

VPN Instructions (Windows and Macintosh)

Installing the NetExtender VPN client on Windows

VPN (Virtual Private Network) allows you to access Philadelphia University's servers remotely using a Windows-based PC or a Macintosh.

You can access your home directory, artemis and other resources. Please follow these steps to connect to the Philadelphia University network. If you have any difficulties, be sure to confirm your correct password, and disable any firewalls or security software that may be blocking the connection.

1. Connect to the Internet
 2. Open a web browser and go to <http://vpn.philau.edu>
 3. Log in with your University log in. This would be:
 - Username: same as WebAdvisor
 - Password: same as WebAdvisor
 - Domain: STUDENT or PHILACOL (for faculty and staff)
 - NOTE: If no Domain option exists, you may need to express your username as STUDENT\username or PHILACOL\username
 4. Once you are at the new page, click on the link for "NetExtender"
 5. Follow the instructions to install
 6. You will now have a little gray "N" in the area next to where your clock is located on the taskbar.
 7. Double-click the "N"
 8. A new window will open. Type your username, password and domain and click connect.
 9. You will know you are successfully connected when the window changes to one with three tabs saying "Status, Routes, DNS" and there is a small button at the bottom to disconnect.
 10. You are now connected to the University via the NetExtender VPN client.
 11. (Optional) If you are creating shortcuts to network resources (for example, your home directory) be sure to use the full server address when connecting. Simply right-click on the desktop, Choose New > Shortcut and choose your location as: [\\juno.facstaff.philau.edu](http://juno.facstaff.philau.edu) (for faculty and staff) or [\\athena.student.philau.edu](http://athena.student.philau.edu) (for students.)
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Installing the NetExtender VPN client for MAC

1. Follow the instruction steps above (steps 1 - 5) to install the client.
2. Once installed, you will need to go into your applications folder, look for NetExtender app and drag it to your desktop or launch bar.
3. Follow steps 8 - 10 above to connect.
4. (Optional) If you are creating shortcuts to network resources (for example, your home directory) be sure to use the full server address when connecting. From the Finder, simply choose Go > Connect to Server and choose your address as: <smb://juno.facstaff.philau.edu> (for faculty and staff) or <smb://athena.student.philau.edu> (for students.) Mount the 'Home' volume and open your folder.

If any part of the installation process did not work, make a note of that part of the process; write down, word for word, any error or message you see on your computer screen, and send mail to HelpDesk@PhilaU.edu or call the help desk (215-951-4648) to receive help in resolving your problem.

To access your network shares, such as the Home Directory in the future, connect with the VPN first and then open the shortcut on your desktop.

Troubleshooting tips

Disable any security software
Disable any other firewalls
Ensure that you typed the correct password

Finding Help

If you have any difficulty with VPN, send email to HelpDesk@PhilaU.edu or call the Technology Help Desk at 215-951-4648.

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send questions and comments to: HelpDesk@PhilaU.edu

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