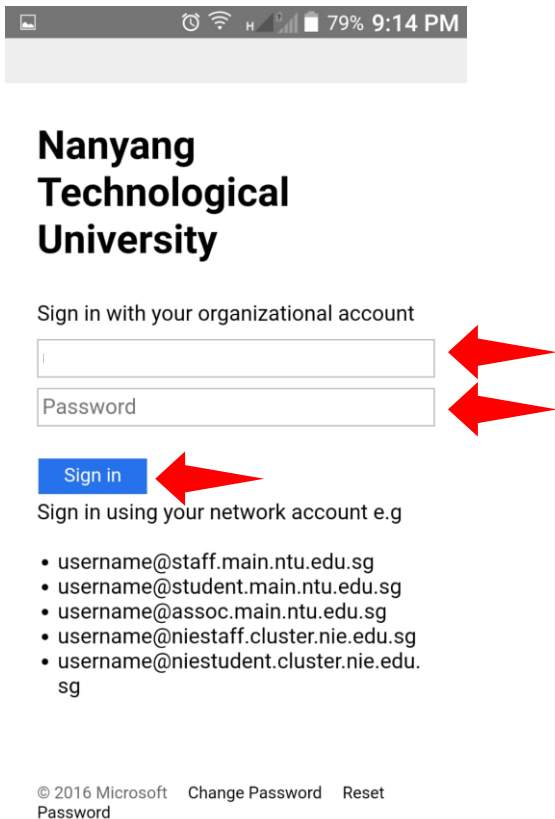
- I. Select **GlobalProtect**.



- II. Select the **shield icon**.



III. Type in your **username** and **password**. Then select **Sign In**.



Nanyang
Technological
University

Sign in with your organizational account

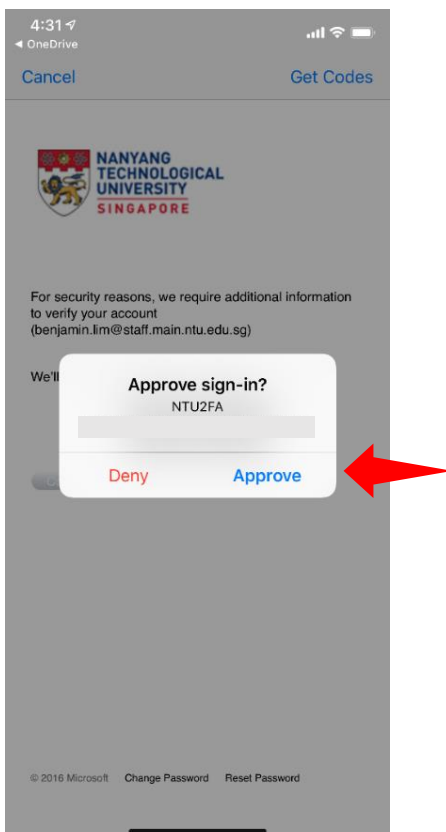
[Sign in](#)

Sign in using your network account e.g

- username@staff.main.ntu.edu.sg
- username@student.main.ntu.edu.sg
- username@assoc.main.ntu.edu.sg
- username@niestaff.cluster.nie.edu.sg
- username@niestudent.cluster.nie.edu.sg

© 2016 Microsoft [Change Password](#) [Reset Password](#)


IV. Select **Approve**.



4:31

OneDrive

Cancel Get Codes



For security reasons, we require additional information to verify your account (benjamin.lim@staff.main.ntu.edu.sg)

We'll

Approve sign-in?
NTU2FA

[Deny](#) [Approve](#)

