

Windows Installation Instructions – GlobalProtect VPN

1. From an off campus internet connection, go to <https://vpn.pugetsound.edu> and log in using your Puget Sound username and password. If the login portal appears to be called “GlobalProtect Portal”, you’re in the right place!

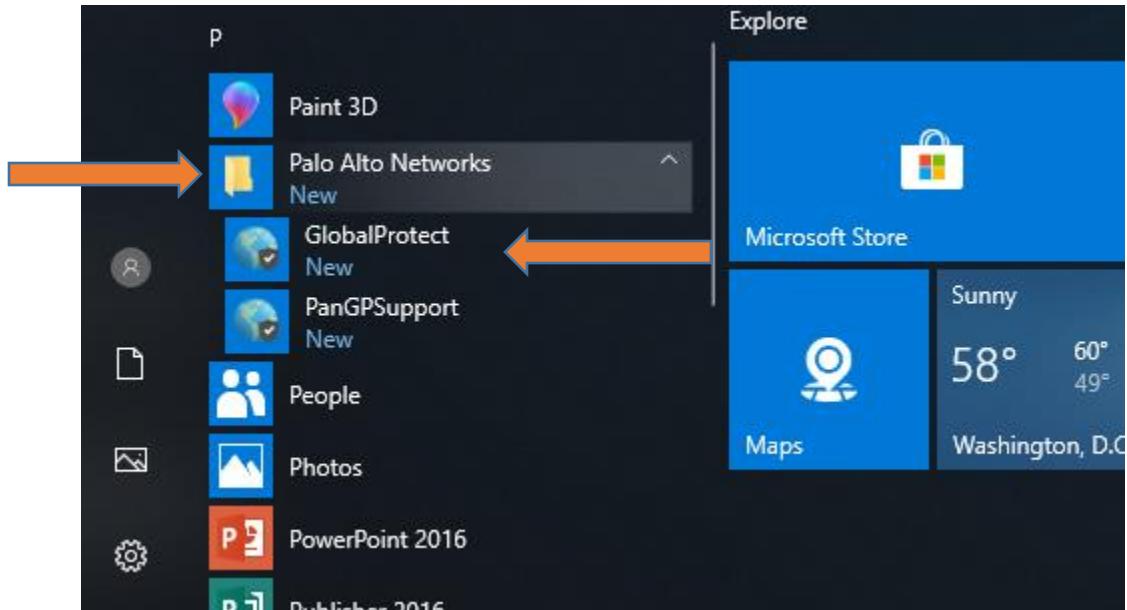
(This is what the log in screen to download the VPN client should look like)



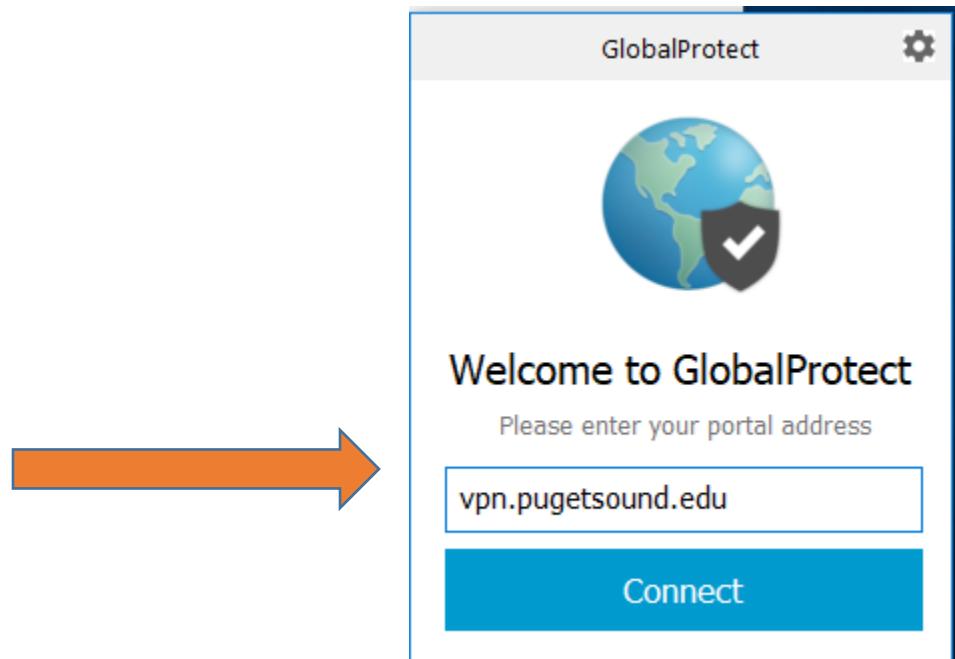
2. Select the “Download Windows 64 bit GlobalProtect agent”



