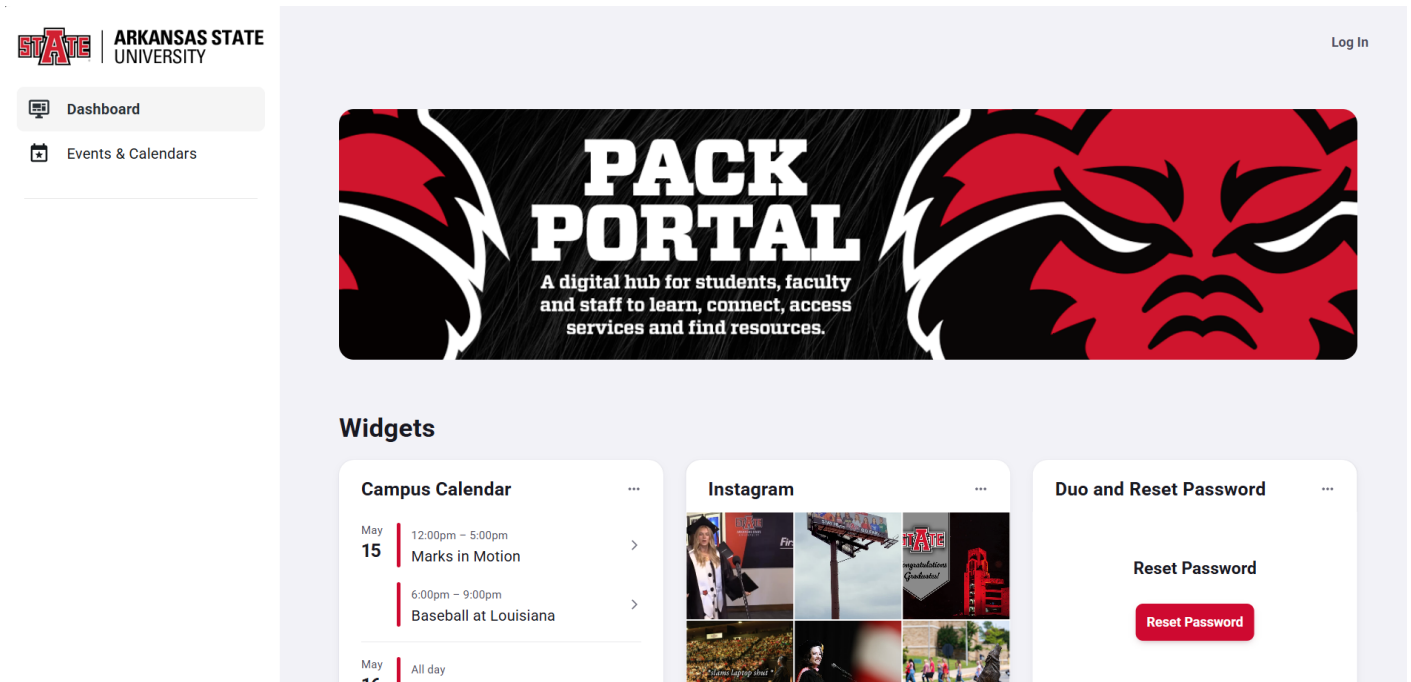


How to Request International VPN Access

1. Go to pack.astate.edu



2. Click **Login** and then enter your full A-State email address and password.

The screenshot shows the Login page. At the top is a dark header with a lock icon and the word "Login". Below the header is the "Login" section with the text "Login with username and password". There are two input fields: "* Username" and "* Password". Below the password field is a checkbox labeled "Remember Me". To the right of the input fields are three links: "I forgot my password...", "I need help...", and "Documentation". At the bottom right is a note "* Required Field". At the bottom left is a "Login" button.

3. Authenticate using **Microsoft Authenticator**.

Approve sign in request

 Open your Authenticator app and approve the request. Enter the number if prompted.

27

Didn't receive a sign-in request? **Swipe down to refresh** the content in your app.

