VPN CONNECTION

with Apple iOS

To access WU internal online services, you need an active **VPN connection**.
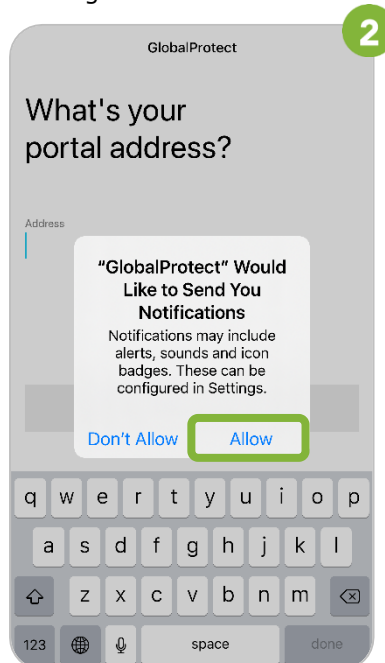
Requirements	• The **GlobalProtect Client** from Palo Alto Networks is installed on your mobile device.✋ **Install GlobalProtect Client** (Apple App store) – see step 1 below. • Your **two-factor authentication** (2FA) at WU is set up. Learn more about ✋ **two-factor authentication**. • Information on the required **login data for VPN** can be found at ✋ **short.wu.ac.at/vpn-login-en**.

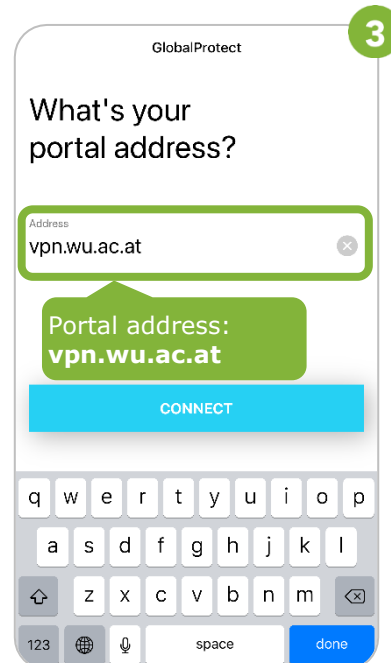## Set up a connection

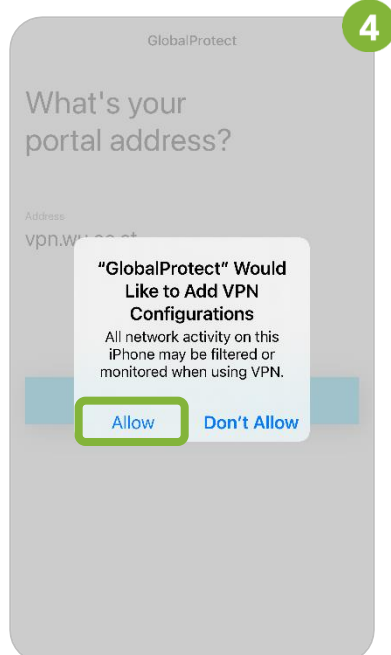Install and open the client *GlobalProtect*.
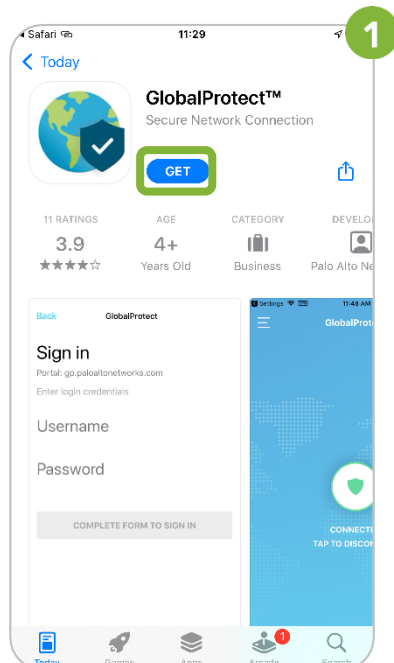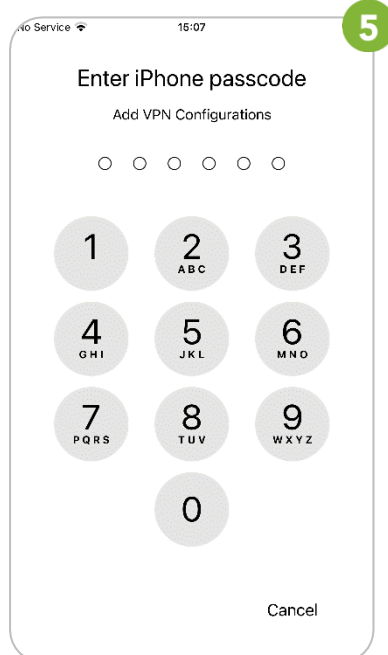

