

Information Technology Services Centre

Installation of VPN (BIG-IP Edge Client) for Mac

1. Navigate to ITSC Webpage on VPN Connection
<https://www.ln.edu.hk/itsc/services/network/vpn-connection> and click on the platform which corresponds to your computer to download the client software installer.

How to install VPN client

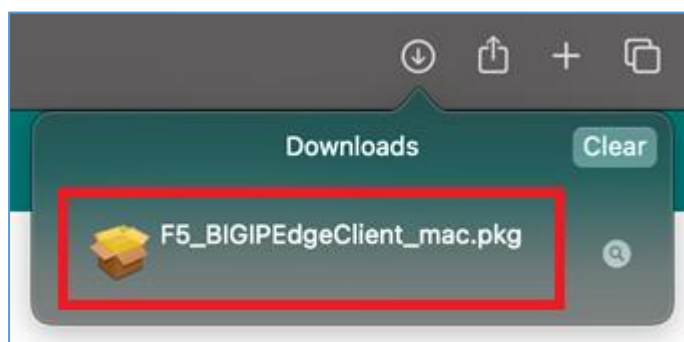
Desktop

- Microsoft Windows 11 (64-bit) - [download](#)
- macOS 13.6.4 or above - [download](#)

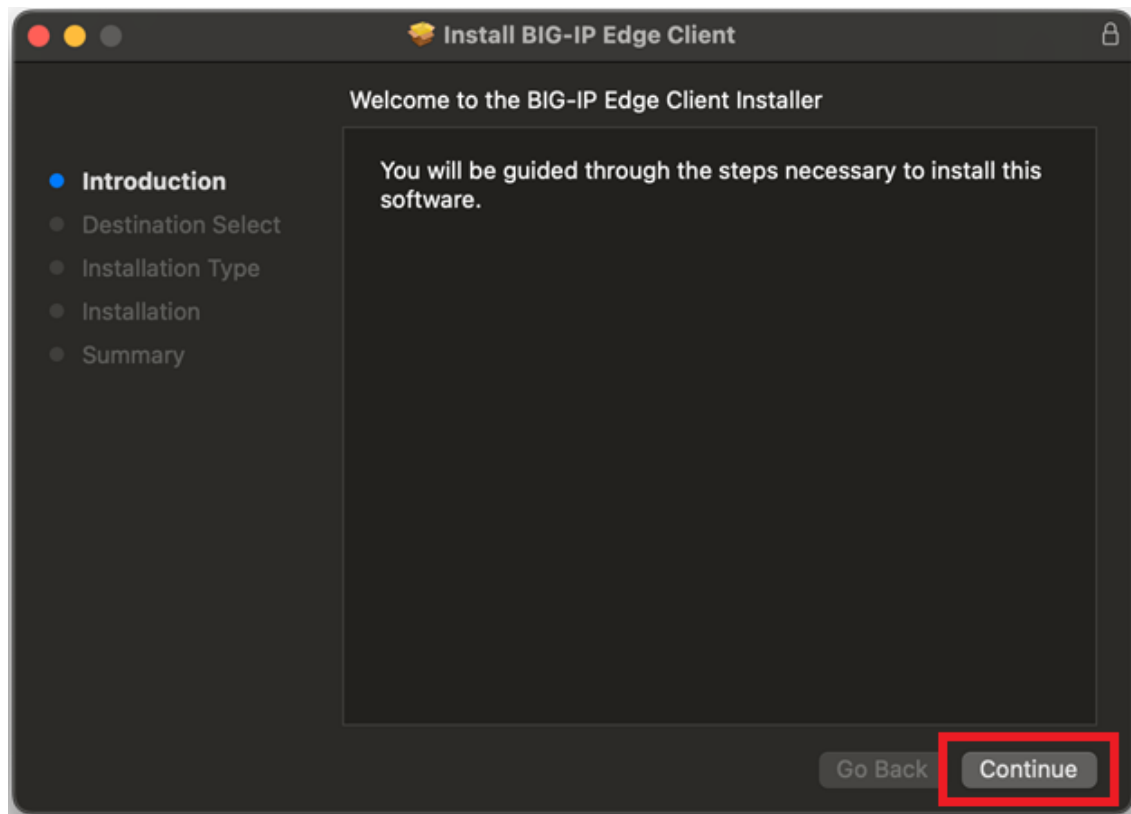
Mobile Devices

- iOS 12.0 or above - [App Store](#)
- Android 10.0 or above - [Google Play](#)

