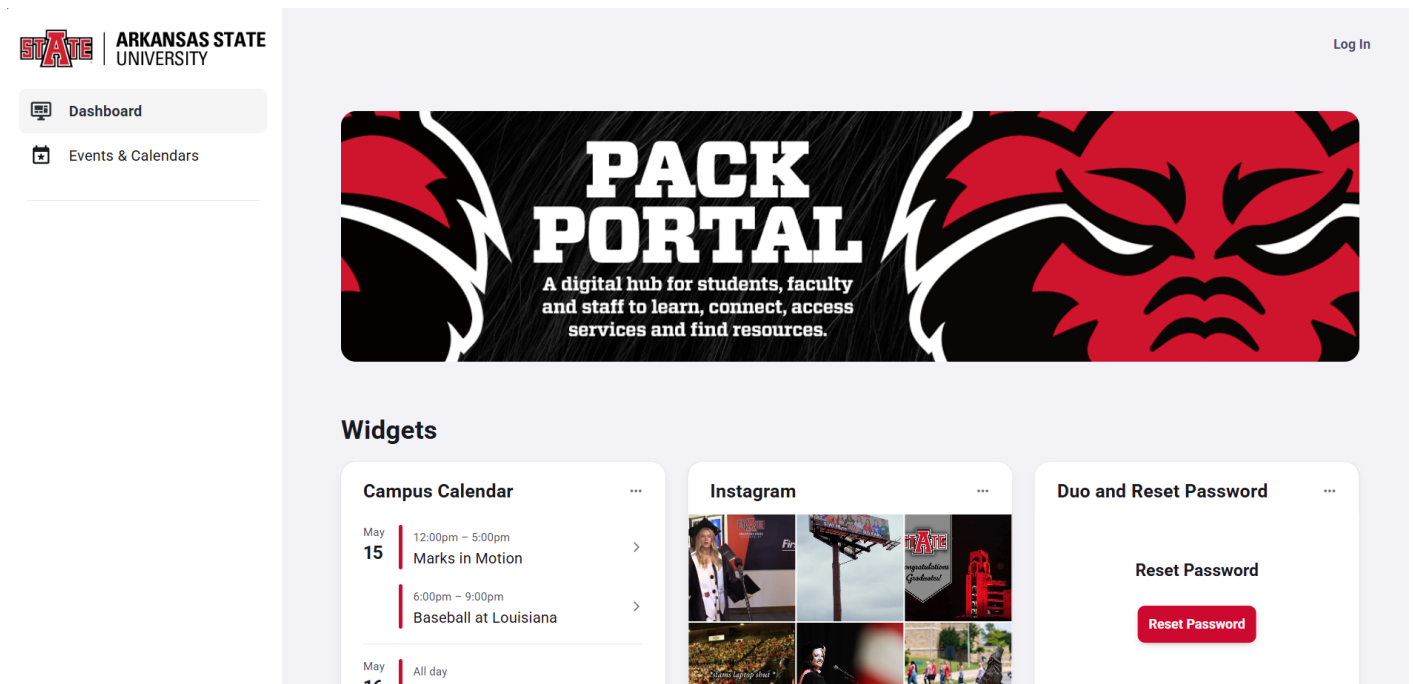


How to Request VPN Access

1. Go to pack.astate.edu

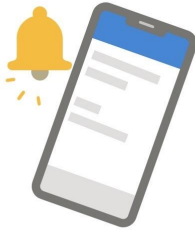


2. Click **Login** and then enter your full A-State email address and password.

The screenshot shows the 'Login' form. At the top is a dark header with a lock icon and the word 'Login'. Below this, the text 'Login' and 'Login with username and password' is displayed. The form contains two required fields: '* Username' and '* Password'. There is a 'Remember Me' checkbox below the password field. To the right of the fields are three links: 'I forgot my password...', 'I need help...', and 'Documentation'. A '* Required Field' label is at the bottom right. A 'Login' button is located at the bottom left of the form area.

3. Authenticate using **Microsoft Authenticator**.

Let's try it out



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Enter the number shown in the app to approve the sign-in request.

[Other options](#)

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** and then navigate to the **Information Technology Services** section. This is where you can locate the [A-State VPN Access Request](#) and start filling out the form.



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](#)

6. Once the form is submitted, this will go to the employee's supervisor for approval/denial. If the supervisor does not approve within 24-48 hours, a notification will be sent to the security team to make an executive review and then approve/deny. If you have been approved, you will be emailed a link within 24-48 hours of approval that should provide you with instructions for how to download and use Global Protect.

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.

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