

## Guide to VPN – Global Protect - MAC

As a student at UCN, you can connect to UCN's network using a VPN connection. A VPN connection makes it possible to access UCN internal resources such as UCN network shares from home. The VPN system is called Palo Alto GlobalProtect.

If you only use systems such as Canvas, Pointer, and Outlook etc. you won't need a VPN connection.

**To install the VPN client you must:**

1. Open <https://vpn.ucn.dk>
2. Login using your UCN username and password - without @ucn.dk

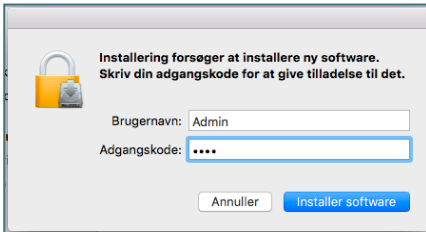


3. Choose "Download Mac 32/64 bit GlobalProtect agent"



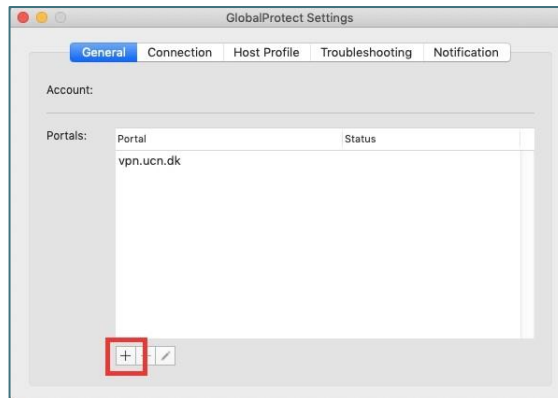
4. When download is complete, choose to install the Client on your Mac.

- During the installation, you are asked for the username and password for your Mac. Enter those credentials and click the Install button.

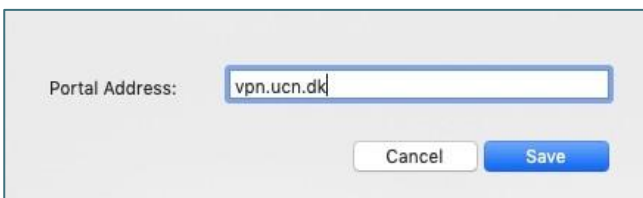


- After installing the VPN client, it should automatically start. You need to set it up to connect to UCN.

- Open the Settings tab by clicking the Global protect icon, and on the General tab, click the “+”



- After clicking the “+”, type in the VPN address for UCN. “vpn.ucn.dk” and click Save



- Now you are ready to log in, click on the GlobalProtect icon again, and type your login info.



Click *Sign in*

7. You now have access to the shared network drives you have permission to use. You can find a guide on mapping network drives here:  
<https://www.ucn.dk/english/about-ucn/it-and-support/it/user-guides>

### Problems?

Please contact your local Service Centre or Service Centre HelpDesk by one of the following:

- Call 72 69 99 99  
Monday-Thursday kl. 7.30-15.00  
Friday kl. 7.30-14.30
- Send an email to [servicecenter@ucn.dk](mailto:servicecenter@ucn.dk)
- Create a support case on the Service Centre [Self Service Portal](#)