

## **Maynooth University myVPN Service**

Maynooth University myVPN uses Two-Factor authentication for all users of the service. The Two Factor authentication is provided by Domain Username/Password combined with Google Authenticator

It is the responsibility of all users of the myVPN service to ensure their password is secure and kept safe at all times.

There is a lockout policy on the myVPN service, after 5 failed attempts to log in, your account will be locked out from using the myVPN service for 30 minutes.

You must install Google Authenticator on your Phone/Tablet via the Google Play Store or Apple App Store.

The following document gives direction on how to use the VPN service.

Please email [servicedesk@mu.ie](mailto:servicedesk@mu.ie) or Phone +353-1-708 3388 if you have issues.

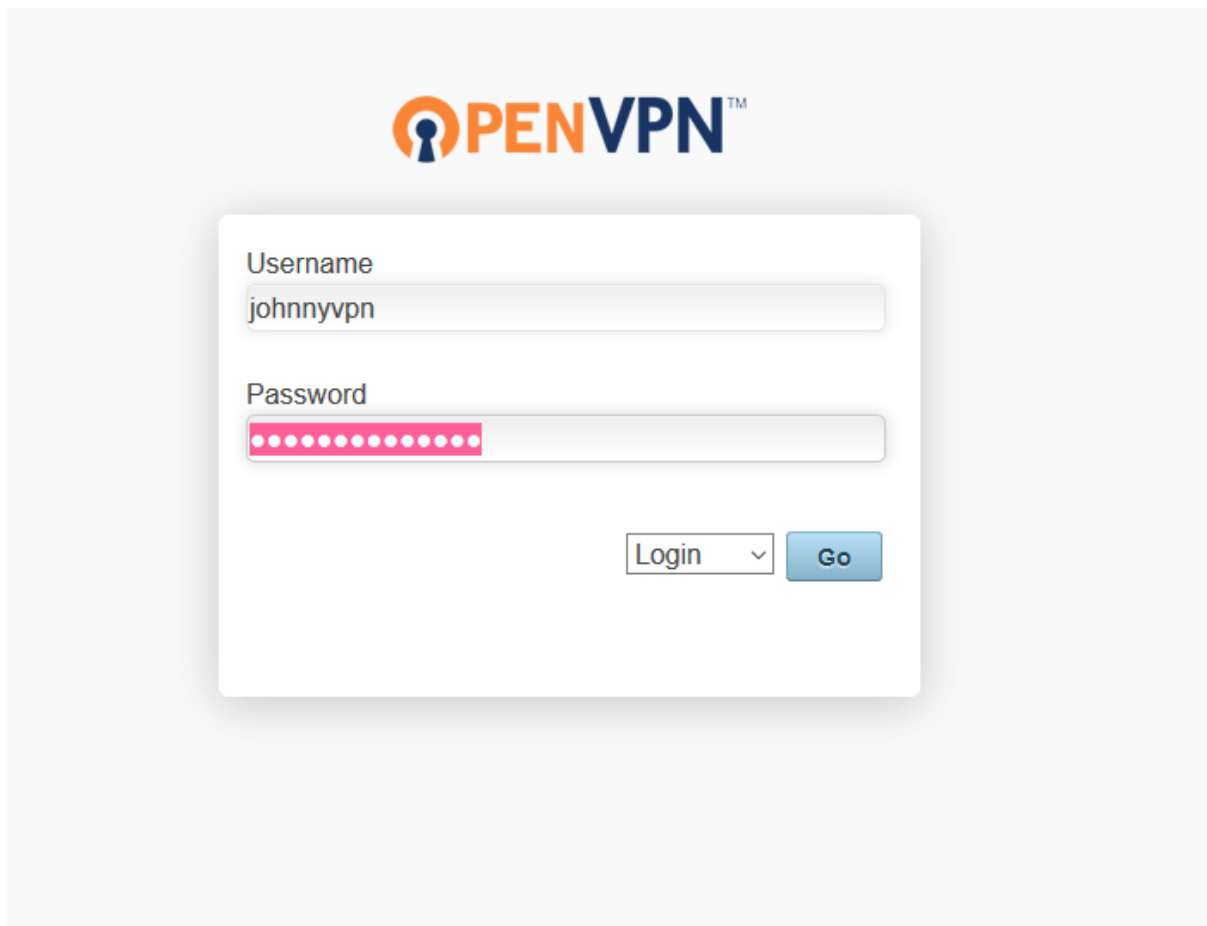
### Step 1: Download the VPN Client Software (OpenVPN)

Browse to the VPN portal from the Laptop/Computer you will use to connect to the myVPN service

<https://my.vpn.mu.ie>

On first time login, please ensure that you have changed the dropdown box to Login and that it doesn't say Connect

Click Go



OPENVPN™

Username  
johnnyvpn

Password  
●●●●●●●●●●●●

Login ▾ Go

Choose the OpenVPN software for your Particular Operating System

## Download and Install



Logout

To download the OpenVPN Connect app, please choose a platform below:

- [OpenVPN Connect for Windows](#)
- [OpenVPN Connect for Mac OS X](#)
- [OpenVPN Connect for Android](#)
- [OpenVPN Connect for iOS](#)
- [OpenVPN for Linux](#)

Connection profiles can be downloaded for:

- [Yourself \(user-locked profile\)](#)
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## Step 2: Setup Google Authenticator

As stated previously, ensure that you have the Google Authenticator software installed on your Phone/Tablet

### Google Authenticator Setup

NOTE: This account requires two-step verification using Google Authenticator on your mobile phone.