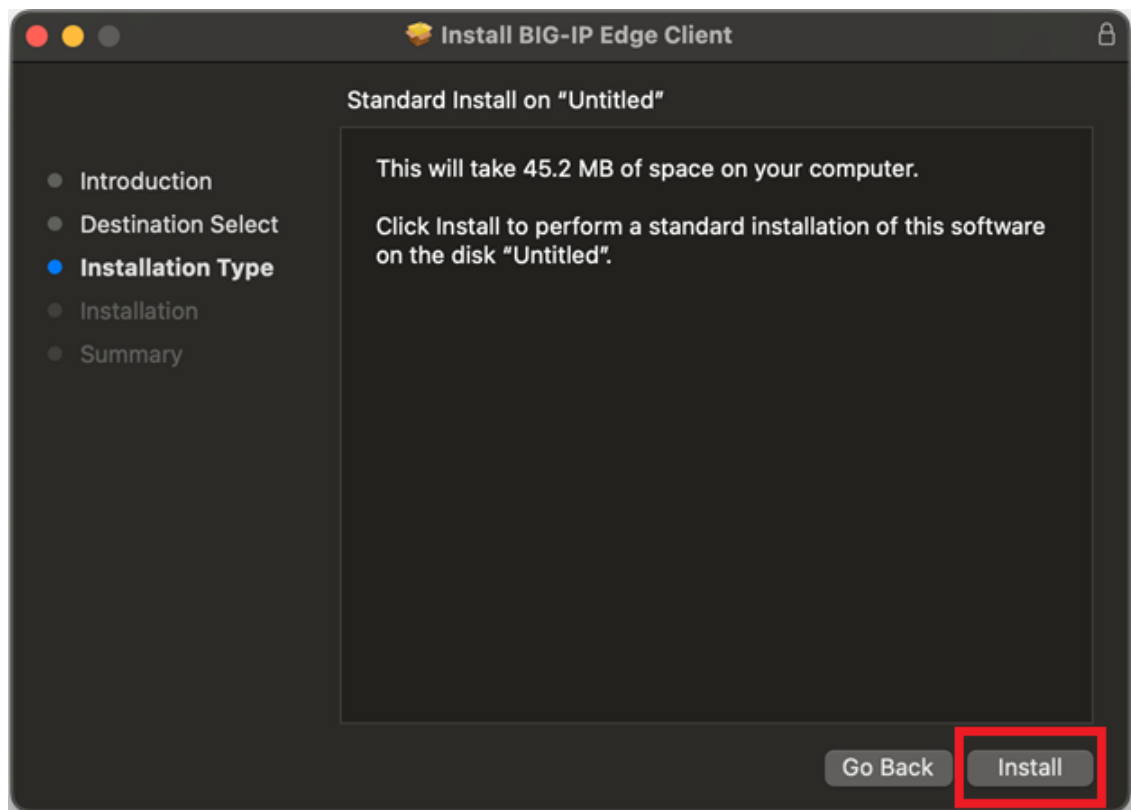
2. Save the installer file and then run it after downloading it.



