

Knowledge Article: Lehman VPN MFA User Documentation for Windows

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, (III) VPN client settings for first-time users, and (IV) using VPN with MFA.

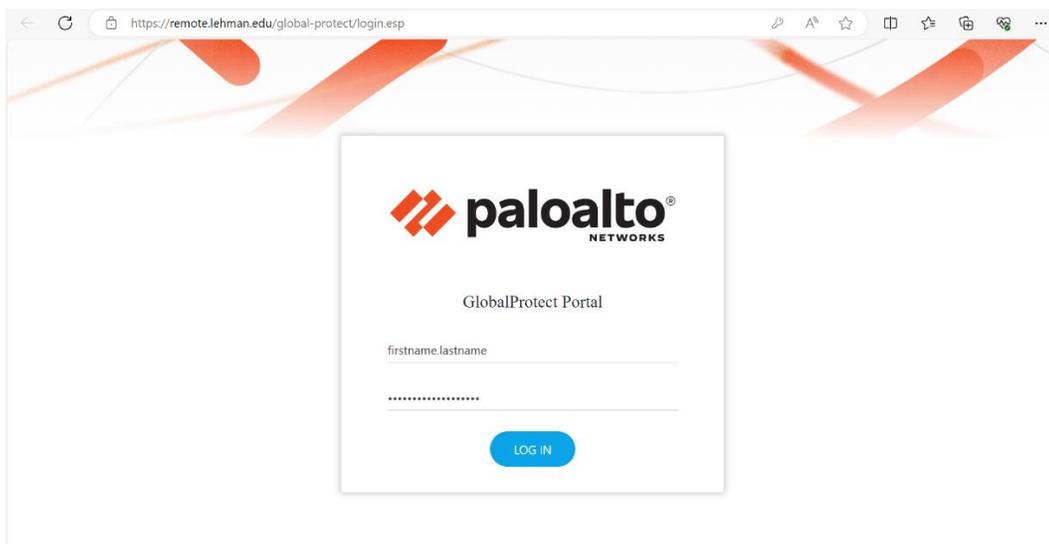
Procedure:

I. Set Up MFA

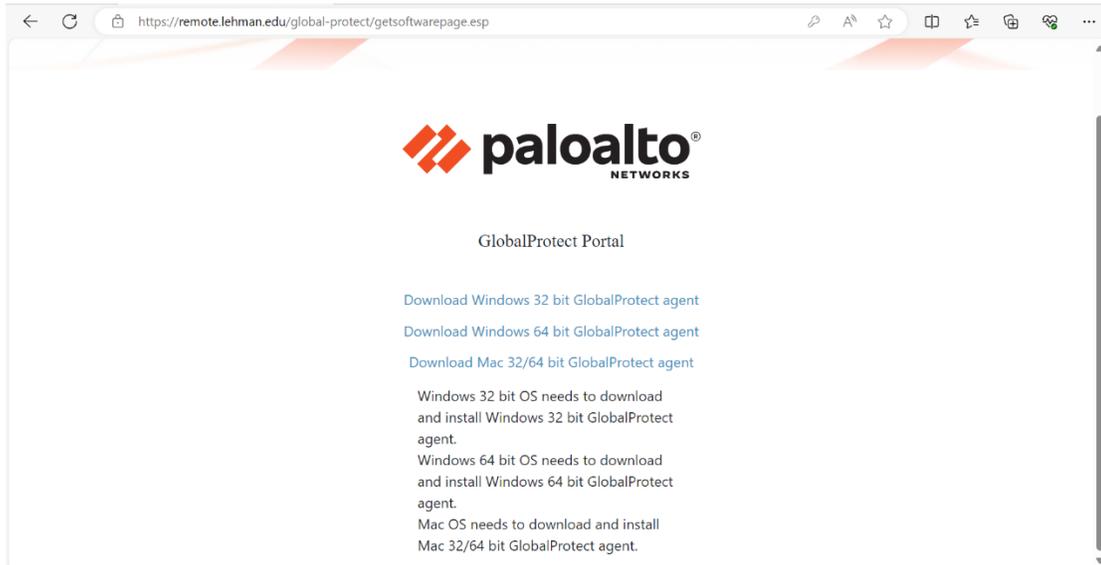
1. After reviewing the video and detailed step by step guide be found at [here](#), go to [CUNY MFA Self-Service](#) to register your account and you set up an authenticator. MFA registration is a one-time process.