To get started, download the Google Authenticator app:

- [Google Authenticator for Android](#)
- [Google Authenticator for iPhone](#)

Once you have the Google Authenticator app on your mobile phone, just scan the QR code below, and you'll be ready to go. The app will display a 6-digit code that changes every 30 seconds. When you connect to the VPN, you will need to enter this code along with your other credentials.



Google Authenticator secret:

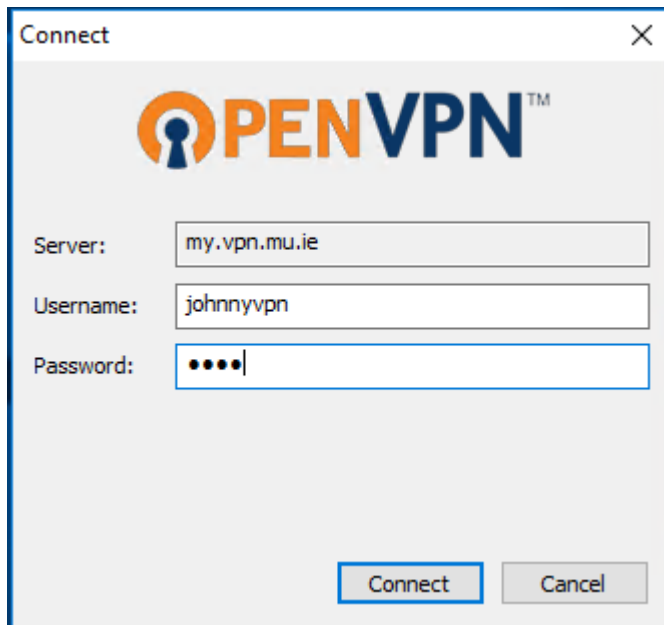
I scanned the QR code

Scan the QR code presented to you in your browser and click "I scanned the QR code"

### Step 3: Connect to VPN

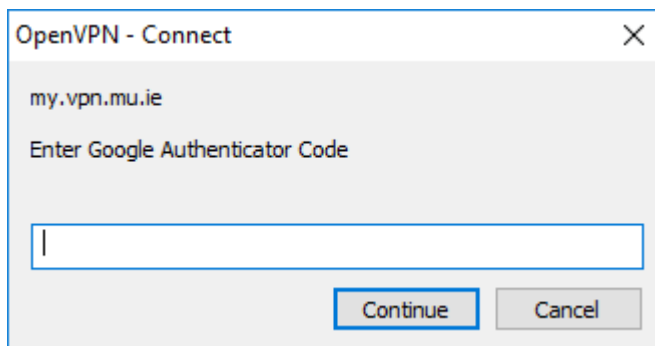
Open the "OpenVPN" software on your Computer/Laptop

Enter your Username/Password



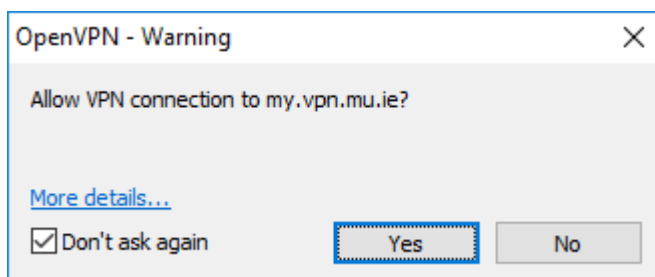
The image shows a dialog box titled "Connect" with a close button (X) in the top right corner. At the top center is the OpenVPN logo, which consists of a blue keyhole icon followed by the text "OPENVPN™" in blue. Below the logo are three input fields: "Server:" containing "my.vpn.mu.ie", "Username:" containing "johnnyvpn", and "Password:" containing five black dots. At the bottom of the dialog are two buttons: "Connect" and "Cancel".

Enter the Google Authenticator Code



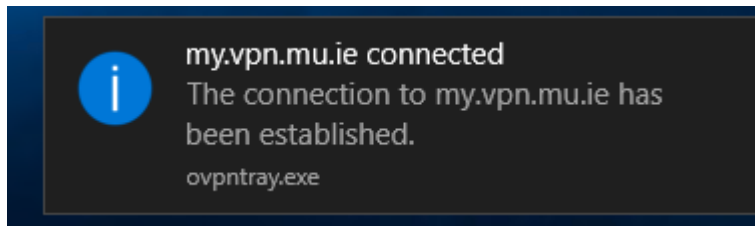
The image shows a dialog box titled "OpenVPN - Connect" with a close button (X) in the top right corner. The text "my.vpn.mu.ie" is displayed at the top. Below it, the text "Enter Google Authenticator Code" is shown above a single-line text input field. At the bottom of the dialog are two buttons: "Continue" and "Cancel".

