1. Aim

This guide will assist you SUTD VPN access. This is required if you need to use the academic software when you are off-campus or in the hostel. You do not need VPN access when you are on campus.

2. Usage

   a. Please take note to disconnect when not in use so as not to hog the resources.
   b. Please refrain from uploading huge files over the VPN connection.
a. Open a web browser. The web browser being used for illustration in this guide is Internet Explorer 9. For other web browsers, please ensure that you are running on at least Java version 6 update 32.

Refer to the table below for the list of supported platforms.

<table>
<thead>
<tr>
<th>Platform</th>
<th>Operating System</th>
<th>Browsers and Java Environment</th>
</tr>
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</table>
| Windows  | • Vista with Service Pack 1 or 2 on 32 bit or 64 bit platforms  
• Windows 7 on 32bit or 64 bit platforms  
• XP Professional with SP2 or SP3 on 32 bit or 64 bit  
• XP Home Edition SP3 | • Internet Explorer 9.0 *  
• Internet Explorer 8.0 *  
• Internet Explorer 7.0 *  
• Internet Explorer 6.0 *  
• Firefox 3.0 and above  
• Sun JRE 6 and above  
( * Wherever applicable) |
| Mac      | • Mac OS X 10.6, 32 bit and 64 bit  
• Mac OS X 10.5.x, 32 bit and 64 bit  
• Mac OS X 10.4.x, 32 bit only | • Safari 3.0 and above  
|          | • Opera 9.2 and 10.x, 32 bit only  
• Ubuntu 9.10 and 8.10, 32 bit only  
• Red Hat Enterprise Linux 5, 32 bit only | • Sun JRE 6 and above  
| Linux    | • OpenSuse 10.x and 11.x, 32 bit only  
• Ubuntu 9.10 and 8.10, 32 bit only  
• Red Hat Enterprise Linux 5, 32 bit only | • Firefox 3.0 and above  
• Sun JRE 6 and above  |
| Solaris  | • Solaris 10, 32 bit only | • Mozilla 2.0 and above |

b. From the address bar, enter https://sutdvpn.sutd.edu.sg/student

c. You will be presented with the screen below. Please login using your Network ID and password.

![SUTD Student SSL VPN](image)

**Welcome to the SUTD Student SSL VPN**

Username:  
Password:  
Please sign in to begin your secure session.

Sign in


d. You will see a small prompt (below) at the bottom of the browser. Please click “Install”.
This step here is actually installing an Internet Explorer add-on onto your workstation. This is necessary for the VPN connection to work with the browser.

e. At the next screen, please select “Start” to connect to the network

f. At the next screen, you will see the browser indicating that it is beginning the connection process.

g. At the next screen, you will see a pop-up. Please select “Allow”. This step will only be required for the first time setup.
h. At the next pop-up, select “Allow” to permit the installation of a thin VPN client onto your workstation. This will only be required for first time setup.

i. Please select “Always” at the next pop-up window. This will only be required for first time setup.
j. At the next screen, the download for the installation file will begin.

k. Installation will commence

l. Once installation is completed, you will be presented with the screen below. At the bottom right corner, if you show your hidden icons you will see the icon circled in red.
If the icon is in color, it means that you have a successful connection. If it is greyed out, it is either still trying to connect or has disconnected.

A successful connection will allow you to use the software that requires connection to the license manager. You merely need to click the academic software which you want to use.

Please do not hesitate to contact IT Helpdesk if you have any questions.

Thank you.