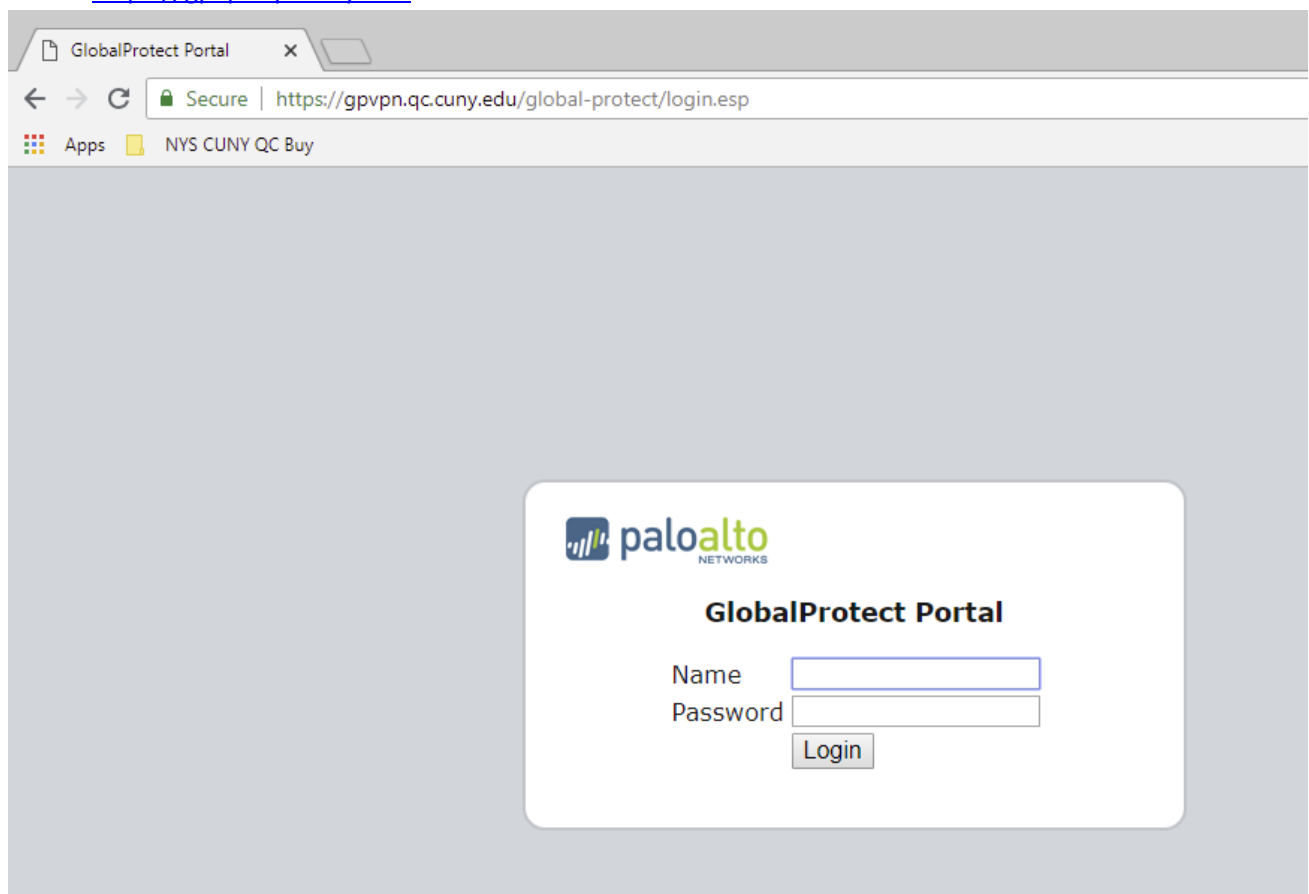


Information Technology Services

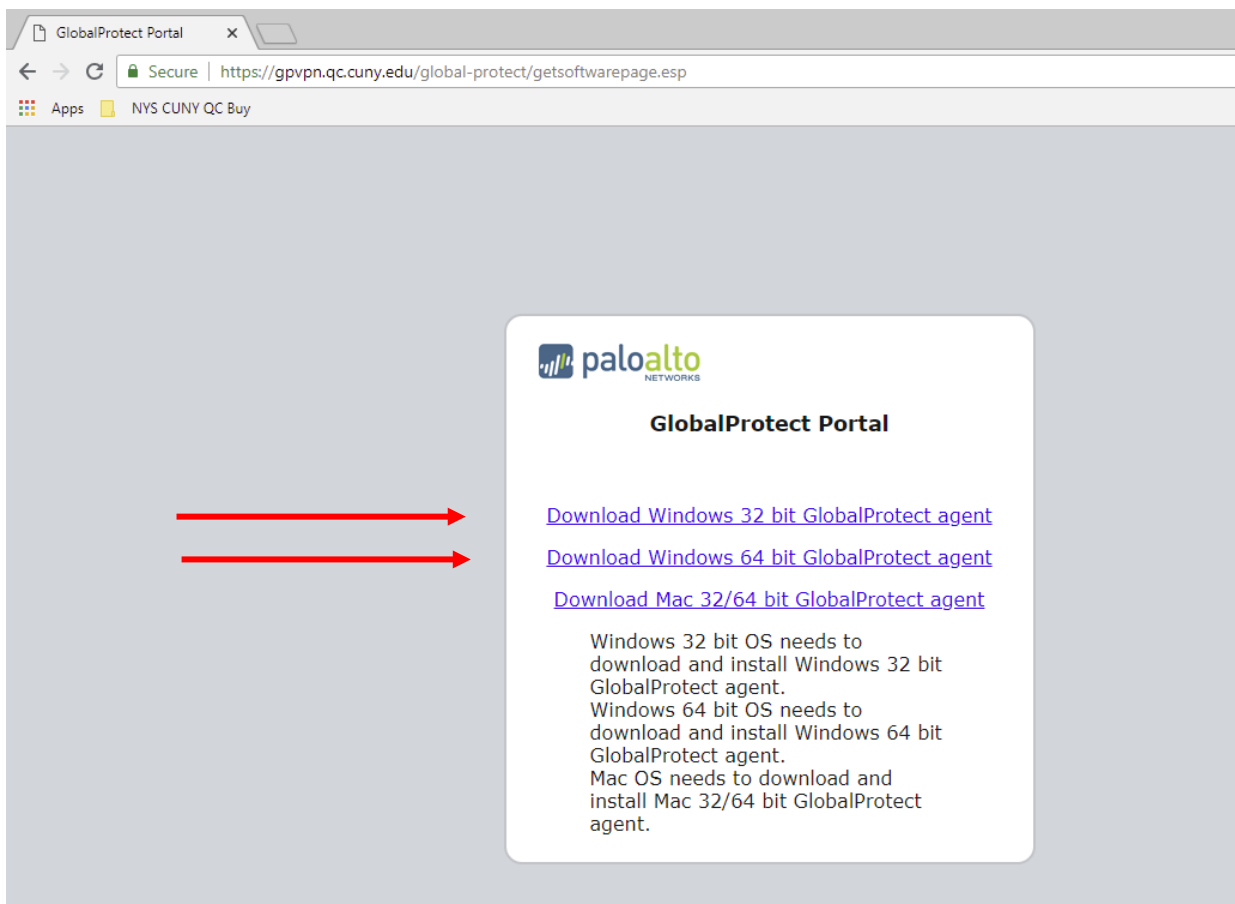
User Guide for connecting Windows computers from outside to an Apple computer on the campus network (**QC-VPN**)

