

GLOBALPROTECT VPN ACCESS FOR CUT STUDENTS ON WINDOWS DEVICES

Connecting to the VPN gives you access to CUT's online learning resources at zero cost.

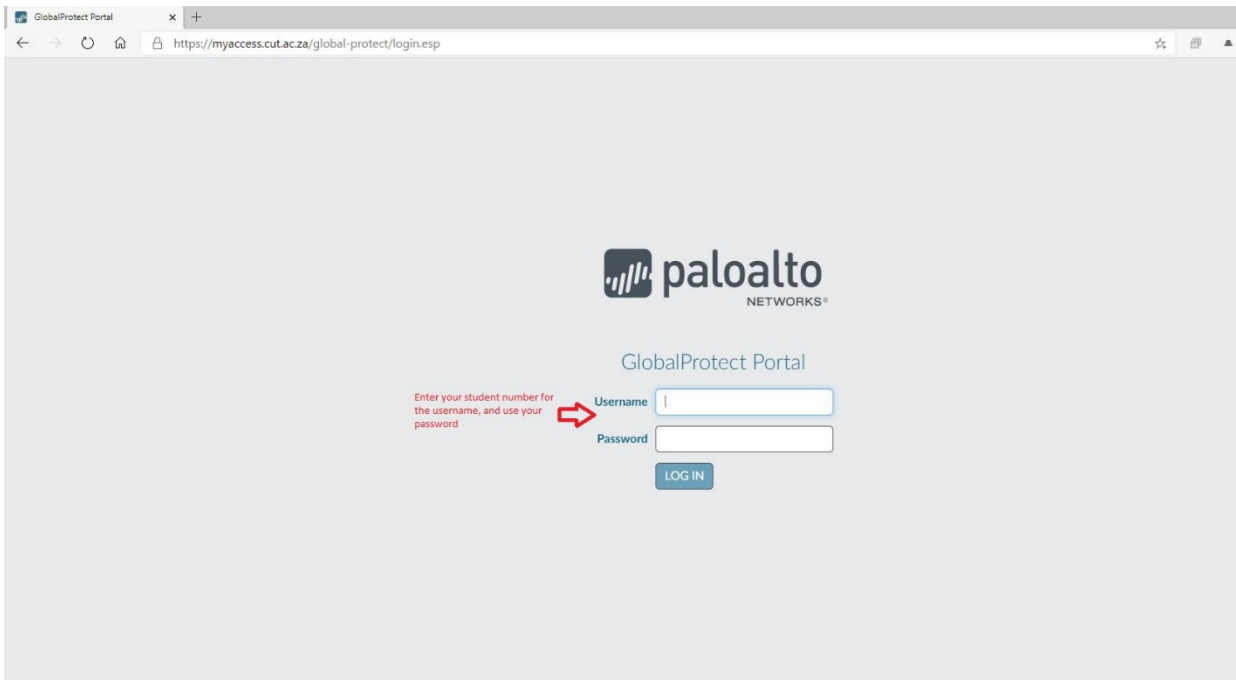
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Follow these **12 steps** to connect to VPN on your Windows device

STEP 1

Open a browser of your choice, and enter the following address: myaccess.cut.ac.za

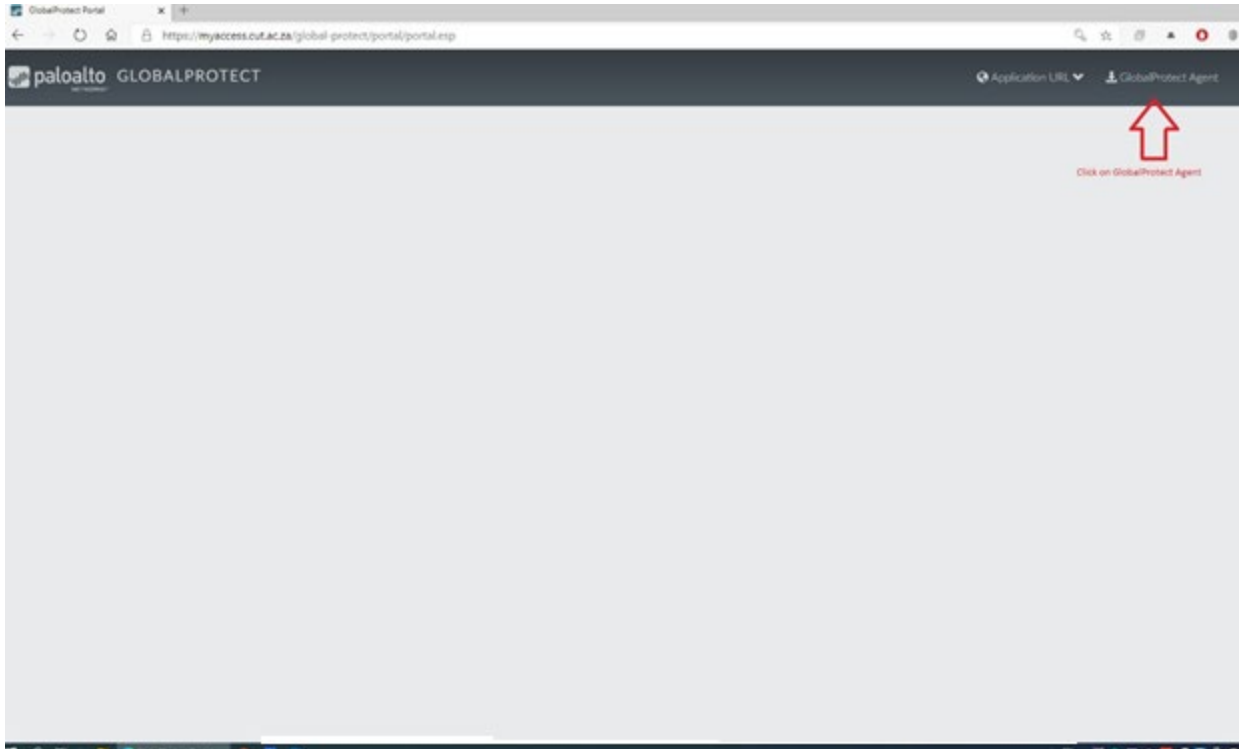
When you get to the login screen, enter your student number and password



