User Guide for SSL-VPN

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LG Chem

# 1. Procedure and Attention

## ❑ Procedure of Entire Connection

① Open the Internet Explorer

② Input the System URL (https://global.lgchem.com)

③ Execute 'Self repairing' (Only once on first access)

④ Close all Internet Explorer

⑤ Restart the Internet Explorer and Input the URL (https://global.lgchem.com)

⑥ Log-in with ID / Password

⑦ Proceed 2nd Authentication via SMS, G Mobile, Personal E-mail

⑧ Install the Program (Only once on first access)

❑ Attention

<Yellow alert on below screen>   <Red alert on below screen>
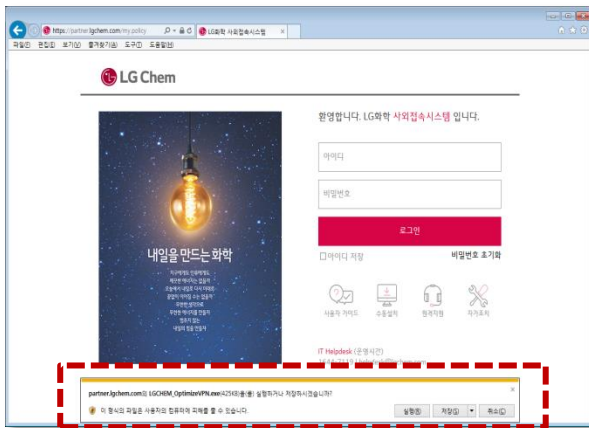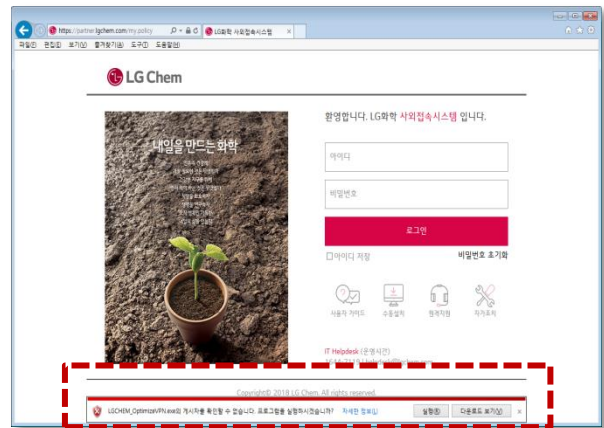
- The yellow or red alert may appear at the bottom of the Internet Explorer during
the ' ③ Execute Self-Repairing ' or ' ⑧ Install the Program ', but if you click the
' Run ' button, the next step will be taken.
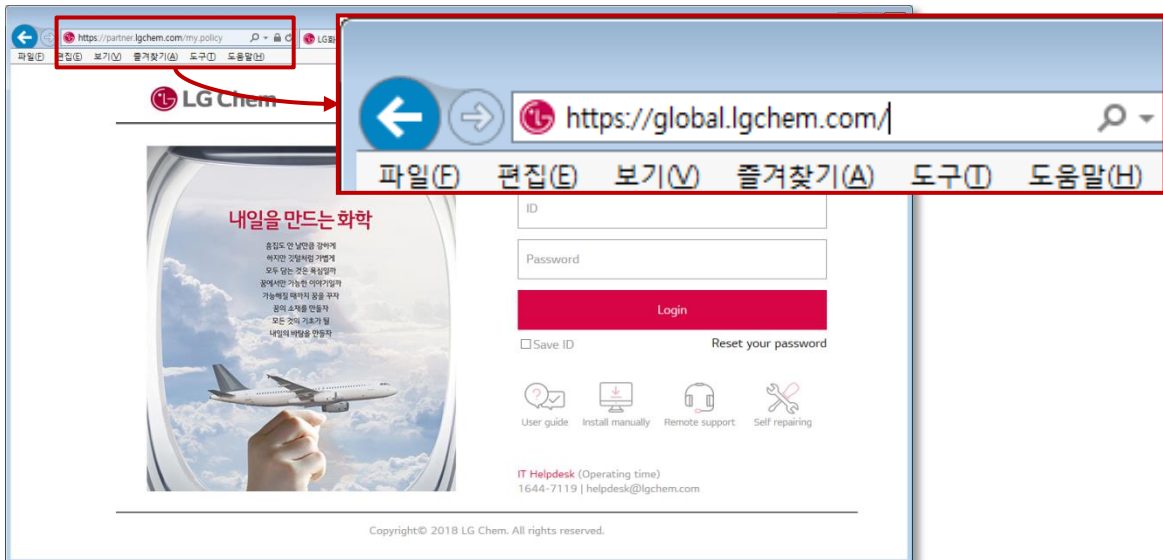This is a necessary procedure for downloading files over the Internet, so security is fine.
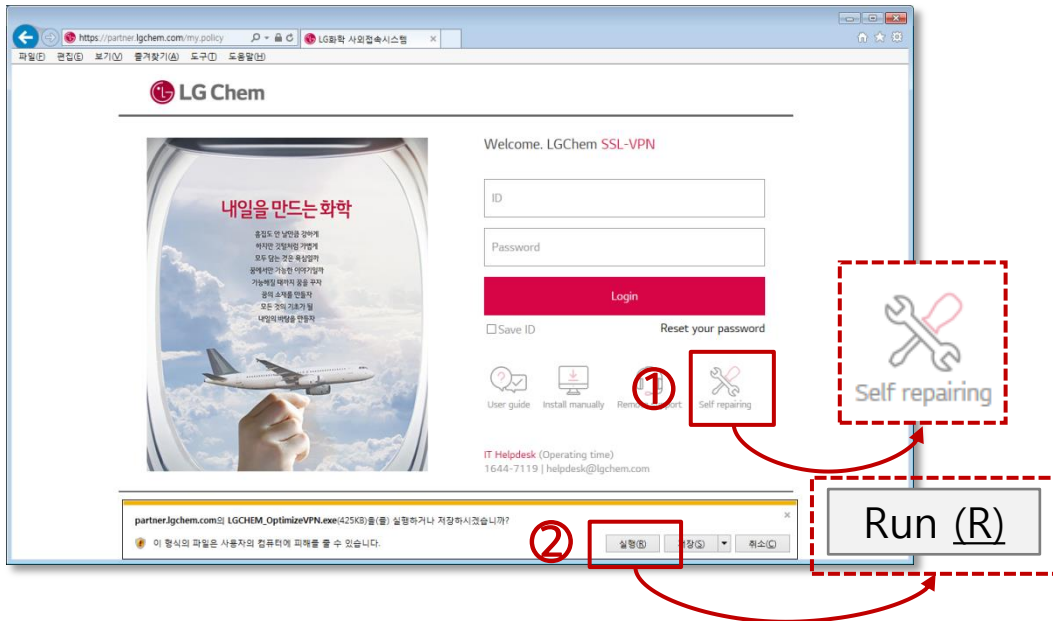
2. Detailed Process

