VPN – MacOS

VIA – Virtual Internet Access

University of Exeter

To create the VPN connection to the UoE network you will need to connect to the secure website and install Aruba VIA. The VPN software allows you to connect securely to the University network as if your device was directly connected. IMPORTANT - You will require administrative rights on *your computer* to complete the initial installation of Aruba VIA. These are not required once the installation is complete.

Ensure that the end-user system meets the following prerequisites:

- Supported Operating Systems: Mac OS X 10.8, 10.9, 10.10, and 10.11.
- Administrator privileges on the computer.
- Computer connected to a working wired or wireless network

Open your web browser and navigate to https://www.exeter.ac.uk/it/howdoi/vpn/

Operating System	VIA Client Software	How to Connect to the VPN
Windows 7 32bit	Win 7 Aruba Via	Instructions for VIA Windows 7
Windows 7 64bit	win 7 Aruba VIA - 64bit	Instructions for VIA Windows 7
Windows 10 - 32 bit	Win 10 Aruba VIA 32bit	Instructions for VIA Windows 10
Windows 10 - 64 bit	Win 10 Aruba VIA 64bit	Instructions for VIA Windows 10
Mac OS X	From Apple App Store https://apps.apple.com/us/app/aruba-via/id1439900554?mt=12	Instructions for VIA MacOS

Click on the correct version of software. This will take you to the apple app store – where you will get the latest version of the software. You will need an apple ID to download this.
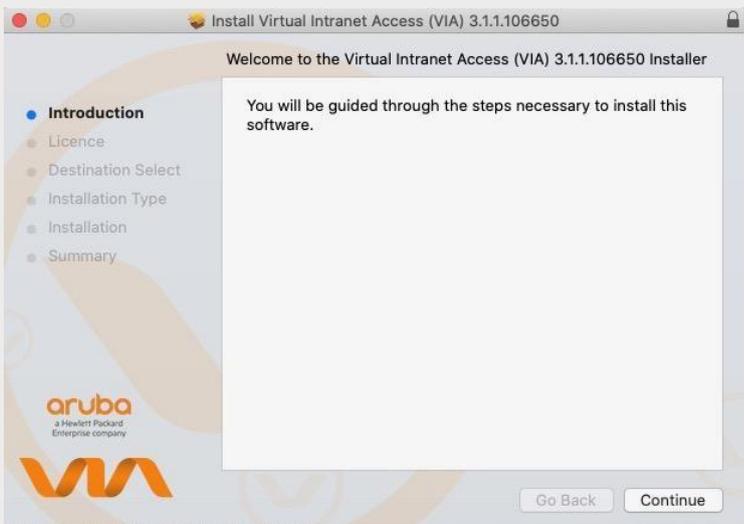
Once you have clicked on the software it will download the installer, find in your downloads and double click the **dmg** file.
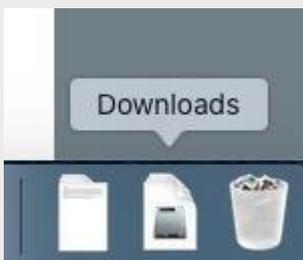
The **Introduction** screen of the VIA installation wizard is displayed. Click **Continue**.

Click **Continue** on the **Welcome** screen.

On the **Software License Agreement** screen, click **Continue.** The **License Agreement** prompt opens.
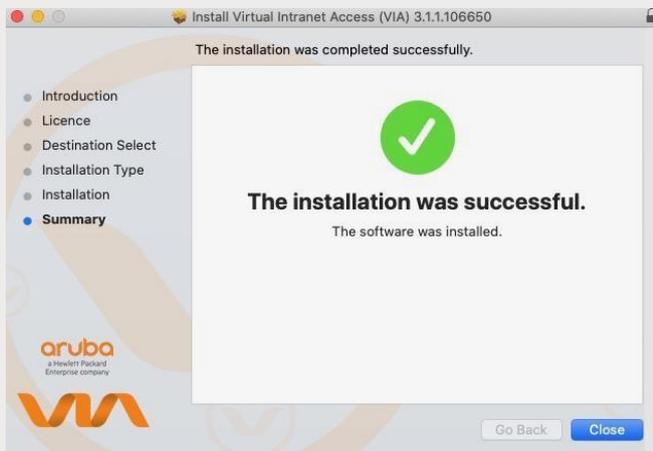

Click **Agree** to agree to the terms of the software license agreement. The **Standard Install** screen appears.