The screenshot shows a web browser window with the address bar displaying <https://myaccess.cut.ac.za/global-protect/login.esp>. The page content features the Palo Alto Networks logo at the top, followed by the text "GlobalProtect Portal". Below this, there is a login form with two input fields: "Username" and "Password". A red arrow points from the text "Enter your student number for the username, and use your password" to the Username field. A "LOG IN" button is positioned below the Password field.

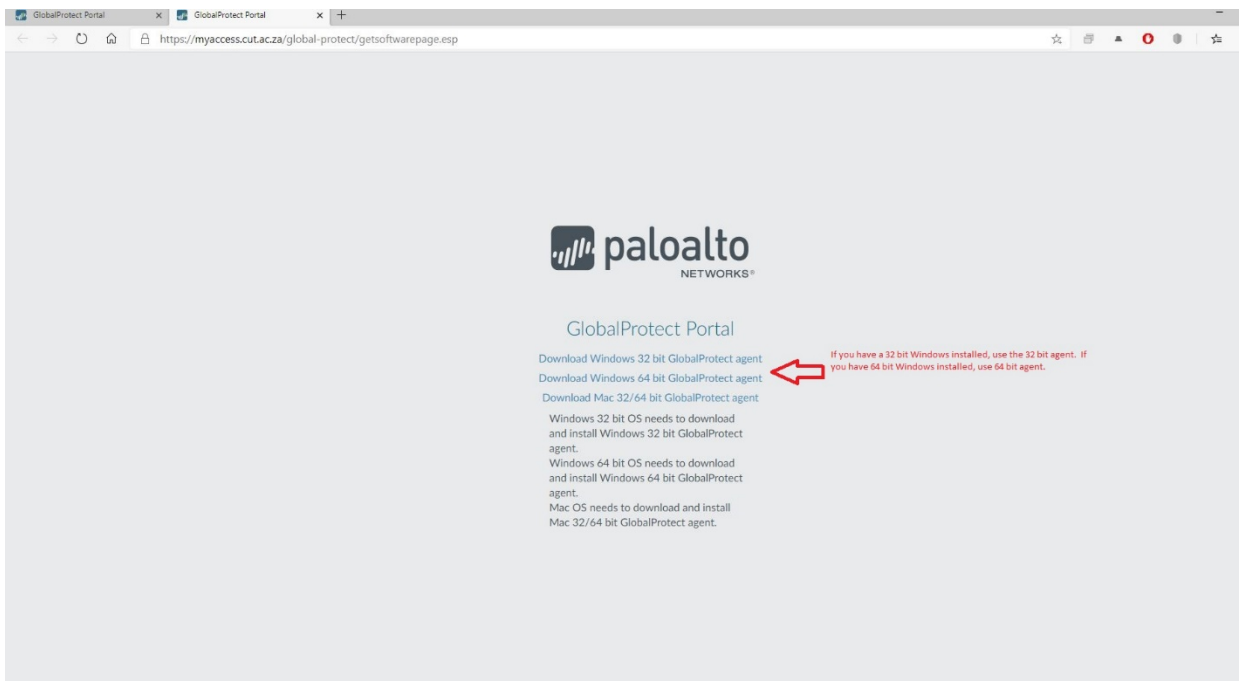
STEP 2

Click on Global Protect Agent



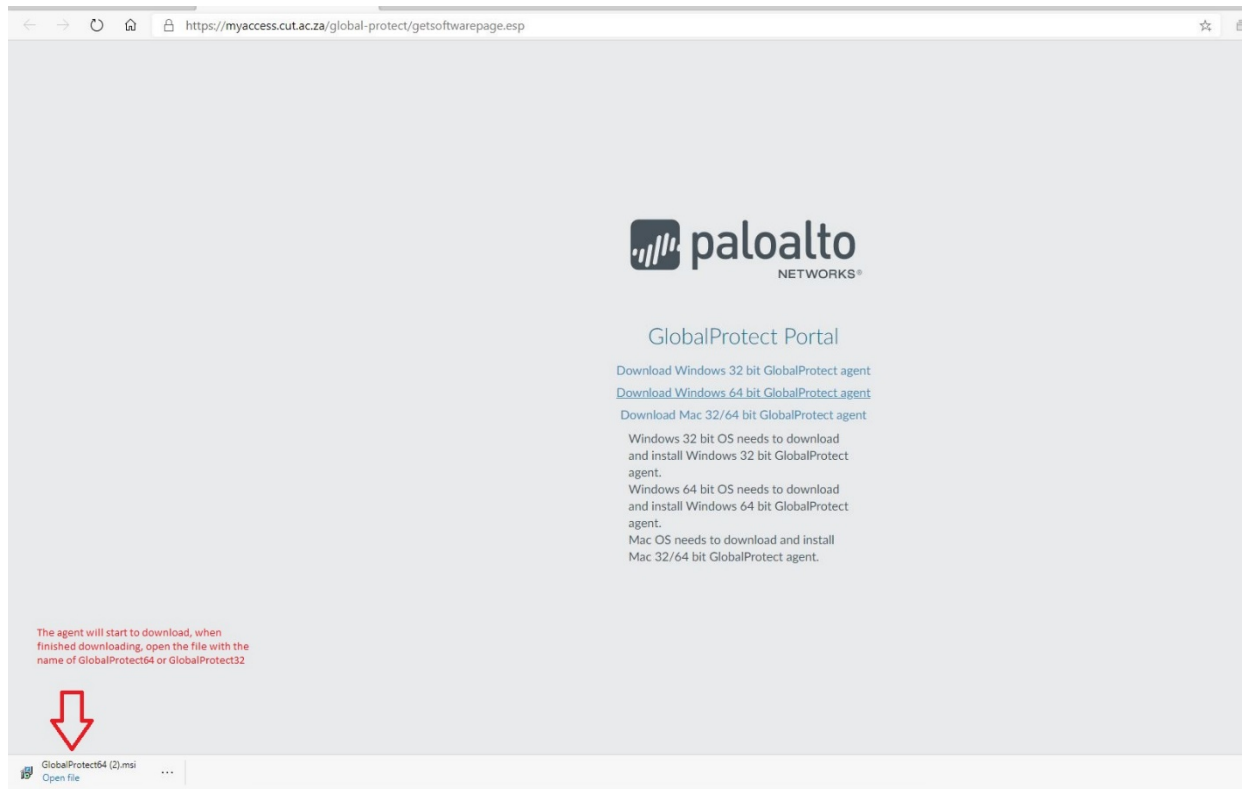
STEP 3

Select the agent you need to install, 32-bit agent for 32 bit Windows or 64 bit agent for 64 bit Windows and download the file



