

VPN

Version 15

Published 9/24/2021 by **Jennifer Kim** Last updated 1/11/2024 8:18 PM by **Truc Chau**

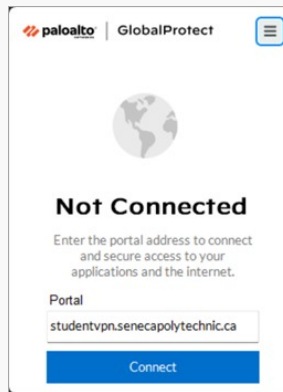
Student VPN

At Seneca Polytechnic, there is Virtual Private Network (VPN) for Students and Employees. The Student VPN is required to access the following services when you are not connected to **Seneca's wireless connection**:

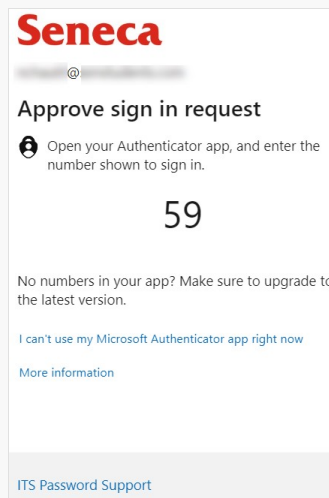
- AS400
- **Matrix**
- **MyApps** (VPN is only required for software using the licensing server in MyApps)
- MySQL
- **MyVault**
- MyVMLab
- **Virtual Commons**

How to connect to Student VPN

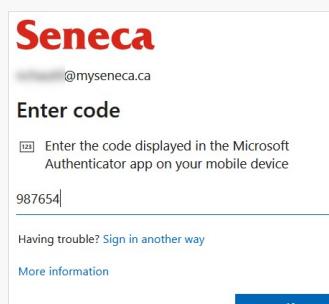
1. First, install GlobalProtect VPN by going to: <https://studentvpn.senecapolytechnic.ca>
2. Download the **GlobalProtect agent** that corresponds to your computer's operating system.
 - If you have Windows, click Download 64 bit GlobalProtect agent.
 - If you have Mac, click Download Mac 32/64 bit GlobalProtect agent.
 - If you have Linux, click Download Linux bit GlobalProtect agent.
3. Install the software using the default options and then open the GlobalProtect application.
4. Connect to GlobalProtectVPN by opening the GlobalProtect application on your computer that was previously installed.
5. In the Portal text box, type **studentvpn.senecapolytechnic.ca** and then click **Connect**.



6. Enter your email address, password and click sign-in.
7. A window will now appear asking you to Verify your identity. There may be up to four authentication options available. Some users may have only two options available if they do not have the Microsoft Authenticator app installed.
 - The first option is by using the Microsoft Authenticator app. Clicking this option will display a number on your computer and send a notification to your smartphone simultaneously. Click the notification on your smartphone and enter the number shown on the computer.

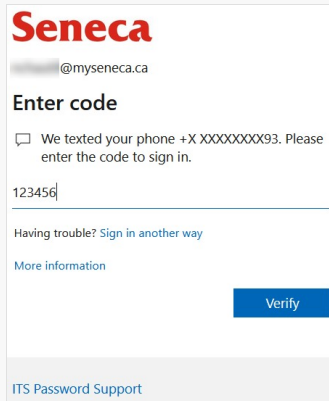


- The second option is by using the verification code. Click this option and you will be asked to enter a passcode. On your phone open the Microsoft Authenticator app and click on your account to get a passcode. Enter this passcode on your computer and click verify to complete the process.



ITS Password Support

- The third option is by using text. Click this option to receive a passcode by text on your phone. Enter this passcode on the computer and click verify to complete the process.



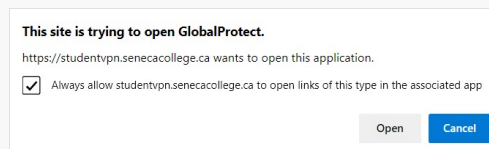
The image shows a web browser window displaying the Seneca login verification page. At the top left is the Seneca logo in red. Below it is a greyed-out email address ending in @myseneca.ca. The main heading is "Enter code". There is a checkbox with the text "We texted your phone +X XXXXXXXXX93. Please enter the code to sign in." Below this is a text input field containing the number "123456". At the bottom right is a blue "Verify" button. At the bottom left of the page is the text "ITS Password Support".

- The fourth option is by call. Click this option to receive a phone call asking you to click pound (#) to verify your log in.



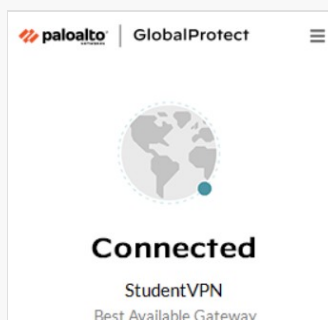
The image shows a web browser window displaying the Seneca login verification page. At the top left is the Seneca logo in red. Below it is a greyed-out email address ending in @myseneca.ca. The main heading is "Approve sign in request". There is a phone icon with the text "We're calling your phone. Please answer it to continue." Below this is a link "Having trouble? Sign in another way" and another link "More information".

8. Once the login process is complete. You will be prompted to open the GlobalProtect application on your default browser. On the pop-up window, check the box to "Always allow studentvpn" and click **Open**. You are now connected to the StudentVPN.



The image shows a browser pop-up window. The title bar says "This site is trying to open GlobalProtect." Below that is the URL "https://studentvpn.senecacollege.ca" and the text "wants to open this application." There is a checked checkbox next to the text "Always allow studentvpn.senecacollege.ca to open links of this type in the associated app". At the bottom right are two buttons: "Open" and "Cancel".

9. You will now be logged into Student VPN.



Disconnect

For additional resources, please see [Frequently Asked Questions](#).

tags : its-services, vpn