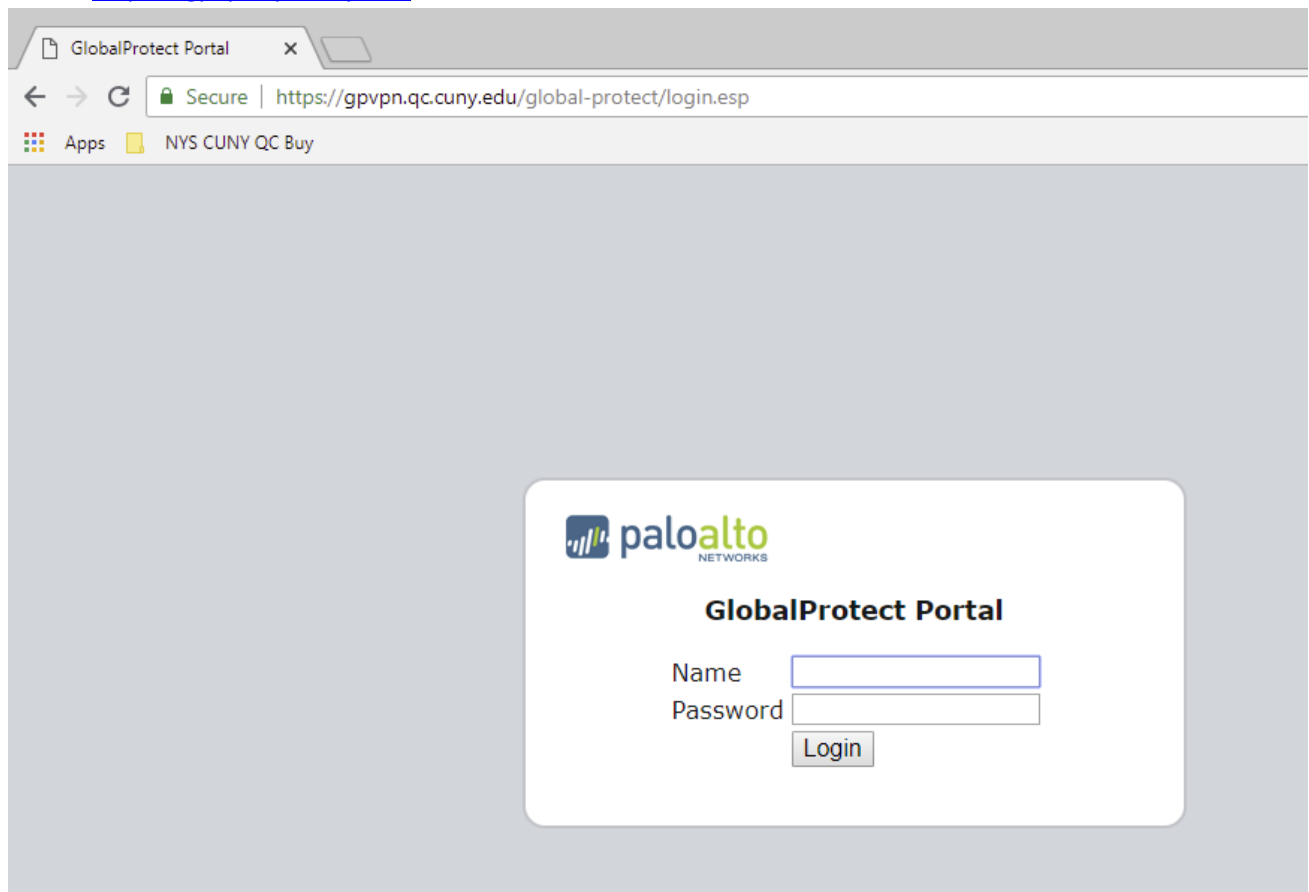


## Information Technology Services

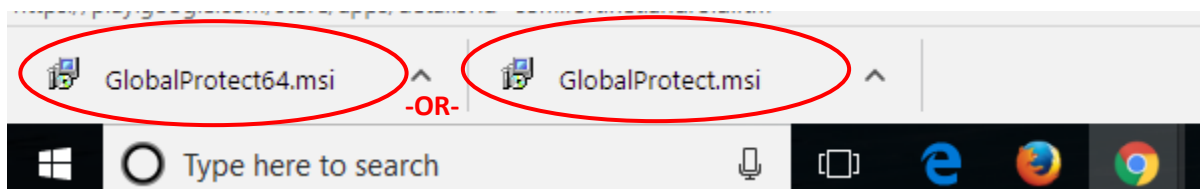
### User Guide for connecting Windows computers from outside to a Windows computer on the campus network (**QC-VPN**)