Click **Install**. The installation progress screen appears.

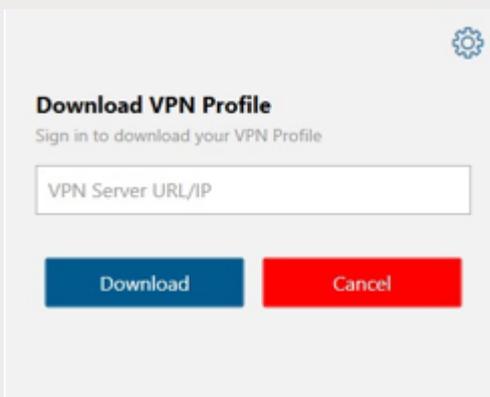Upon successful installation, the **Installation was Successful** screen appears.

Click **Close** to complete installation and close the installation wizard.

Open the Aruba VIA Application

The following window will be shown, click within the circle to download your VPN profile.

The following will be displayed.
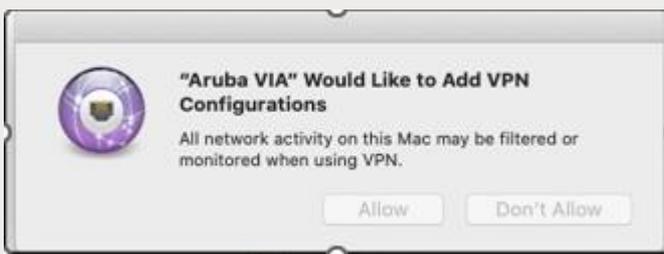

Enter remote.exeter.ac.uk in the box.

Click Download.

The following prompt will pop-up

Create VPN Connection

Enter user credentials

Enter user name

Enter password

PROCEED   CANCEL

The following screen will pop-up, choose allow.

"Aruba VIA" Would Like to Add VPN Configurations

All network activity on this Mac may be filtered or monitored when using VPN.

Allow   Don't Allow

Enter your university username and password and click proceed.

Virtual Intranet Access

psc209

VPN CONNECTING
Please Wait...

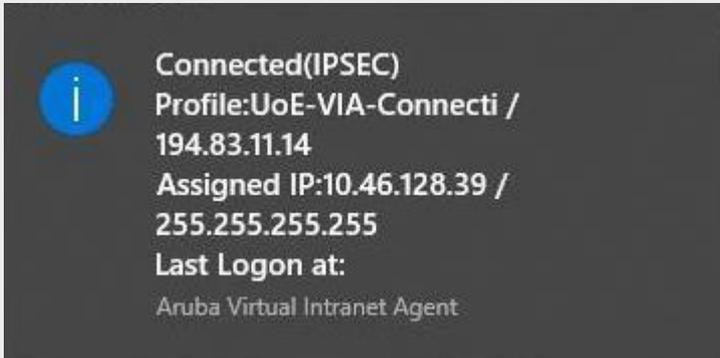remote.exeter.ac.uk

UNTRUSTED NETWORK

The client will attempt to connect and will trigger your chosen MFA method for confirmation, approve the MFA request.

Once a connection is in place. An entire green circle is shown.

Confirmation of your connection will pop up like this:

Upon connecting, VIA automatically minimizes to the taskbar after two seconds.
Click the VIA tray icon to display the VIA home screen. The VIA tray icon colour indicates the status of the network connectivity, as described below:

Tray icon Color	Description
	No profile is downloaded in VIA.
	Profile is downloaded but VPN is disconnected.
	Profile is downloaded and VPN is connected.

Using Aruba VIA

After installation, the Aruba VIA client will automatically load every time you start MacOS. Click the VIA tray icon to display the menu with relevant quick options. This menu changes based on the status of the VIA application. Once a profile has been downloaded but the VPN is not connected, the following menu is shown. Clicking on Connect will start the VPN session.

To disconnect, the Via tray icon will display this option.

Choose Disconnect.

IMPORTANT INFORMATION WHEN USING THE VPN SERVICE

Once connected, your device will have a secure tunnel to the University network and will be allocated a UoE network address. It will effectively be treated as directly connected to the University network. Unless specifically requested otherwise, all the network traffic your device generates during an active VPN session will travel via the secure tunnel and the University network. This is useful to know when accessing external resources that will only permit access from known University network addresses. Ensure you need to be using the VPN for the work you are doing. Many of the University's commonly used applications work without being connected to the VPN.