

## Knowledge Article: Lehman VPN MFA User Documentation for Macs

A VPN (virtual private network) allows users to securely connect to a private network from a public network. In this case Lehman faculty and staff can connect to the Lehman Network from anywhere. This allows them access resources that are regularly not available from off campus.

### Introduction:

This article provides step-by-step instructions on how to set up a VPN (virtual private network) connection at Lehman College **effective 12/21/2023**. VPN allows users to securely connect to a private network from a public network. In this case Lehman faculty and staff can connect to the Lehman Network from anywhere. This allows them access resources that are regularly not available from off campus.

### Objective:

To guide users through the process of successfully using Palo Alto Global Protect VPN which includes (I) setting up Multi-Factor Authentication or MFA, (II) installing the VPN client, if you have not done so yet, and (III) using VPN with MFA.

### Procedure:

#### I. Set Up MFA

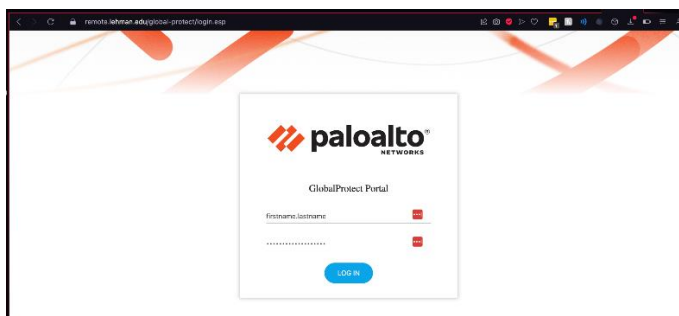
1. After reviewing the video and detailed step by step guide found [here](#), go to [CUNY MFA Self-Service](#) to register your account and you set up an authenticator. MFA registration is a one-time process.

#### II. Install the Palo Alto VPN Client

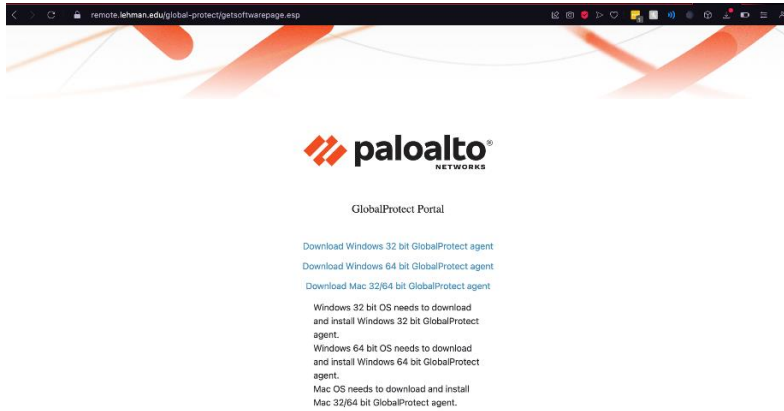
To connect to the Lehman VPN, you must download the VPN client. The VPN client can be downloaded from <https://remote.lehman.edu/>

**The download and installation of the VPN client only needs to be done once. If you already have the VPN client installed, you may skip to step 6.**

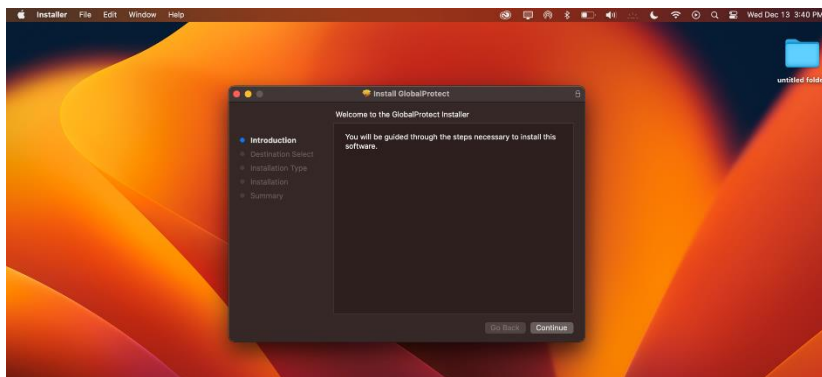
1. If you already have the VPN client installed, please go to step section III.
2. If you have not installed the Palo Alto VPN client, you must download the VPN client. This step only needs to be done once.
3. On any web browser navigate to <https://remote.lehman.edu/> and log in with your **Lehman Account** username and password (same credentials used for Lehman360 and Wireless).



