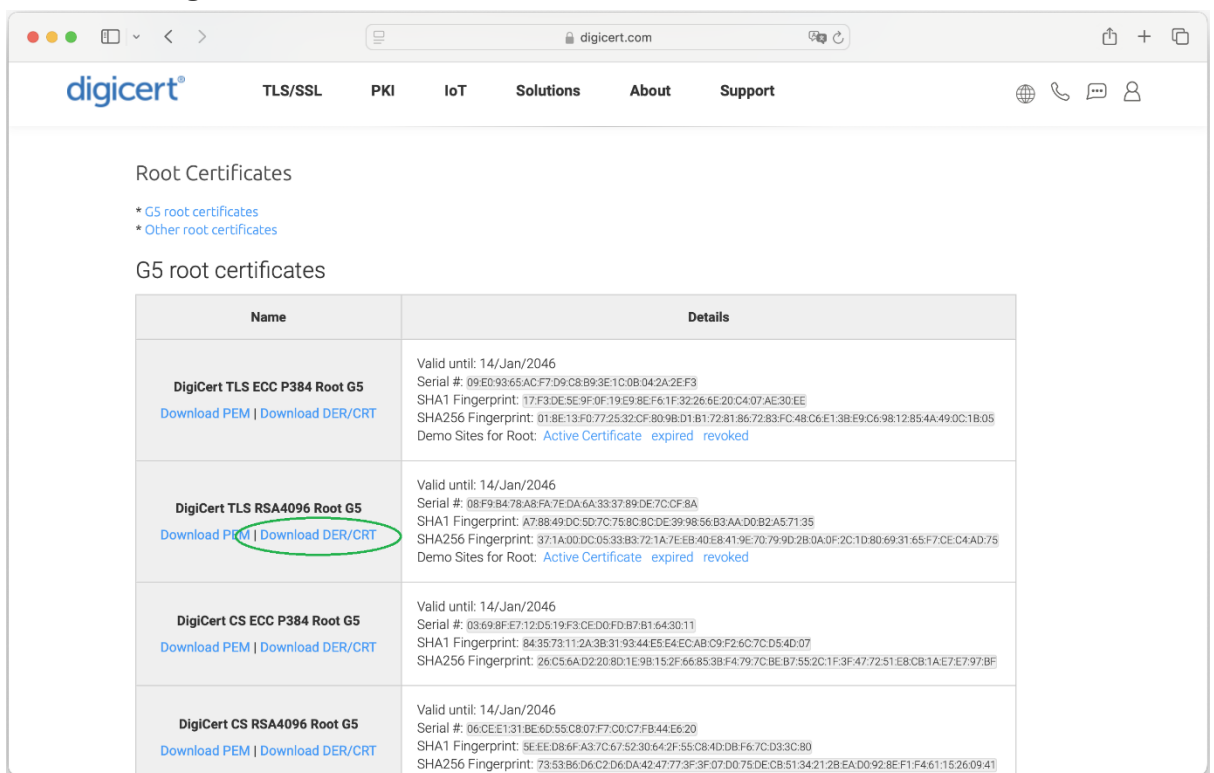**Resolution to fix untrusted server connection when remote accessing VPC.**

If you are using devices which the SSL certificate store is not up-to-date, you may need to install and trust the VPC certificate to your device. For example, it may happen on macOS version 14 or before.

Please refer to the step below on how to install and trust the VPC certification to device running on macOS.
