Connect to the VPN

The Virtual Private Network (VPN) enables access to H: drive, departmental filestore and certain other IT services from off campus. If you do need to use it, connection instructions are below. Some of the services which require it include:

- Personal filestore (H: Drive)
- Departmental filestore
- Mac software installation
- Core MyHR portal

Many other IT services do not require a VPN connection. Some of the services you do not need VPN for include:

- LU Box
- Email access
- Remote desktop access to your PC
- Accessing most AppsAnywhere software using windows
- Moodle

Troubleshooting

Page: CoreHR not accessible when connected to VPN
Page: VPN connection issues
Report another problem with the VPN

Connect to the VPN using Windows

The video below shows the process for connecting to the VPN from a Windows 10 PC. For written instructions for both Windows 10 and Windows 8, see below the video.

Windows 10

1. Click on the network symbol in the bottom right hand corner (this may appear as four curved lines or an icon depicting a monitor with a cable).
2. Select Network settings.
3. Select VPN.

Then:

1. In the network settings menu, click Add a VPN Connection.
2. Enter the following settings:
   - VPN Provider: Windows (Built in)
   - Connection Name: Lancaster University VPN
   - Server name or address: vpn.lancaster.ac.uk
   - Select VPN type: Secure Socket Tunneling Protocol (SSTP)
   - Type of sign-in info: your username and password
   - Username: LANCS\username (e.g. LANCS\bloggs)
   - Password: Enter your normal University password
3. Click **Save** - the VPN settings menu will reappear.

If the VPN settings menu does not reappear, click the network symbol from the bottom right corner > Click **Network Settings** > Select **VPN** from the left toolbar.

Then:

1. In the settings menu, under the sub heading **Related Settings**, click **Change adaptor options**. This will open the **Network Connections** window, you should see your VPN connection you have just created here.

2. Right click on this connection and select **Properties**.

3. Go to the **Security** tab.

4. Click the option for **Allow these protocols**.

5. Tick the box named **Challenge Handshake Authentication Protocol (CHAP)**.

6. Ensure the box under this named **Microsoft CHAP Version 2 (MS-CHAP v2)** is also checked.

7. Click **OK**.

8. When prompted by the protocol message, click **Yes**.

9. Close the open windows.

To connect to the VPN:
1. From the main desktop, click on the network symbol in the bottom right hand corner.

2. Select Lancaster University VPN and click Connect.

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**Windows 8**

1. Press Windows key & S - this will open the Search side panel.

2. Type: vpn
   
   1. You should see a list.

3. Click Manage Virtual Private Networks (VPN).

4. Click on Add a VPN Connection.

5. Drop the VPN provider list and select Microsoft.

6. In Connection Name type: Lancaster University VPN

7. In Server name or address, type: vpn.lancaster.ac.uk

8. Un-select Remember my sign-in info.

9. Click Save - you should see the Network Ethernet screen.

Then:

1. Press Windows key & S - this will open the Search side panel.

2. Type: View network connections
   
   1. You should see a list.

3. Click on View network connections - you should see a list of network connections.

4. Right click on Lancaster University VPN - you should see a tabbed dialog box.

5. Click on the Security tab - see dialog.


7. Click on Allow these protocols EAP-MSCHAPv2 will be used for IKEv2 VPN type. .

8. Notice that Microsoft CHAP Version 2 (MS-CHAP v2) is selected.
   
   1. If it is not, select it.

9. Leave all other options as they are.

10. Click OK.

11. Close Network Connections dialog box.

To connect to the VPN:

1. Click the Network icon (next to the speaker, near the time) - the Sidebar appears.

2. Click the Lancaster University VPN connection.

3. Click Connect.

4. At the Network Authentication prompt:
   
   1. Enter your username, in the format: **LANCS:username** - e.g. lancs/bioggaj
   
   2. Enter your University password.
5. Click OK.

Connect to the VPN using a Mac
These instructions apply to the latest version of Mac OS.

1. From the Apple Menu in the top right of your screen, select **System Preferences**.

![System Preferences](image)

2. Click **Network**.

3. If the preference pane is locked, usually indicated by a closed padlock in the bottom left hand corner, this will need to be unlocked. To unlock it, click the padlock icon, then enter administrator credentials for your Mac.

4. If there are any previous VPN connections in the list, remove them now.

5. From above the padlock, click the + icon.
5. The VPN settings window appears.

6. The required settings are:
   - Interface: VPN
   - VPN Type: L2TP over IPSec
   - Service Name: Lancaster University VPN

7. Once the interface has been created, a Not configured pane appears. Add the following information:
   - Server Address: vpn.lancaster.ac.uk
   - Account Name: lancs\your\username (e.g. lancs\bloggsj)
   - Tick Show VPN status in menu bar
8. Select Authentication Settings...

9. Under Machine Authentication, enter the Shared Secret which you can find here: VPN Shared Secret

10. Click OK.

11. From the right-hand side of the Not configured pane, click Advanced...

12. To ensure that all your data is sent securely, tick Send all traffic over VPN connection. Then click OK.

13. In the Network pane, click Connect. Then, when asked to apply settings before connecting, click Apply.

14. When prompted, enter University password. Then click OK.
You should now be connected to the VPN.

**To disconnect from VPN**

1. Click on the VPN icon in the menu bar, then select **Disconnect Lancaster University VPN**.

To reconnect to the VPN at any time, you can select the VPN button in the menu bar and click **Connect**.

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**Connect to the VPN using Android**

These instructions were tested on Android version 6.0.1 on a Samsung Galaxy Tab S2. The process should be similar on other Android versions and devices.

1. Open **Settings**.
2. Tap **More connection settings**.
3. Tap **VPN**.
4. Tap **Add VPN**.
5. Enter the following (If necessary, scroll down for additional settings):
   - **Name**: Lancaster University
   - **Type**: L2TP/IPSec PSK
   - **Server address**: vpn.lancaster.ac.uk
   - **IPSec pre-shared key**: enter the code which you can find here: [VPN Shared Secret](#)
   - Leave other settings as their defaults.
6. Tap **Save**.

7. In the menu, tap **Lancaster University**.

8. Enter the following:
   1. Username: `lancs\username` *(e.g. lancs\bloggsj)*
   2. Password: your University account password

9. Tap **Connect**.

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**Connect to the VPN on an iPhone or iPad**

These instructions apply to the latest version of iOS.

1. Open the **Settings** app.

2. Select **General**.

3. Select **VPN**.

4. Tap **Add VPN Configuration**.

5. Enter the following settings:
   1. Type: **L2TP**
   2. Description: **Lancaster University VPN**
   3. Server: `vpn.lancaster.ac.uk`
   4. Account: `lancs\username` *(e.g. lancs\bloggsj)*
   5. Secret: Enter the Shared Secret which you can find here: [VPN Shared Secret]

   Leave other settings as their defaults.

6. Select **Done** at the top right.

To connect to the VPN at any time, click **Settings** and slide on the **VPN** option.

Enter your University password when prompted.
Connect to the VPN using another operating system or device

When prompted in your devices settings, enter the following details in the correct fields:

- **Interface:** VPN
- **VPN Type:** SSTP or L2TP over IPSec
- **Service Name:** Lancaster University VPN
- **Server Address:** vpn.lancaster.ac.uk
- **Account Name:** lancs\your username (e.g. lancs/bogg hyperspace)
- **If you are prompted for a Shared Secret, enter the the word you can find here: VP N Shared Secret**