

Virtua's Palo Alto GlobalProtect VPN

connect.virtua.org

Table of Contents

Prerequisites	2
Installing GlobalProtect Agent	2
Connecting to GlobalProtect VPN	2
Logging Out of GlobalProtect	5
Force Update of Software Center	6

Prerequisites

- You must be using a Virtua Issued Laptop.

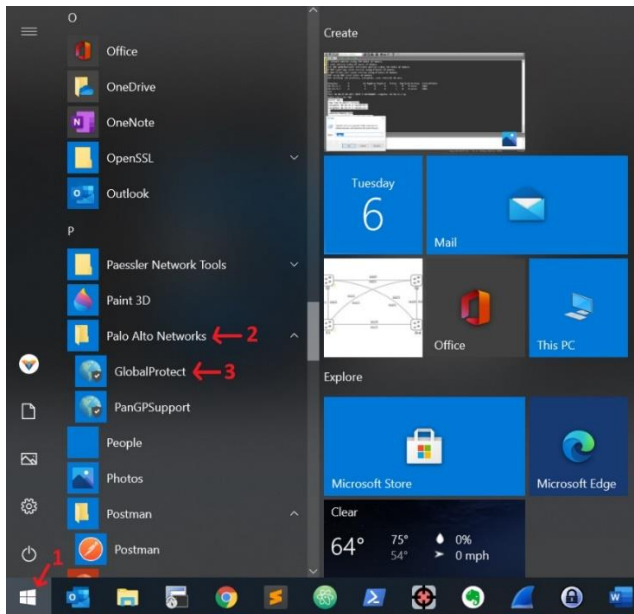
Installing GlobalProtect Agent

- GlobalProtect is automatically installed by the IT department. The software should already be installed on your computer.

Connecting to GlobalProtect VPN

- 1) Click on the Start Menu.
- 2) Scroll Down until you find Palo Alto Networks. Expand it.
- 3) Choose GlobalProtect.

**** If you DO NOT see Global Protect Client, click here to [Force Update of Software Center](#) ****



4. In the bottom righthand corner of your screen. Click the arrow to expand the taskbar.
5. Click on the GlobalProtect Icon inside the expanded taskbar.

