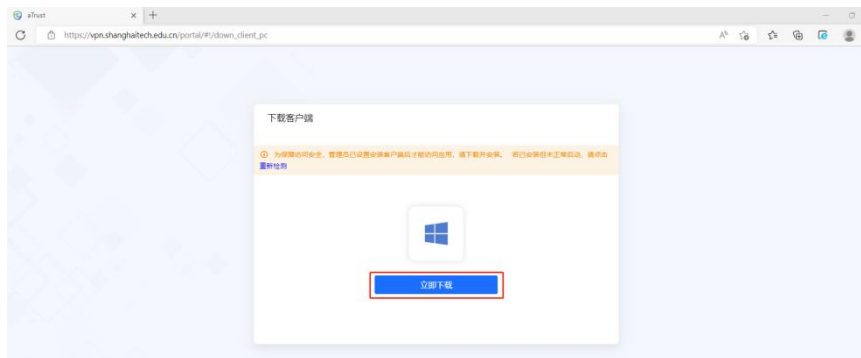


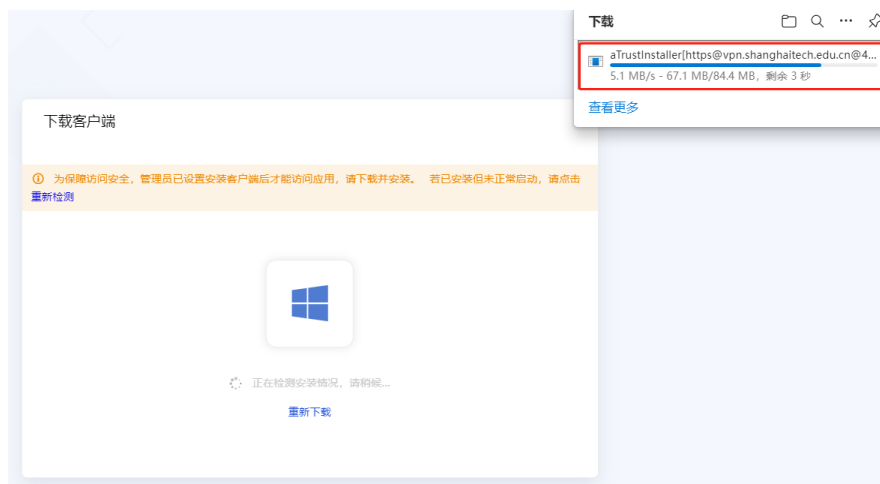
Windows

1. Download

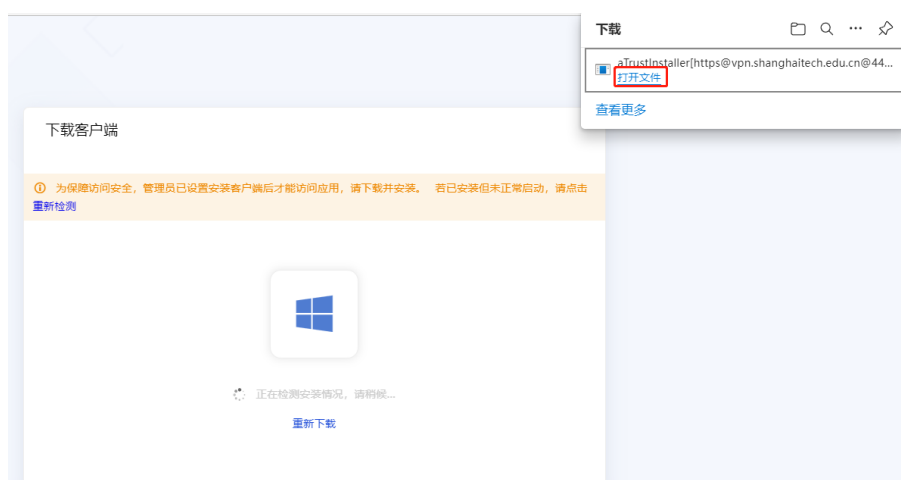
a. Enter access in the browser: <https://vpn.shanghaitech.edu.cn>



b. Waiting for software download to complete



c. Click to open the file for installation



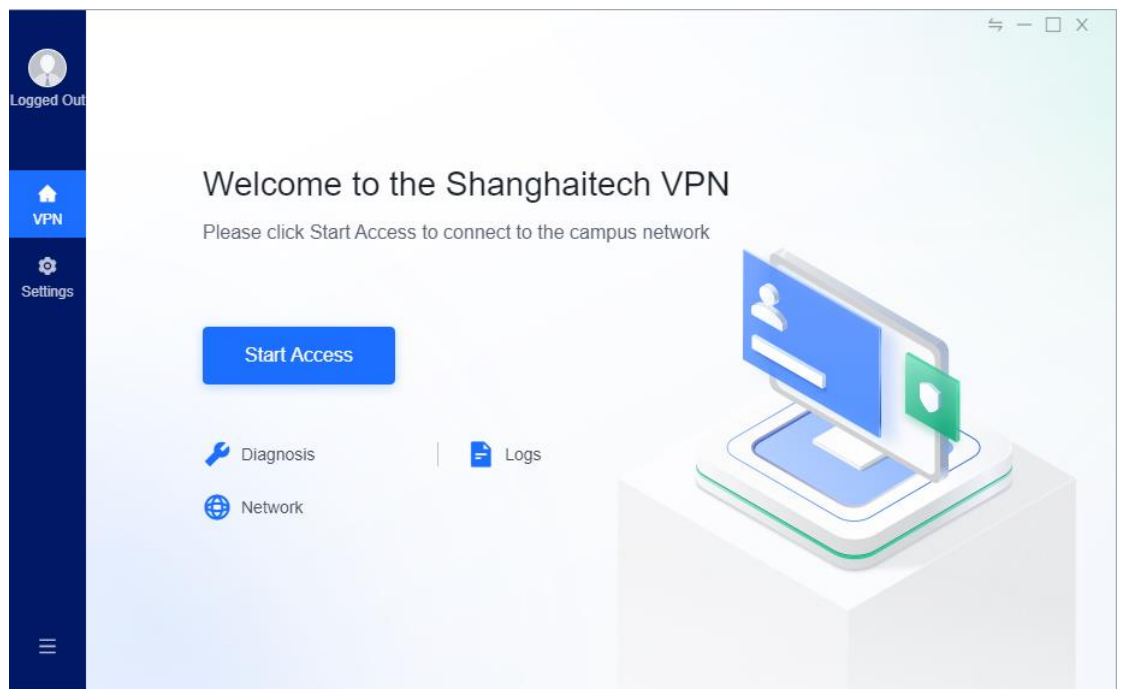
d. The following interface will pop up, check 'Agree to User Agreement' and click on 'Install Now'.



e. Wait for the installation to complete and click “Close”.