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>

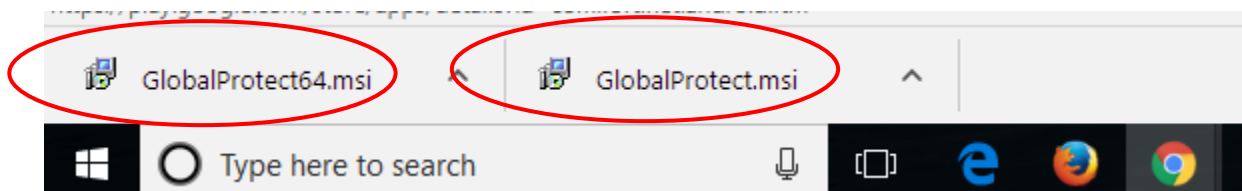


- b. Input just your QC username (Ex. JSmith) and password to login for downloading the client installation file

- a. 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:
 - i. **“Download Windows 32 bit GlobalProtect agent”** for Windows 32 bit version (**GlobalProtect.msi**)
 - OR -
 - ii. **“Download Windows 64 bit GlobalProtect agent”** for Windows 64 bit version (**GlobalProtect64.msi**)

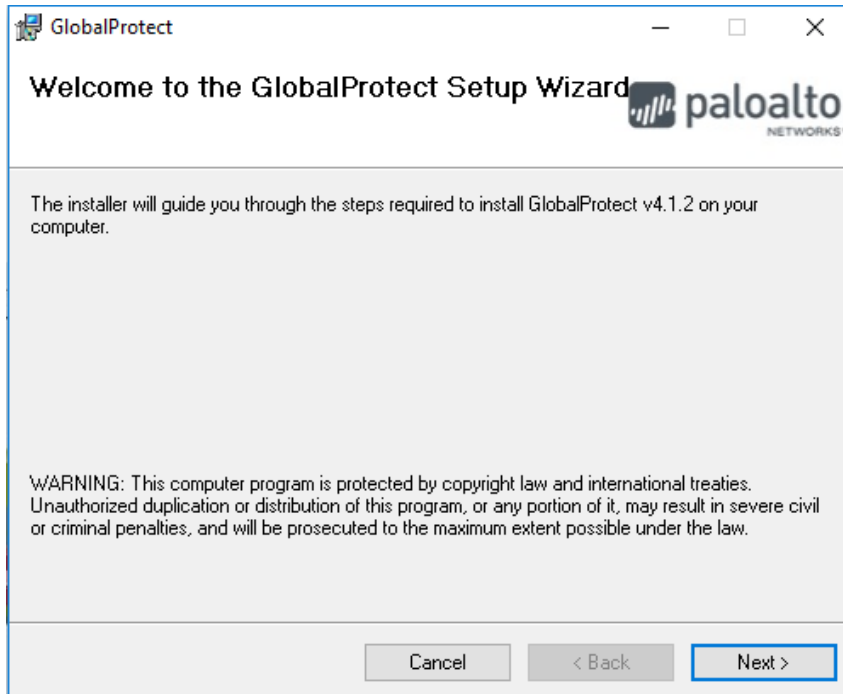


b.