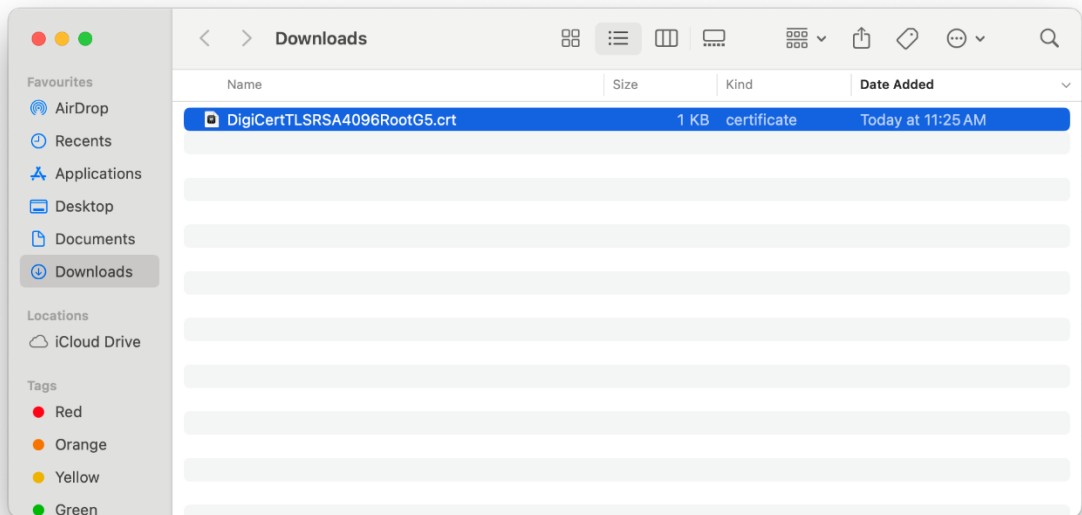
1. Go to https://www.digicert.com/kb/digicert-root-certificates.htm#roots
2. Download **DigiCert TLS RSA4096 Root G5 DER/CRT**
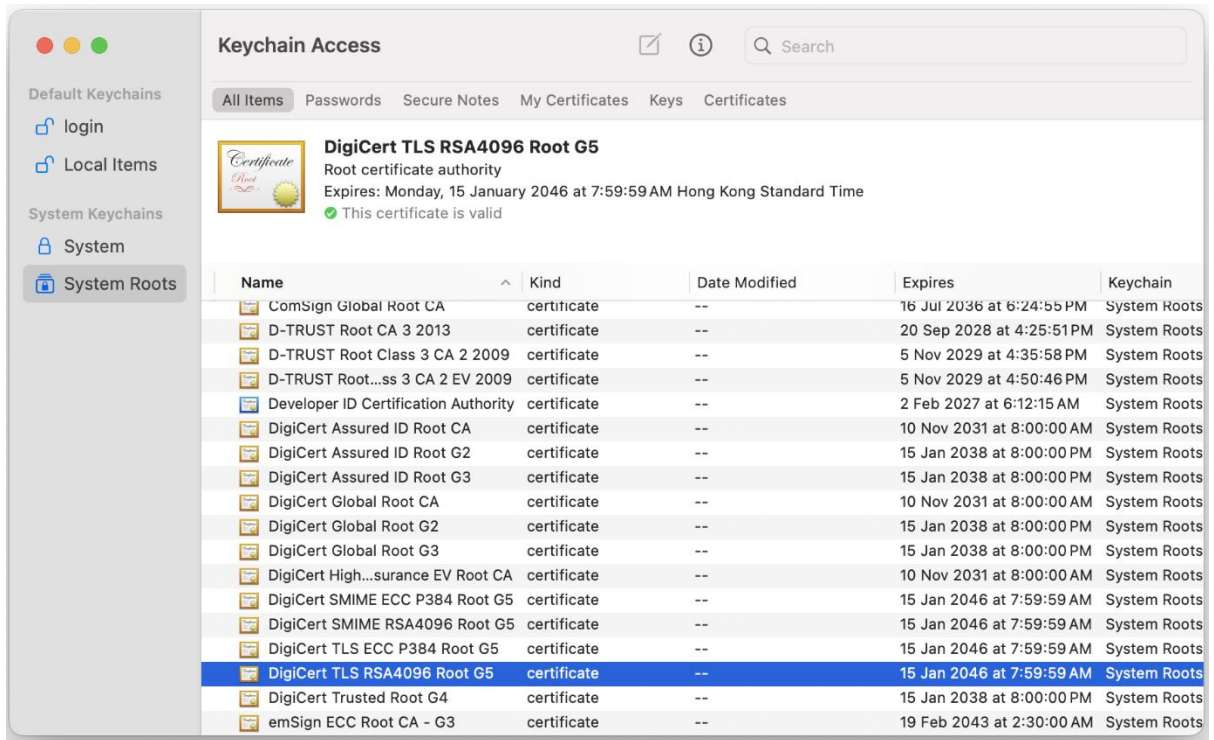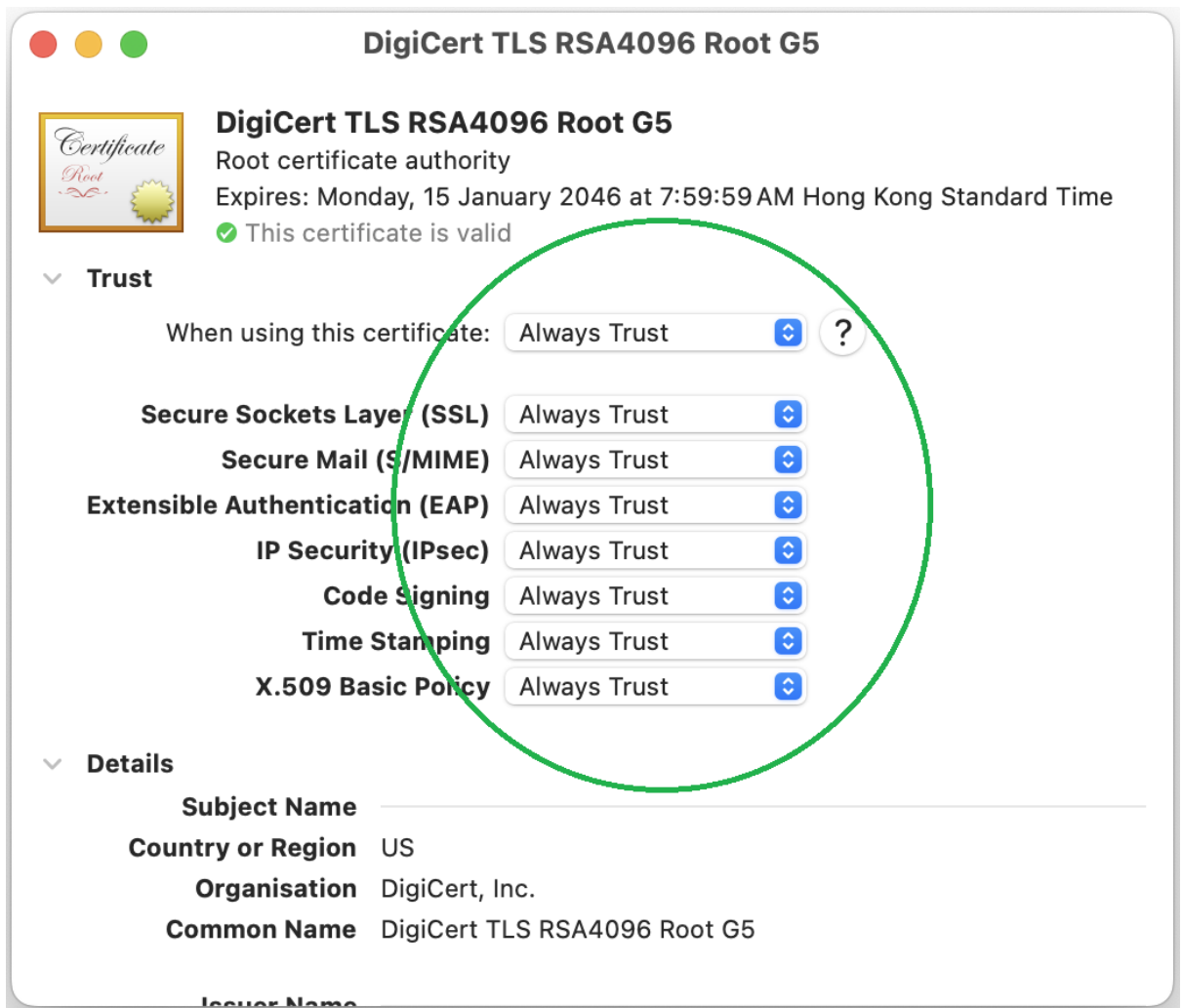