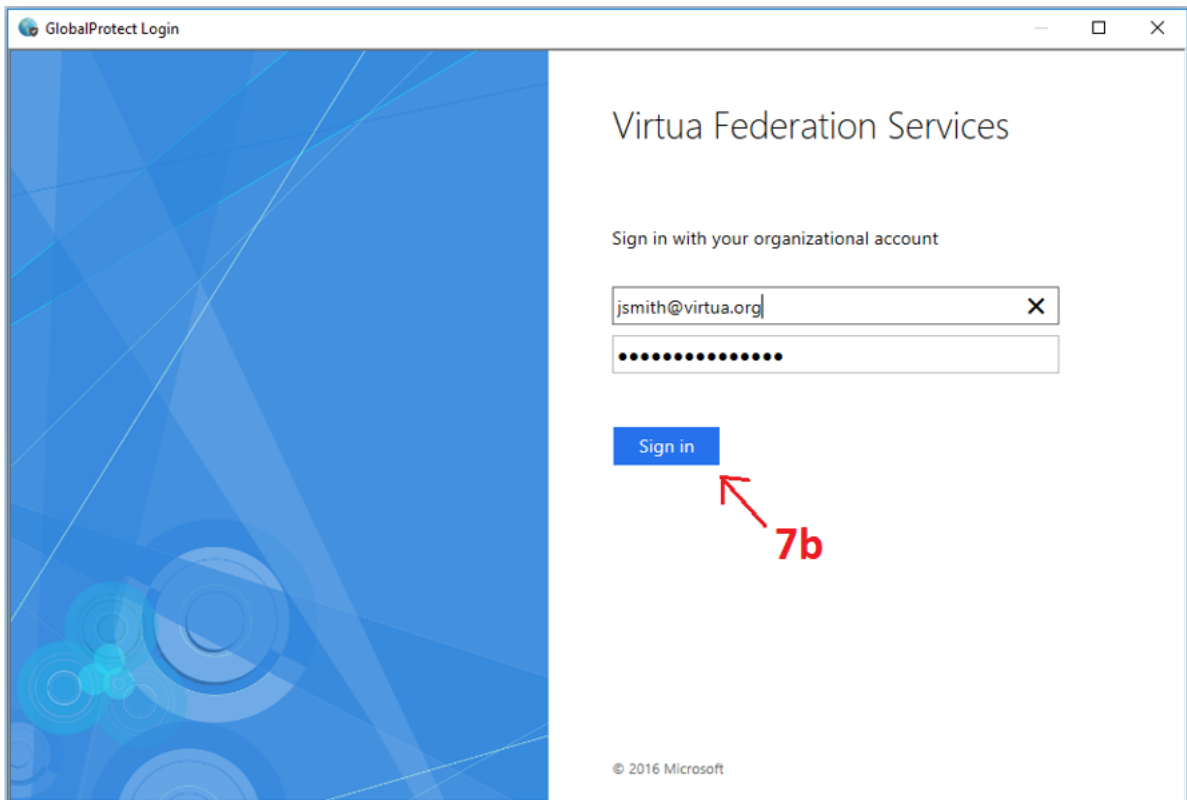


6. GlobalProtect dialog box should appear. Click Connect.



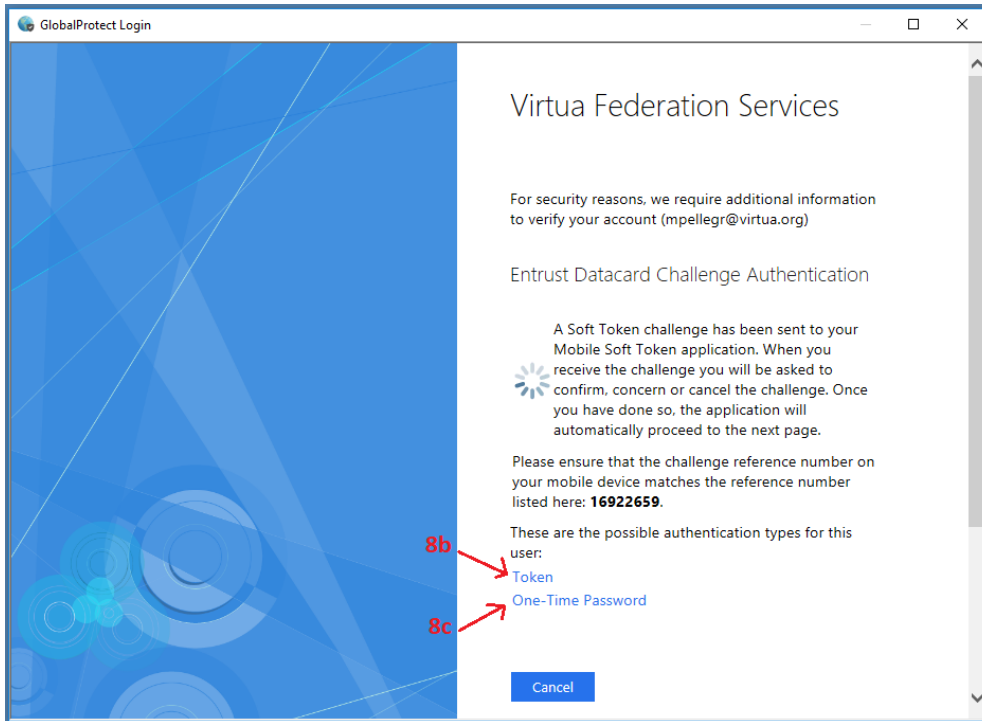
7. A new window will pop-up.

- a. Type in your Virtua username with @virtua.org at the end. Ex: jsmith@virtua.org (NOTE: This could be different than your email address)
- b. Type in your password. Click Sign In.



8. Multi-factor authentication is required.

- a. If you're using Mobile Soft Token, click accept on your cell phone (Default Option). Once done, move on to step 9.
- b. If you're using a Token (Entrust App Token). Click Token. Then add the token security key from the Entrust App into the text field. Once done, move on to step 9.
- c. If you're using a One-Time password (Text Message). Click One-Time Password. Then add the One-time password key to the text field. Once done, move on to step 9.