1. Install the VPN client (**PaloAlto GlobalProtect**) on your PC
  - a. Open the web browser and type in the following website in the address bar:  
<https://gpvpn.qc.cuny.edu>



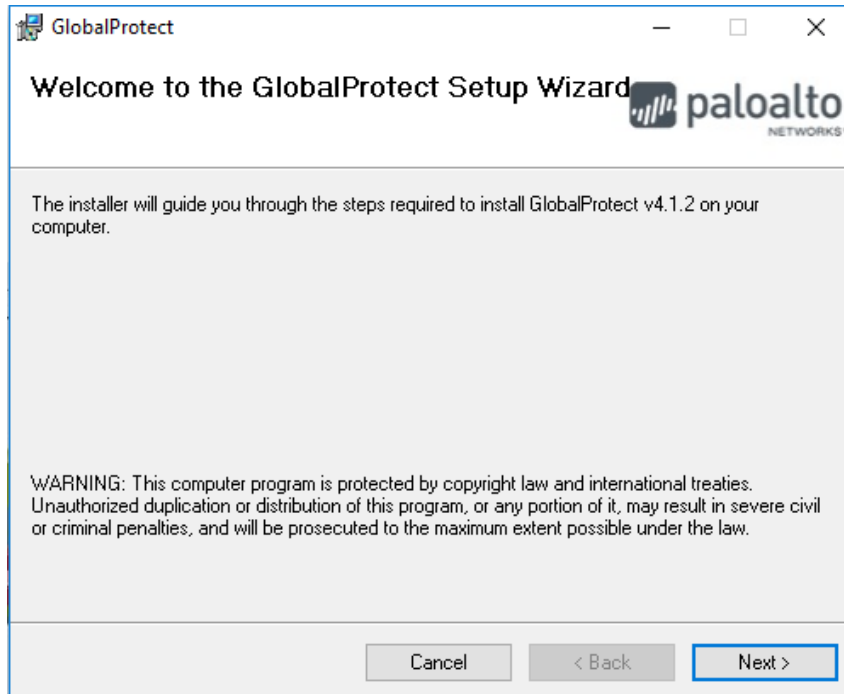
- b. Input just your QC username (Ex. JSmith) and password to login for downloading the client installation file

- c. To verify what version of Windows, go to Start > Control Panel > System (Refer to Appendix). Click on the corresponding link to download the VPN client installation file:
- “Download Windows 32 bit GlobalProtect agent”** for Windows 32 bit version  
**(GlobalProtect.msi)**
- OR -
- “Download Windows 64 bit GlobalProtect agent”** for Windows 64 bit version  
**(GlobalProtect64.msi)**