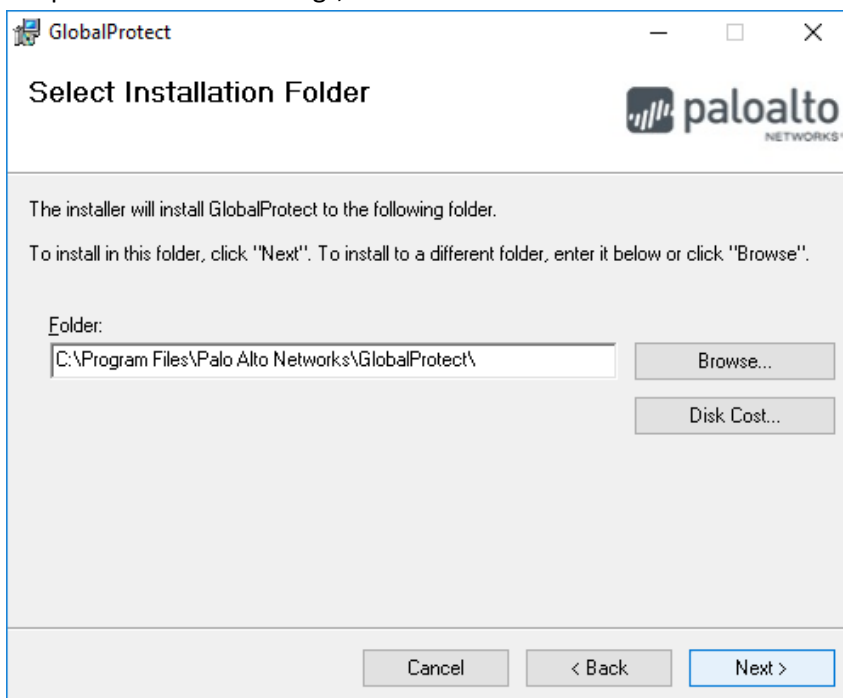


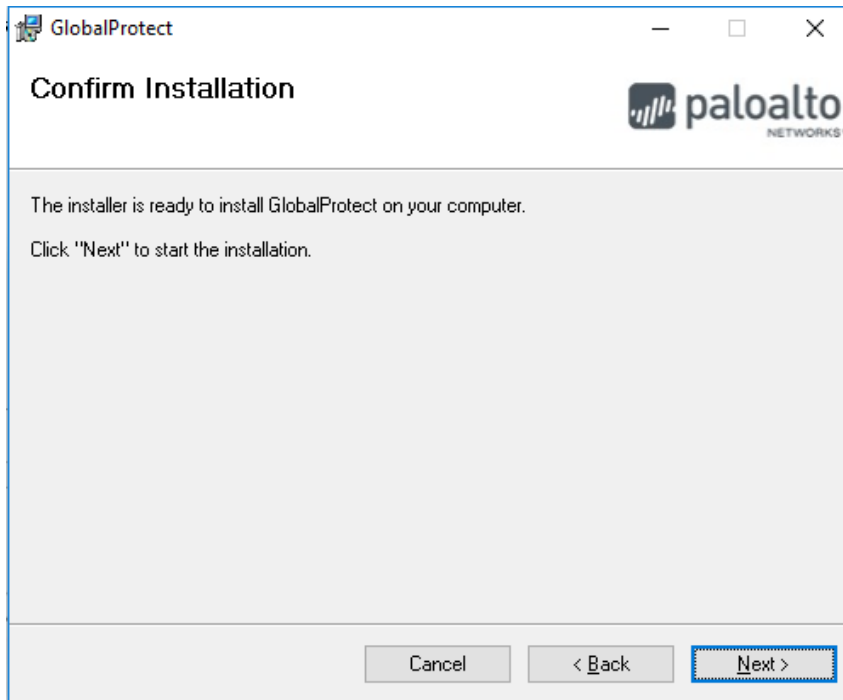
- c. Install the agent on your PC

Remarks: The installation requires administrator privilege. This is a local administrator, and is not QC administration.

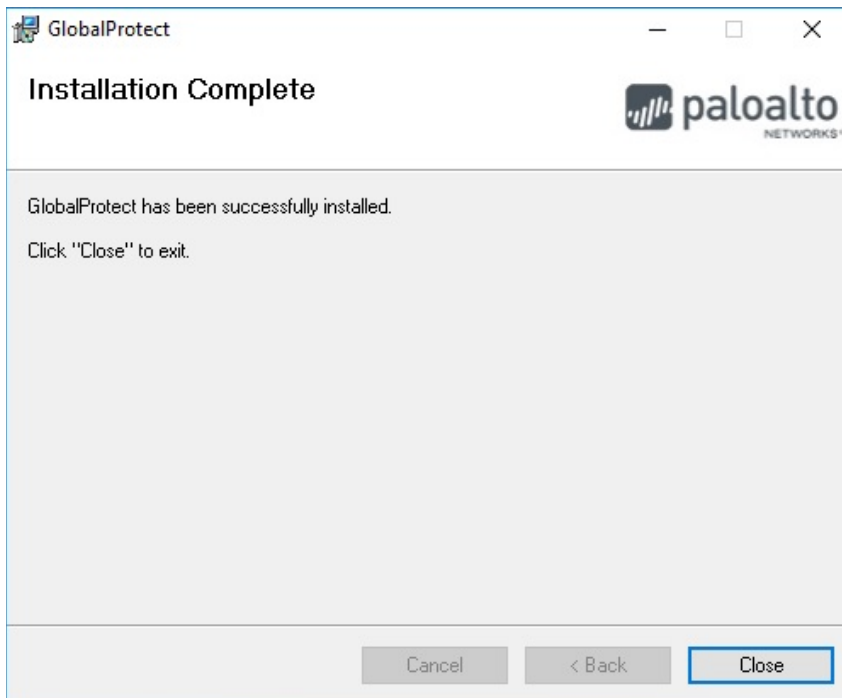


Keep all the default settings, click "Next"