Select *Allow* to receive messages.

Enter the portal address and select *Connect*.

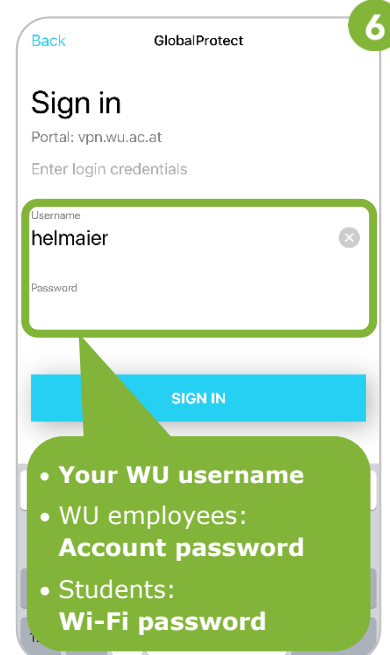Select *Allow* to add the VPN configuration.

4

GlobalProtect

What's your portal address?

Address
vpn.wu.ac.at

"GlobalProtect" Would Like to Add VPN Configurations
All network activity on this iPhone may be filtered or monitored when using VPN.

Allow | Don't Allow

Authenticate yourself on the device (*iPhone code, Touch ID, Face ID*).

5

No Service 15:07

Enter iPhone passcode

Add VPN Configurations

○ ○ ○ ○ ○ ○

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
	0	

Cancel

Log in with your *WU account data.*

6

Back GlobalProtect

Sign in

Portal: vpn.wu.ac.at

Enter login credentials

Username
helmaier

Password

SIGN IN

- **Your WU username**
- WU employees: **Account password**
- Students: **Wi-Fi password**

Enter the received or displayed **O**ne-**T**ime **P**assword (OTP).

7

Cancel GlobalProtect

Sign In

please enter otp:

Secure ID
Show

SIGN IN

The OTP is a **6-digit numeric code** that you receive in an authenticator app or via SMS.

You are now connected to the VPN of WU.

8

Settings 15:11

GlobalProtect

CONNECTED

TAP TO DISCONNECT

WU-Wien
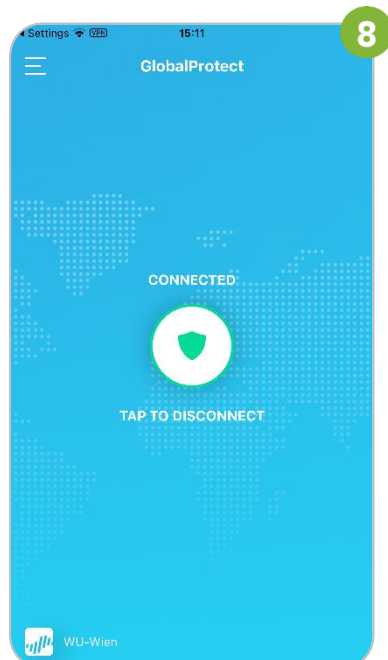
Feedback and Support

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