1) Open the Internet Explorer

Internet Explorer

Microsoft Edge

With Windows 10,
SSL-VPN can not be accessed
through Microsoft Edge.

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2) Input the System URL (https://global.lgchem.com)
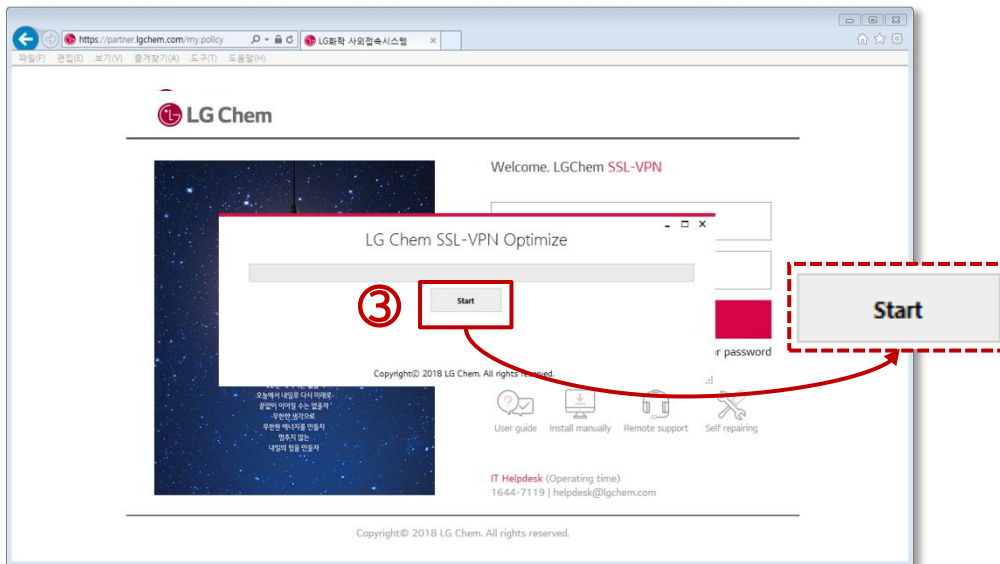
2. Detailed Process
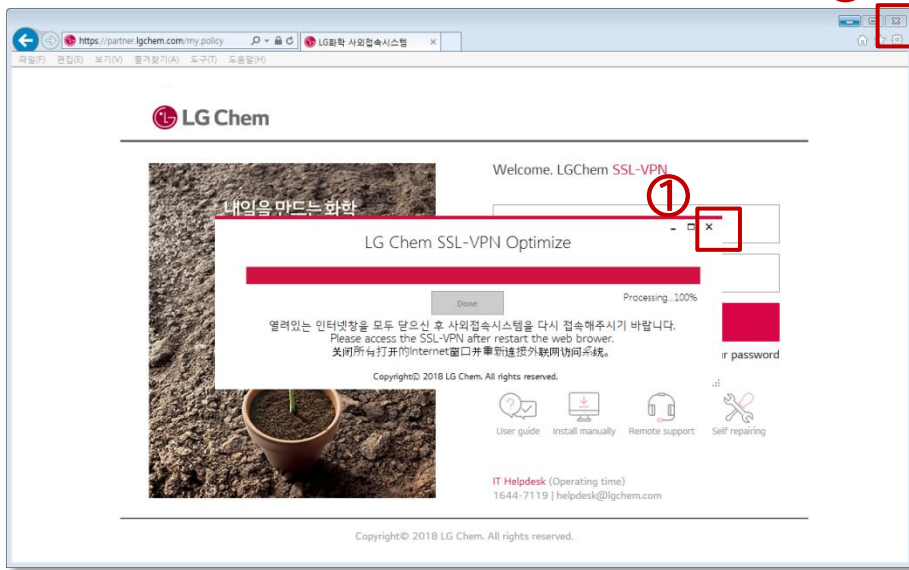
3) Execute 'Self repairing'