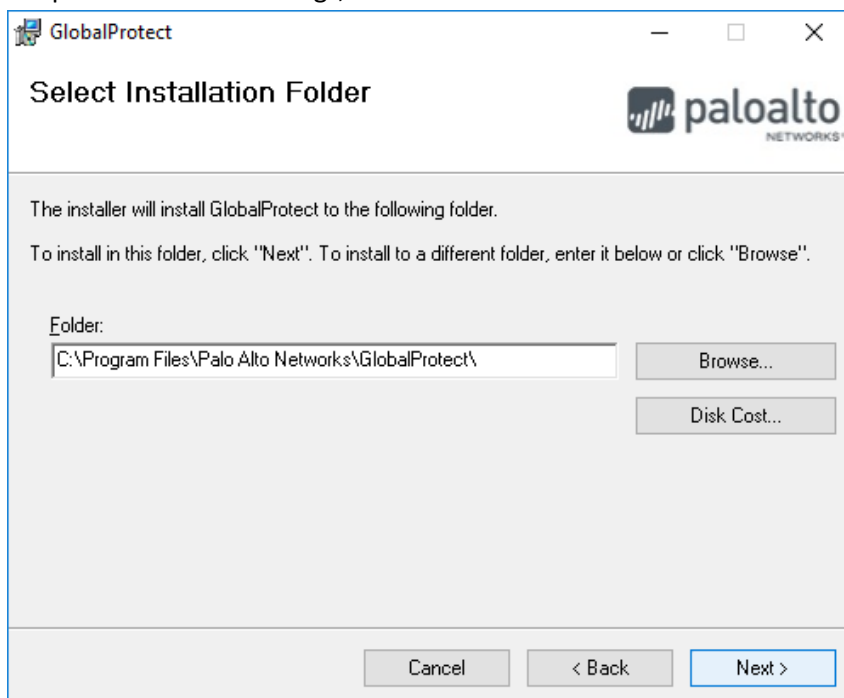


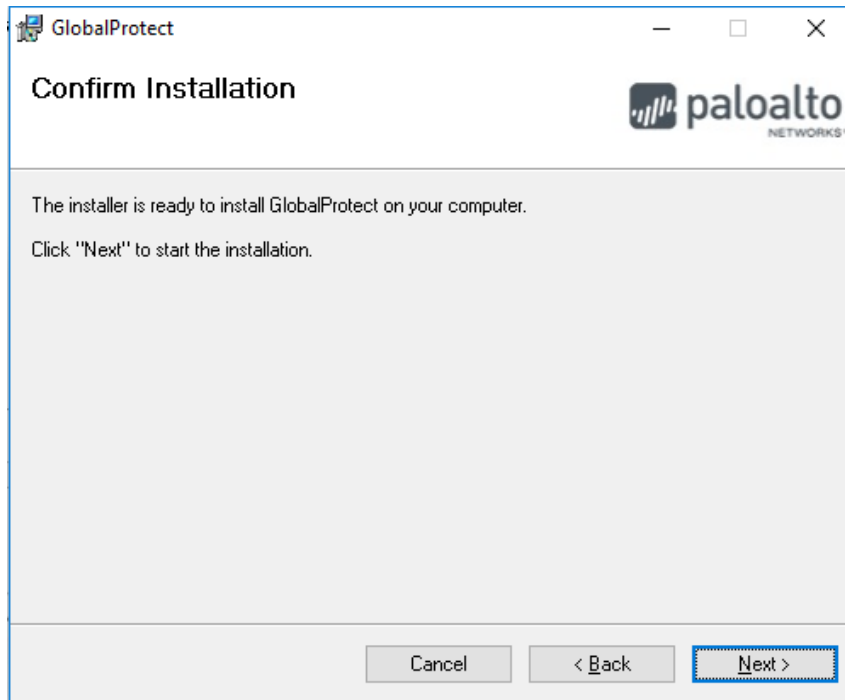
Install the agent on your PC.

**Remarks:** The installation requires administrator privilege. This is a local administrator for your computer, and not a QC administrator.

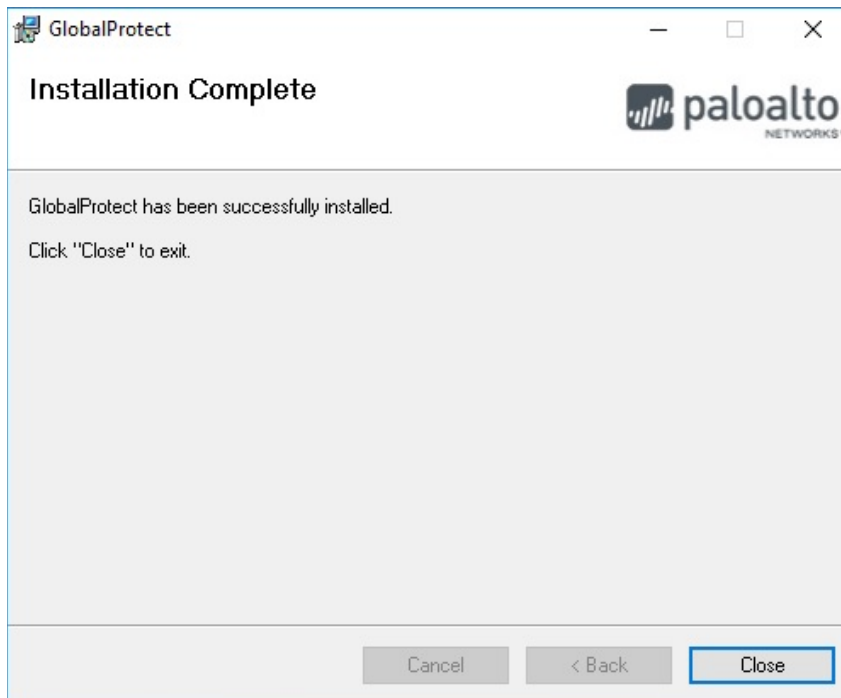


Keep all the default settings, click "Next"

