



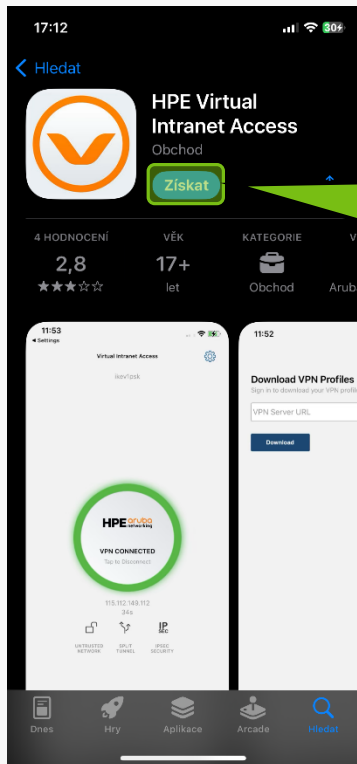
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# Connect to VPN MENDELU

Tutorial for iOS

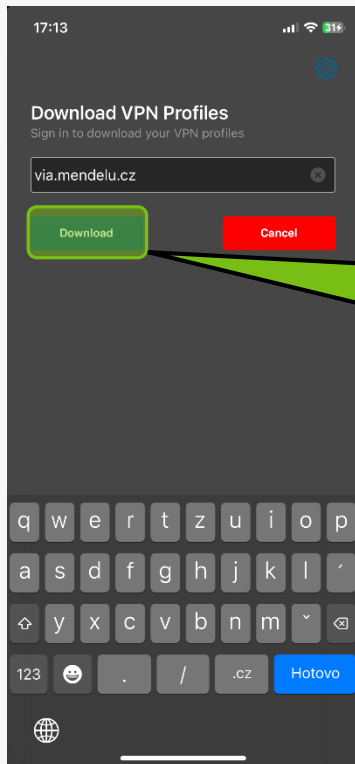
[tech.mendelu.cz/en/](http://tech.mendelu.cz/en/)



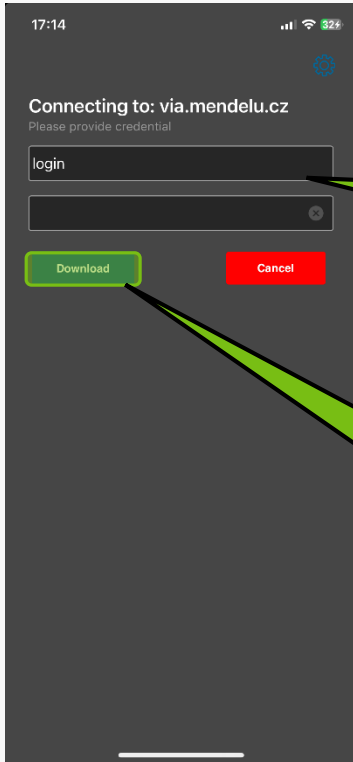
Open the App Store and download the "HPE Virtual Intranet Access" app.



After downloading,  
launch the app and  
click **here**.

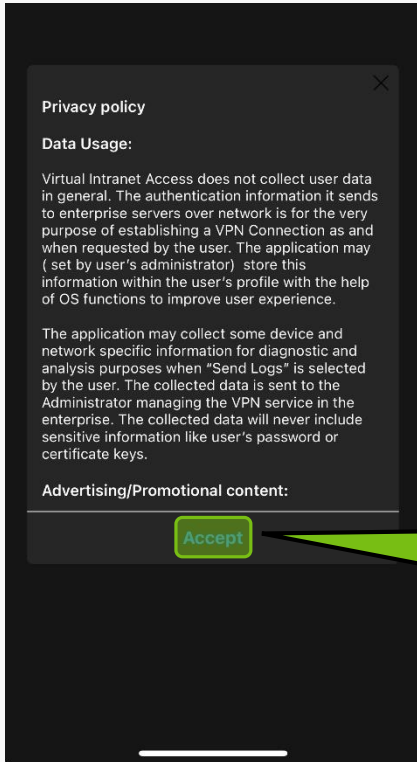


Type "via.mendelu.cz" in the address and then click on "Download".