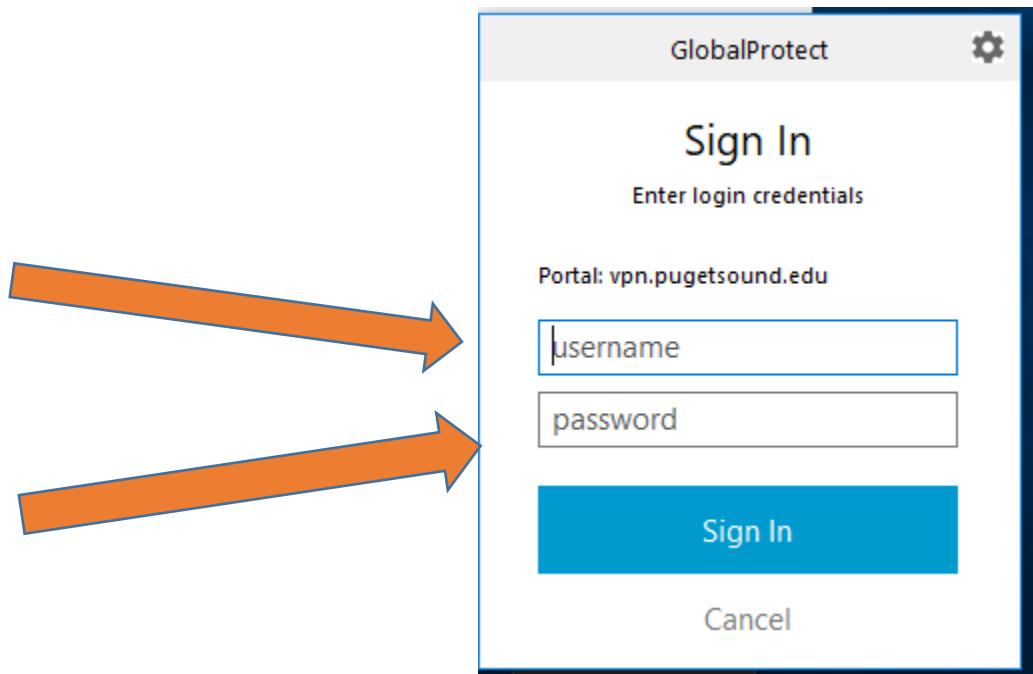
3. Follow the instructions for completing the installation process
4. After the installation has completed, find and launch the application called GlobalProtect.
GlobalProtect is the application you will use to initiate a VPN session.
(The GlobalProtect application may be located in a folder named “Palo Alto”.)



5. When prompted for a portal address, enter “vpn.pugetsound.edu”

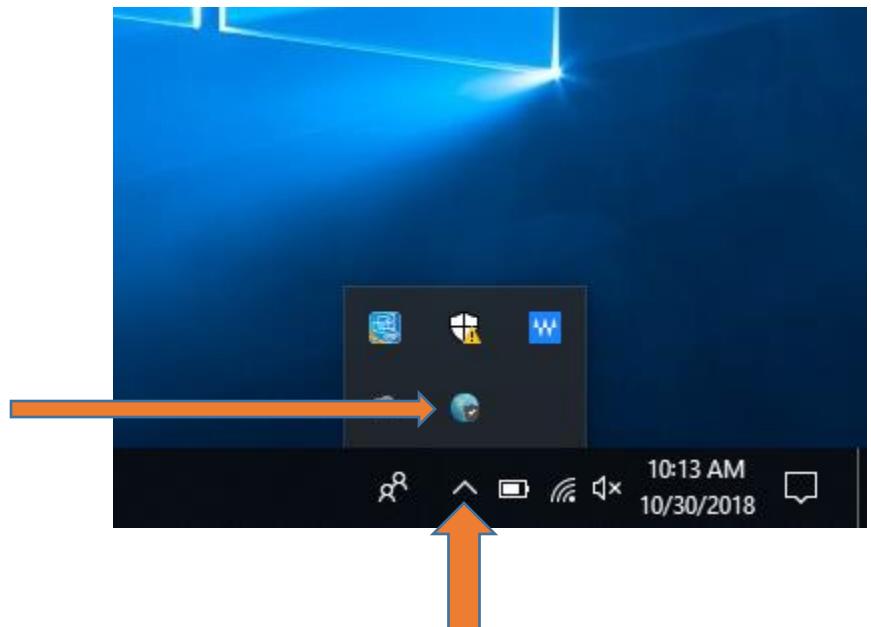


- When prompted for a username and password, sign in using your Puget Sound username and password