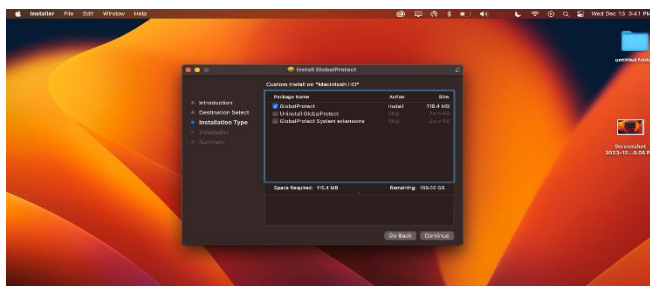
- Once authenticated you will be presented with 3 download links. Click on “Download Mac 32/64 bit Global Protect agent.”



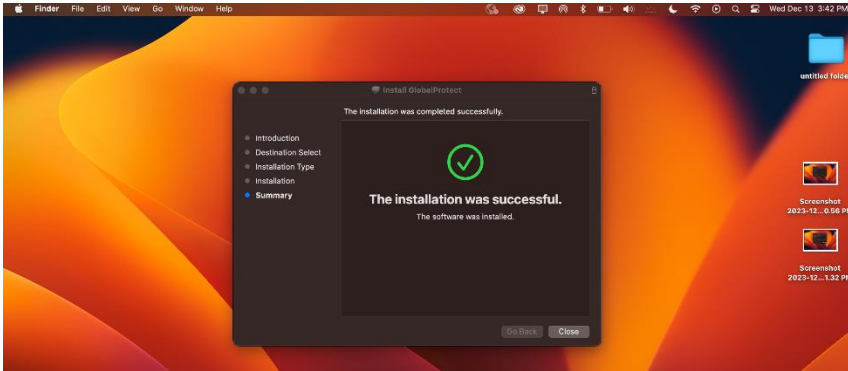
- Follow the steps in the installation wizard.



- On the installation screen, click on the Global Protect check mark. Make sure that the uninstall check mark is not checked.