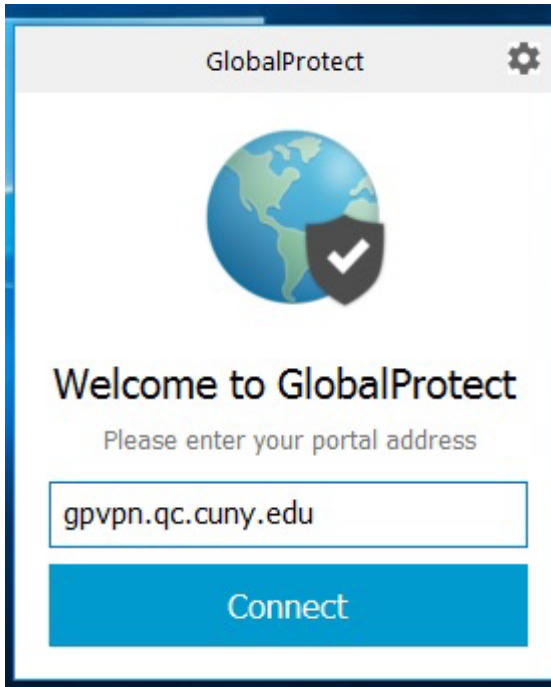




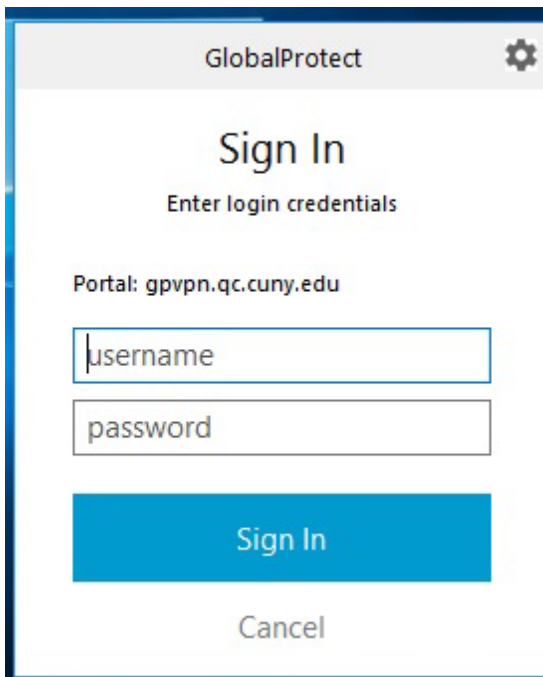
- d. Close the dialogue windows after the installation completed, and close the browser.

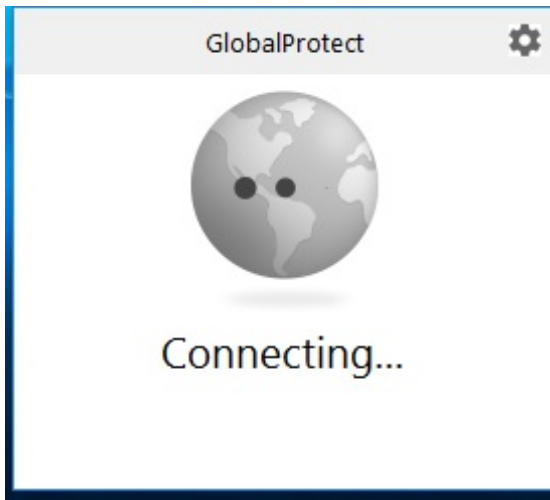


2. Run the VPN client (**PaloAlto GlobalProtect**) on your PC  
(it will start automatically after installation completed)
  - a. Input the portal address “**gpvpn.qc.cuny.edu**”, and click “Connect”

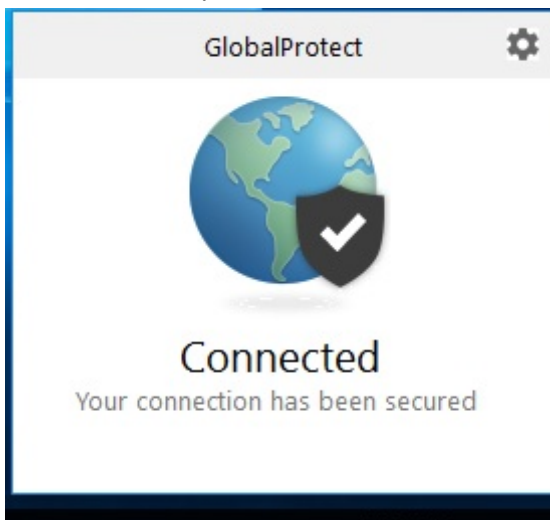



- b. When prompted, input just your QC username (Ex. JSmith) and password for authentication