① **Click the "Self Action" icon** located in the mid-right of the initial screen.

② **Click the "Run" button**, when the yellow alert appears at the bottom.

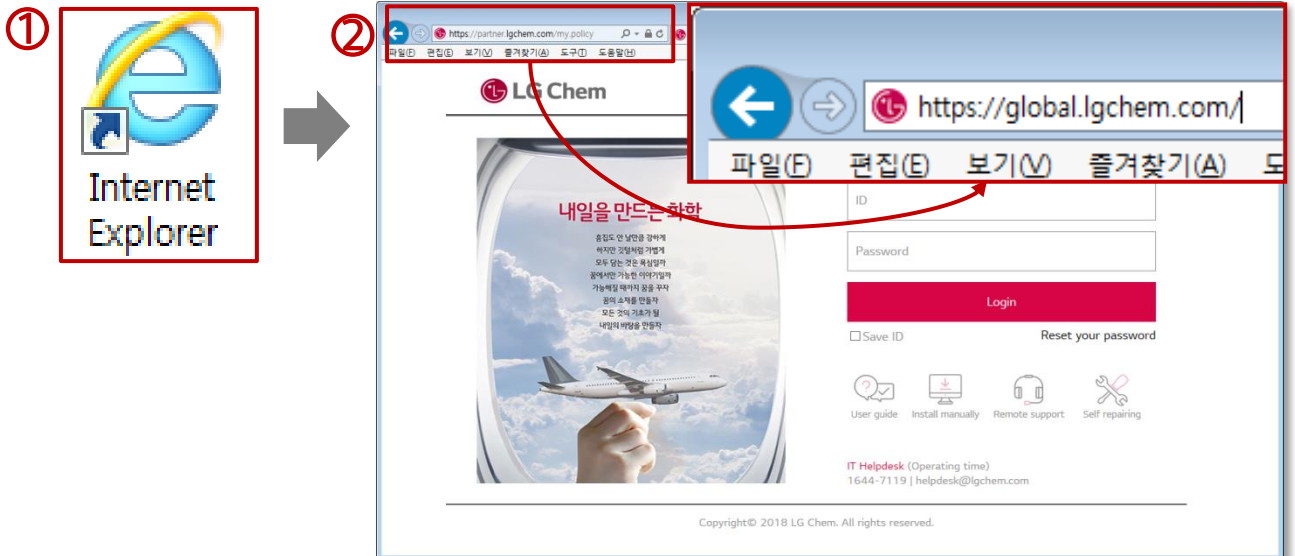③ **Click the "Start" button**, when the optimization program appears.

2. Detailed Process

4) Close all Internet Explorer

① **Click the "X" button** when the self action is completed.
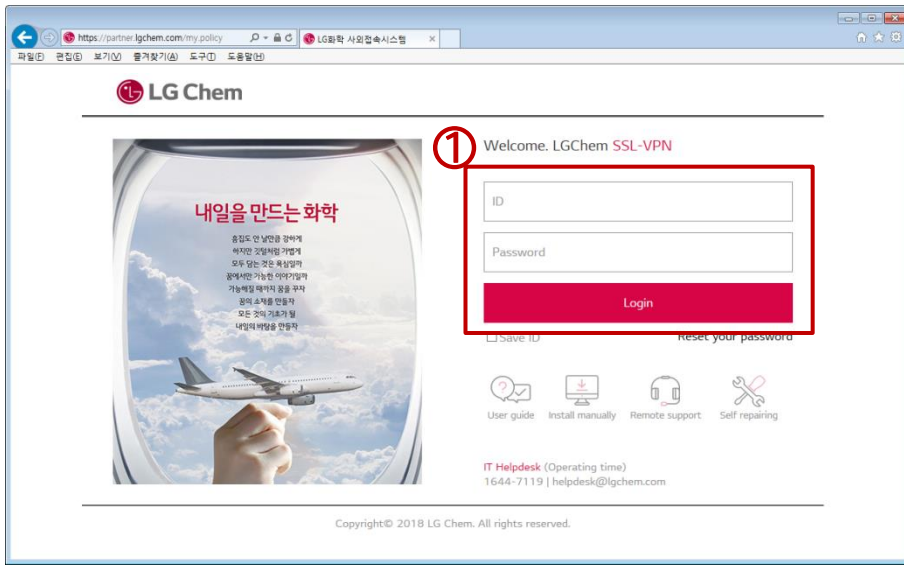
② Close all Internet Explorer.

