



# DUET eduVPN User Manual

How to sign in, connect, and use eduVPN safely

## 1. What is eduVPN?

eduVPN lets DUET users connect securely to university network resources from outside campus. After connecting, traffic between your device and the VPN service is encrypted.

## 2. Before you begin

✚ You need an active DUET eduvpn Account username and password.

<b>Sign In</b> If you do not have a DUET eduVPN account, please request access from: <a href="https://eduvpn.duet.ac.bd/vpn-user-portal/">https://eduvpn.duet.ac.bd/vpn-user-portal/</a> or <a href="https://sns.duet.ac.bd/">https://sns.duet.ac.bd/</a>	<b>Support</b> <b>ICT Cell, DUET</b> ✉ Email: <a href="mailto:noc@duet.ac.bd">noc@duet.ac.bd</a> ☎ Phone: +8809666328101 🔗 <a href="https://eduvpn.duet.ac.bd/vpn-user-portal/support.html">https://eduvpn.duet.ac.bd/vpn-user-portal/support.html</a>
<b>Password change</b> Use the <a href="#">Request Reset Password</a> Button Or Email: ✉ <a href="mailto:noc@duet.ac.bd">noc@duet.ac.bd</a>	

## 3. Rules and regulations

- Use eduVPN only for authorized academic, administrative, and official DUET work.
- Do not share your DUET username, password, VPN profile, or configuration with anyone else.
- Do not try to bypass university security controls or access resources you are not authorized to use.
- Keep your device updated with current operating system and security updates.
- Disconnect the VPN when you no longer need access.
- Report suspicious activity, account misuse, or security incidents to ICT Cell immediately.

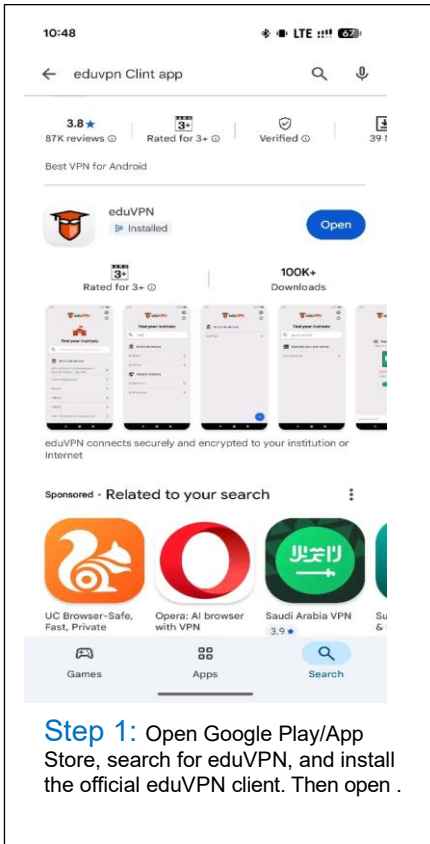
## 4. Troubleshooting

- **Wrong username or password:** Check typing carefully and confirm that Caps Lock is off.
- **Cannot reach the portal:** Check your internet connection and try again later.
- **Client does not connect:** Disconnect and reconnect, then restart the client if needed.
- **Account or password issue:** Use the password reset page or contact ICT Cell.

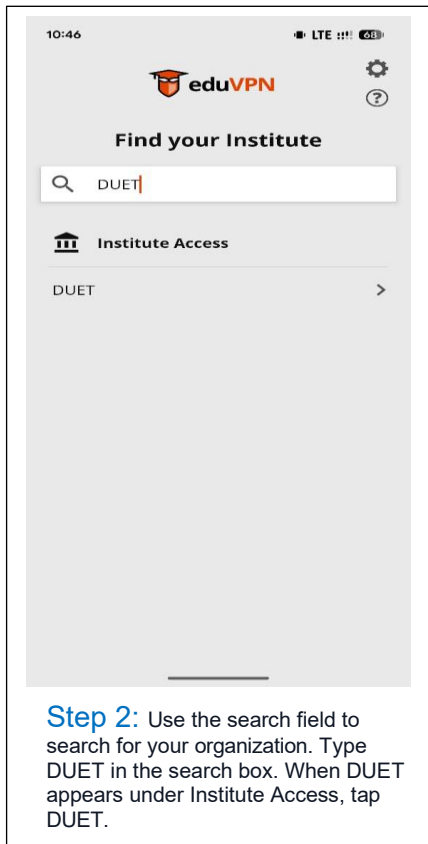
# Installing Process of the eduVPN app

**Note:** Windows/macOS/Others users are required to download and install the eduVPN client via a web browser. The installation steps are similar to those followed for mobile devices.