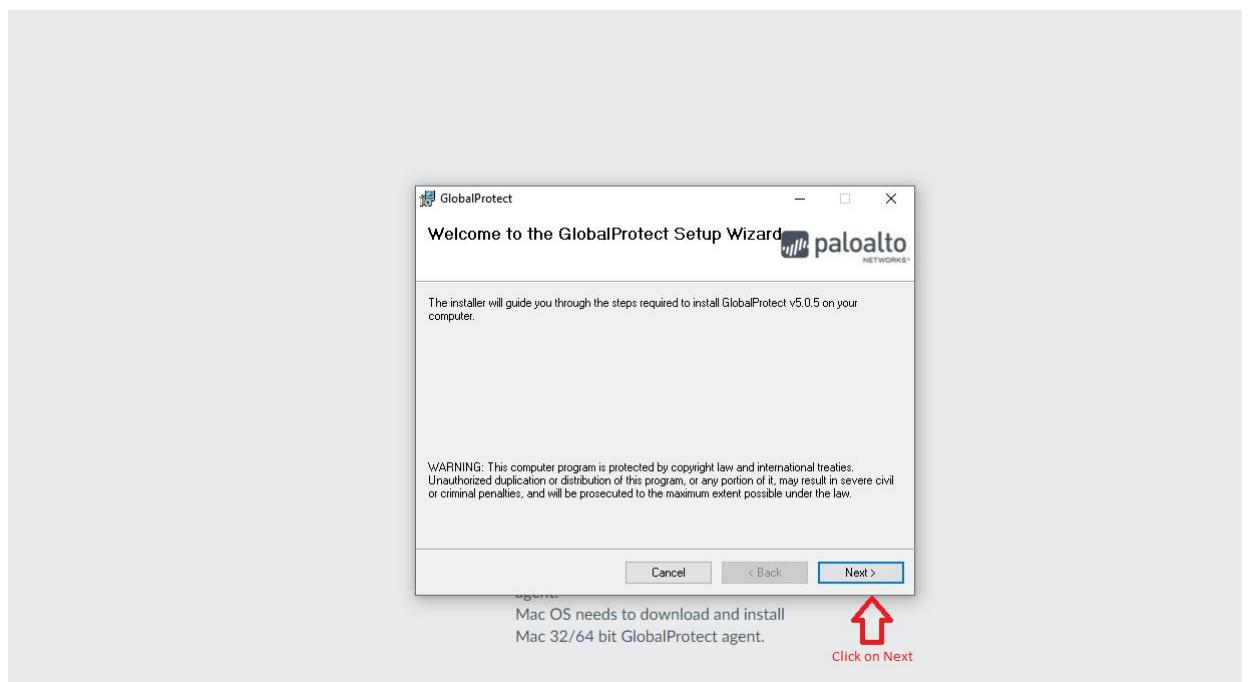
STEP 4

When the file is downloaded, click on it to start the installation process



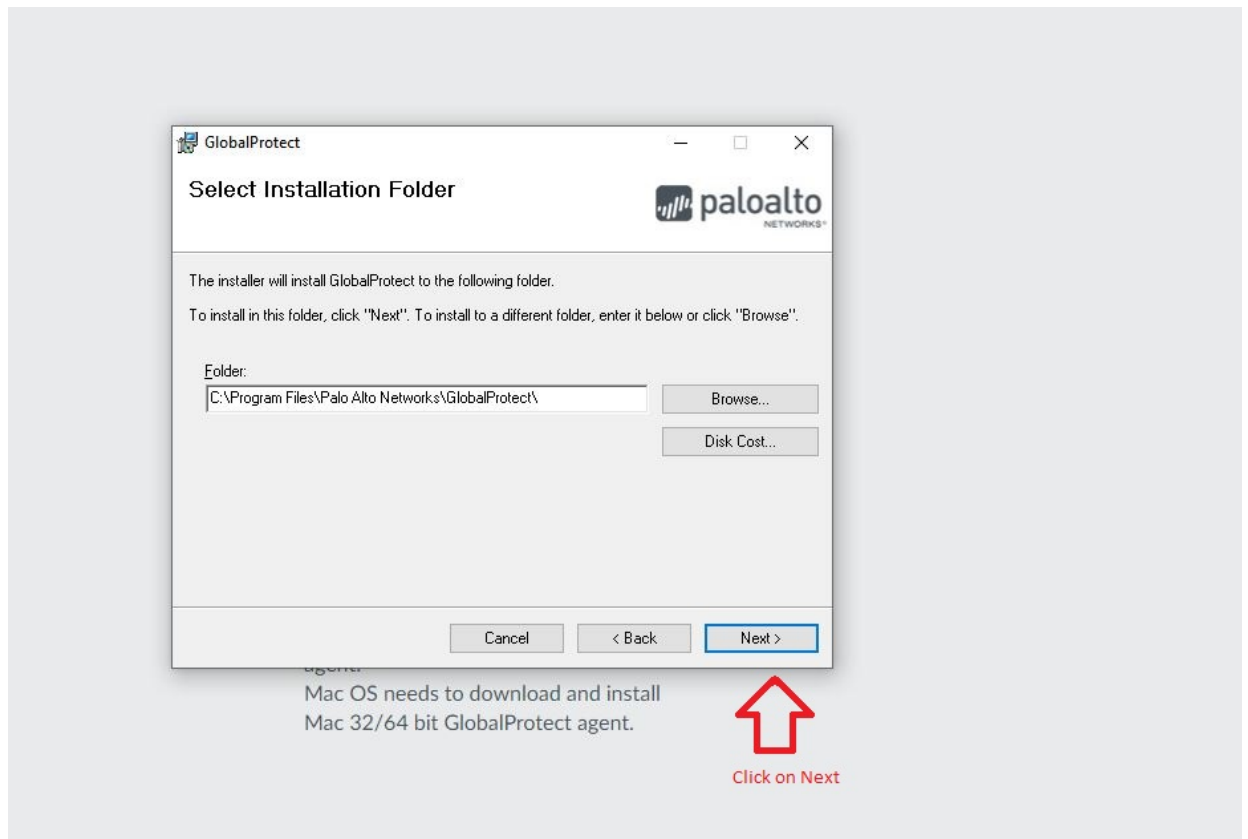
STEP 6

Click on Next in the setup screen



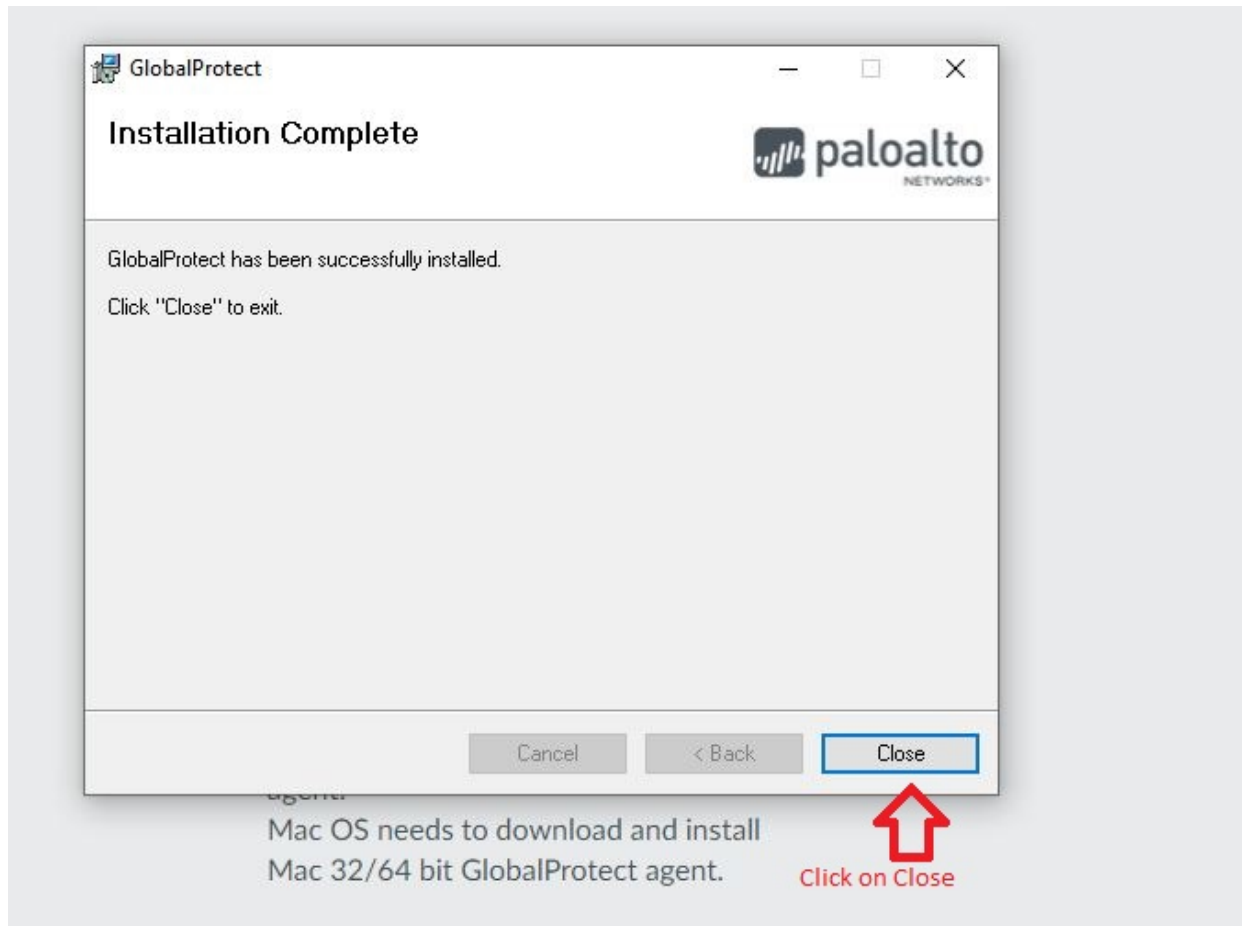
STEP 7