II. Install the Palo Alto VPN Client

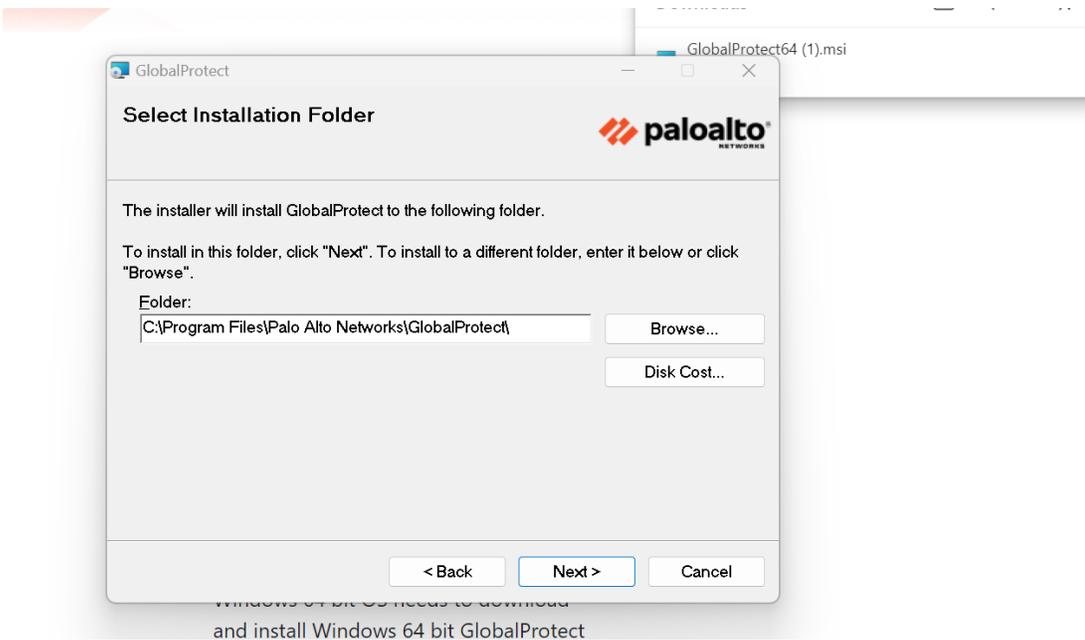
1. If you already have the VPN client installed, please go to step section III.
2. If you have not installed the Palo Alto VPN client, you must download the VPN client. This step only needs to be done once.
3. On any web browser navigate to <https://remote.lehman.edu/> and log in with your **Lehman Account**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



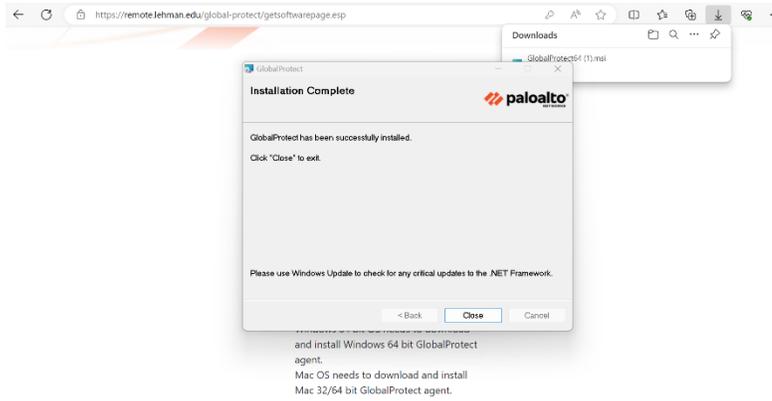
- Once authenticated, you will be presented with 3 download links. Select the link that matches the with your operating system.



- Once the installer downloads. Double click to install. Note: Administrative privileges are required to install the software on your computer. Typically, you need to install a VPN on your laptop to be able to access the Lehman network.