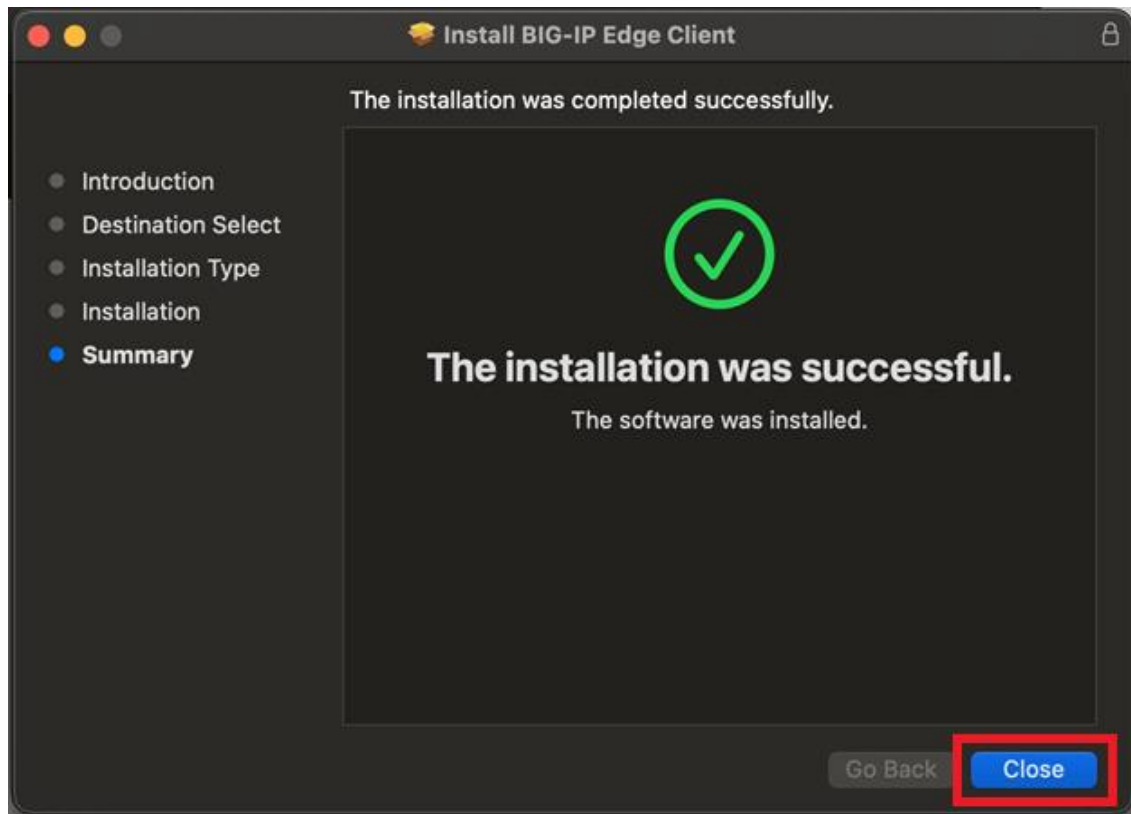
3. Select "Continue".



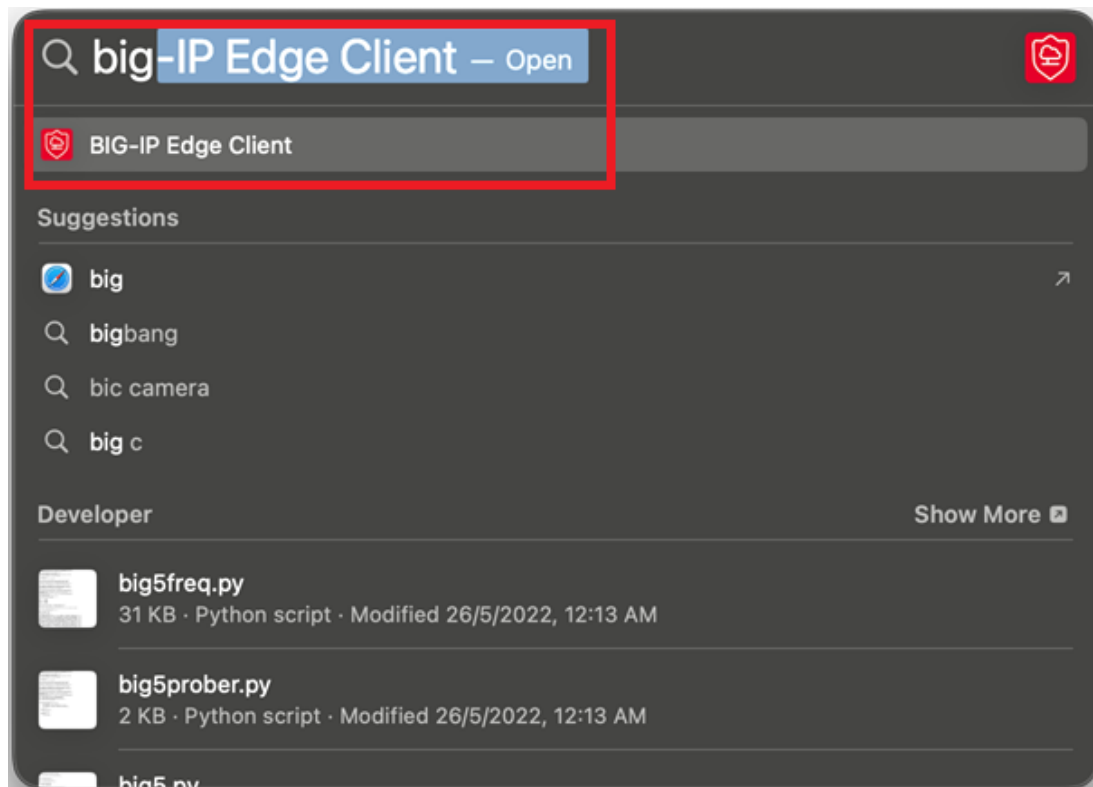
4. Select "Install".