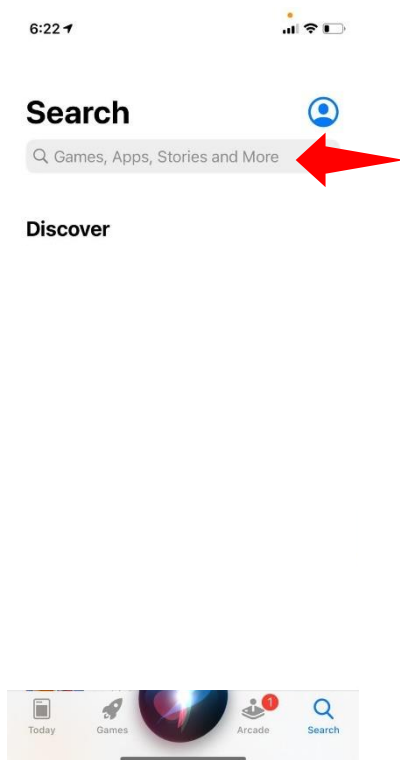
© 2016 Microsoft [Change Password](#) [Reset Password](#)

10. How to install VPNGate on Apple iOS

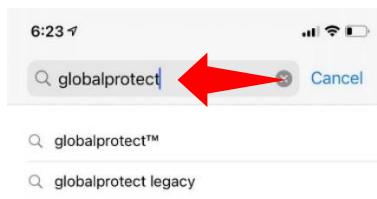
- I. On your Apple Mobile Phone, go to **App Store**.



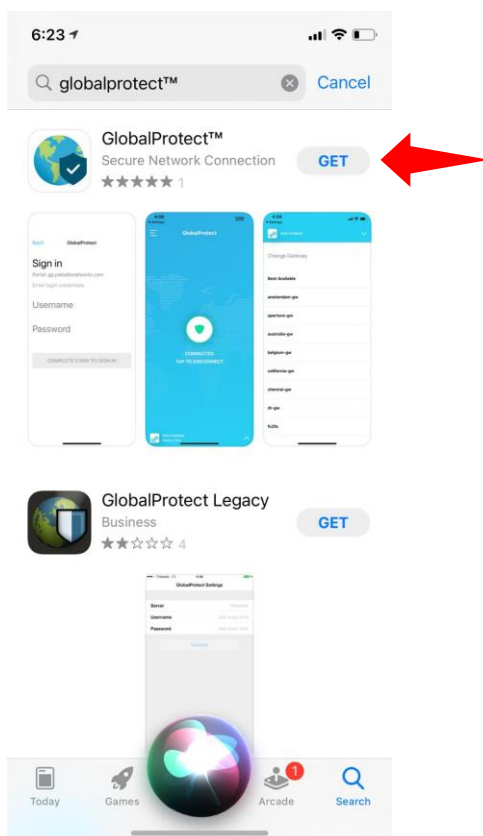
- II. Select **Games, Apps, Stories and More**.



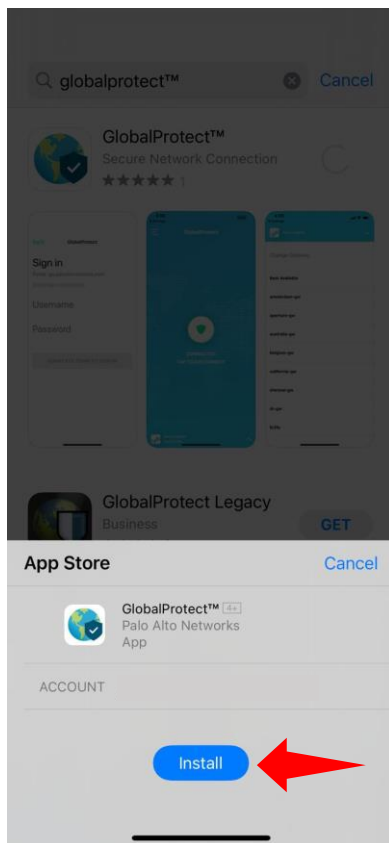
III. Type in **globalprotect™**.