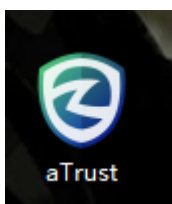


f. After installation, the following interface will automatically open.

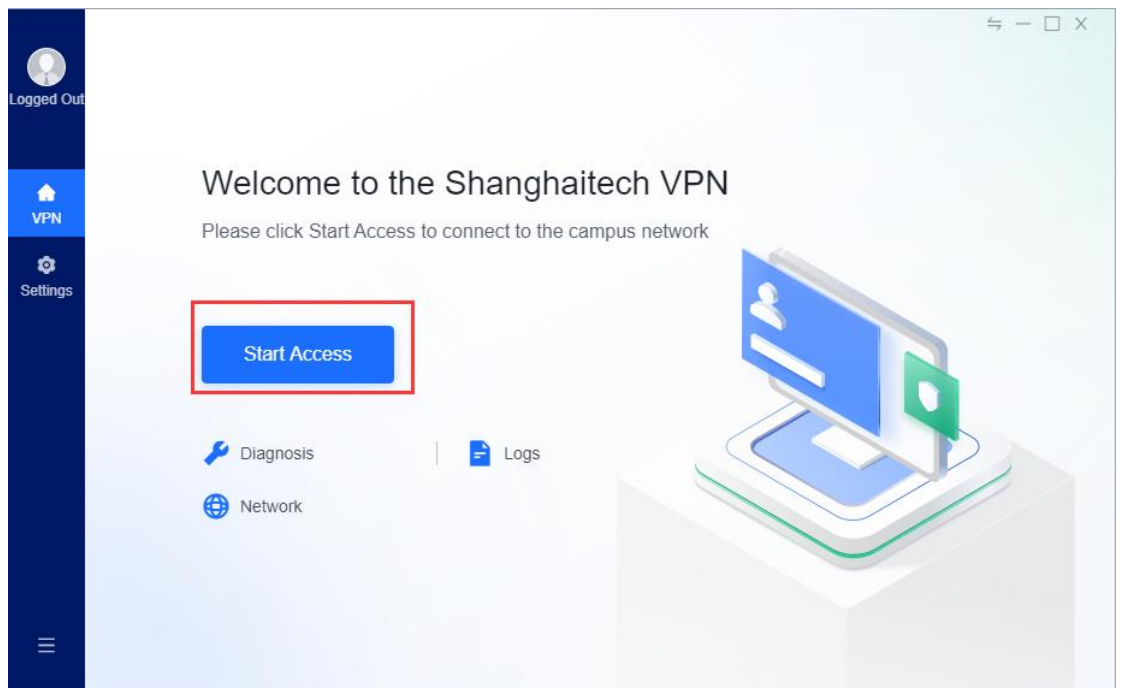


2. Resource access

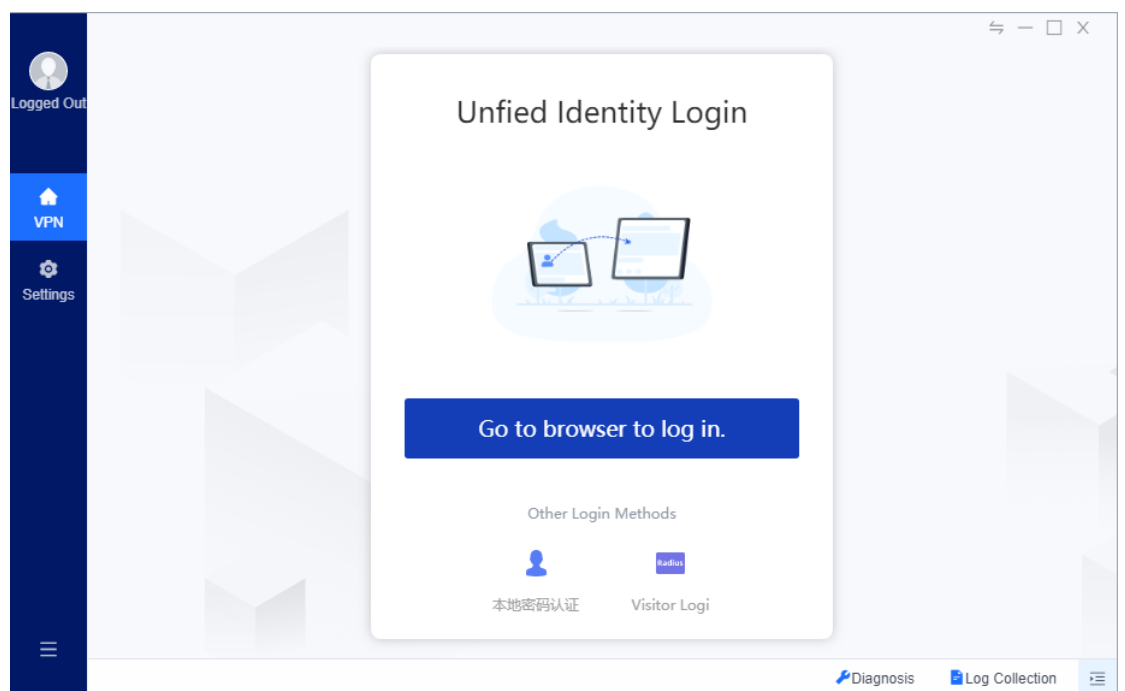
a. Find the icon below on the desktop, And right-click to open it.