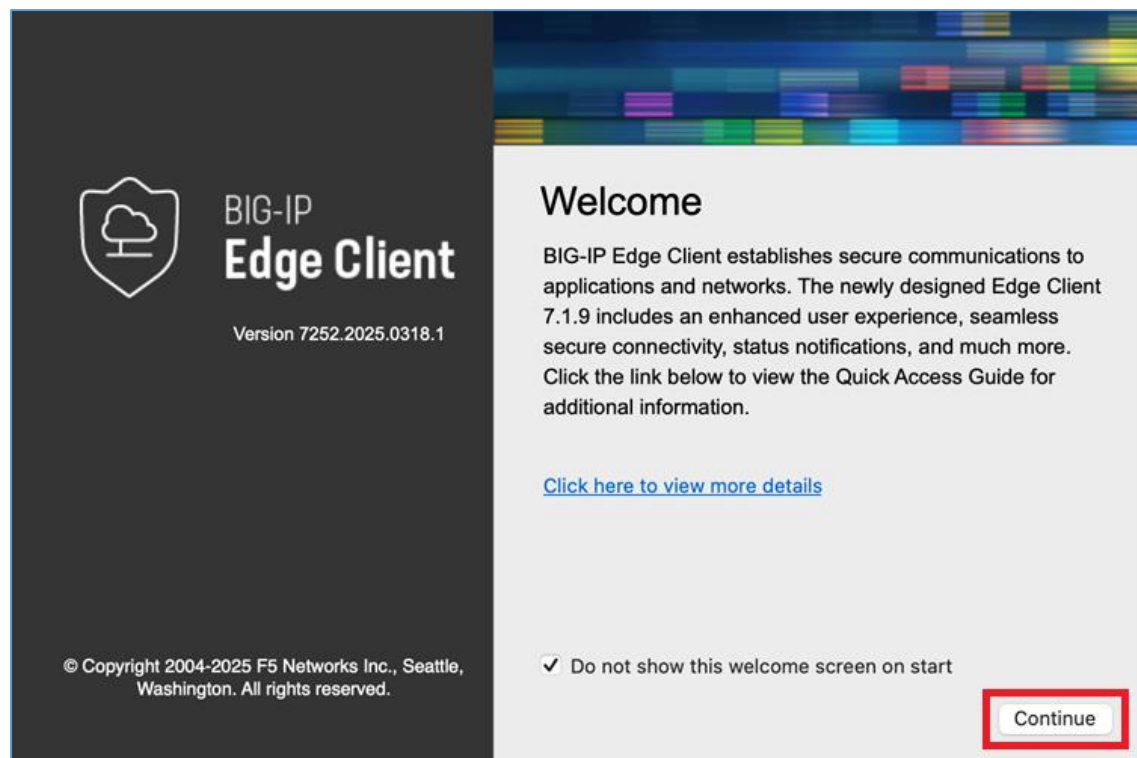
5. Select “Close” to close the installer.



6. If the BIG-IP Edge VPN client does not launch automatically the first time after installation, you can search for it using Spotlight Search by pressing Command + Space bar, as shown in the screen below.