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5) Restart the Internet Explorer and Input the URL

① Open the Internet Explorer

② Input the System URL (https://global.lgchem.com)

2. Detailed Process

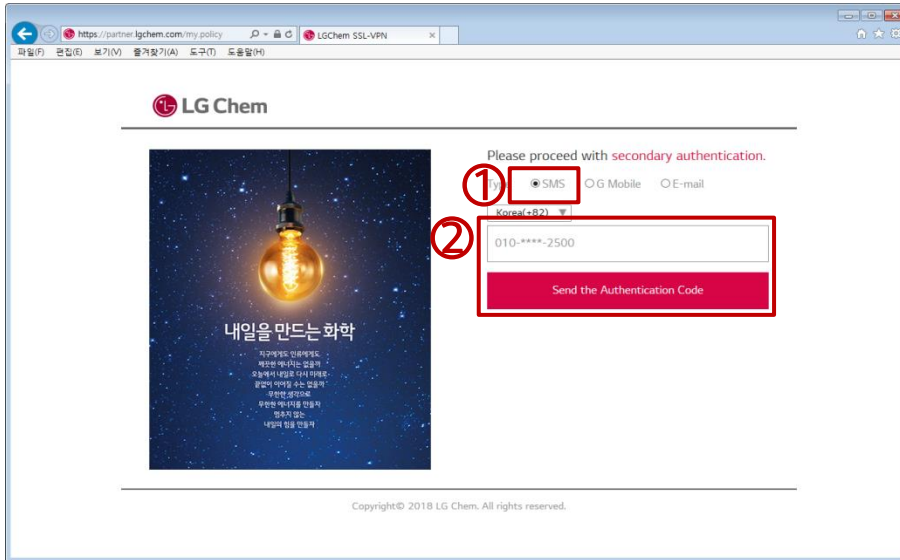## 6) Log-in with ID / Password

① Login with ID and Password <u>the same as previous system</u>.
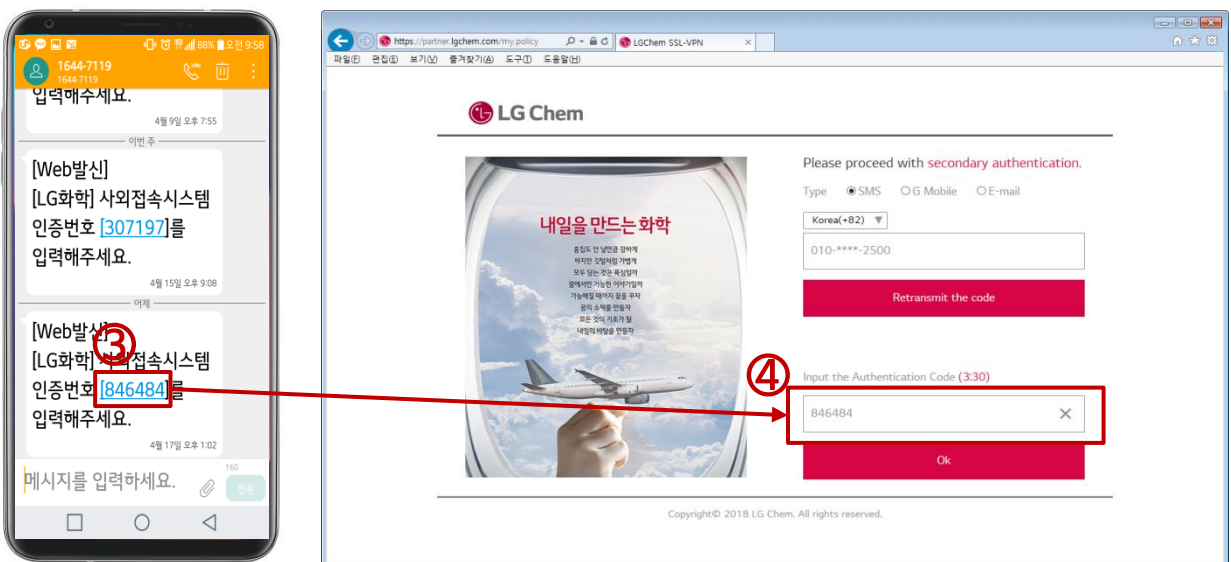
2. Detailed Process

7) 2nd Authentication via SMS, G Mobile, Personal E-mail (1/3)

- ▪ If you proceed with **"SMS" authentication**

① **Select "SMS"** among three methods.

