



Villanova Secure Gateway FAQ

What is gateway.villanova.edu?

Gateway.villanova.edu is a website that allows authorized Villanova users access to University resources from off-campus. Many University resources are available to users via a web browser interface or from Citrix, but certain connections and applications require direct access to Villanova's network. In these circumstances, the Villanova gateway may be used.

What browsers are supported?

Internet Explorer 7 & 8, well as Firefox 3.0 and later are the currently supported browsers.

What Operating Systems are supported?

Windows XP SP3, Windows Vista SP1, MAC OS X 10.5, OpenSuse 11, and Ubuntu 8.10 are the only supported operating systems. Other operating systems (RHEL5, Solaris 10, etc.) may work to varying degrees but are not supported.

*Please note: Although these operating systems are qualified to work with our gateway, varying levels of support are available from Villanova University and there is no guarantee of service.

How do I use gateway.villanova.edu?

1. Open a browser and connect to <https://gateway.villanova.edu>
2. Login using your LDAP username and password. Students, faculty and staff will use the Realm: Villanova.
3. Once connected you can use any bookmarks or file shares that are available to or have been setup by you.
4. If you wish to reach a computer or service only available while on campus, you can start the Network Connect service, by clicking on the icon.
5. If this is your first session, you will be prompted to download and install the client. When the client is loaded a small lock icon will appear in your system tray. You can now connect to any Villanova services from your PC just as you would on campus.
6. To disconnect, simply click (or right click) the Network Connect (lock) icon in the systray and select End Session.

What are bookmarks?

Depending on your department, your gateway start page may have custom bookmarks to websites or shared folders. These are simply links to those resources and allow you to access them without running the Secure Application Manager.

How do I add a Windows Folder Bookmark?

From the Gateway Start page, click 'Add Windows' and enter the UNC path to the share. (`\\server\share\subfolder-optional`)

Are there other forms of remote access available to me?

No. Unless special permission has been given, the gateway is the only permissible form of remote access to University systems or resources. All other forms of remote access (PC Anywhere, dial-in, etc.) must be converted to use the gateway. If you require further assistance in setting up or using an account, please contact UNIT.