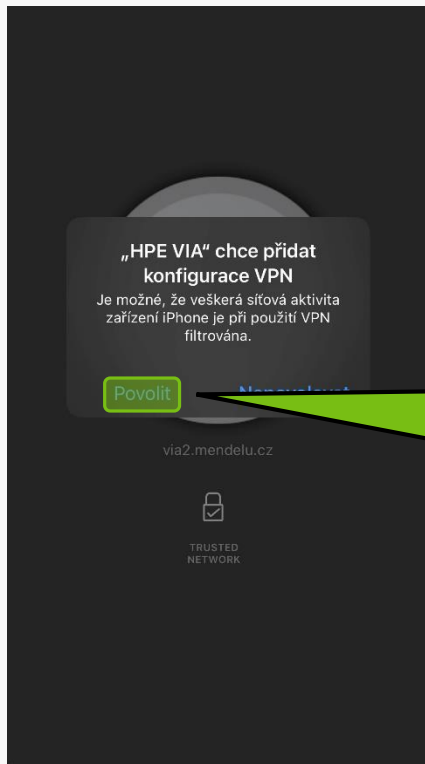


1. Here, fill in the login name and password (the login details are the same as for UIS).

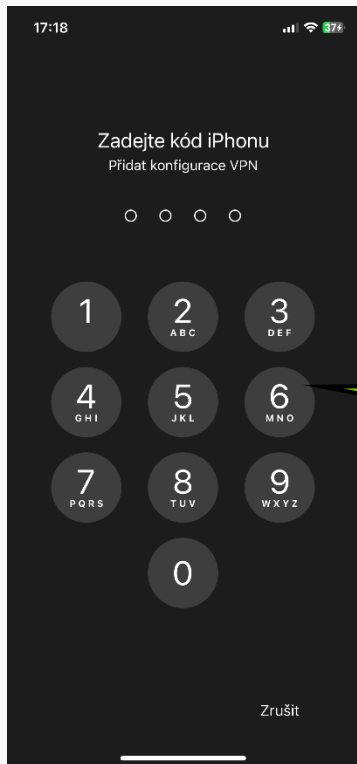
2. click on "Download" again.



Read the terms and conditions and click "Accept".

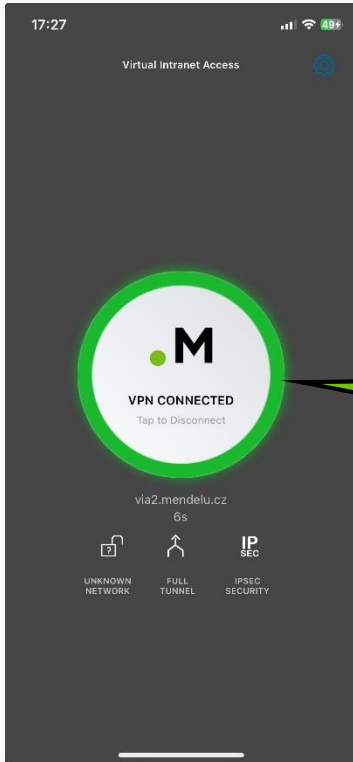


After downloading, the configuration needs to be added to the system.



Enter your *device* code.



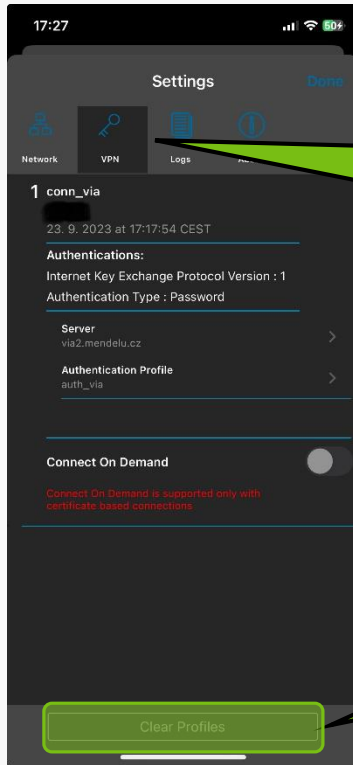


If all goes well, you will be connected.

# VPN troubleshooting

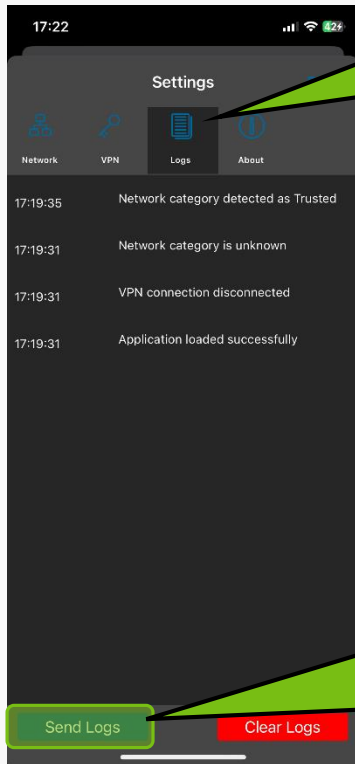


Click on Settings.



1. Click the second VPN tab.

2. To delete a profile, click "Clear Profiles." Then proceed again from *slide 3*.



1. If you still can't connect after downloading a new profile, open the settings again and click on the third **Logs** icon.

2. Use "Send Logs" to send a report through email. Then contact support staff at [helpdesk@mendelu.cz](mailto:helpdesk@mendelu.cz)



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# Instructions prepared by

Department of Information Technology

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