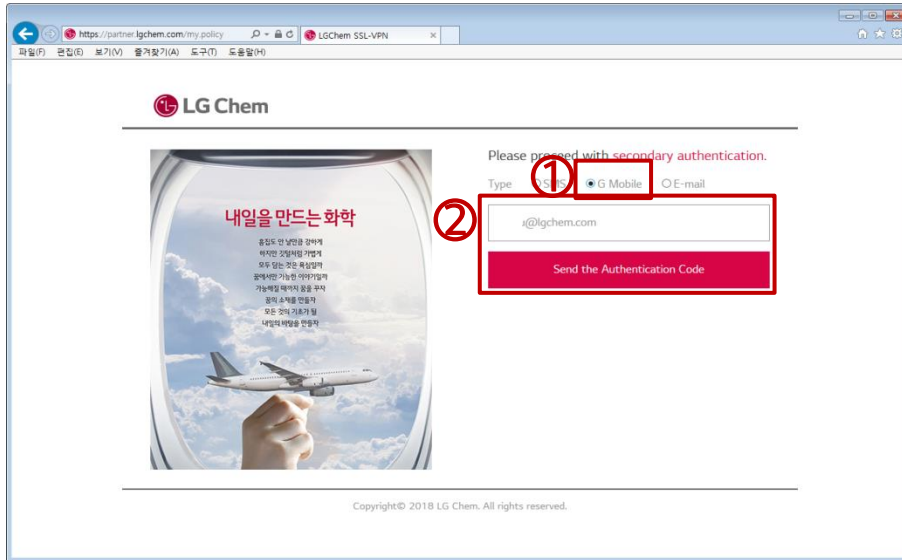② **Click "Send authentication Code" button** after checking phone number.

③ **Check authentication number** (6 digits) transmitted by SMS

④ **Enter the "authentication Code"** (6 digits) and click the "OK" button
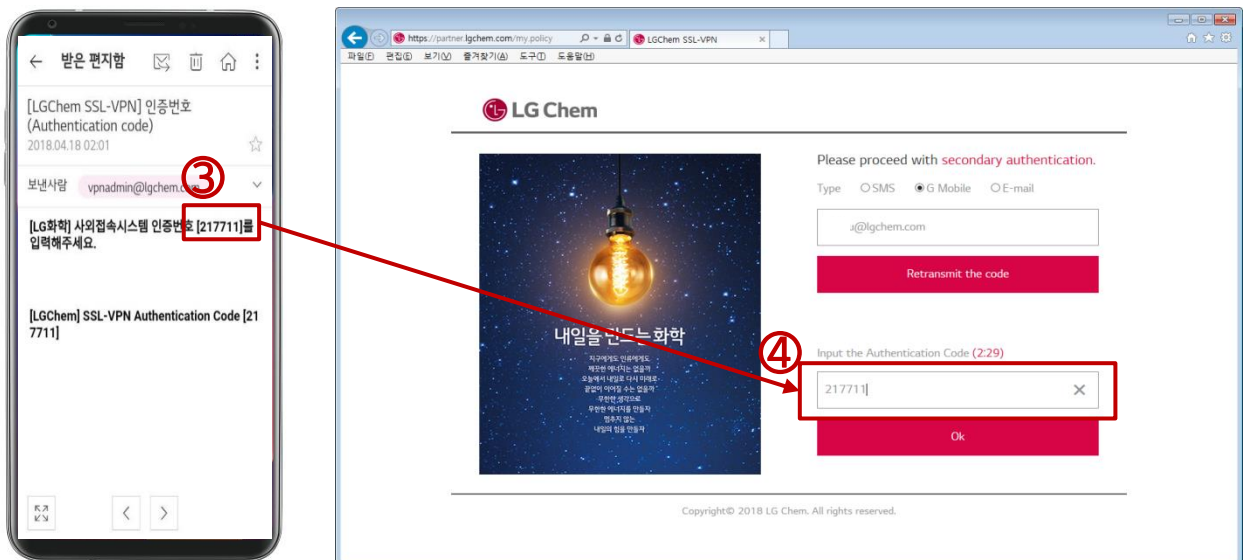
2. Detailed Process

7) 2nd Authentication via SMS, G Mobile, Personal E-mail (2/3)

- If you proceed with **"G Mobile" authentication**

① **Select "G Mobile"** among three methods.

② **Click "Send authentication Code" button** after checking G Portal mail address.
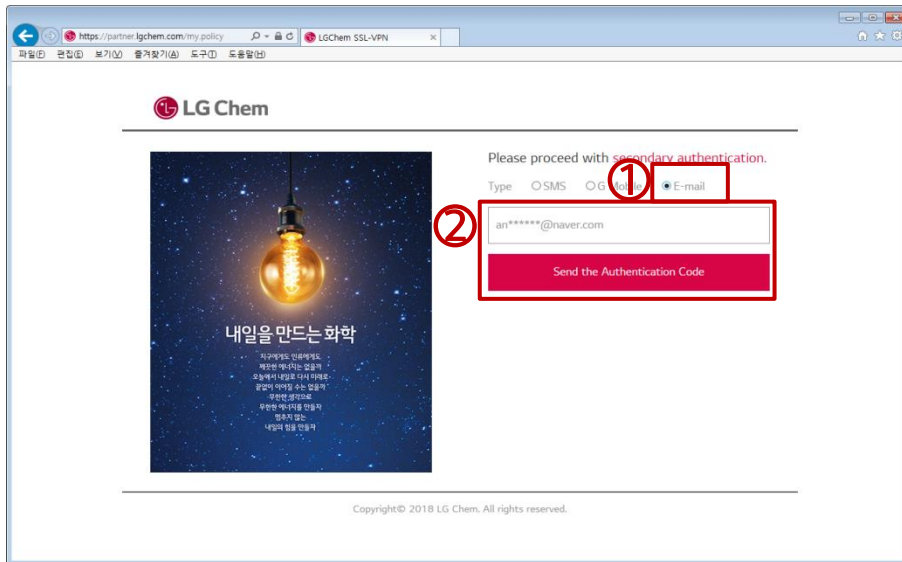
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③ **Check the "authentication number"** (6 digits) in the mail of G Mobile mailbox.