9. Once it connects and passes the HIP Compliance Check. You will get a message that you are now connected to Virtua VPN. Enjoy!

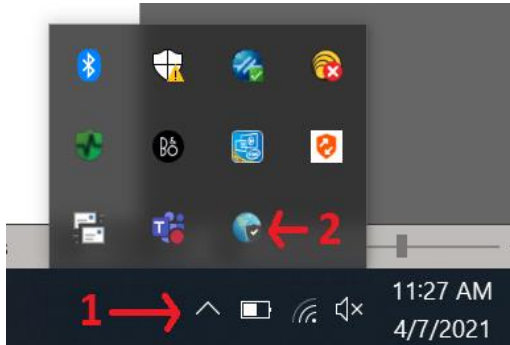


****If you get a pop-up saying you FAILED the HIP Compliance Check. Please call the IT Service Desk at 856-355-1234 for help.**

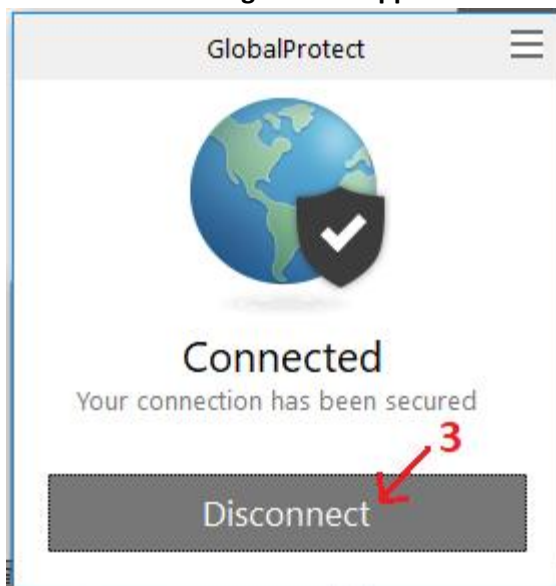
Logging Out of GlobalProtect

** Once you are done for the day its best practice to log out

1. In the bottom righthand corner of your screen. Click the arrow to expand the taskbar.
2. Click on the GlobalProtect Icon inside the expanded taskbar.



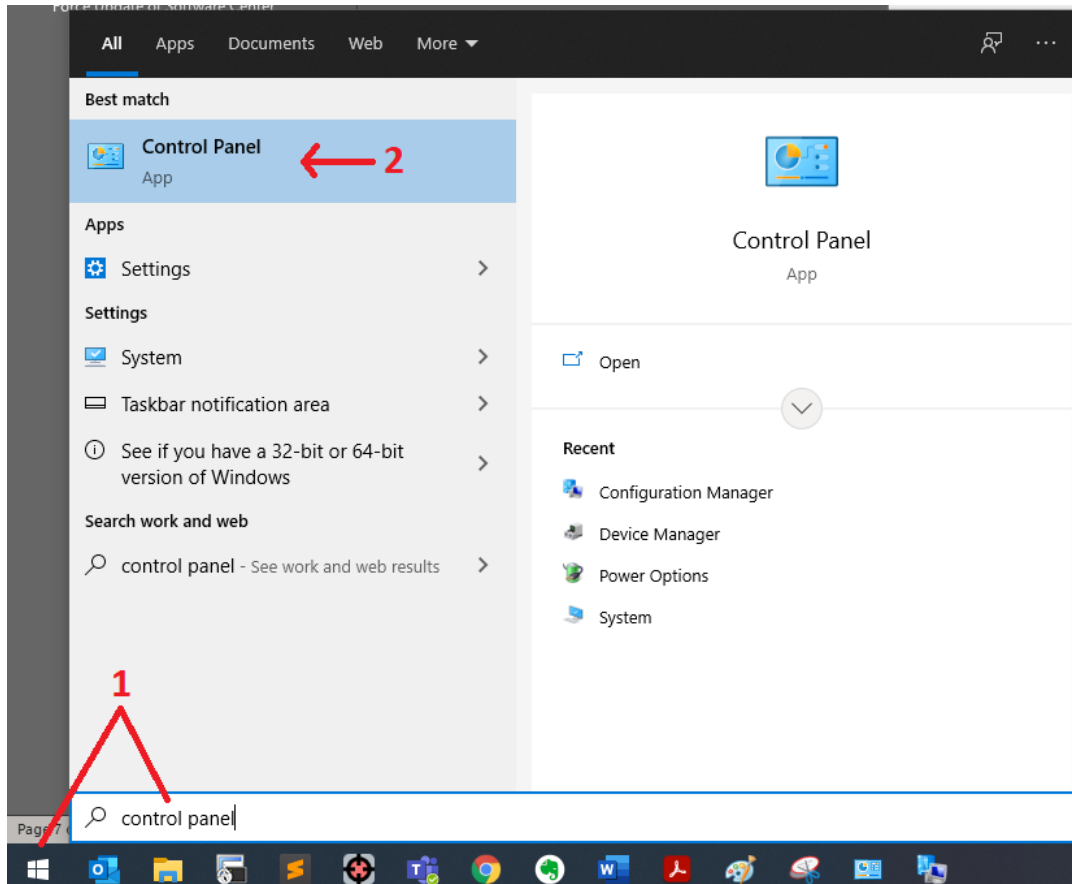
3. GlobalProtect dialog box will appear. Click Disconnect.