Click Yes



The image shows a dialog box titled "OpenVPN - Warning" with a close button (X) in the top right corner. The text "Allow VPN connection to my.vpn.mu.ie?" is displayed. Below this text is a blue hyperlink labeled "More details...". At the bottom left, there is a checked checkbox followed by the text "Don't ask again". To the right of the checkbox are two buttons: "Yes" and "No".

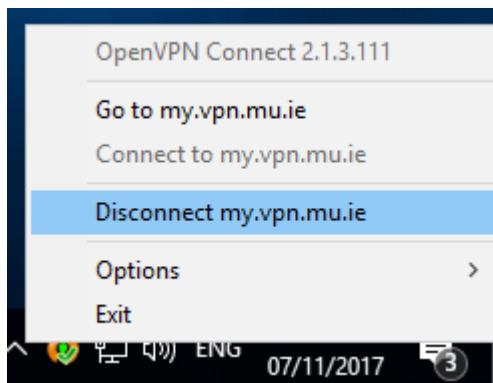
You should get a notification as below and the OpenVPN icon should have a Green Tick



You are now connected to myVPN.

You should be able to connect to any resources you are entitled to access.

Disconnect from VPN once finished.



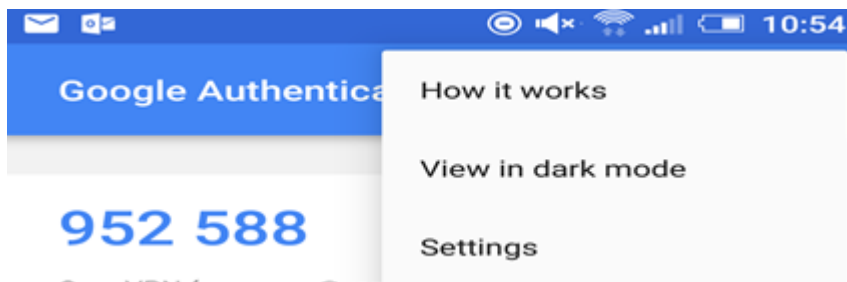
Going forward you will only need to launch the OpenVPN client, then connect to the VPN using your username/password and Google Authenticator code combination

## Troubleshooting and Google Authenticator

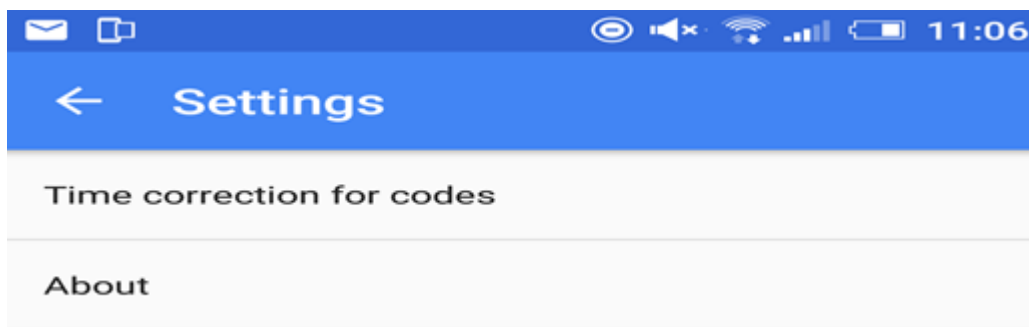
The Google Authenticator app is time sensitive, if you get errors when logging in regarding an incorrect Google Authenticator code, please ensure that the time and date on your Phone/Tablet is correct.

Also, within the app itself, there is an option to sync the codes with Google's time servers, this can be done as follows.

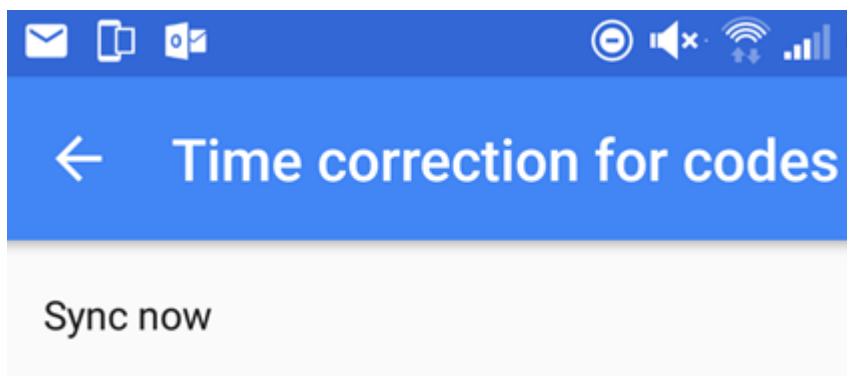
Click on the three dots at the top right-hand side of the app and choose "Settings"



Click on "Time correction for codes"



Click on "Sync now"



Close app and then try to connect to VPN service again.