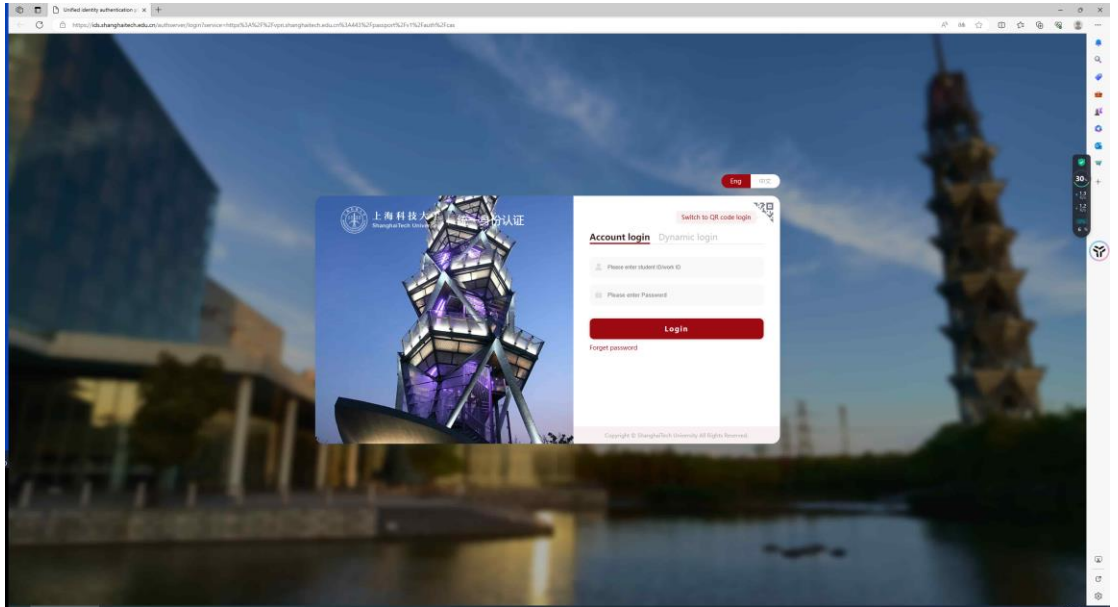
b. When the following pop-up window pops up, click to 'Start Access'.



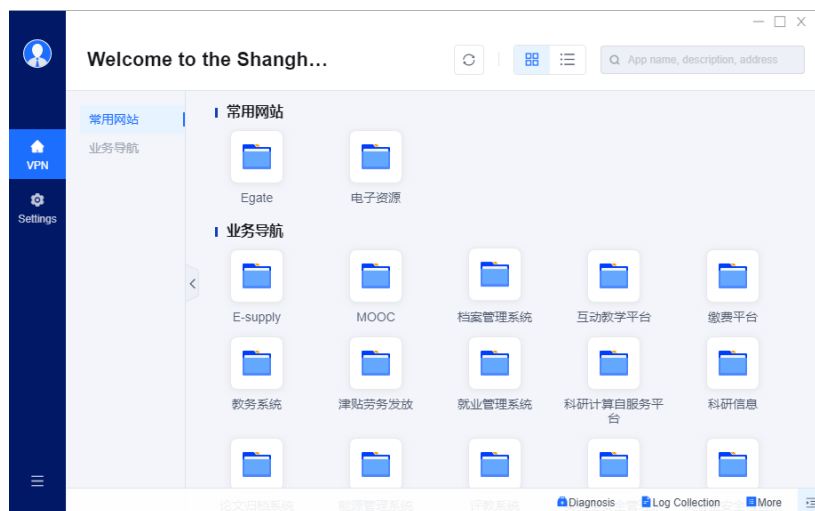
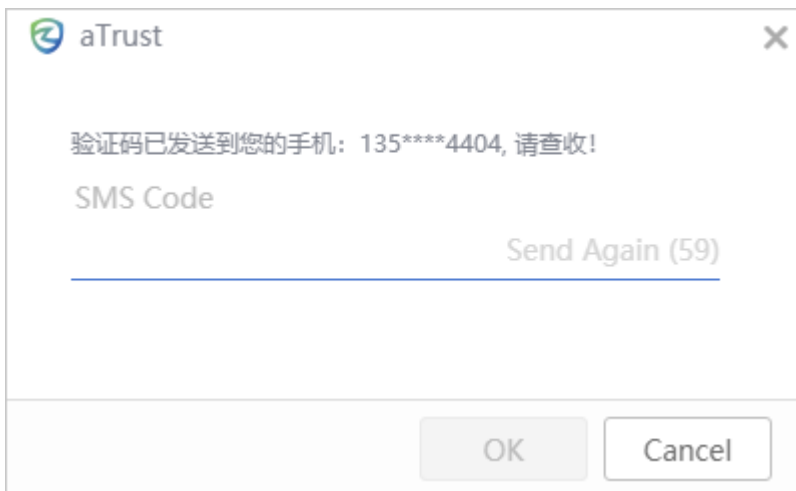
c. Click the button on the client to log in to the browser



d. The browser will redirect to the unified authentication, and enter your account and password here

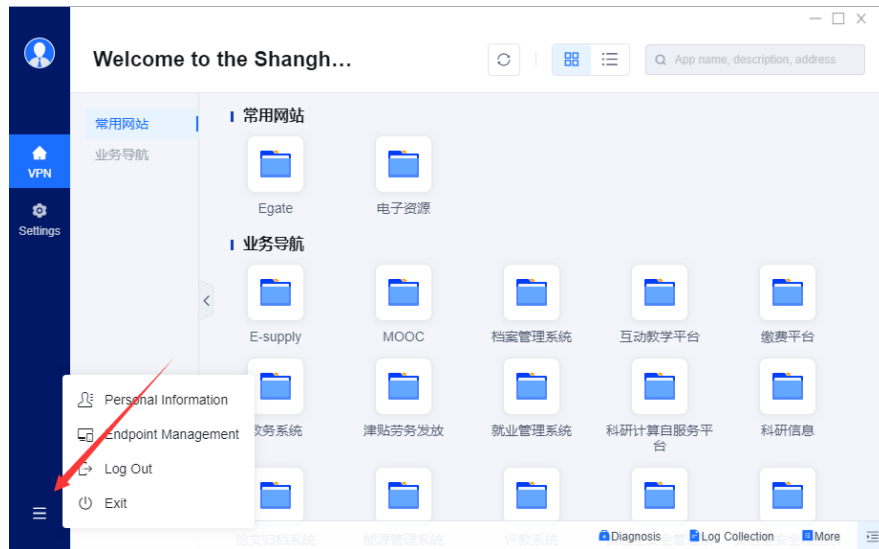


e. First login requires entering a verification code, after which you can access campus business normally.