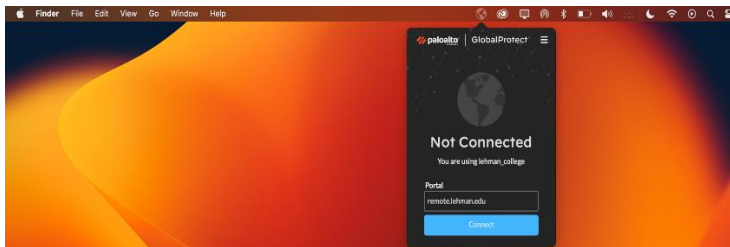


7. Once the installation is complete, click on “Close” to exit out of the installation wizard.

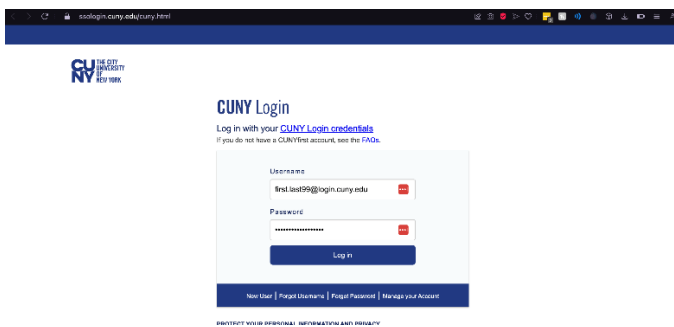


### III. Connect to the Global Protect VPN Client

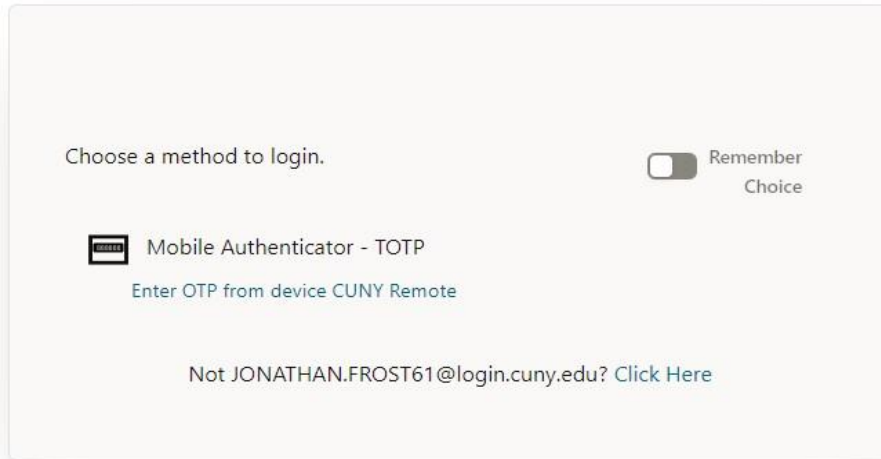
1. Open the app and input **remote.lehman.edu** as the portal address and click on Connect.



2. Your default browser should take you to the CUNY login page. Log in with your CUNY login credentials.



3. A window is displayed prompting you to choose your MFA login method from the displayed list of Mobile Authenticator devices. Click on the “Enter OTP from device CUNY Remote” link.

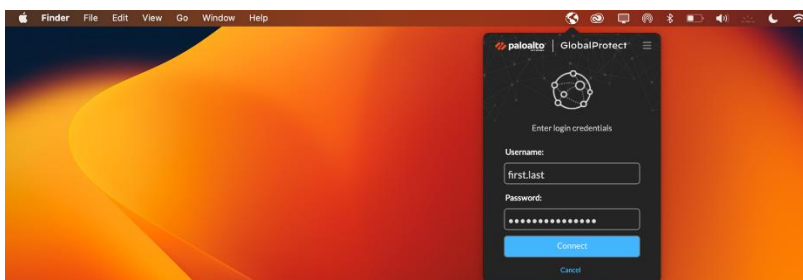


**DO NOT TOGGLE THE “Remember Choice” option located on the right upper corner of the image above. Selecting this option breaks the system functionality, if you do not have more than one authenticator configured.**

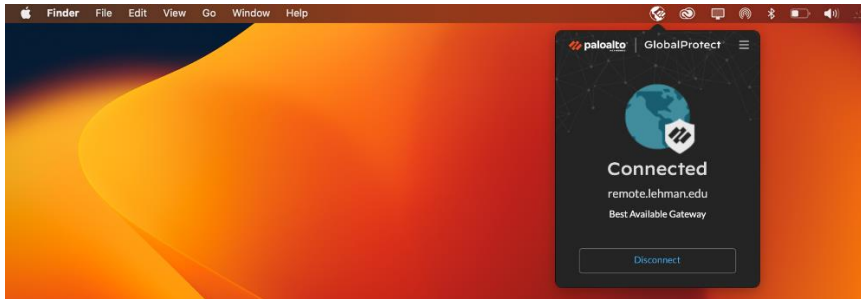
4. Enter the One-Time Password generated by the authenticator you configured in Section I, most likely the Microsoft Authenticator.



5. Once the OTP is entered correctly, your Global Protect VPN Client will prompt for your **Lehman Account** username and password (same credentials used for Lehman360 and Wireless) and click on connect.



If the connection is successful, the status will say “Connected” as displayed below. At this point you should be able to access Lehman resources just as if you were on campus



If you have any questions, please contact the Help Desk by phone at (718) 960-1111 or by email at [help.desk@lehman.cuny.edu](mailto:help.desk@lehman.cuny.edu) or by coming into the Academic IT Center in Carman Hall Room 108.

Article Author: Renan Ovalles Date Created/Updated: 12/19/2023

Article Type: Campus Community