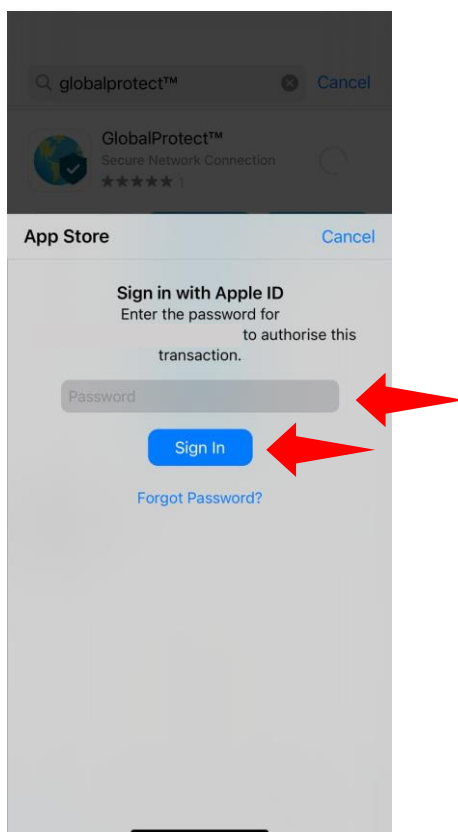
IV. Select **Get**.



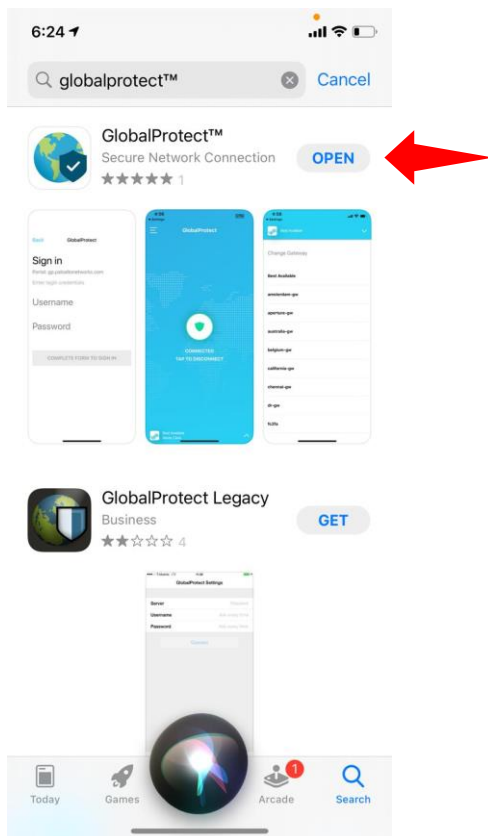
V. Select **Install**.



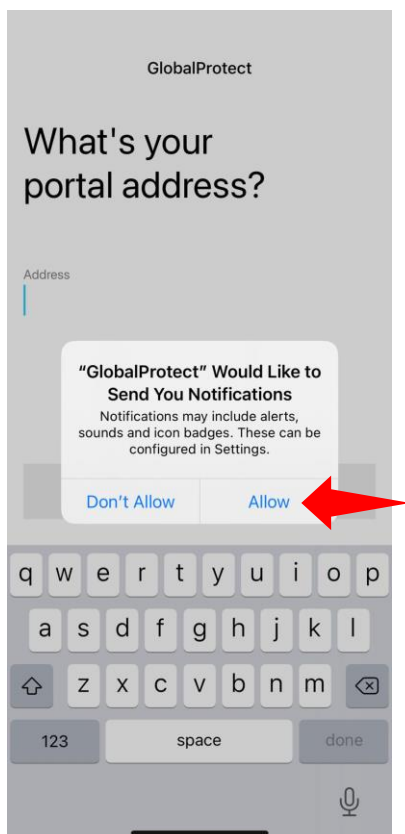
VI. Type in your **Apple ID password**. Then select **Sign In**.