Click on next to install to the default folder



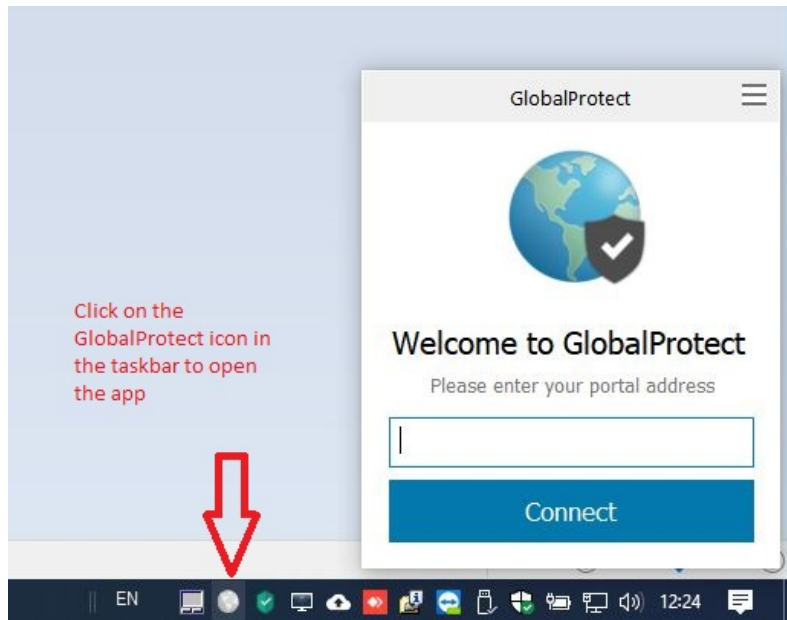
STEP 8

Click on Close when the agent has been installed.



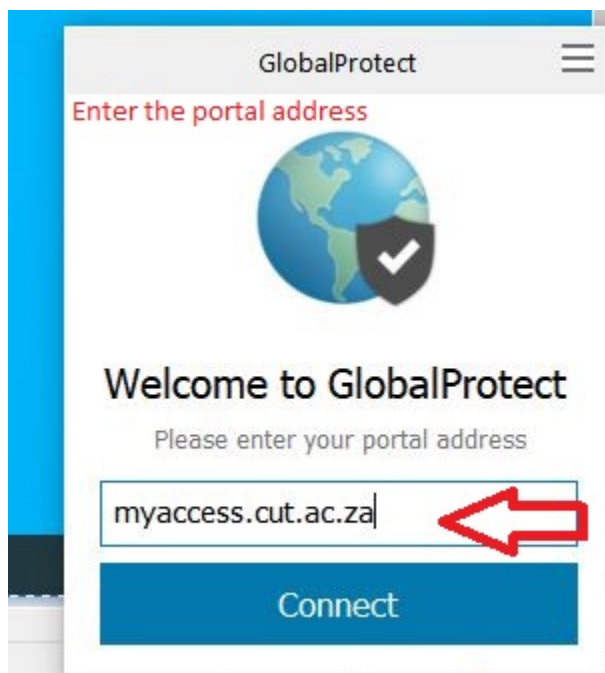
STEP 9

Click on the GlobalProtect icon in the taskbar to open the app