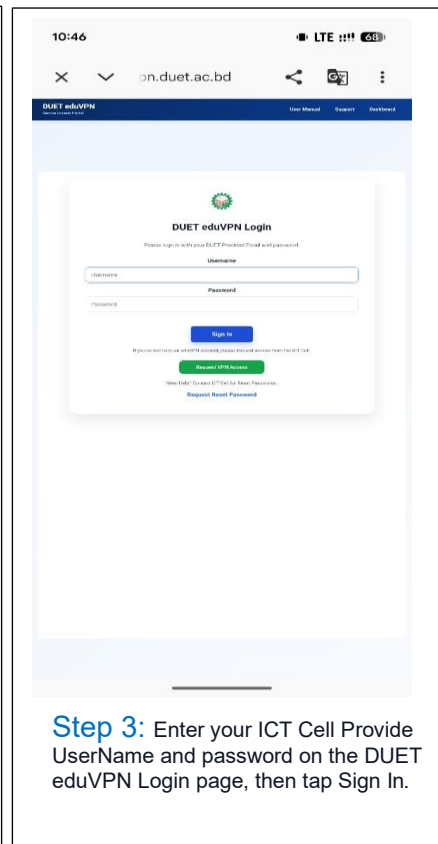
## For Mobile Device Android/ios/Others



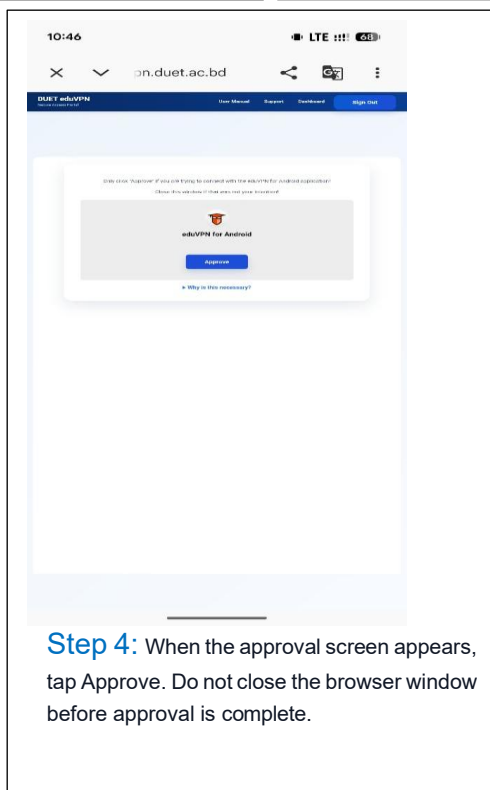
**Step 1:** Open Google Play/App Store, search for eduVPN, and install the official eduVPN client. Then open .



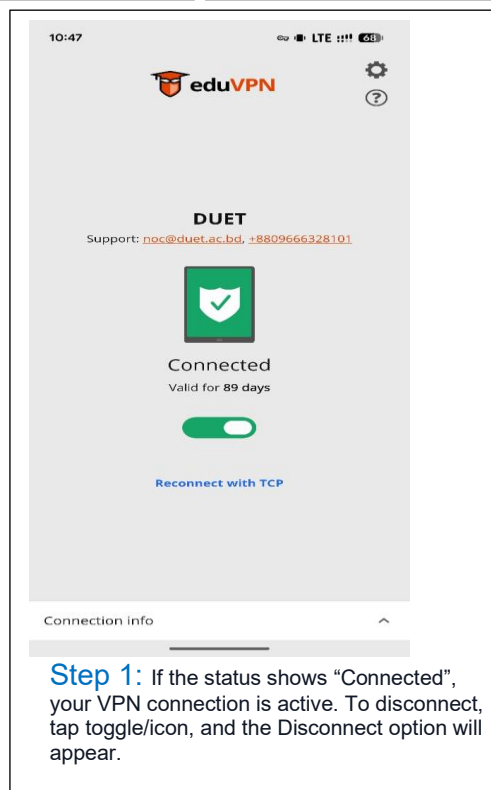
**Step 2:** Use the search field to search for your organization. Type DUET in the search box. When DUET appears under Institute Access, tap DUET.



**Step 3:** Enter your ICT Cell Provide UserName and password on the DUET eduVPN Login page, then tap Sign In.



**Step 4:** When the approval screen appears, tap Approve. Do not close the browser window before approval is complete.



**Step 1:** If the status shows "Connected", your VPN connection is active. To disconnect, tap toggle/icon, and the Disconnect option will appear.