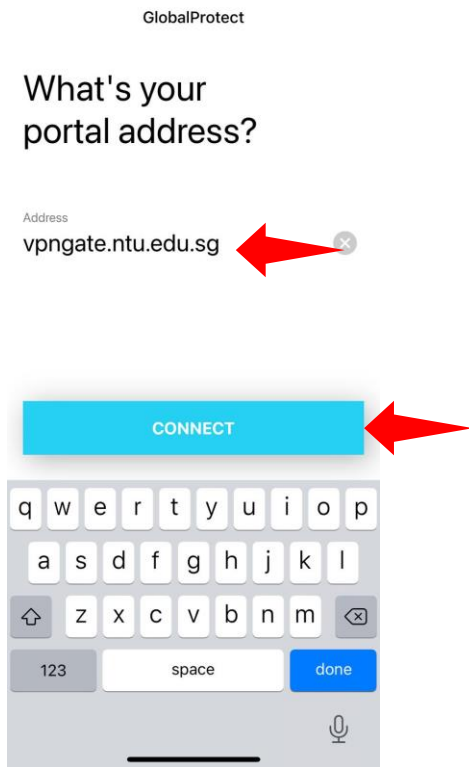
VII. Select **Open**.



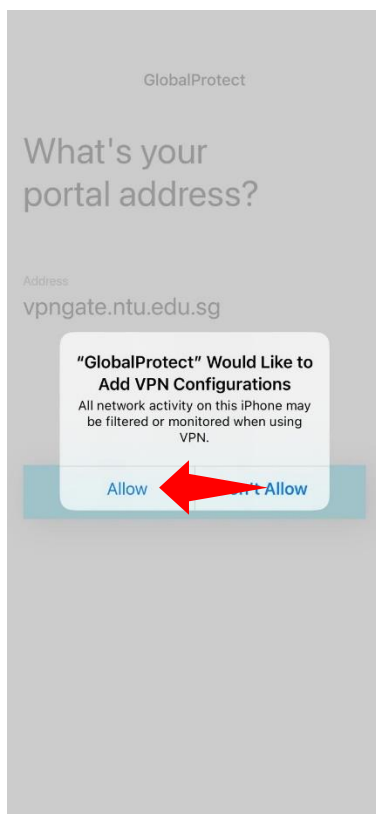
VIII. Select **Allow**.



IX. Type in **vpngate.ntu.edu.sg**. Then select **Connect**.



X. Select **Allow**.



XI. Type in your **username** and **password**. Then select **Sign In**.

6:26
Settings
Done GlobalProtect Login

Nanyang Technological University

Sign in with your organizational account

Sign in

Sign in using your network account e.g.

- username@staff.main.ntu.edu.sg
- username@student.main.ntu.edu.sg
- username@assoc.main.ntu.edu.sg
- username@niestaff.cluster.nie.edu.sg
- username@niestudent.cluster.nie.edu.sg

XII. Select **Approve**.

4:31
OneDrive
Cancel Get Codes

NANYANG TECHNOLOGICAL UNIVERSITY SINGAPORE

For security reasons, we require additional information to verify your account (benjamin.lim@staff.main.ntu.edu.sg)