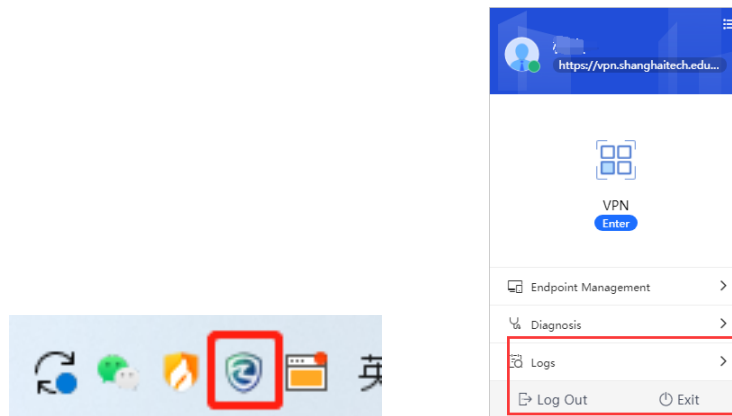


3. Exit.

a. Move the mouse to the specified position, Click to exit or log out

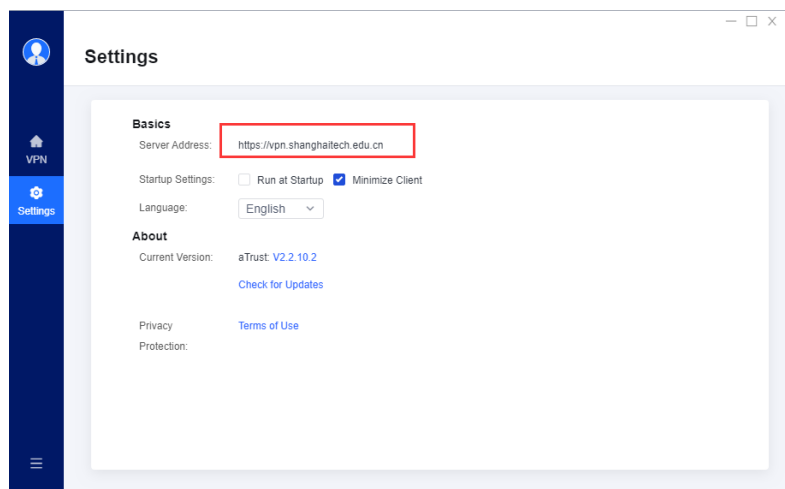


b. Alternatively, click on the icon in the bottom right corner to exit or log out.

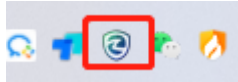


4. Diagnosis

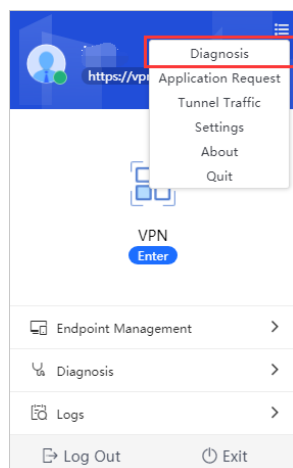
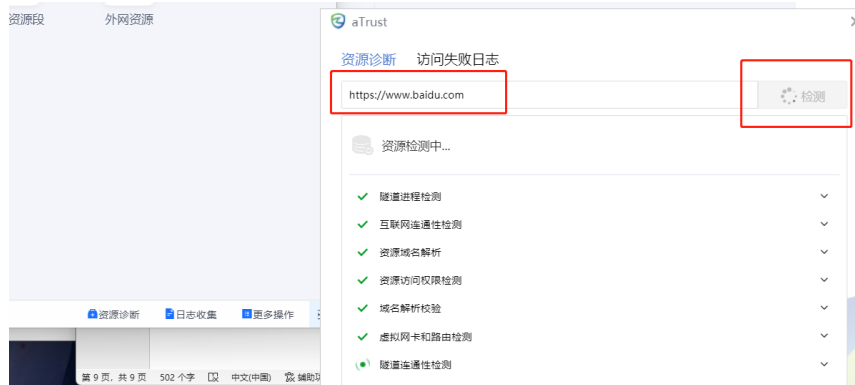
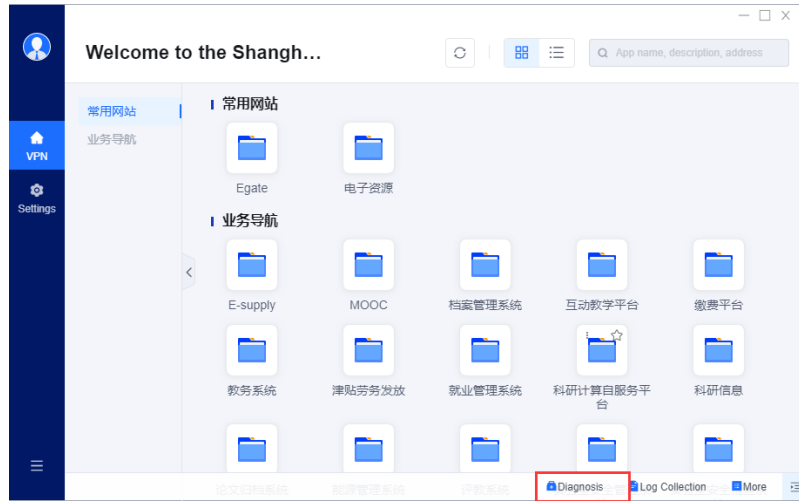
a. Check if the VPN login address is correct.



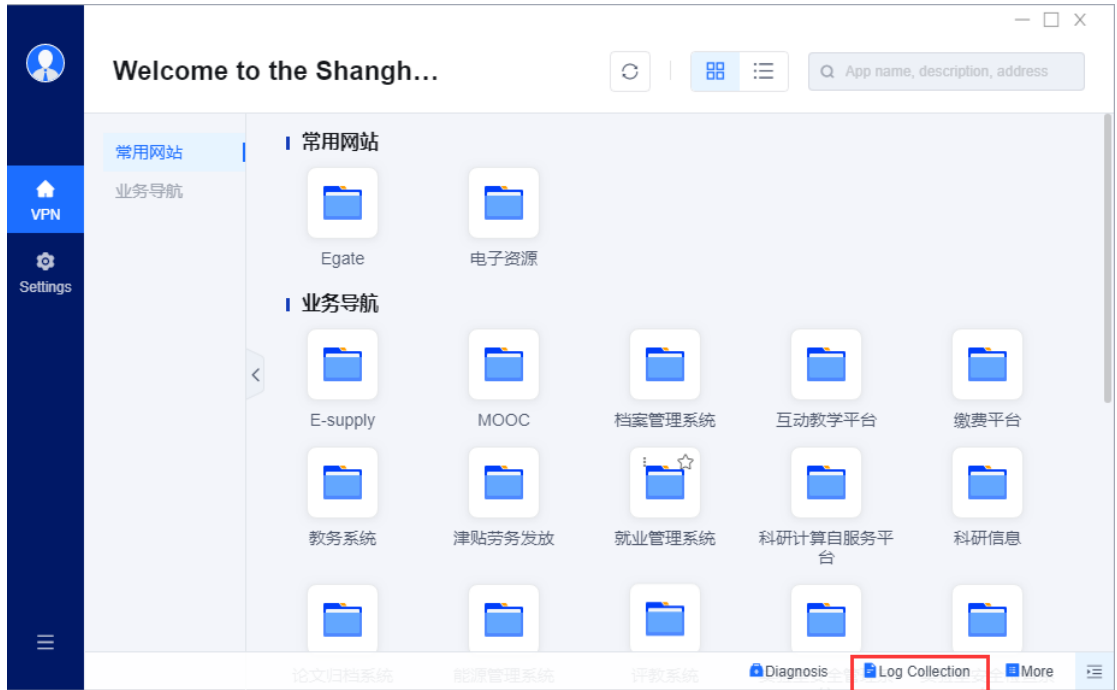
b. Check if the computer can connect to the network normally, and check if the client in the lower right corner of the desktop is online.