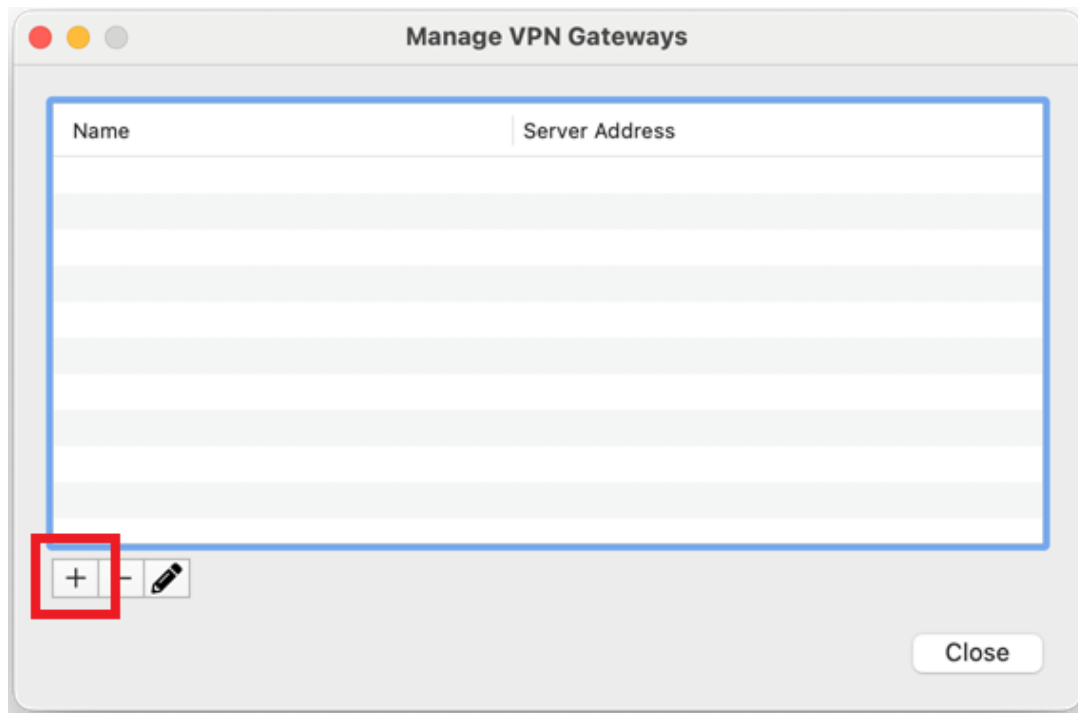
7. Select "Continue".



8. Select the BIG-IP Edge Client on the Menu Bar and then select "Manage VPN Servers".



9. Select the "+" sign.



10. If you are a staff member, enter:

Server Name: Staff VPN

Server Address: <https://staffvpn2.ln.edu.hk>

and then select "Create";

A screenshot of a form for creating a VPN gateway. It has two input fields: "Server Name" with the text "Staff VPN" and "Server Address" with the text "https://staffvpn2.ln.edu.hk". Both fields are highlighted with a red rectangular box. Below the fields are two buttons: "Cancel" and "Create". The "Create" button is highlighted with a red rectangular box.

If you are a student:

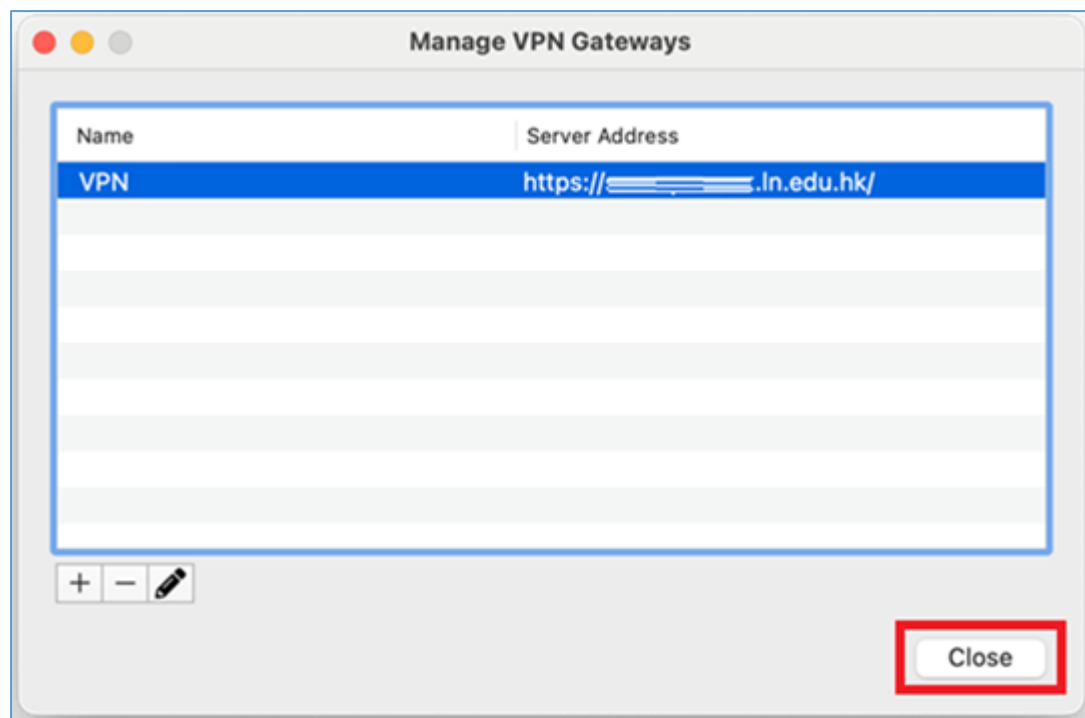
Server Name: Student VPN

Server Address: <https://studentvpn2.ln.edu.hk>

and then select "Create".

A screenshot of a form for creating a VPN gateway, similar to the one above but for students. It has two input fields: "Server Name" with the text "Student VPN" and "Server Address" with the text "https://studentvpn2.ln.edu.hk". Both fields are highlighted with a red rectangular box. Below the fields are two buttons: "Cancel" and "Create". The "Create" button is highlighted with a red rectangular box.

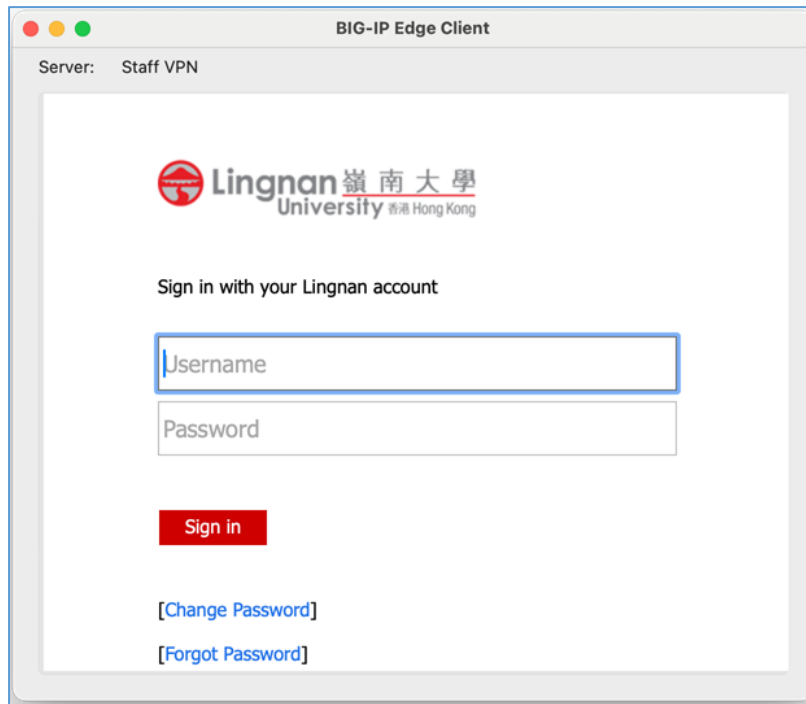
11. Select "Close"