We'll

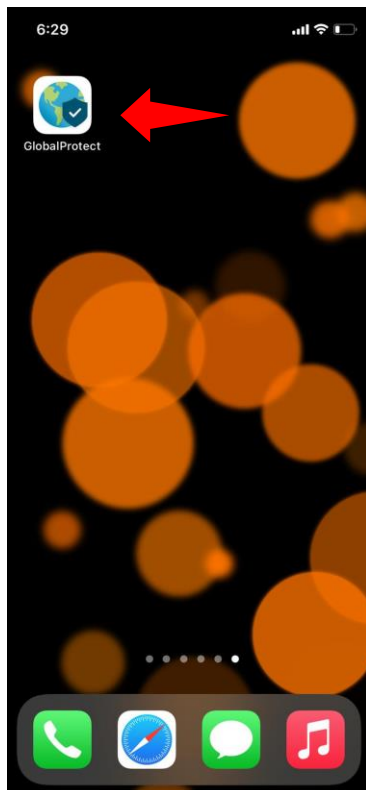
Approve sign-in?
NTU2FA

Deny Approve

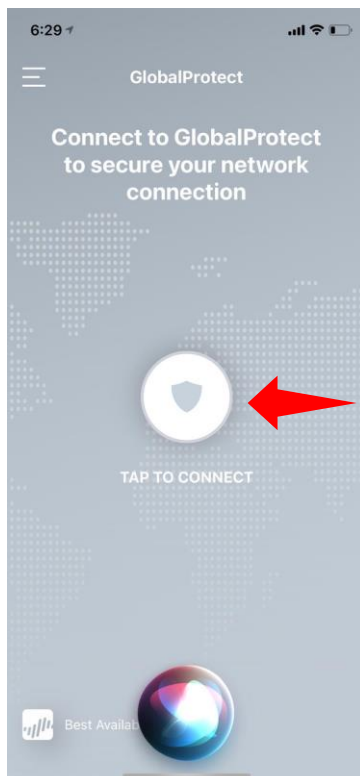
© 2016 Microsoft Change Password Reset Password

11. How to connect to VPNGate on Apple iOS

- I. Select **GlobalProtect**.



- II. Select the **shield icon**.



III. Type in your **username** and **password**. Then select **Sign In**.

6:26
Settings
Done GlobalProtect Login

Nanyang Technological University

Sign in with your organizational account

Sign in

Sign in using your network account e.g.

- username@staff.main.ntu.edu.sg
- username@student.main.ntu.edu.sg
- username@assoc.main.ntu.edu.sg
- username@niestaff.cluster.nie.edu.sg
- username@niestudent.cluster.nie.edu.sg

IV. Select **Approve**.

4:31
OneDrive
Cancel Get Codes

NANYANG TECHNOLOGICAL UNIVERSITY SINGAPORE

For security reasons, we require additional information to verify your account (benjamin.lim@staff.main.ntu.edu.sg)

We'll

Approve sign-in?
NTU2FA

Deny Approve

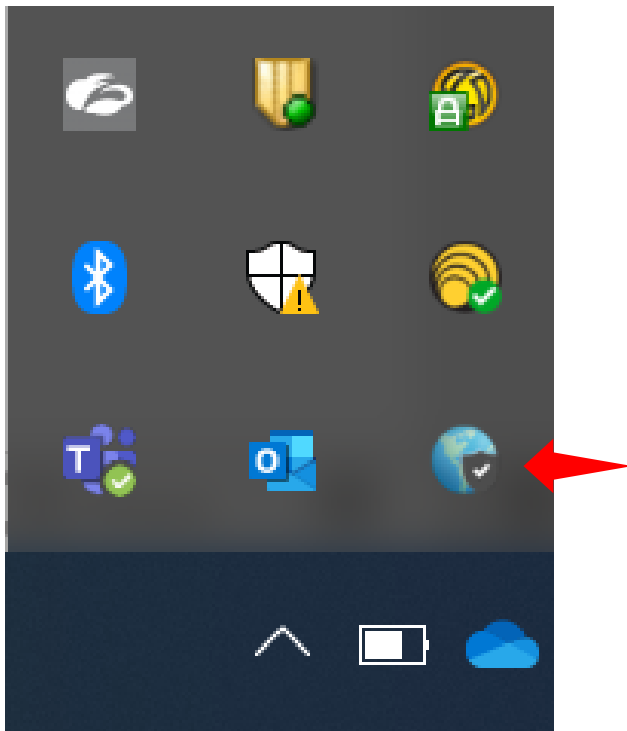
© 2016 Microsoft Change Password Reset Password