c. In the resource interface, Click on the resource diagnosis in the lower right corner to check if the resources are reachable, and more operational diagnostic tools can diagnose the reasons for resource unreachability.



d. If the problem has not been resolved yet, clickable log collection and send to administrator.



Macos

1. Download.

a. Enter the access address in the browser: <https://vpn.shanghaitech.edu.cn>.



b. Click to download now and the installation package will be downloaded.

Wait for the download to complete

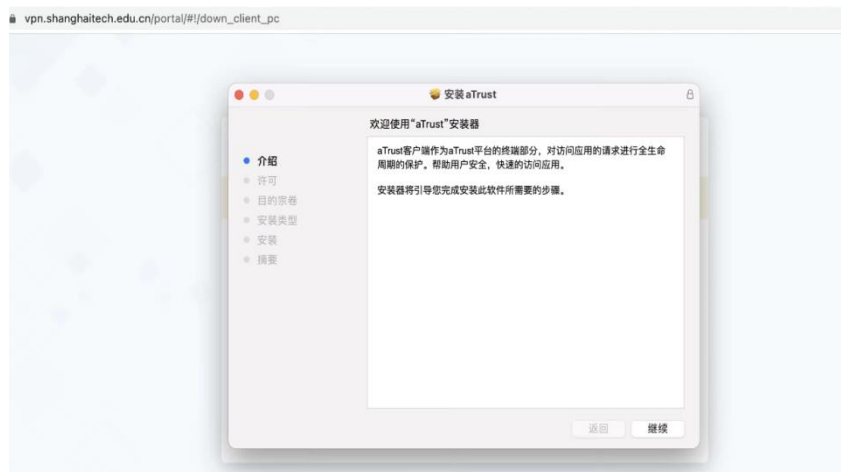


c. Click on the bottom left corner to download the completed installation

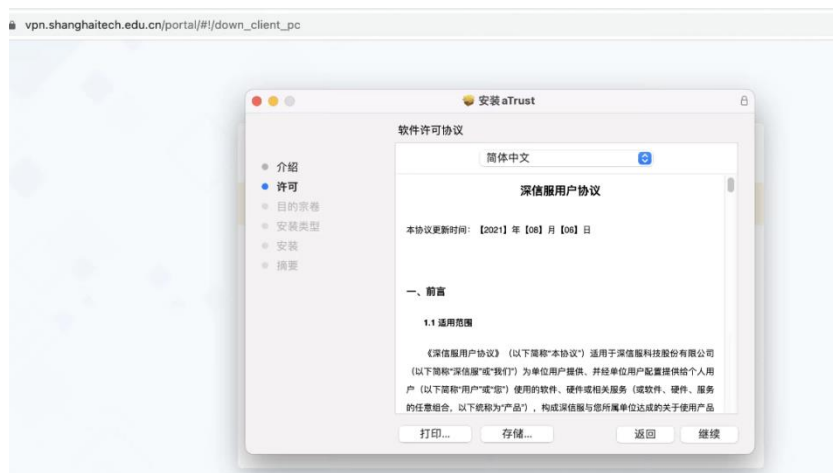
package.



d.Click to continue.

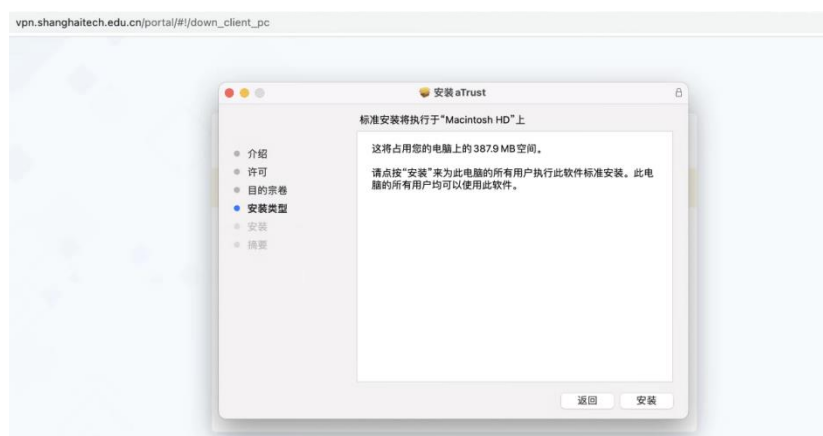


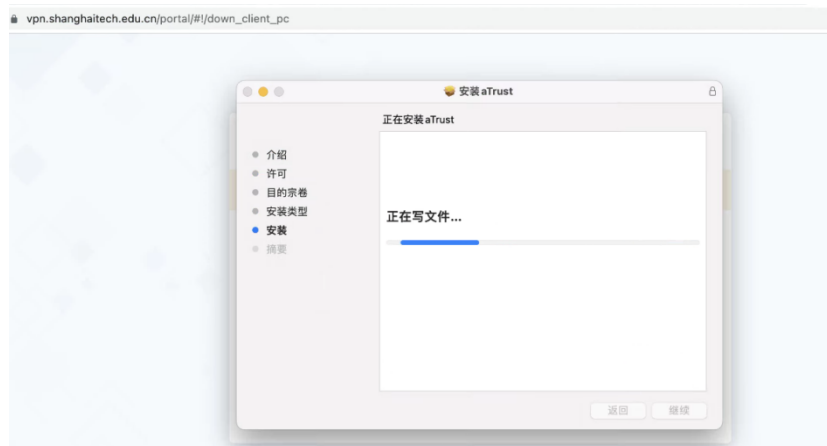
f.Click to continue and agree to the user agreement.





h. Execute the installation action, enter the computer password after the interface pops up, and wait for the installation to complete.