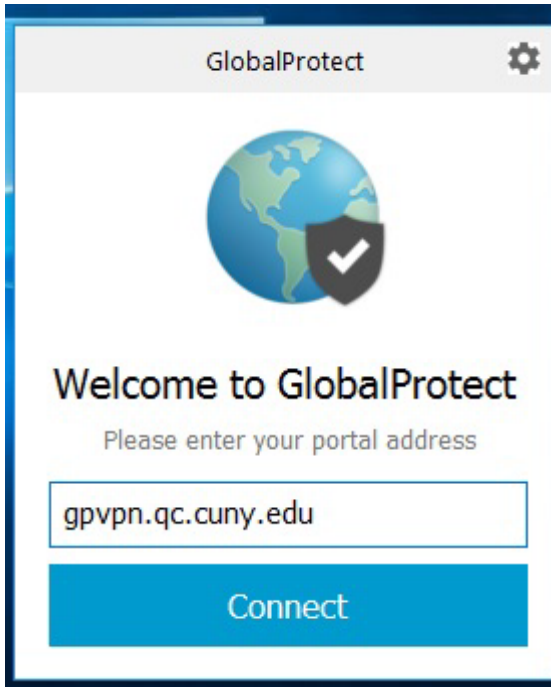




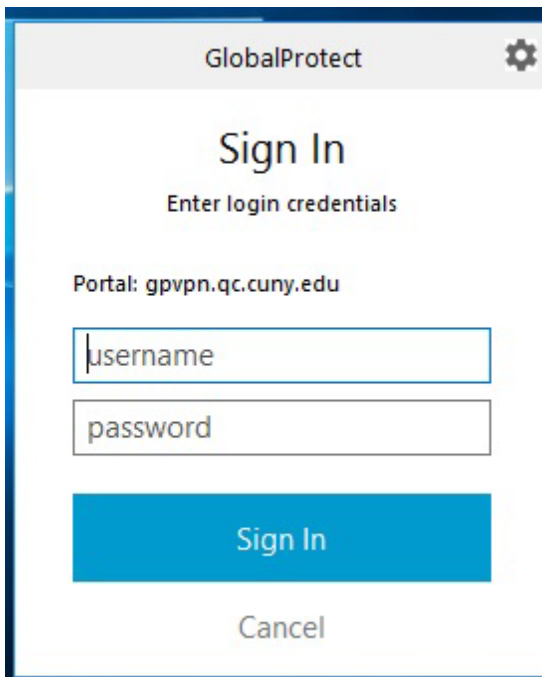
- d. Close the dialogue windows after the installation completed, and close the browser.

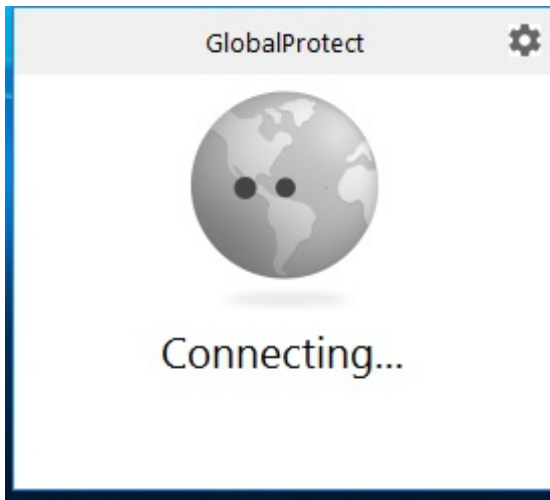


2. Run the VPN client (**PaloAlto GlobalProtect**) on your PC
(it will start automatically after installation completed)
 - a. Input the portal address “**gpvpn.qc.cuny.edu**”, and click “Connect”

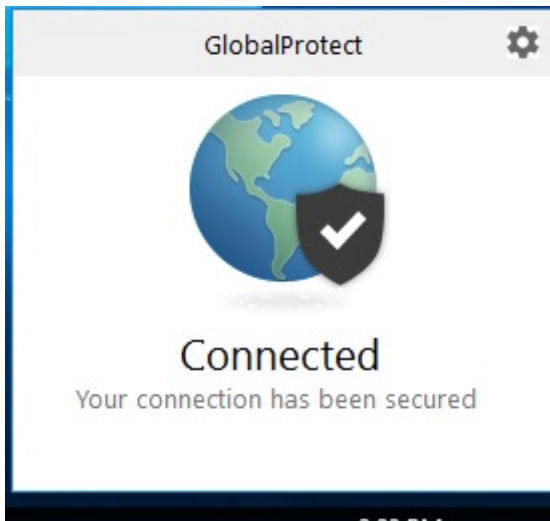



- b. When prompt, input just your QC username (Ex. JSmith) and password for authentication





- 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. Download and Install VNC.

- a. Click this link to download VNC Viewer for Windows: <http://bit.ly/QCVNCWIN>. Click on the blue button in the center of the screen to begin the download.

VNC® Connect consists of VNC® Viewer and VNC® Server

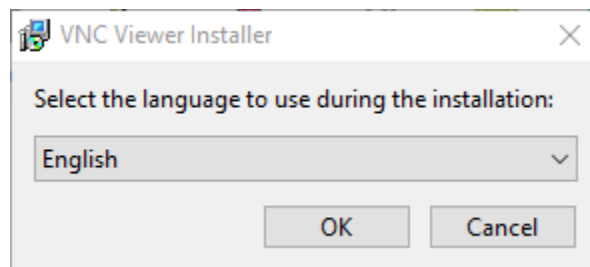
Download VNC® Viewer to the device you want to control from, below. Make sure you've [installed VNC® Server](#) on the computer you want to control.