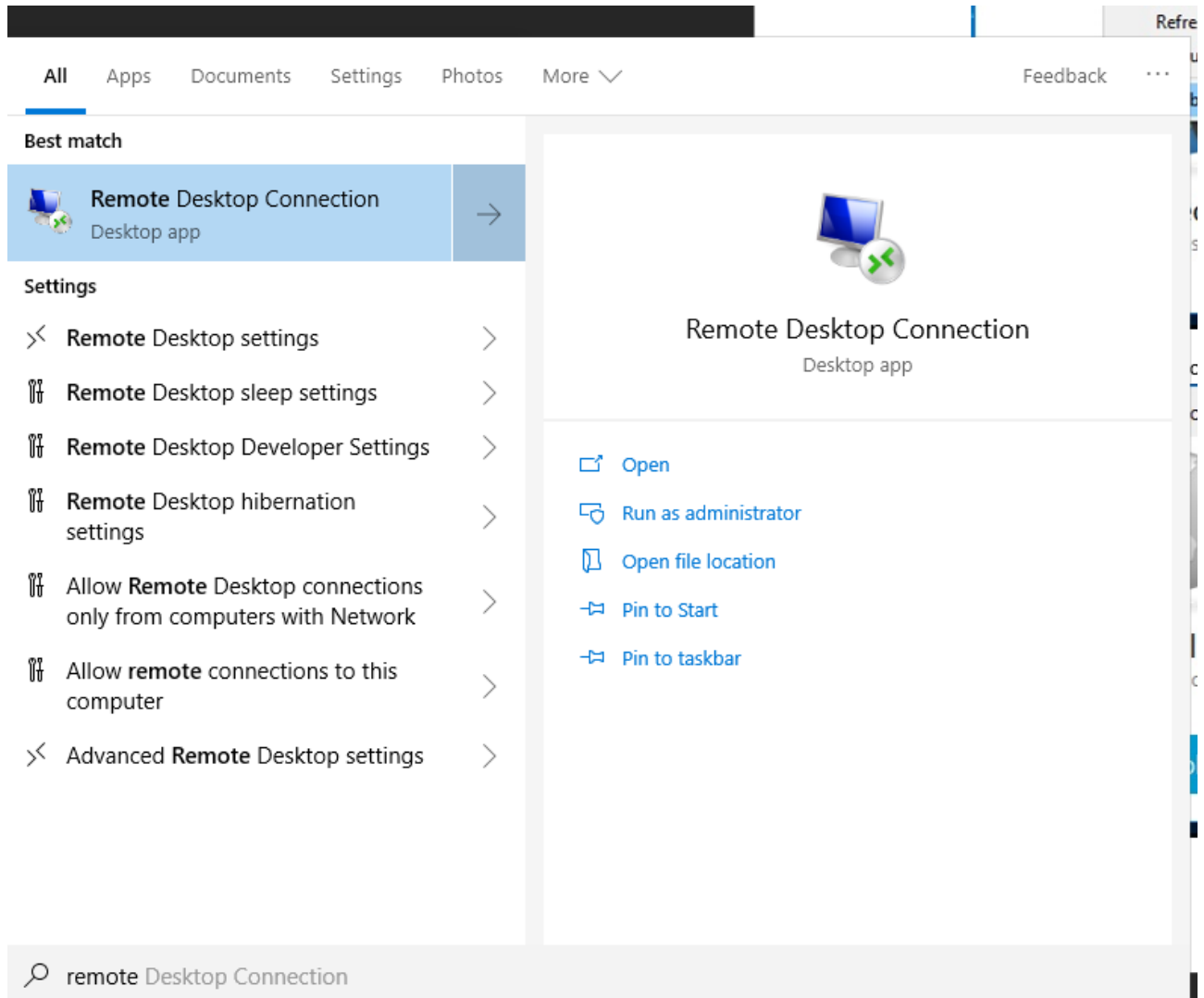
- c. After successfully authenticated, the PC is now connected remotely to QC network via VPN



- d. At the bottom right hand corner, you will see this icon , showing that the VPN is connected.

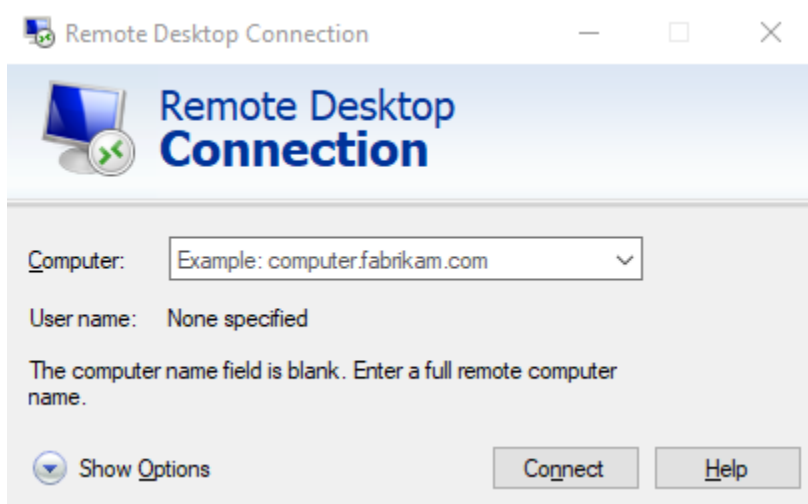
### 3. Run Microsoft Remote Desktop

- a. Click on the Windows Icon, and type the word “Remote” (without the quotes).