[I can't use my Microsoft Authenticator app right now](#)

[More information](#)

4. Select the Tool option for **IT Services** and then **ITS Helpdesk**. This will bring you to the [client portal](#) where you can submit tickets. If you are not automatically signed in, please select sign in at the top right corner of the page.

IT Services ▾

 Banner Service Request (BSR)

 CSS Statements

 FAMIS

 ITS Helpdesk

 Knowledge Base

5. Select **Get Started**



Search the client portal

Sign In

Home Services Knowledge Base

Submit a Ticket

Need assistance? Get started by viewing the available service offerings, finding the category that best fits your needs, and submit a service ticket.

[Get Started](#)

Check My Tickets

Already submitted a service ticket? Check your ticket status or see other tickets you have created.

[Check Status](#)

View Knowledge Base

Find the solution to your questions in the knowledge base that contains instructions, tutorials, and self-help solution (*without generating a help ticket*).

[Browse Articles](#)

Contact IT Help Desk

Phone: 870-972-3933
Email: itshelpdesk@astate.edu
Office Hours: M-F 8am-5pm
After Hours Service is available via Phone

Stop By The IT Support Services Office

First Floor of the Dean B. Ellis Library Room 149
Office Hours: M-F 8am-5pm

Popular Services

- [Excess Equipment Removal](#)
- [my.AState Portal](#)
- [Software Purchase Request](#)
- [Adobe Creative Cloud](#)

9. Click on **Accounts & Access**.

Service Catalog

Categories (11)



Accounts & Access

Network and email accounts, and user access requests



Audio Visual

For those needing assistance with Apple TV, classroom and conference room set-up and digital signage.



Computers & Printers

Computer and printer setups, technology purchasing guide, and equipment management



Instructional Technology

Learning management system tasks and requests. Includes Blackboard and Respondus etc.



Networking & Wireless

Requests for wireless registration, static IP addresses, new data lines. You can also find Mobile devices such as university phones.



Reports, Programming, and Enterprise Applications

Assistance with optimizing data and generating reports. IT staff are available to analyze



Security

VPN access and issues, Firewall rules, etc



Software & Programs

Install applications for academic and personal use

10. Click **International VPN Access Request**.

Security Alerts

If you need assistance signing up for security alerts

VPN Access

If you are needing assistance requesting access or downloading VPN.

International VPN Access Request

If you are planning to travel to a country outside of the United States you will need to fill out this form to be given access for each trip. If you travel often internationally, you will need to request access for each trip that would require you to need VPN.

Please be aware just because this form is filled out that does not guarantee access will be given.

11. Click **Request Access**.

[Service Catalog](#) / [Security](#) / International VPN Access Request

International VPN Access Request

If you are planning to travel to a country outside of the United States you will need to fill out this form to be given access for each trip. If you travel often internationally, you will need to request access for each trip that would require you to need VPN.

Please be aware just because this form is filled out that does not guarantee access will be given.

Feed (3)

 Comment

 Request Access

 Share

 Add to Favorites

12. Fill out the form with the requested information and click **Submit**.

International VPN Access Request

If you are planning to travel to a country outside of the United States you will need to fill out this form to be given access for each trip. If you travel often internationally, you will need to request access for each trip that would require you to need VPN.

Please be aware just because this form is filled out that does not guarantee access will be given.

Title 

International VPN Access Request

Username *

Start Date *

End Date *

Country to Visit *

Reason/Justification *

Will you be using an ASTATE issued computer *

- ☐ Yes
☐ No

Who needs access? *

- ☐ Myself
☐ Sponsored Account
☐ Other

If other, please specify:

Acct/Dept * 

Submit

For further assistance, contact the ITS Help Desk at 870-972-3933 or stop by IT Support Services (itsupportservices@astate.edu). It is located on the bottom floor of the Dean B. Ellis Library, Room 149.

Revision #9

Created 2023-12-05 15:18:40 UTC by Joshua Setzler

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