12. Select "Turn VPN On".



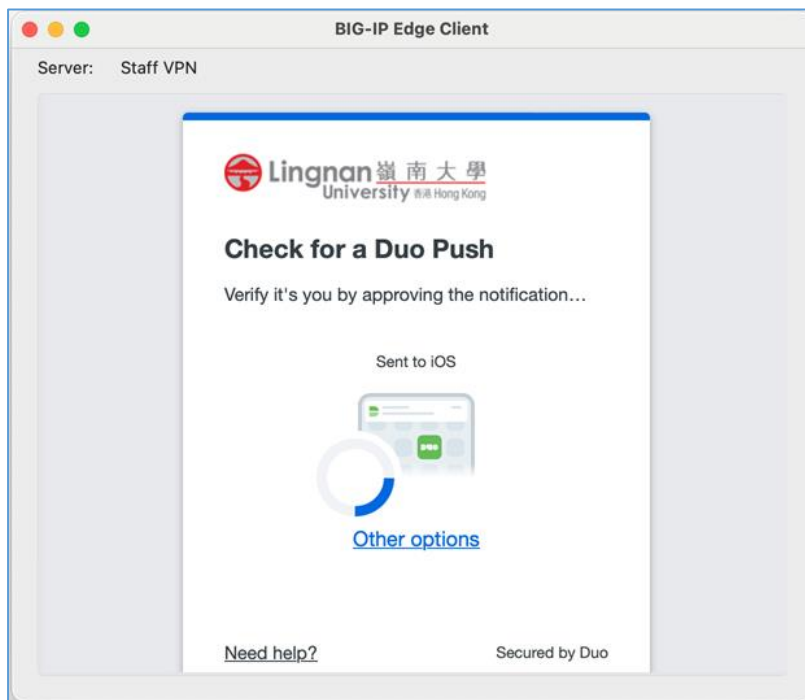
13. When prompted, enter your Lingnan username and password and click “Sign in”.



The screenshot shows a web browser window titled "BIG-IP Edge Client". Inside the window, the "Server:" field is set to "Staff VPN". The main content area features the Lingnan University logo (a red circle with a white 'L' and the text "Lingnan 嶺南大學 University 香港 Hong Kong") and the instruction "Sign in with your Lingnan account". Below this, there are two input fields: "Username" and "Password". A red "Sign in" button is positioned below the password field. At the bottom of the form, there are two links: "[Change Password]" and "[Forgot Password]".

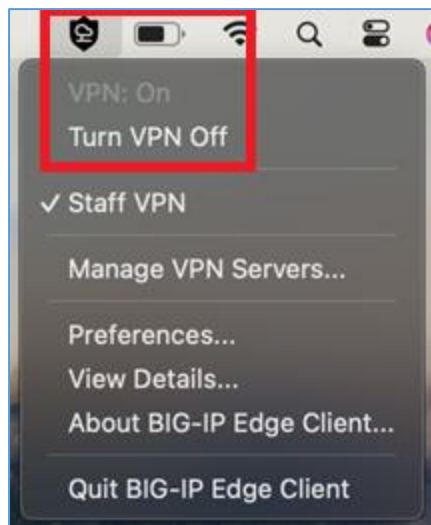
14. Two Factor authentication (2FA) is required for VPN connection.

(** If you have not registered for 2FA, please act now by visiting this website: <https://www.ln.edu.hk/itsc/services/information-security/two-factor-authentication>) Users who have registered for 2FA can then authenticate via either (1) Duo Push, (2) Duo Mobile passcode or (3) Bypass Code.



The screenshot shows the same "BIG-IP Edge Client" window, but now displaying a Duo Push notification. The Lingnan University logo is at the top. Below it, the heading "Check for a Duo Push" is followed by the instruction "Verify it's you by approving the notification...". A graphic shows a notification being "Sent to iOS" with an illustration of a smartphone. Below the graphic is a blue circular progress indicator and a link "Other options". At the bottom, there are links for "Need help?" and "Secured by Duo".

15. If you log in successfully, the icon will change and the option “Turn VPN Off” will be shown.



Clicking on the “Turn VPN Off” will allow you to disconnect from the VPN.

16. To reconnect to the VPN, click “Turn VPN On”.