12. What to do when VPNGate is not in use for Windows OS

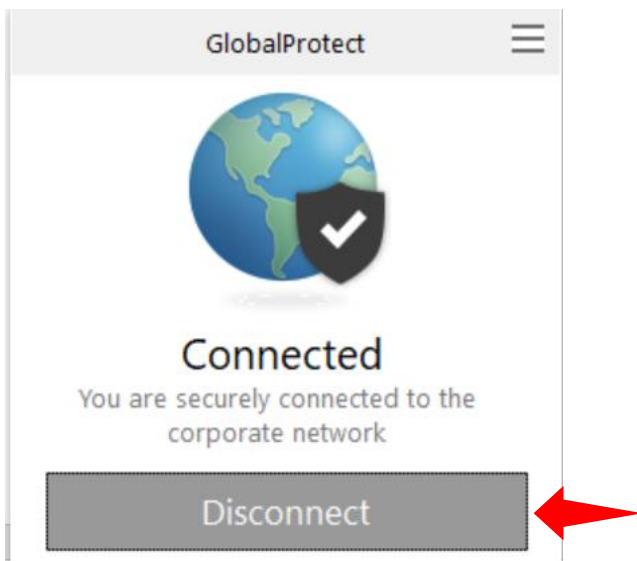
- I. Select the **Up Arrow** on the taskbar.



- II. Select the **Globe Icon** on the taskbar.

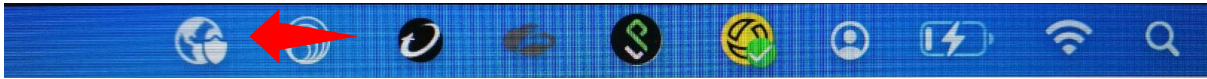


- III. Select **Disconnect**.

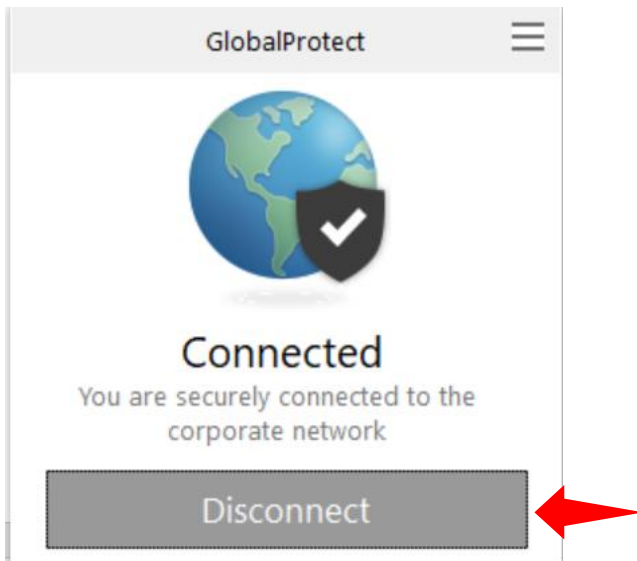


13. What to do when VPNGate is not in use for Mac OS

- I. Select the **Globe Icon** on the taskbar.



- II. Select **Disconnect**.

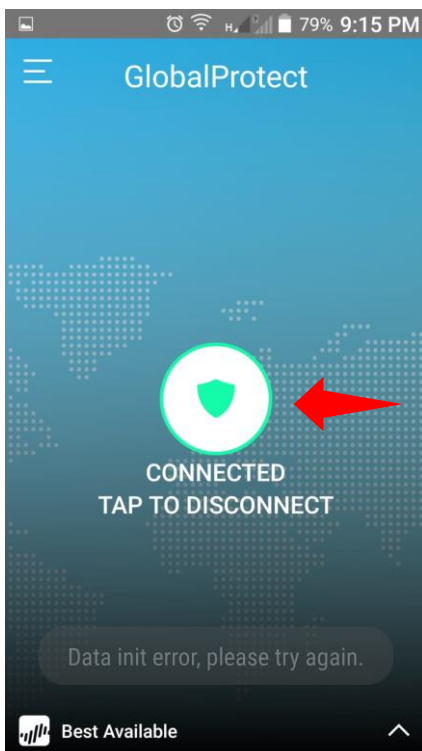


14. What to do when VPNGate is not in use for Android iOS

- I. Select **GlobalProtect**.



- II. Select the **shield icon**.



15. What to do when VPNGate is not in use for Apple iOS

- I. Select **GlobalProtect**.



- II. Select the **shield icon**.