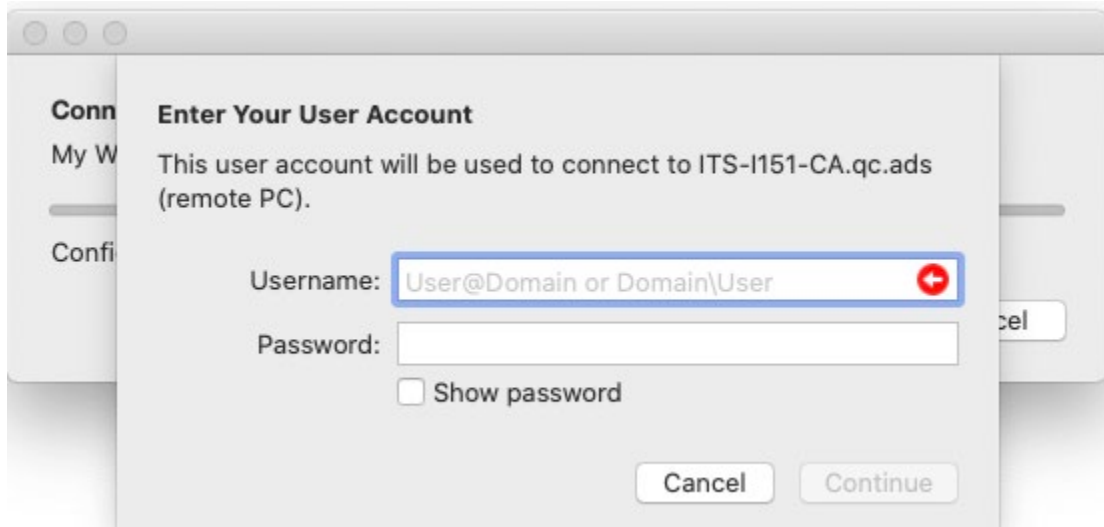


- b. Click on **Remote Desktop Connection** in the left column.

- c. When the Remote Desktop Connection window appears, enter the computer name that you noted at work.




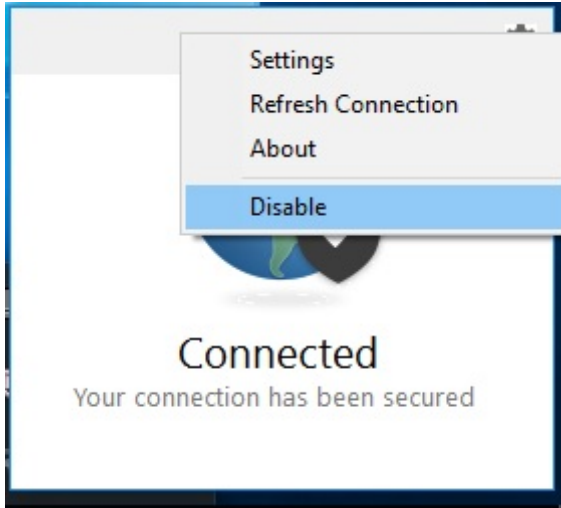
- d. Once connected, you will be prompted for your QC username and password. Your QC username **MUST** be preceded by "qc\". (Ex. qc\JSmith)