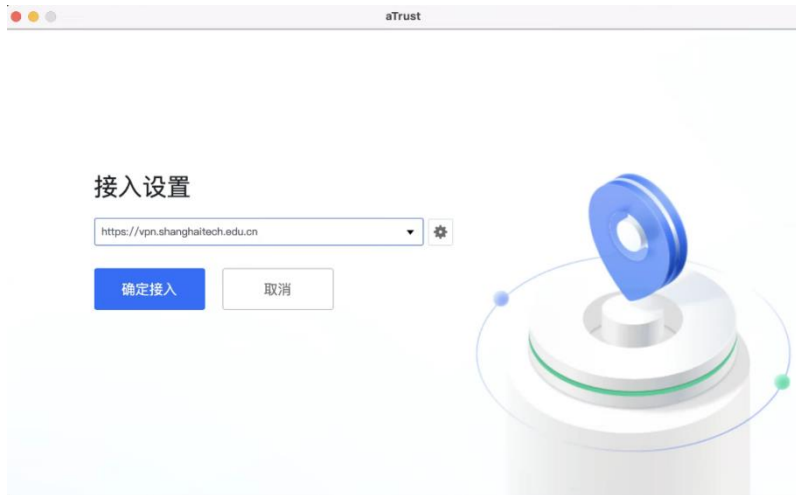


i.To write the file, you need to enter the system password once. After entering it, update the settings and the login interface will pop up.



j.Enter access address:<https://vpn.shanghaitech.edu.cn>, and click 'access

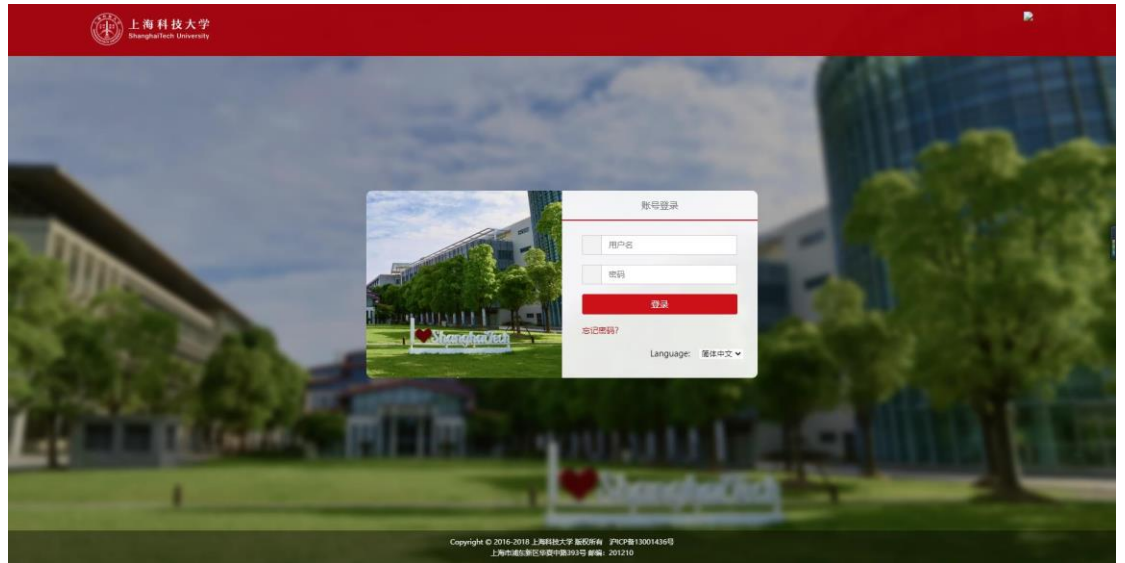
'.



K.Click to start working, a new interface will pop up, and then choose to go to the browser for authentication.

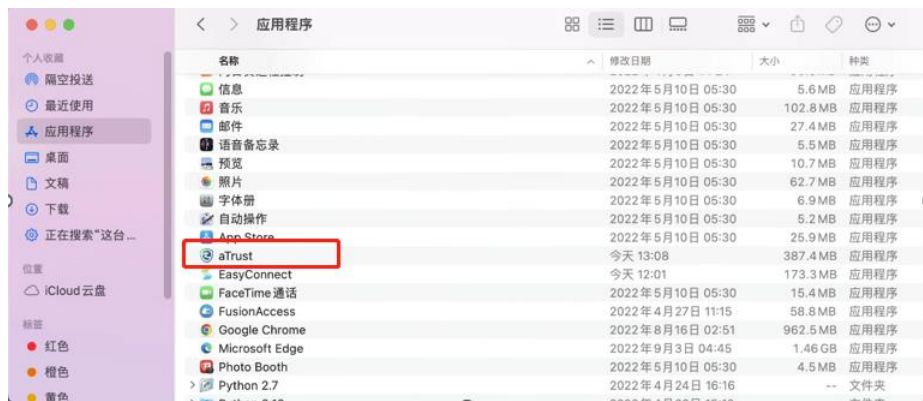
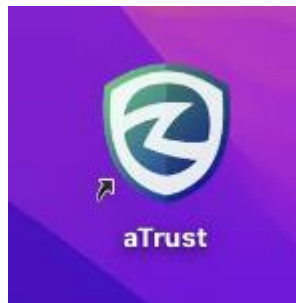


m.Enter your username and password to log in.