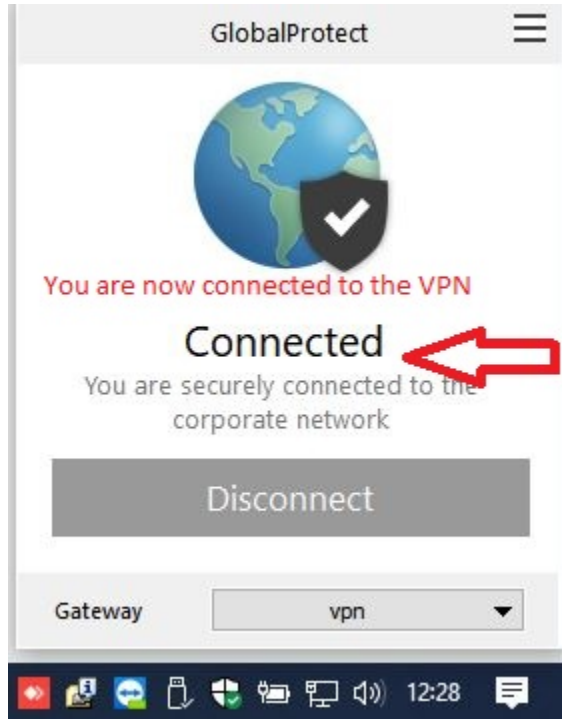
STEP 10

Enter the portal address, myaccess.cut.ac.za and click on connect and then after put in your student number as username and password (*same as the one used for email, student portal & eThuto*)