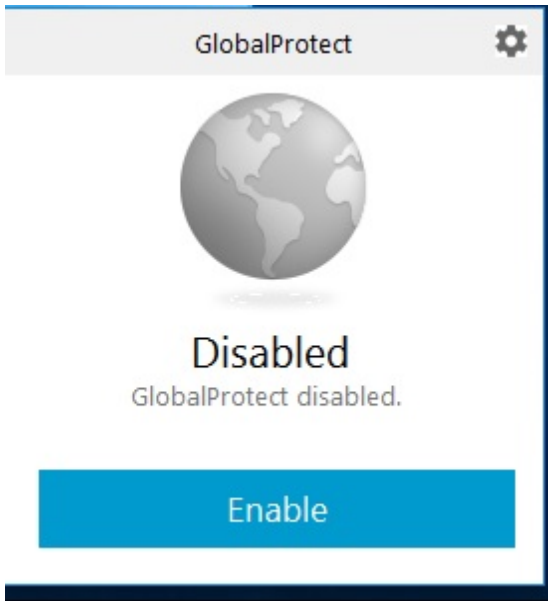



#### 4. Logout / Sign out VPN connection

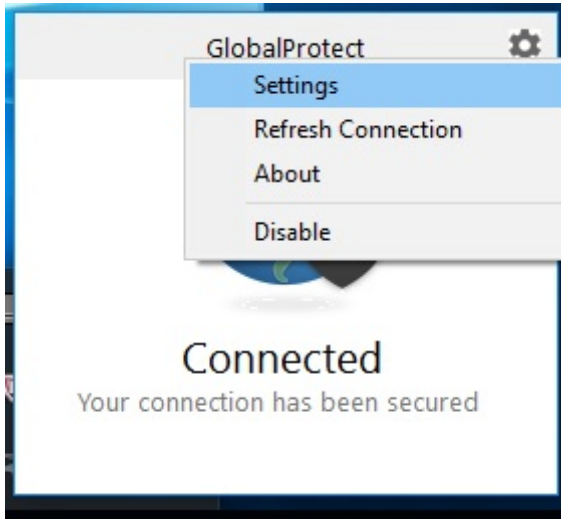
- a. To logout, click on the GlobalProtect icon, then click the setting icon , click "Disable"



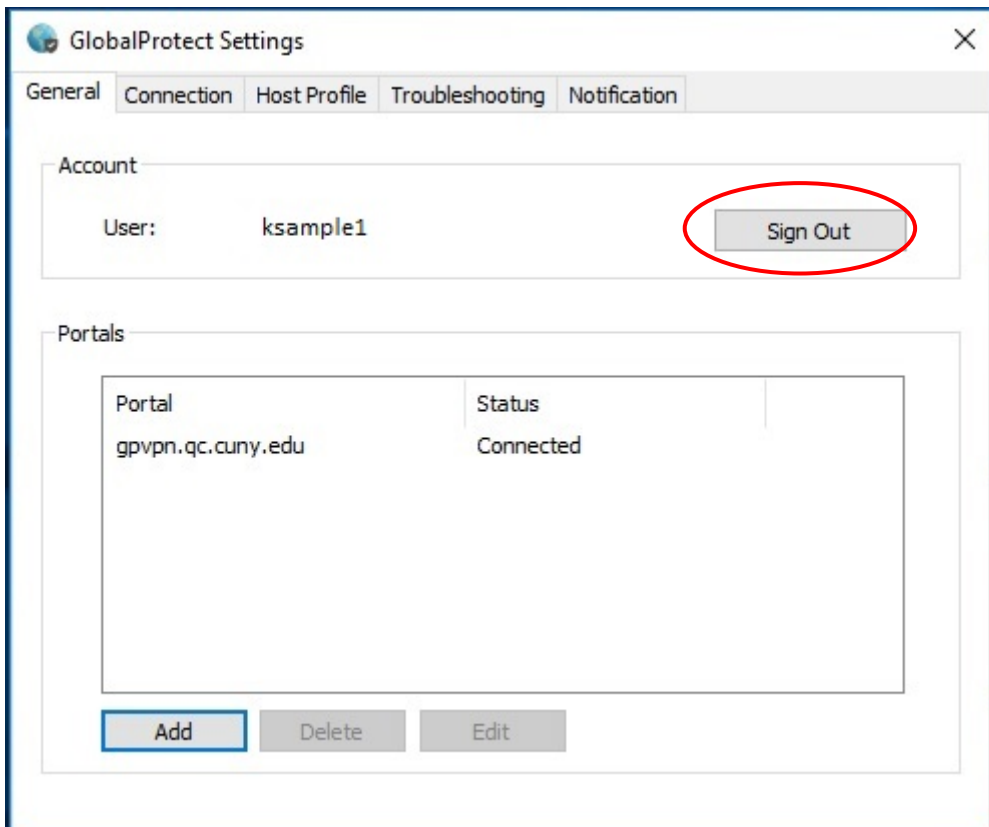
- b. To re-login again, just click "Enable", then you will be prompted to login again (username preserved)



