

Checklist on how to access the NUS Websites from Off Campus



1 Get Ready Your NUSNET Account Credentials

□ Your NUSNET UserID & password

- If you are unsure of your active NUSNET UserID, please contact your respective ACP administrator
- If you do not have a NUSNET UserID, please contact Duke-NUS HR at hr@duke-nus.edu.sg
- If you have forgotten your password and have already registered your mobile with your NUSNET Account previously, reset it [here](#)
- If you have not used your NUSNET account for a long period of time, your account may have been disabled. To re-activate your account, please email NUS IT Care at itcare@nus.edu.sg providing your (i) NUSNET UserID; (ii) NUS staff number; and (iii) scanned copy or photo of a valid identification proof, if you do not have a NUS staff card

□ Your 2FA token

- The [2FA registration](#) can only be set up within the NUS network. Please ensure that you are connected to the NUS network, your NUSNET UserID is active and you have access to your NUS email. The one-time password will be sent to your NUS mailbox for setting up of the 2FA
- If you are not based in Duke-NUS* or any other NUS Campuses (e.g. Kent Ridge Campus, Bukit Timah Campus and UTown), you can provide your VIP Access Credential ID and send a scanned copy or photo of your NUS staff card to NUS IT Care at itcare@nus.edu.sg. Please provide your NUSNET UserID, staff number and valid identification proofs if you do not have a NUS staff card.

* including Levels 1 – 5 of Academia

2 Connect to nVPN (NUS Web-based Virtual Private Network)

- For Personal laptops/desktops**, you can either:
 - follow the self-guided instructions at the [nVPN portal](#)or
 - download the [nVPN Installer](#) and install the nVPN Client software on your personal machine. Then, follow the [instructions here](#) to connect to nVPN

For Duke-NUS issued laptops that have CyberArk installed, you can only:

- download the [nVPN Installer](#) and install the nVPN Client software on the Duke-NUS issued machine. Then, follow the [instructions here](#) to connect to nVPN

For more information on nVPN, access [here](#)

3 Launch the NUS Websites from Off Campus

- Connect to Home/Office Internet
- Connect to Pulse Secure VPN Client (2FA Authentication required)
- Access to the Duke-NUS Websites / Intranet

4 Helpline

- Contact Duke-NUS IT Care at 6516-5932
- If you prefer face-to-face assistance, make an appointment with Mr Htike Lin Win Maung (6601 - 2585 / htike.linwinmaung@duke-nus.edu.sg) before visiting the IT Department at #04-38 (Duke-NUS, 8 College Road, Singapore 169857)