Remote VPN access

Remote connection via a virtual private network (VPN) allows Charles University employees to **safely connect to the university network even outside the workplace** - for example from home or on a business trip.
By connecting via VPN, you can use the same services as if you were on the university's network - for example, **working with network drives, printing on remote printers, or remotely connecting** to an office computer.

What do you need advice on?

Who can use VPN?
VPN is intended only for **employees of Charles University**. Students cannot use this service.
How to connect?
You will need your university CAS account to connect.
Just install a **VPN client** (a program for connecting to a VPN) **according to the instructions of your faculty or unit**.

The connection method, the VPN client used and the settings may vary by faculty and unit and may change over time. Therefore, **always look for up-to-date instructions** and necessary information on your **faculty's website or its IT support**.

After a successful connection, you have access to all internal systems as if you were working directly on the university network.
What VPN client program should I install?
The VPN client used depends on **which faculty or unit of Charles University you belong to** and **which internal systems you need access to**.

- Currently the most frequently used VPN client at Charles University is **Palo Alto GlobalProtect**, which is currently used by e.g. the **Rector's Office of Charles University, Jinonice, Catholic Theological Faculty** and a number of faculties are gradually switching to this solution. **Installation Instructions** and **How to Connect** can be found here .
- At the same time, **some faculties may use a different VPN client** (e.g. Cisco AnyConnect or another solution) and the technologies used may change over time.

If you are not sure **which VPN client is right for you**, always follow the instructions **of your faculty or contact their IT support**.
Frequently Asked Questions (FAQ)
What login details hsould I use?

- Use your login details to the **Central Authentication Service** (CAS) to log in.

Is remote VPN safe?

- Yes, the VPN connection is secure and protects the data of users and organizations from cyber threats.

Where can I find the installation files and instructions?

- Each faculty or part of Charles University manages **its own VPN access**. Guides and links can be found on your faculty's website in the IT services or Helpdesk section.

Why don't I see all services via VPN?

- The range of services available may vary according to your workplace or faculty settings.

Can the app also be installed on a computer with an older operating system?

- Computers running on Windows2000, WindowsXP, Windows 7 **cannot be used for remote access**.
- Please note that there is a risk in using these obsolete operating systems (without regular updates of operating system security errors).

Who to contact if I can't connect to a VPN?

- If you have problems connecting to a VPN, contact the **IT support of your faculty or unit** that operates the VPN. The VPN client used, settings and access data may vary between faculties and central support may not always have up-to-date information on these configurations.

Support, Helpdesk
If you cannot connect or an installation error occurred, contact your faculty IT support or central ServiceDesk .
Important links
Below are selected examples of tutorials. The overview is not complete – always follow the information on your faculty or part site.

- Central Authentication Service (CAS)
- VPN Palo Alto Global Protect Connection Guide