3. Install the certificate by double click

4. Add the certificate to System
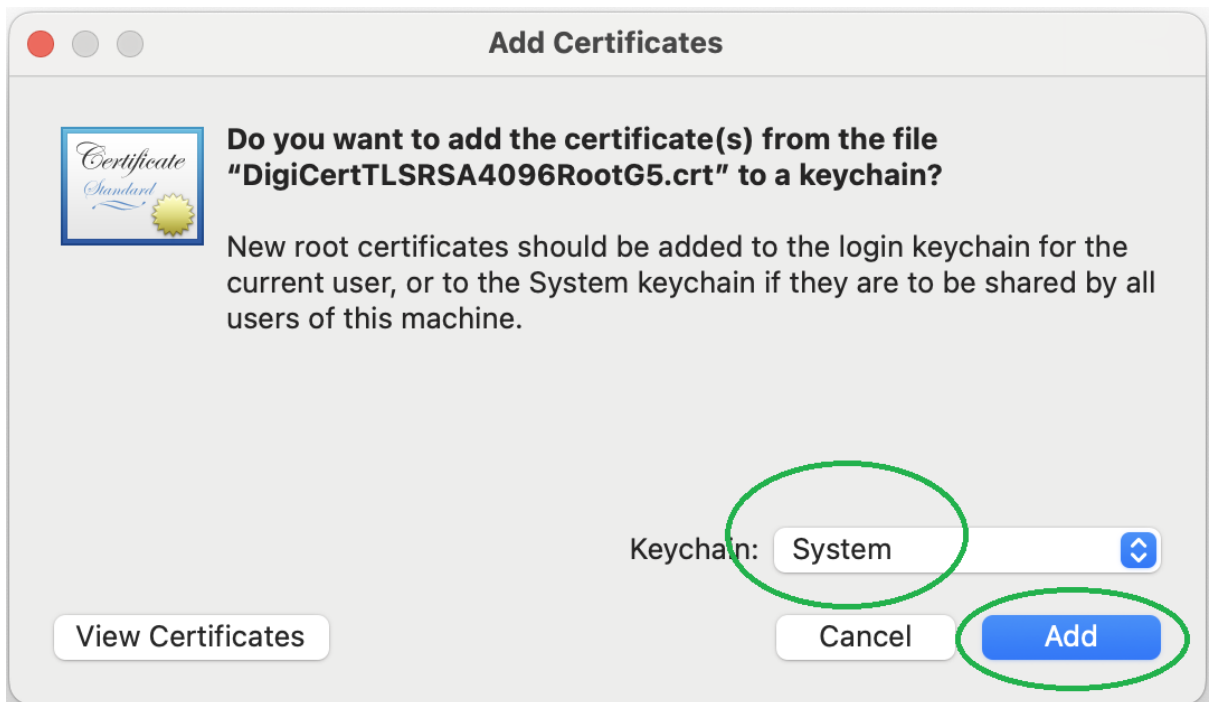
5. Open Keychain Access and search the certificate DigiCert TLS RSA4096 Root G5

6. Double click the certificate and trust all

7. The installation has been completed. Please retry the VPC remote access by visiting https://go.vpc.hku.hk (for staff) or https://go.vlab.hku.hk (for students).