6. Follow the steps in the install wizard to complete the installation.

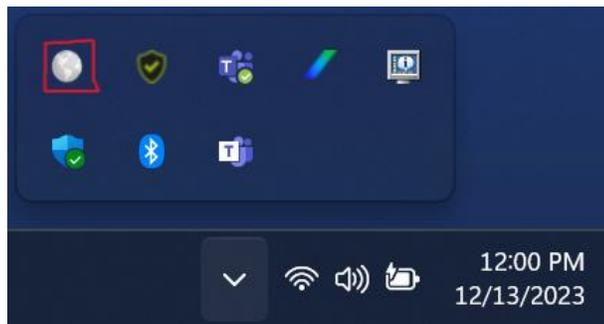


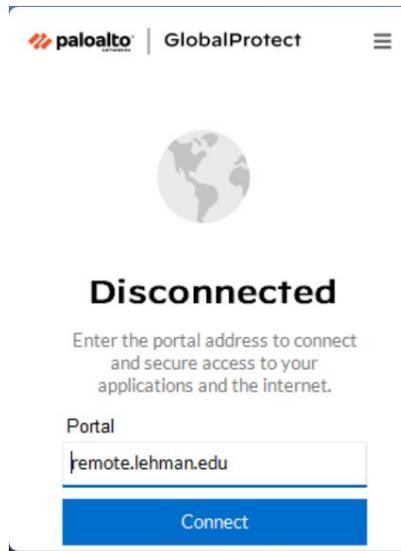
III. Get Global Protect VPN Client Settings for First-Time Windows Users

1. Due to a known software issue, Windows users connecting for the **first time** must first log in to **fixremote.lehman.edu** to get the updated Global Protect VPN client settings using your **Lehman Account** username and password (same credentials used for Lehman360 and Wireless).
2. Open the app and type **fixremote.lehman.edu** as the portal address and click on Connect.
3. **Disconnect** and go to section IV "Connect to the Global Protect VPN Client."

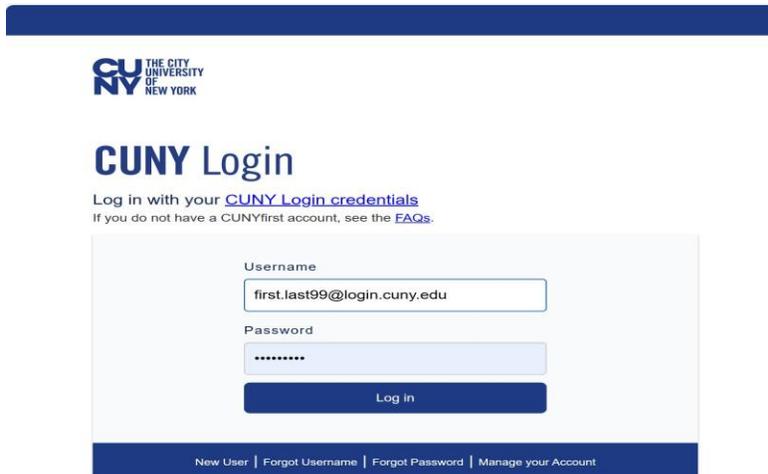
IV. Connect to the Global Protect VPN Client