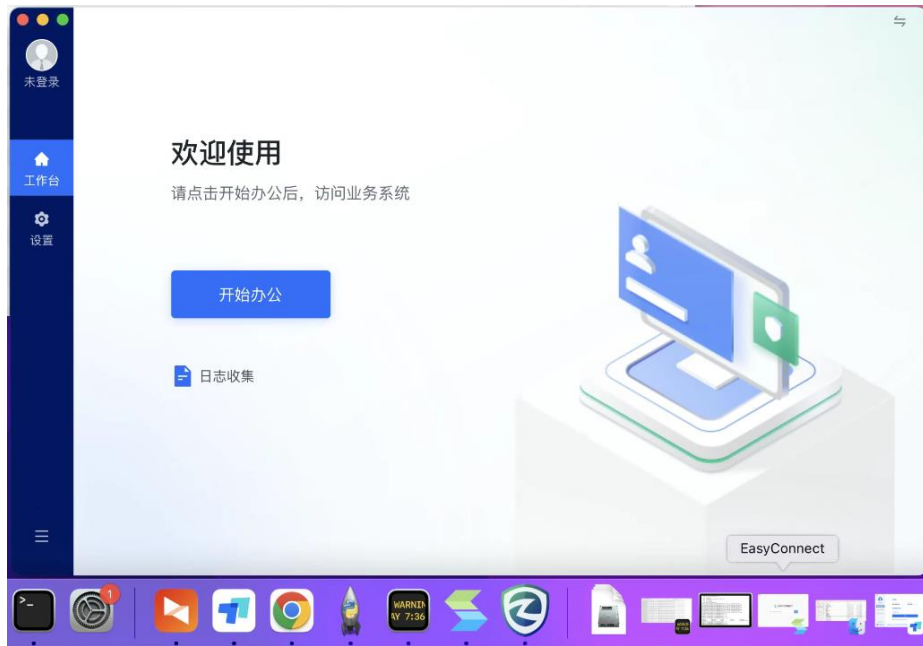


2. Resource access

a. Find the icon below



b. After opening, the login interface will pop up and click 'Start'



3. Exit

a. Click to log out or exit the client to exit the device as shown in the picture

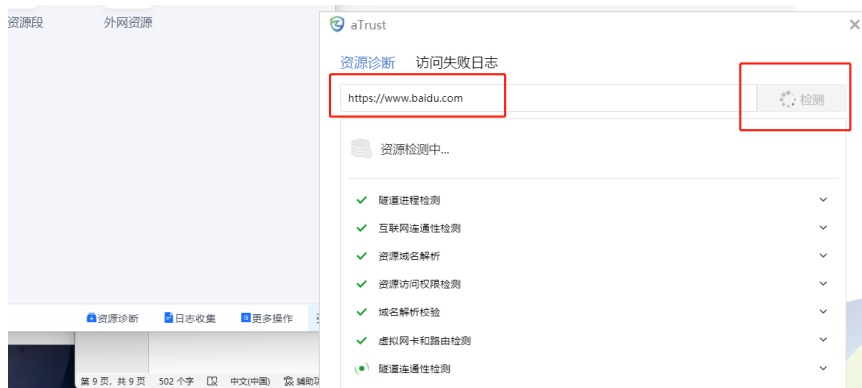


4. Diagnosis

a. Check if the VPN login address is suitable



b. Check if the PC can connect to the network normally and if the client is online.
C. In the resource interface, click on the resource diagnosis in the lower right corner to check if the resource is reachable. In more operations, diagnostic tools can diagnose the reasons for resource unreachability.





d.If the problem has not been resolved yet,clickable log collection and send to administrator.



Android

1. Download
 - a. Search in the App Store 'atrust'Or input in the browser to download:<https://vpn.shanghaitech.edu.cn>.



b. After installation, the icon can be found on the desktop



2. Resource access.

a. Find the icon on the mobile interface and open the application



b. Agree to the user terms agreement and enter the access address , <https://vpn.shanghaitech.edu.cn>

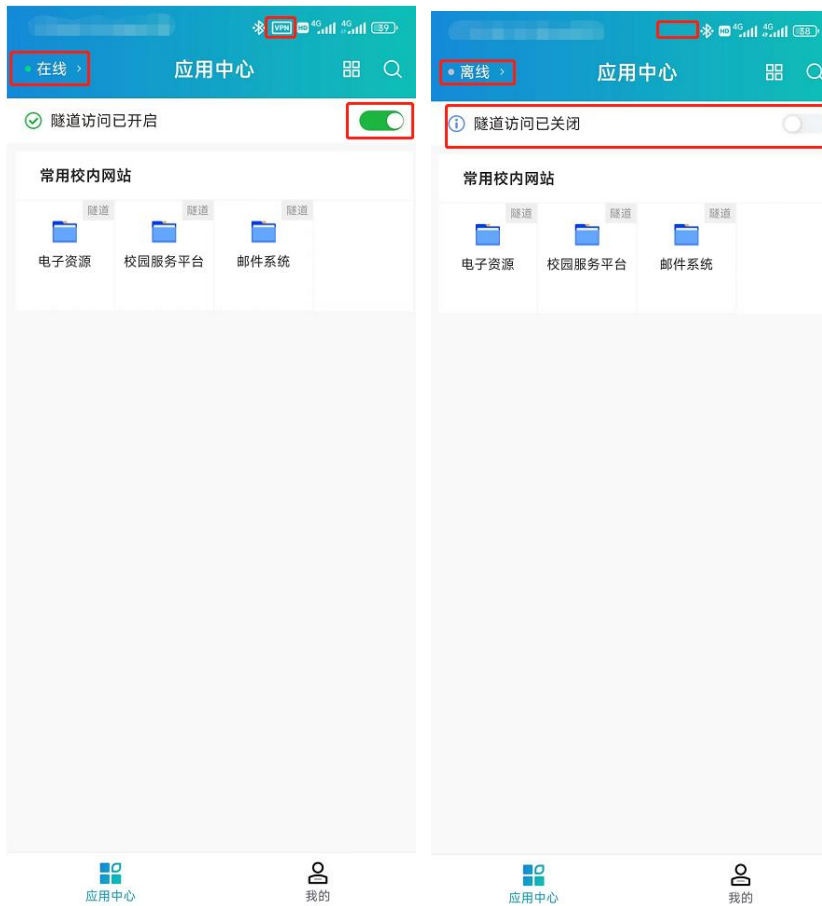


c. After logging in, the authentication interface will pop up and enter the authentication account password to log in