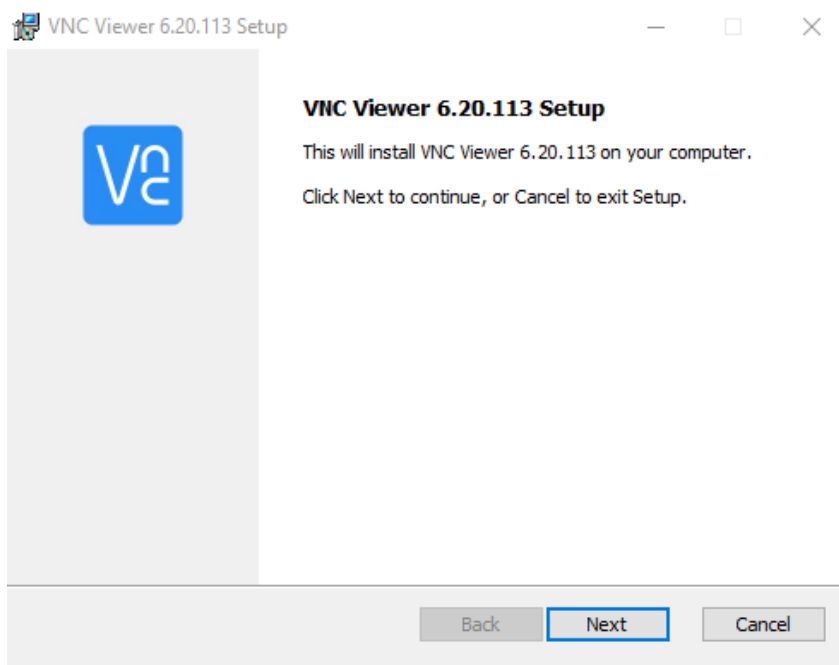
Download VNC Viewer

SHA-256: c993a515379bd54add8f9ce13222fe2f864c0e24bb0429780508f1d6ab204583

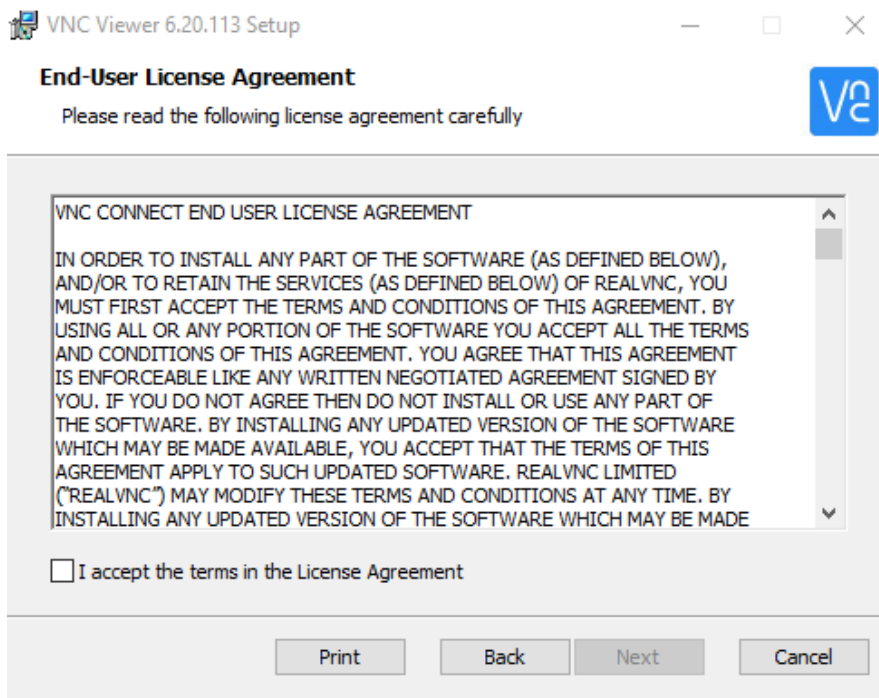
- b. When the file has downloaded, click to run the installer. Select the language you would like to install.



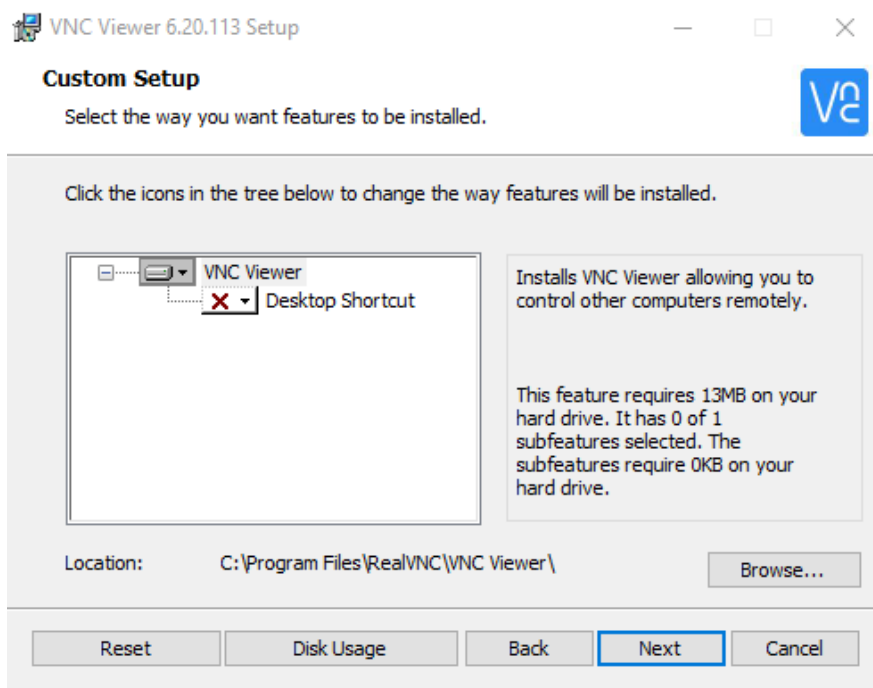
- c. Click Next to continue through the installation.