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

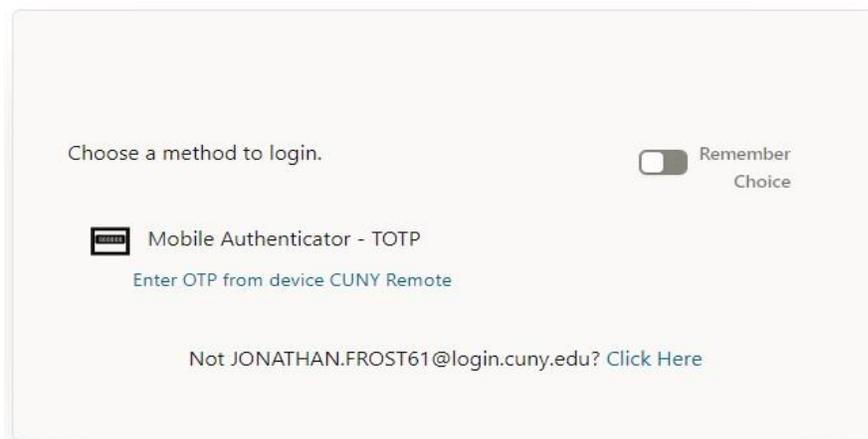




2. Your default browser should take you to the CUNY login page. Log in with your CUNY login credentials.

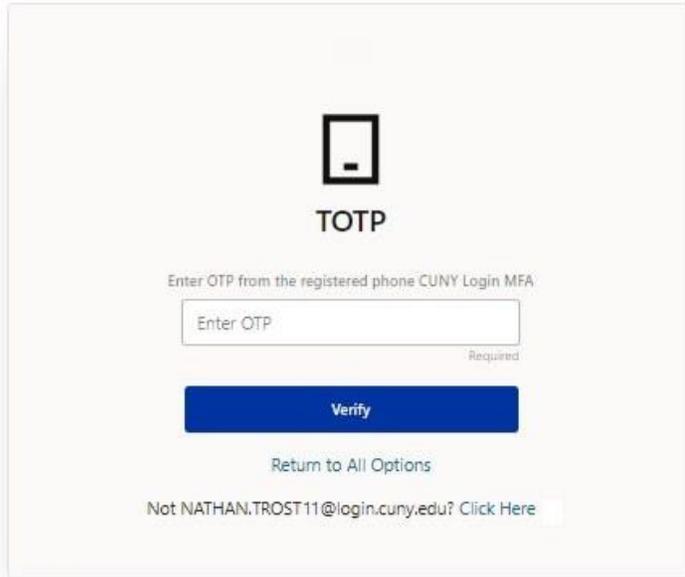


3. A window is displayed prompting you to choose your MFA login method from the displayed list of Mobile Authenticator devices. Click on the “Enter OTP from device CUNY Remote” link.

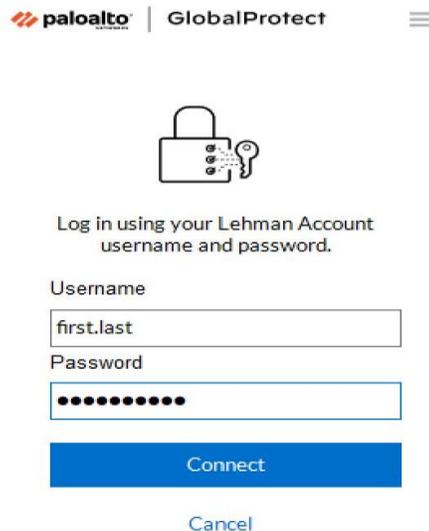


DO NOT TOGGLE THE “Remember Choice” option located on the right upper corner of the image above. Selecting this option breaks the system functionality, if you do not have more than one authenticator configured.

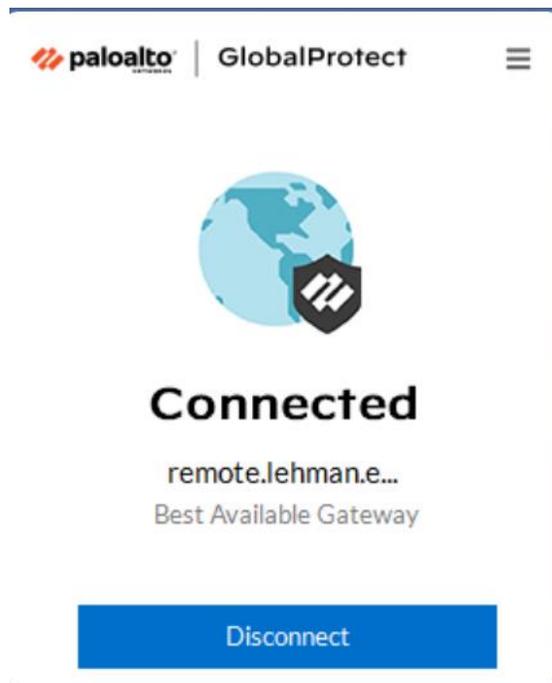
4. Enter the One-Time Password generated by the authenticator you configured in Section I, most likely the Microsoft Authenticator.



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



Please contact the IT Center Help Desk (Carman Hall 108 or (718) 960-1111 or help.desk@Lehman.cuny.edu if further assistance is needed.

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