

VPN CONNECTION

with Android

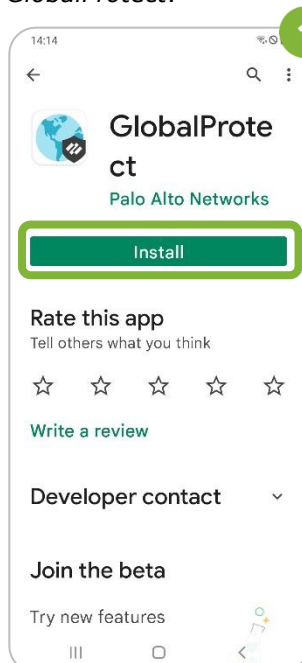
To access WU internal online services, you need an active **VPN connection**.

Requirements

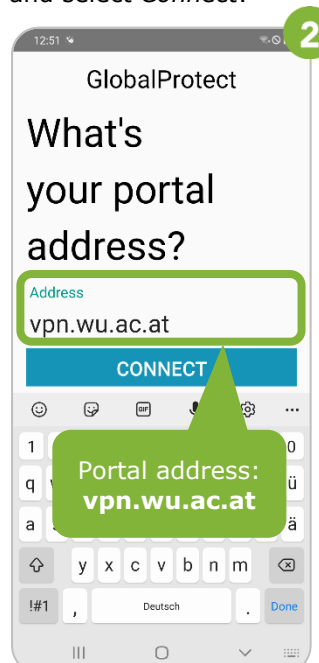
- The **GlobalProtect Client** from Palo Alto Networks is installed on your mobile device. 🖱️ **Install GlobalProtect Client** (Google Playstore) – see step 1 below.
- Your **two-factor authentication** (2FA) at WU is set up. Learn more about 🖱️ **two-factor authentication**.
- Information on the required **login data for VPN** can be found at 🖱️ **short.wu.ac.at/vpn-login-en**.

Set up a connection

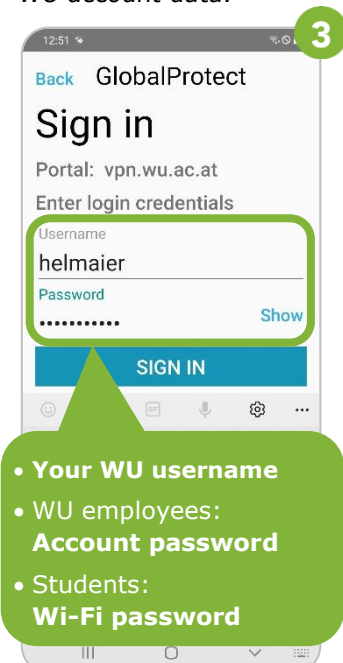
Install and open the client *GlobalProtect*.



Enter the portal address and select *Connect*.



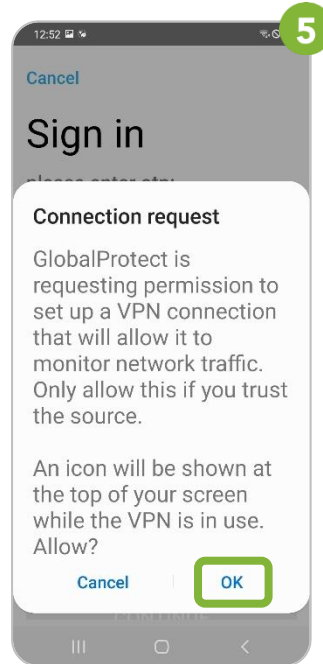
Log in with your *WU account data*.



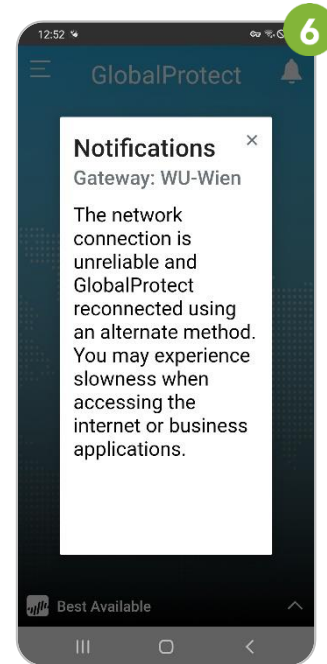
Enter the received or displayed **One-Time Password (OTP)**.



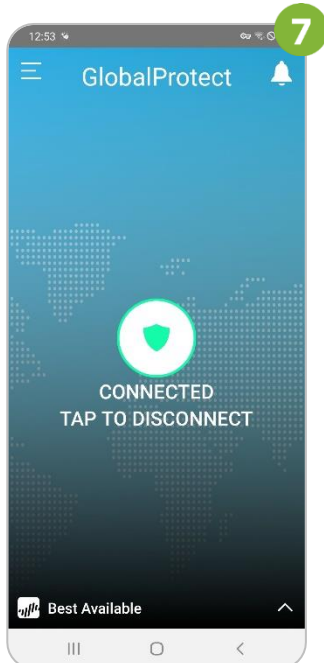
Click **OK**.



Click the cross icon to close the notification.



You are now connected to the VPN of WU.



Feedback and Support

The **IT Support Center** at the Vienna University of Economics and Business is the first point of contact for WU faculty, staff, and students in all IT-related matters. We are available to provide additional help and are also interested in your feedback on these instructions.

Hotline +43 1 313 36 – 3000

Email hotline@wu.ac.at

Availability short.wu.ac.at/it-support-hours

Website www.wu.ac.at/en/it/support