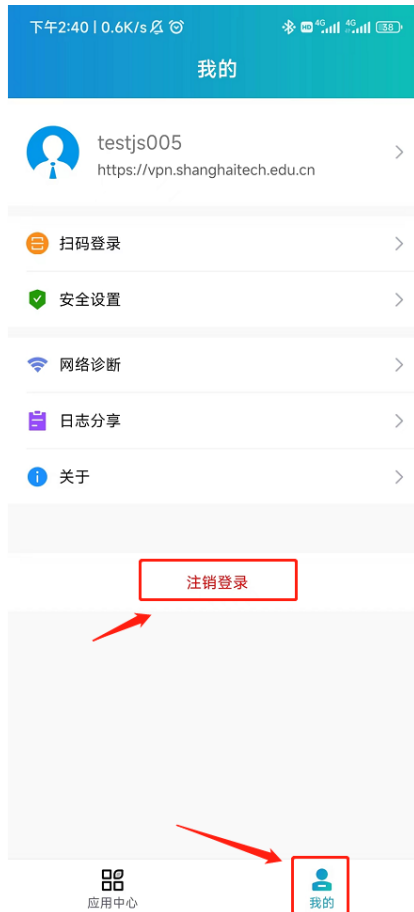


3. Exit

a. Click on this option when tunnel access is enabled to turn off tunnel access



b. Click 'My' on the bottom taskbar and 'Log Off' to log out



4. Diagnosis

a. Check if tunnel access is enabled and if the status in the upper left corner is online



b. Check if the login address is appropriate, click on Network Diagnosis to diagnose if there are any abnormal resources that cannot be accessed

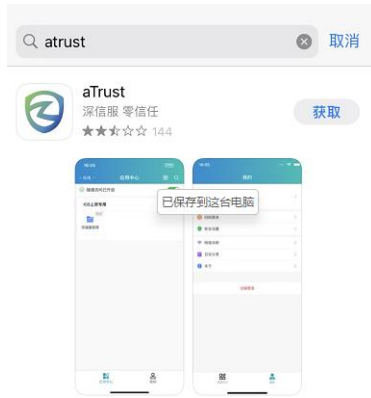


c. Check if the login address is appropriate, click on Network Diagnosis to diagnose if there are any abnormal resources that cannot be accessed

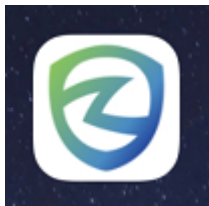


iOS

1. Download。
a. Search in the store 'atrust', download in store

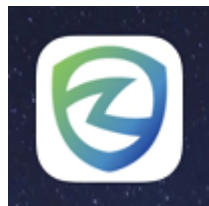


b. After downloading, you can see the following icon

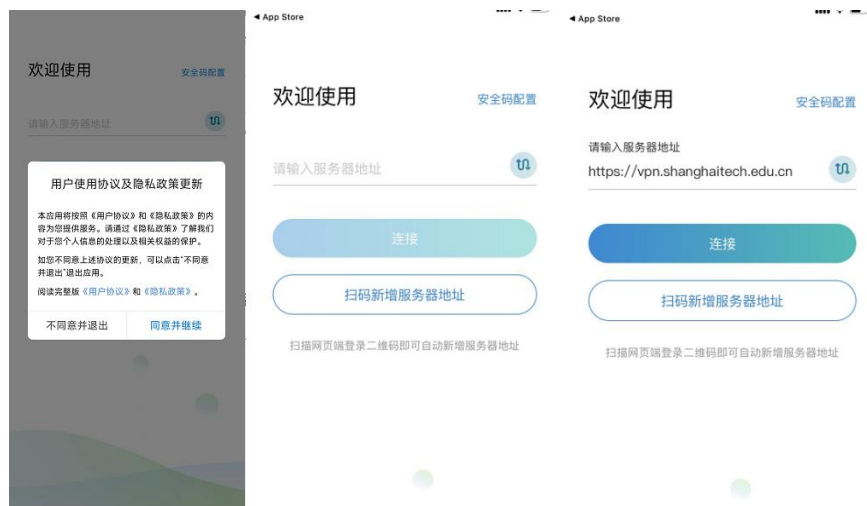


2. Resource access

a. Open the following application



b. Pop up the user consent agreement, click 'agree' and continue, enter the access URL: <https://vpn.shanghaitech.edu.cn>



b. Click on the connection to jump to the unified authentication interface. Enter the account password and access the resources



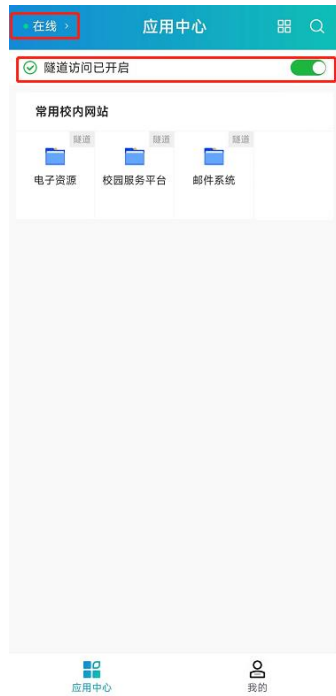
3. Exit

a. Click on the application center, click on tunnel access has been opened, the status will change to gray, and the tunnel will be disconnected, and the "VPN" word in the status bar will disappear

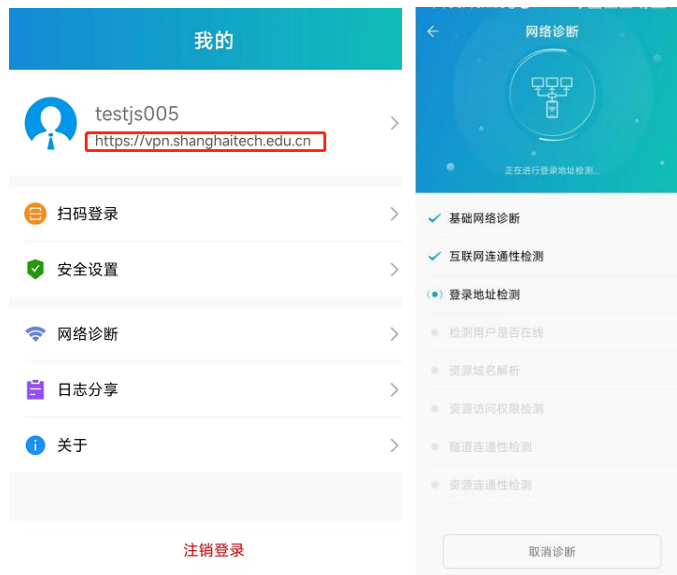


4. Diagnosis

a. Check if tunnel access is enabled, check if the status in the upper left corner is online.



b. Check if the login address is appropriate, click on Network Diagnosis to diagnose if there are any abnormal resources that cannot be accessed.



c. If the issue has not been resolved yet, click on the log to share the phone log and send the log to the administrator for troubleshooting.



日志分享

调试日志

开启后将消耗部分性能，并将持续收集下方应用更详细的排障日志



aTrust