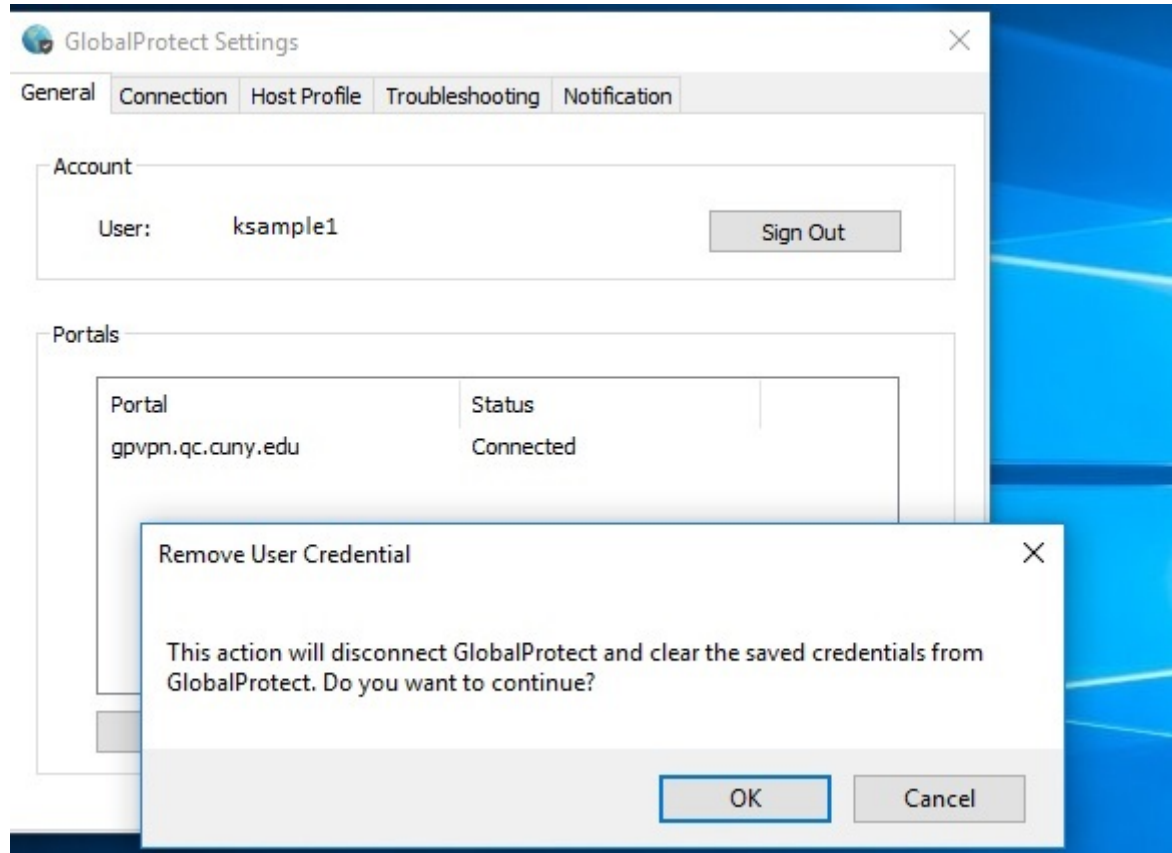
- c. To sign out VPN completely, click on the GlobalProtect icon, then click the setting icon , click "Settings"




Then click "Sign Out"



Confirm the dialogue to sign out completely



d. At the bottom right hand corner, you will see this icon , showing that the VPN is disconnected.

**Remarks:** Please remember to disconnect the VPN connection before logging off, shutting down, or restarting the computer.


**Appendix:**

To verify what version of Windows, go to Start > Control Panel > System

**View basic information about your computer**

Windows edition

Windows 7 Enterprise  
Copyright © 2009 Microsoft Corporation. All rights reserved.  
Service Pack 1




System

Rating:	System rating is not available
Processor:	Intel(R) Pentium(R) 4 CPU 3.00GHz 2.99 GHz
Installed memory (RAM):	1.00 GB
System type:	32-bit Operating System
Pen and Touch:	No Pen or Touch Input is available for this Display

**View basic information about your computer**

Windows edition

Windows 10 Enterprise  
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System

Processor:	Intel(R) Core(TM) i7-3770 CPU @ 3.40GHz 3.40 GHz
Installed memory (RAM):	8.00 GB
System type:	64-bit Operating System, x64-based processor
Pen and Touch:	No Pen or Touch Input is available for this Display

Prepared by ITS  
Date: Mar 13, 2020

Version 1.2 – DV

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*Version Listing*

*Version 1 – Original connection documents from Sunny Chan for VPN & Added Remote Desktop connection*

*Version 1.1 – Added clarification of correct usernames for each location needed. Added clarification that Windows UN/PWD is local, not QC.*

*Version 1.2 – Clarified that installing the VPN Client on Home computer is 32-bit OR 64-bit.*