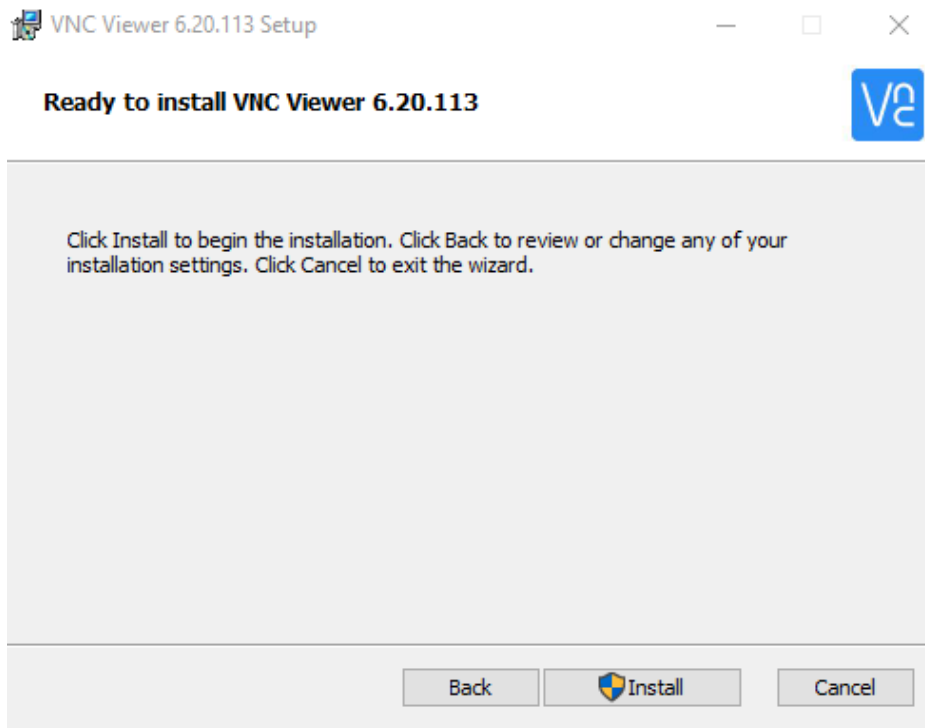
- d. Check the box to accept the EULA and click Next.



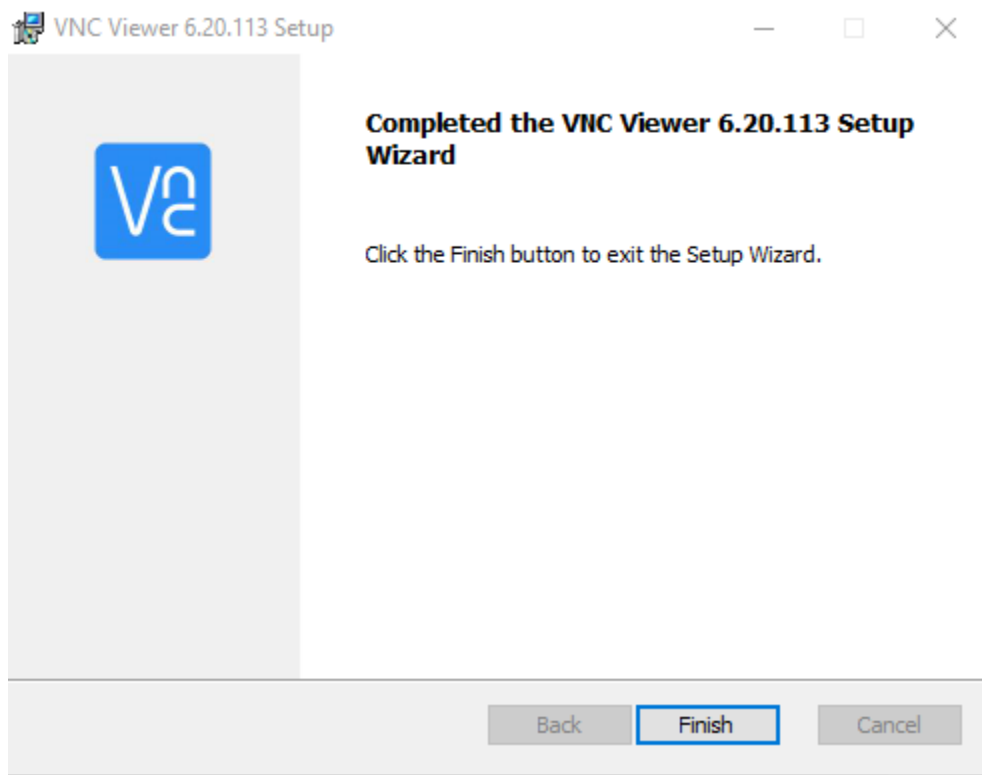
- e. Click next to confirm features.



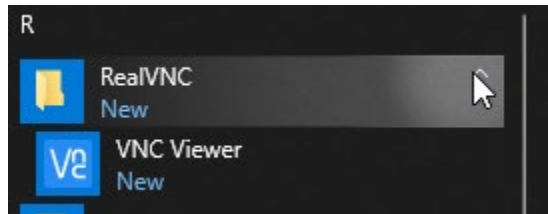
- f. Click Install to start the install.