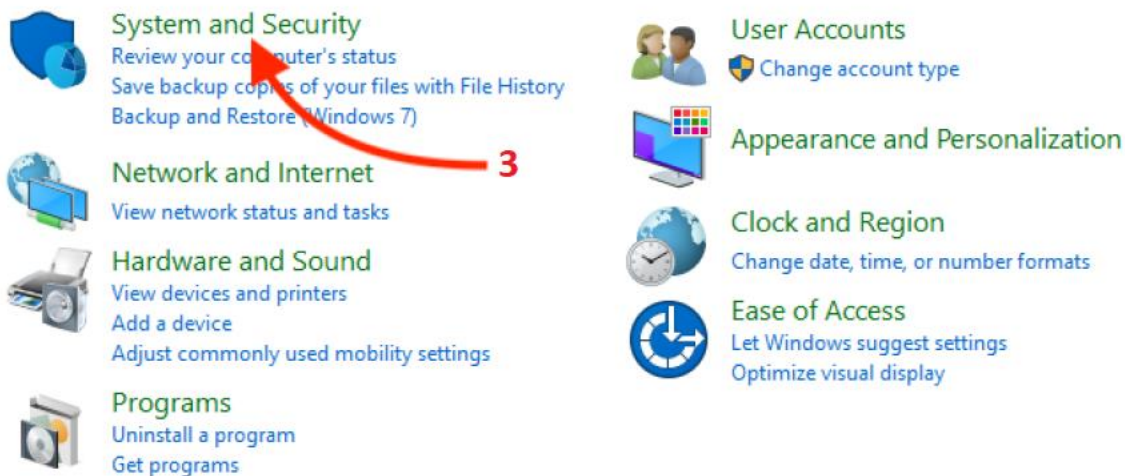
Force Update of Software Center

**ONLY need to do this if GlobalProtect is not in software center. If it's not you may have to do a force update

- 1) From the Start menu or from the search box type Control Panel
- 2) Click on Control Panel