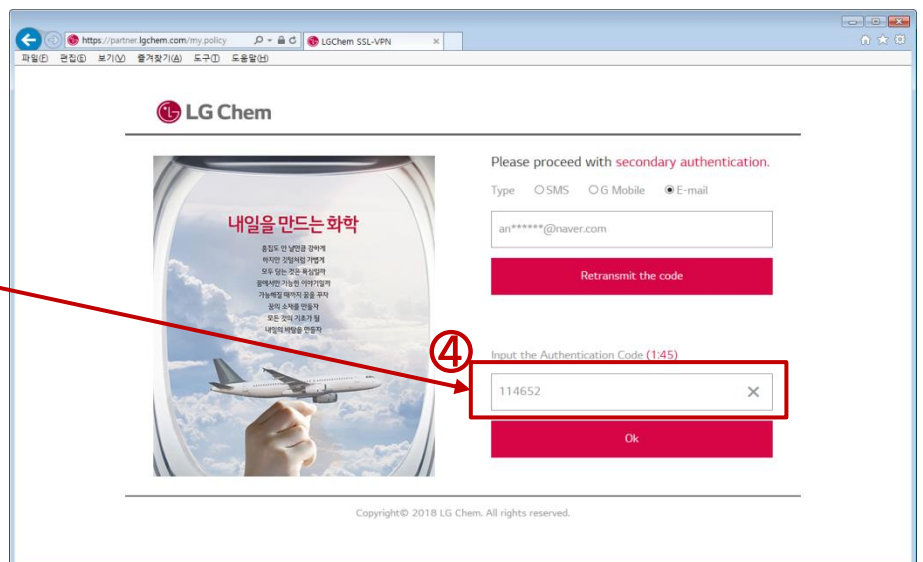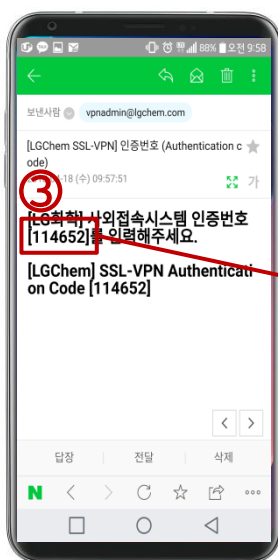④ **Enter the "authentication Code"** (6 digits) and click the "OK" button

2. Detailed Process

7) 2nd Authentication via SMS, G Mobile, Personal E-mail (3/3)

- If you proceed with**"E-mail" authentication**

① **Select "E-mai"** among three methods.

② **Click "Register" button** After entering personal E-mail (Registration required).

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③ **Check the "authentication number"** (6 digits) in the mail of personal E-mail

④ **Enter the "authentication number"** (6 digits) and click the " OK " button

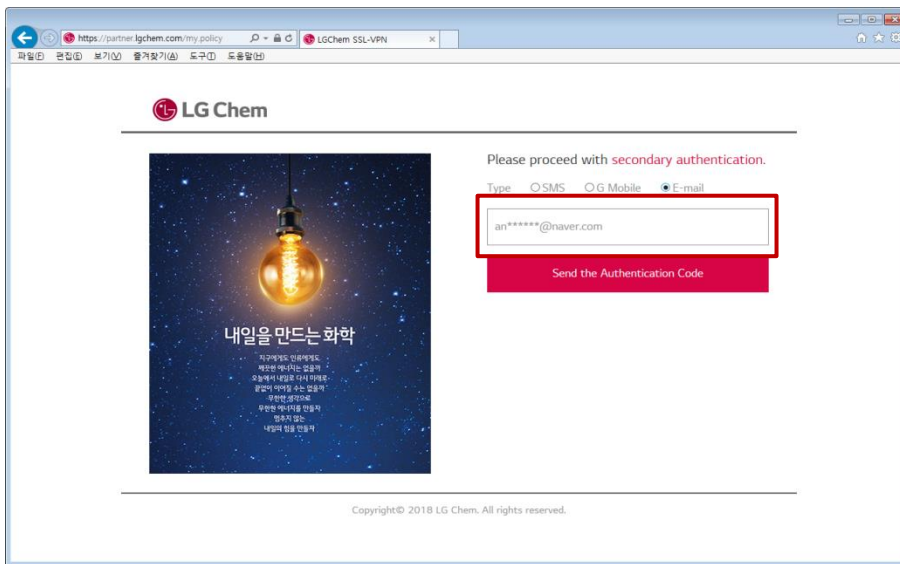※ E-mail registration and 2nd authentication are completed simultaneously.