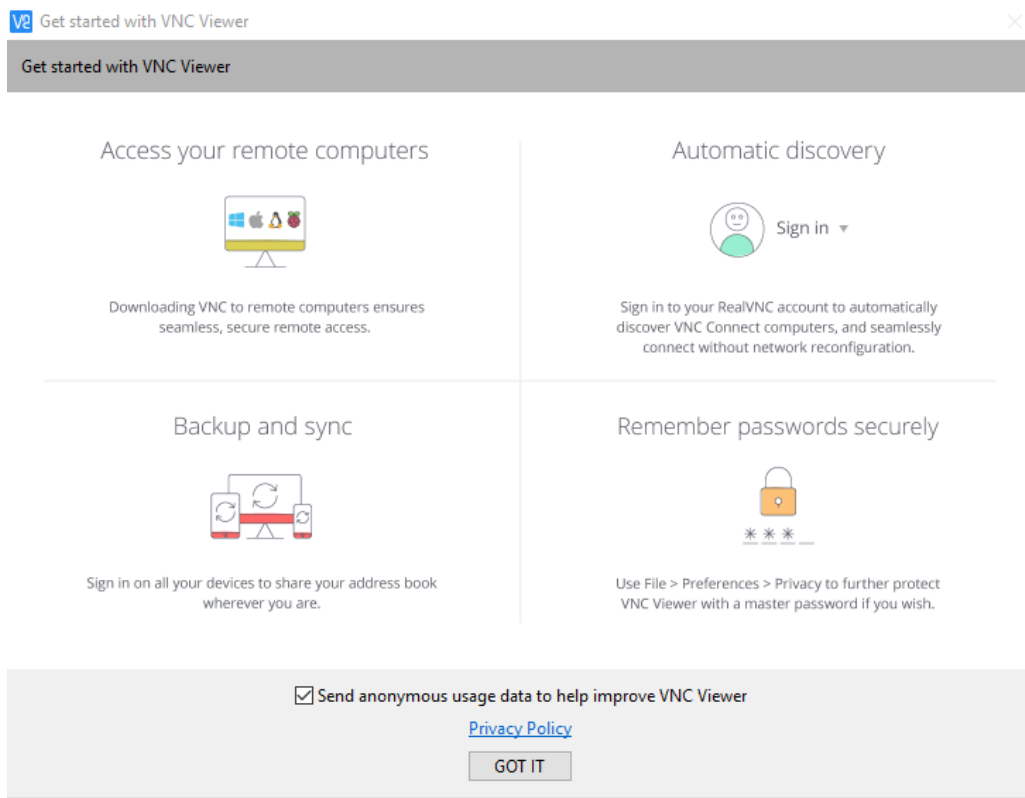
- g. Click Finish to exit the setup wizard.



- h. From the Start Menu, run the VNC Viewer.



- i. Click GOT IT to confirm acceptance of the privacy policy.




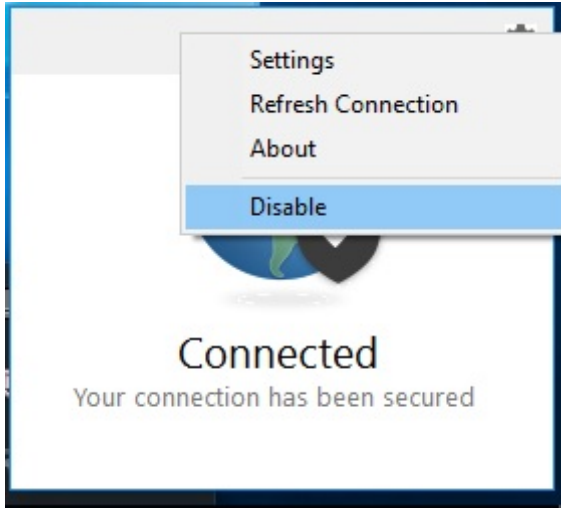
- j. Enter the computer name that you noted at work in the top bar of the application.



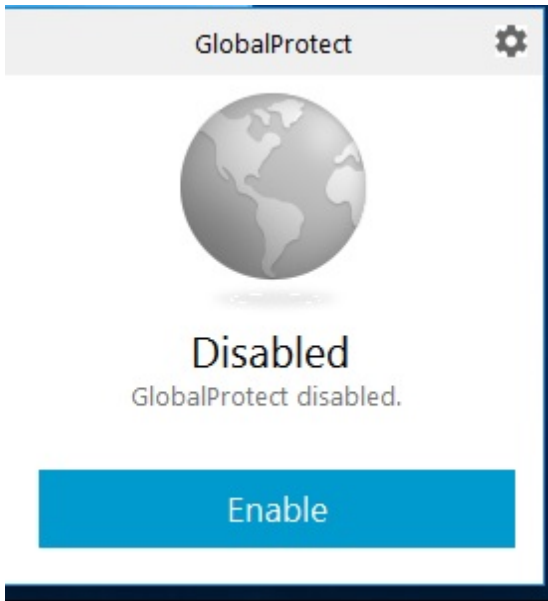
- k. You will be prompted for the password that you also noted at work.


4. Logout / Sign out VPN connection

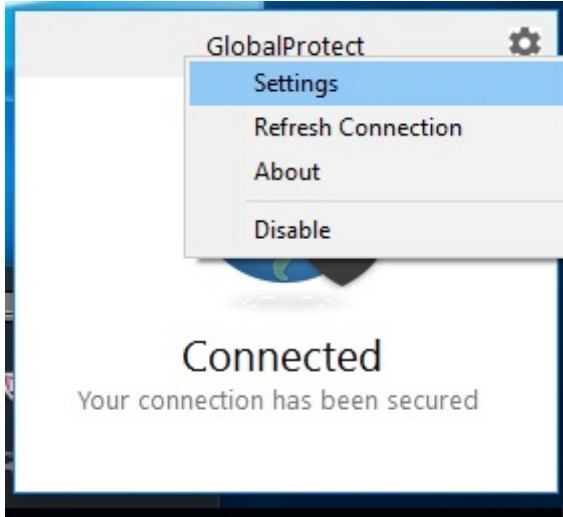
- a. To logout, click on the GlobalProtect icon, then click the setting icon , click "Disable"