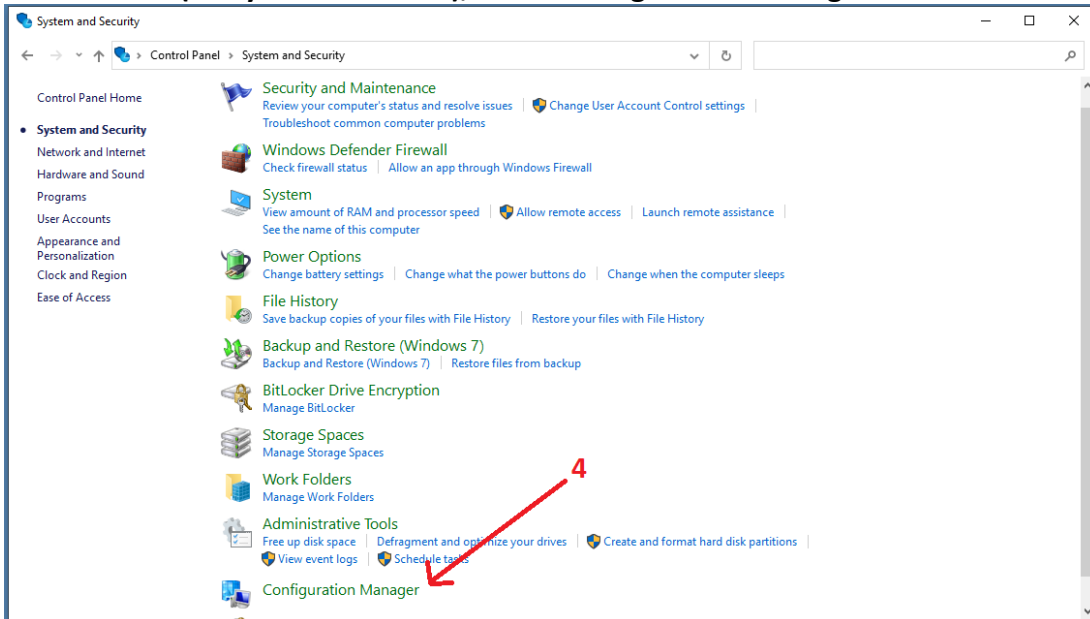


- 3) Select System and Security



** If you don't see the above you but instead lots of smaller icons, go to the next step.

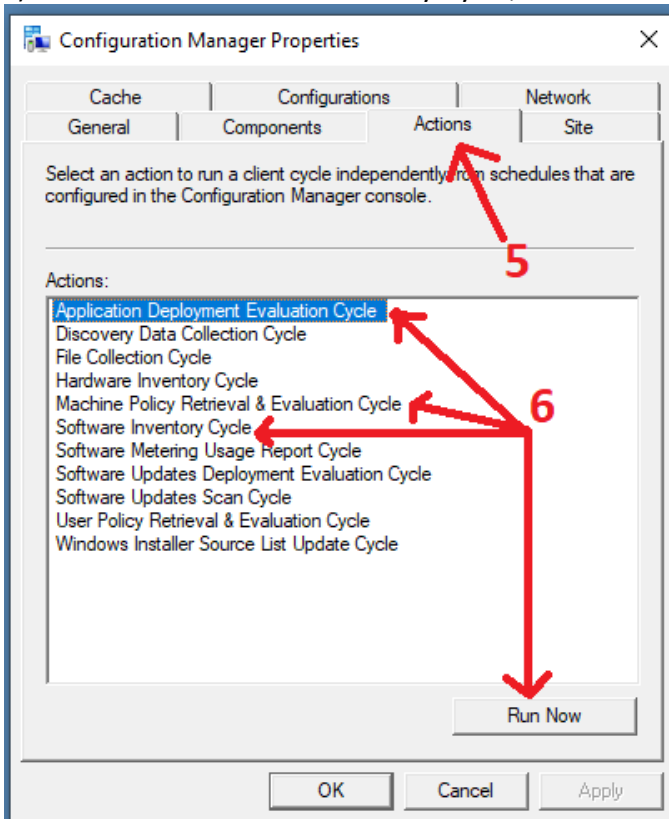
4) From the list (likely at the bottom), select Configuration Manager



5) Select the Actions tab.

6) From the list of Actions

- a) Select Application Deployment Evaluation Cycle, then click **Run Now**
- b) Select Machine Policy Retrieval & Evaluation Cycle, then click **Run Now**
- c) Select Software Inventory Cycle, then click **Run Now**





7) Wait a few minutes then go back into Software Center and press F5 to refresh the app list.

8) If you still do not see GlobalProtect client, you will need to contact the Service Desk at 856-355-1234 or x51234