2. Detailed Process

7) 2nd Authentication via SMS, G Mobile, Personal E-mail (3/3)

▪ If you proceed with "E-mail" authentication

※ Next time you can authenticate using the registered personal E-mail.

※ Private email registration and deletion are possible from the G portal.

G Portal → My Info → Register of personal email → New/Change, Delete
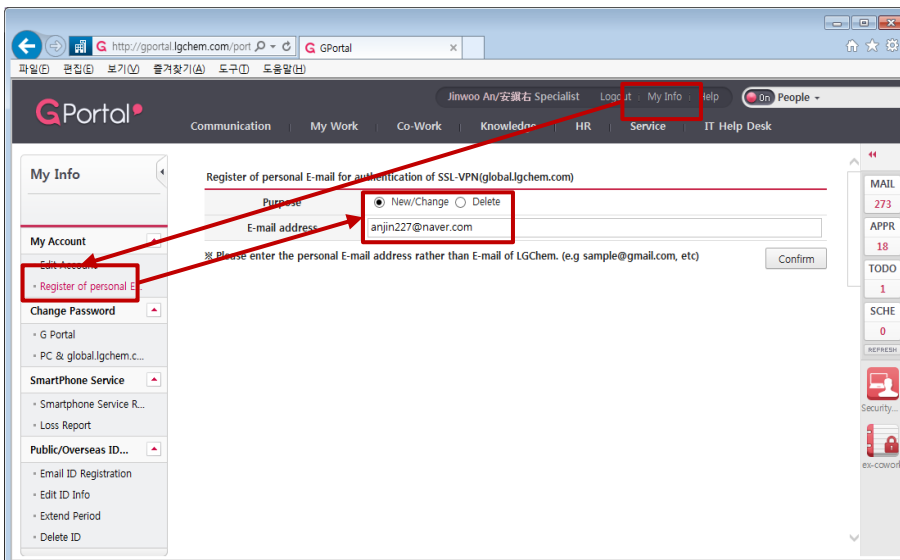
2. Detailed Process

8) Installation process
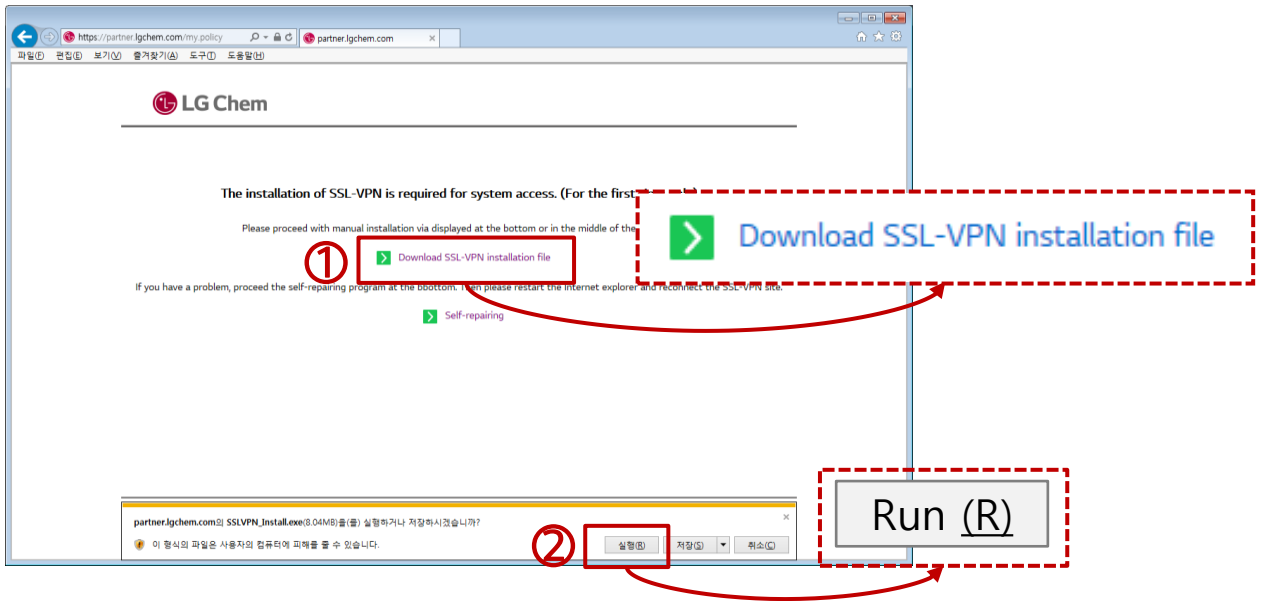
① **Click "Download Install File"** when the program installation screen appears.

② **Click the "Run" button** when a yellow alert appears at the bottom.