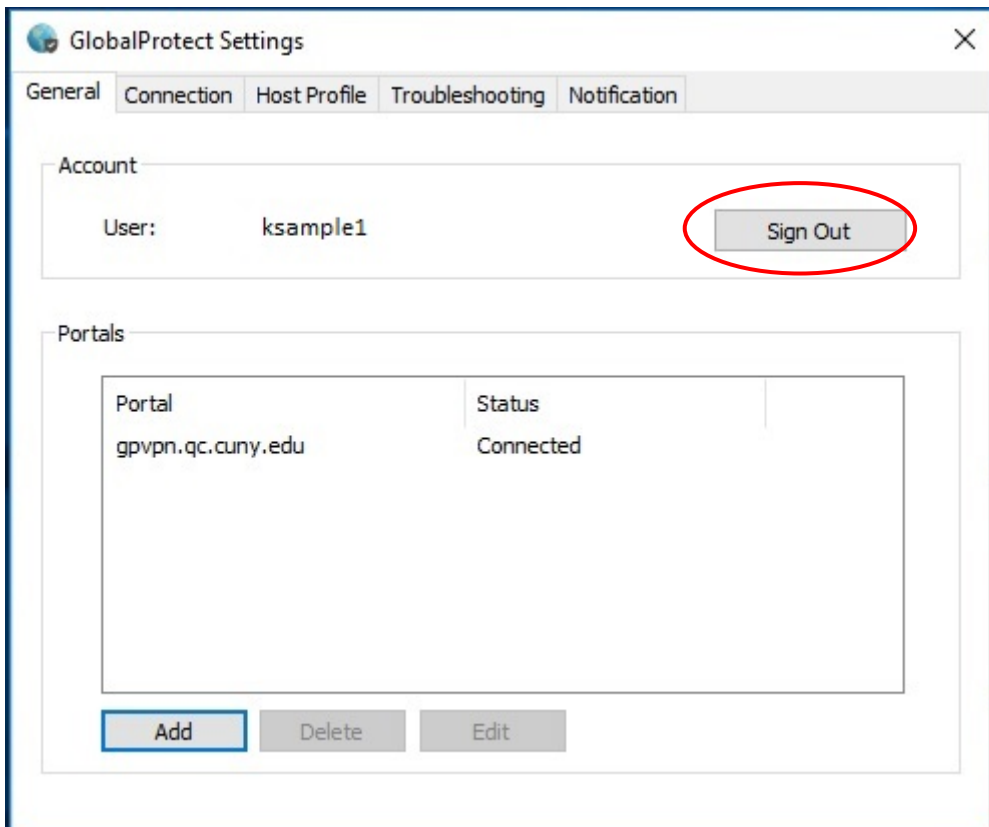
- b. To re-login again, just click "Enable", then you will be prompted to login again (username preserved)



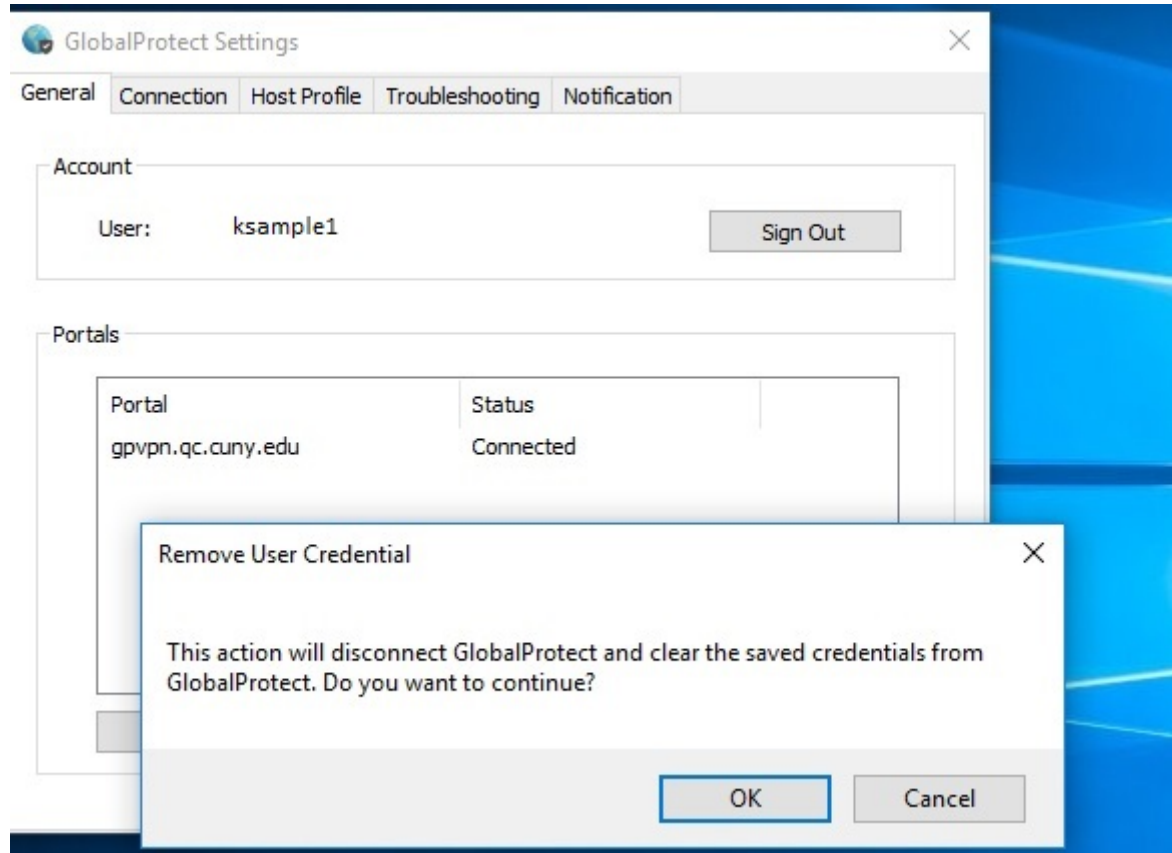
- c. To sign out VPN completely, click on the GlobalProtect icon, then click the setting icon , click "Settings"




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
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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: 3/13/2020

Version 1.2 – DV

Version Listing

Version 1 – Original connection documents from Sunny Chan for VPN & Added VNC install and 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.