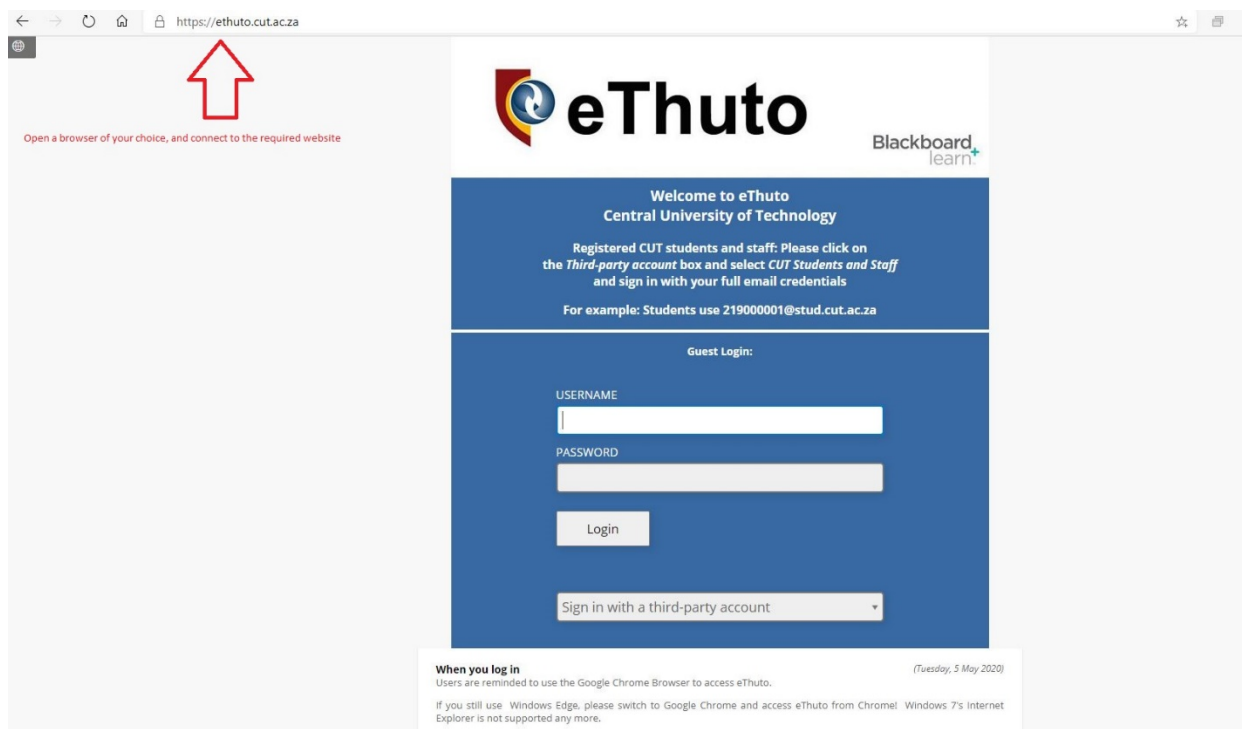
Step 11

You are now connected to the VPN



Step 12

Open a browser of your choice, and enter the address you want to access





Now that you are connected to the VPN you can securely access the following CUT online resources.

1. [eThuto](#)
2. [Student portal](#)
3. [Library and Information Services](#) | [Databases](#)
4. [Current Students](#)

See the FAQ's below for more details. You can also contact studentsupport@cut.ac.za if you require assistance or have other questions regarding this VPN service.

FREQUENTLY ASKED QUESTIONS

1. How does it work?

As long as your Global Protect Client shows a 'connected' status, you will be able to access the all CUT internal resources for free. Once you have completed your academic or work-related activities, you can click on the 'disconnect' button. You will find that only CUT internal and important student links are available once connected to Global Protect. To carry on with your personal browsing, please disconnect from Global Protect.

2. What can I access with Global Protect?

The following academic websites are available through reversed billing for CUT current students and staff:

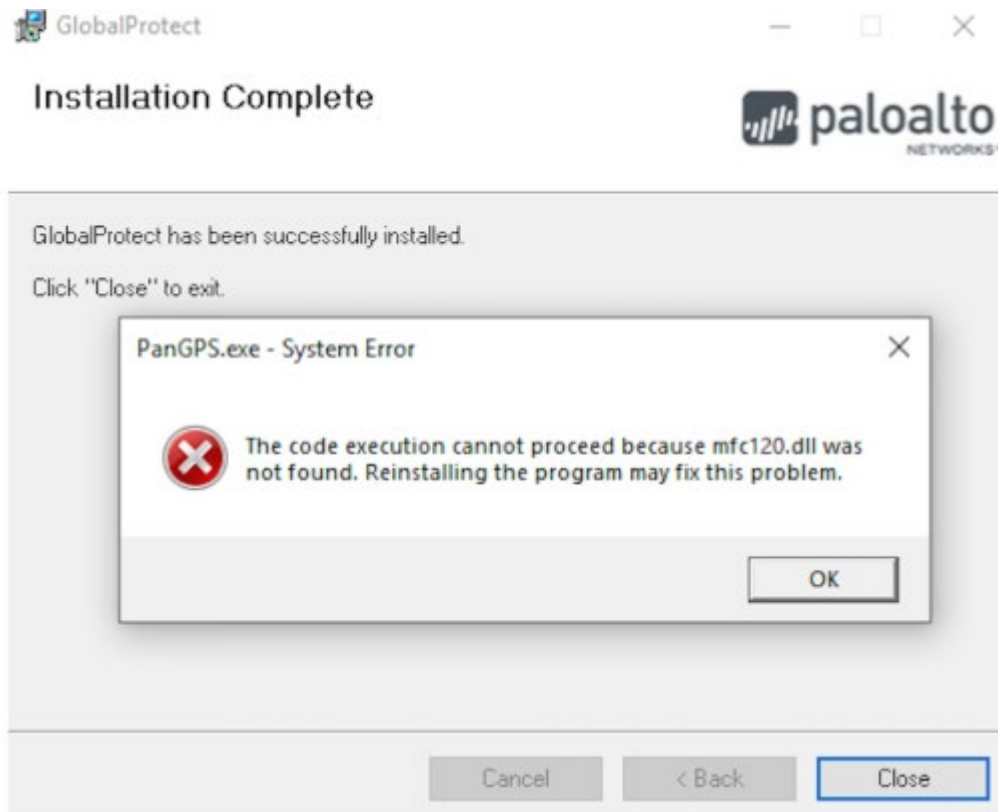
- All internal cut.ac.za services
- SAM (Cengage), eThuto and Office365

3. Who can make use of this service?

You must be a current student at the Central University of Technology. You will be required to log in with your CUT student number and password.

This service is available to students that have Vodacom, MTN, Cell C, or Telkom Mobile 3G or LTE coverage, even if you have a zero balance on your SIM card. We recommend that you use your existing SIM card instead of replacing your SIM during Covid-19 lockdown.

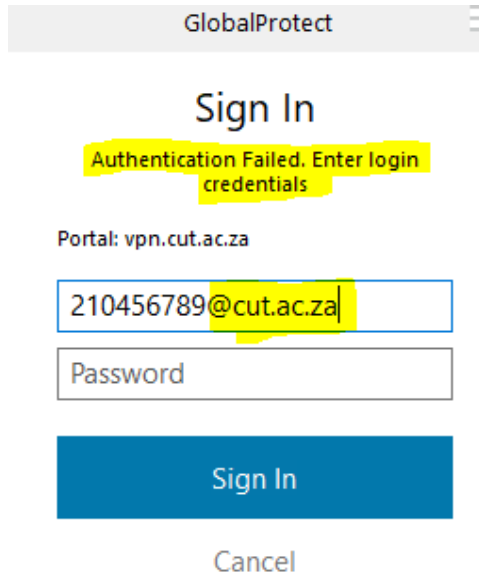
4. After I installed global protect VPN and I run the program, I get an error that mfc120.dll was not found.



Visual C++ package needs to be installed on the computer as well. First, uninstall global protect, then install visual C++ package from http://download.microsoft.com/download/C/C/2/CC2DF5F8-4454-44B4-802D-5EA68D086676/vcredist_x64.exe

When you finished installing Visual C++ package, install the global protect app again.

5. When I enter my credentials in the VPN application, I get an error stating that authorization failed.



GlobalProtect

Sign In

Authentication Failed. Enter login credentials

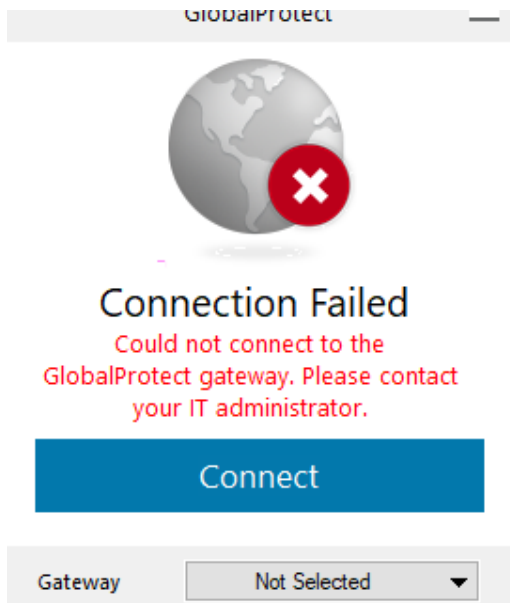
Portal: vpn.cut.ac.za

Sign In


Cancel

Make sure you only use the student number as a username, and not your email address, i.e. only use 210456789 as your username

6. When I try to connect to global protect, I get an error of a connection that failed



GlobalProtect



Connection Failed

Could not connect to the GlobalProtect gateway. Please contact your IT administrator.

Connect

Gateway Not Selected

Make sure you are connected to a network. You should see the network icon in the taskbar, it should display the below icon if you are connected to the WIFI network