2. Detailed Process

8) Installation process
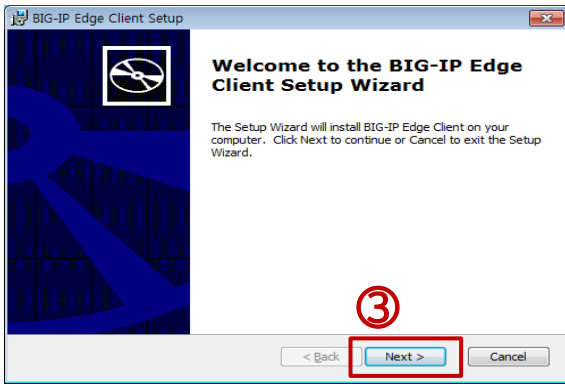
③ Click "Next" button at the bottom.

④ Click "Install" button at the bottom.
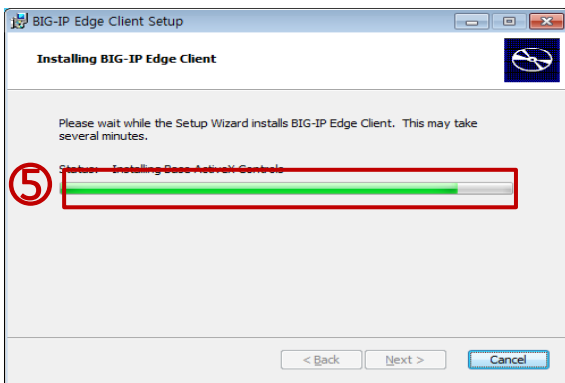
⑤ The progress bar increase slowly, and it takes up to 1-2 minutes to complete.
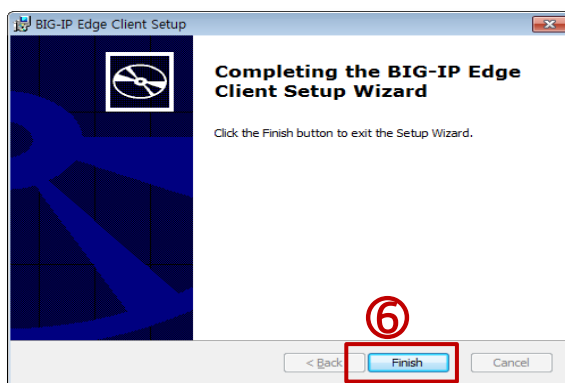
⑥ Click "Finish" button at the bottom after installation.

2. Detailed Process

※ If the user enters the ID / Password in the lon-in page and 2nd authentication is completed, the Sitemap or G Cloud appears.

① Log-in with ID/Password

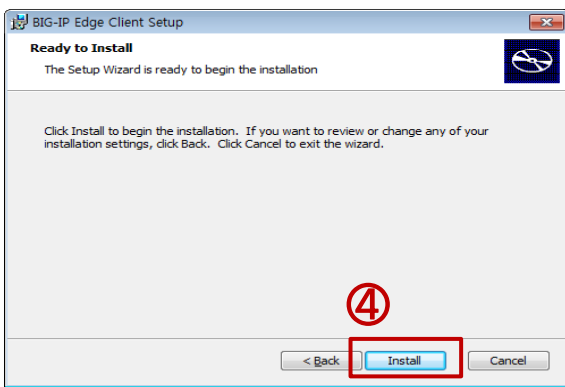② 2nd Authentication via SMS, G Mobile, Personal E-mail

③ Sitemap

\<For G Cloud Users\>

③ G Cloud

\<For users that do not use G Cloud\>

3. FAQ

Q. What do I do if I don't have an ID?

A. As the SSL-VPN system has the same ID as the G Portal, it is not necessary to create an ID separately.

However, if you do not have access authority due to new entrance and prolonged periods of inactivity, you need to apply for approval in advance from the Security Portal (G Portal > Service > Security Portal).

For partners, it is available to apply for access ID and authority at Partner Security Portal (https://partners.lgchem.com)

Q. What do I do if I forget about the password?

A. You can reset the password via 'Reset Password' on the login page.
(PC login, SSL-VPN, G Cloud password reset simultaneously)

As passwords are initialized with random alphabetic character, make sure to change passwords after logging in.

Q. The 2nd authentication code via SMS cannot delivered. What should I do?

A. SMS is not restricted in Korea. In case of overseas, SMS does not allowed to receive it in countries other than China / Japan / USA / India.

And you must send it to the Korean national code when roaming overseas to receive code on the roaming phone.

If there is temporary failure of LG U+(Korean ISP), please use another authentication method (external email, G Mobile).

Q. Is Windows OS and Internet Explorer only accessible?

A. SSL-VPN systems are optimized only for Windows 7-10 and Internet Explorer 10-11 and Chrome browsers, while other operating systems (OS X, iOS, Android, etc.) and other browsers (FireFox, Safari, etc.) are inaccessible or has limitaions.
(Windows XP, Vista, and Internet Explorer 9 are also not allowed.)