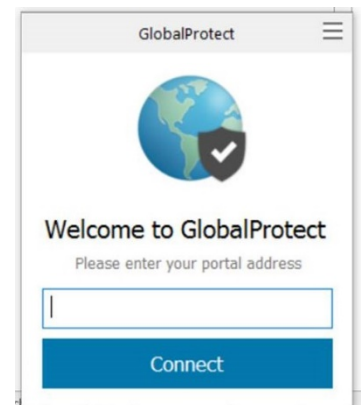


The VPN (Virtual Private Network) software is used to access on-campus resources while you are off campus (secure systems like Colleague, licensed software like SPSS, network shared drives, etc.). The majority of web-based applications do NOT require the use of VPN (mySU, Blackboard, Office 365, library databases). All faculty and staff have access to the VPN. If access is needed for students, please email your request to the Help Desk ([helpdesk@susqu.edu](mailto:helpdesk@susqu.edu)).

### To install the VPN agent:

1. Navigate to <https://vpn3.susqu.edu> in a web browser (we suggest Google Chrome or Firefox)
2. Login with your *SU credentials*
3. Download and install appropriate agent (this will typically be found in your Downloads folder)
4. Right click on the icon in the taskbar (Looks like an earth with a red x on it)
5. Select Connect
6. You will be prompted to “enter your portal address” In the Portal/Global Protect Box. Enter the following:  
vpn3.susqu.edu
7. Enter normal *SU credentials*
8. You will be prompted for multi-factor authentication (MFA) verification each time you log into VPN, so be sure to have your smartphone or other registered MFA method on hand.
9. The icon in the taskbar will animate during the connection process
10. The icon will change into a shield when connected
11. If computer is on campus' network (eduroam OR SU-Guest), **computer will not connect**
12. Use a mobile hotspot to test connection while on campus



If you experience any issues with installation, please contact the Help Desk at [helpdesk@susqu.edu](mailto:helpdesk@susqu.edu) or 570-372-4502.