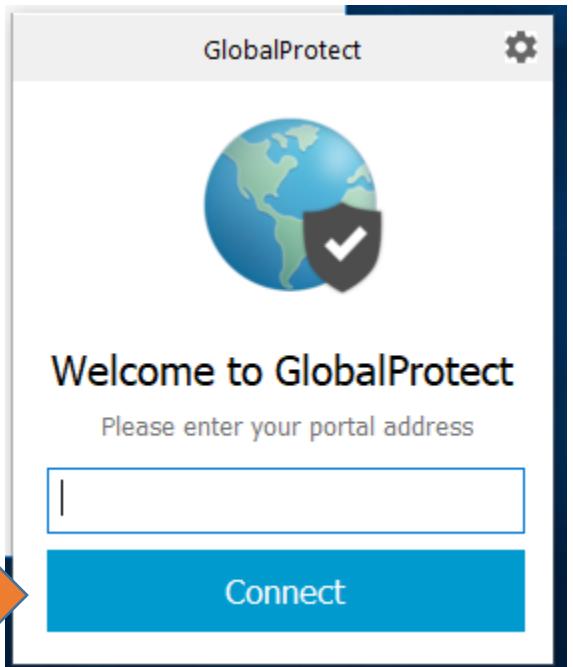
TO DISCONNECT FROM THE VPN

- To end a VPN session, find and click the Globe symbol in the lower right corner of your computer. You may need to select "show hidden icons" to find the Globe symbol.



- Select "Disconnect"
- When you have successfully ended the VPN session, you should be presented with the option to "Connect".

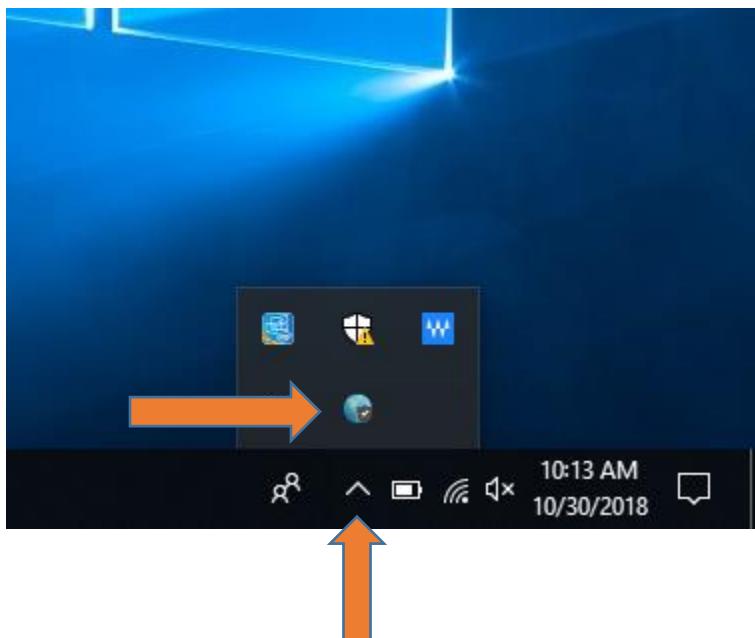
(When you have successfully disconnected
you will see the option to connect)



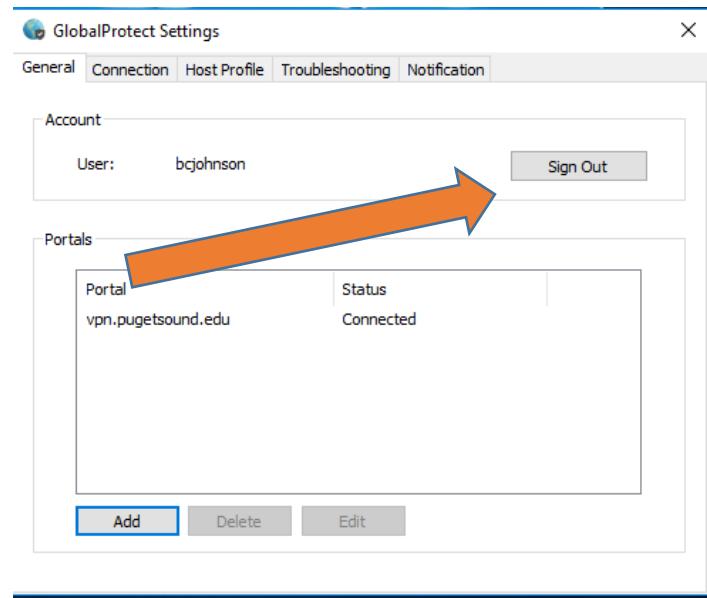
TO CLEAR SAVED CREDENTIALS

GlobalProtect should save your credentials after you connect for the first time. When a password is changed, you should update the password stored in GlobalProtect to avoid potential problems related to logging in/connecting.

1. Open the GlobalProtect menu by finding and selecting the Globe symbol in the lower right of your screen.



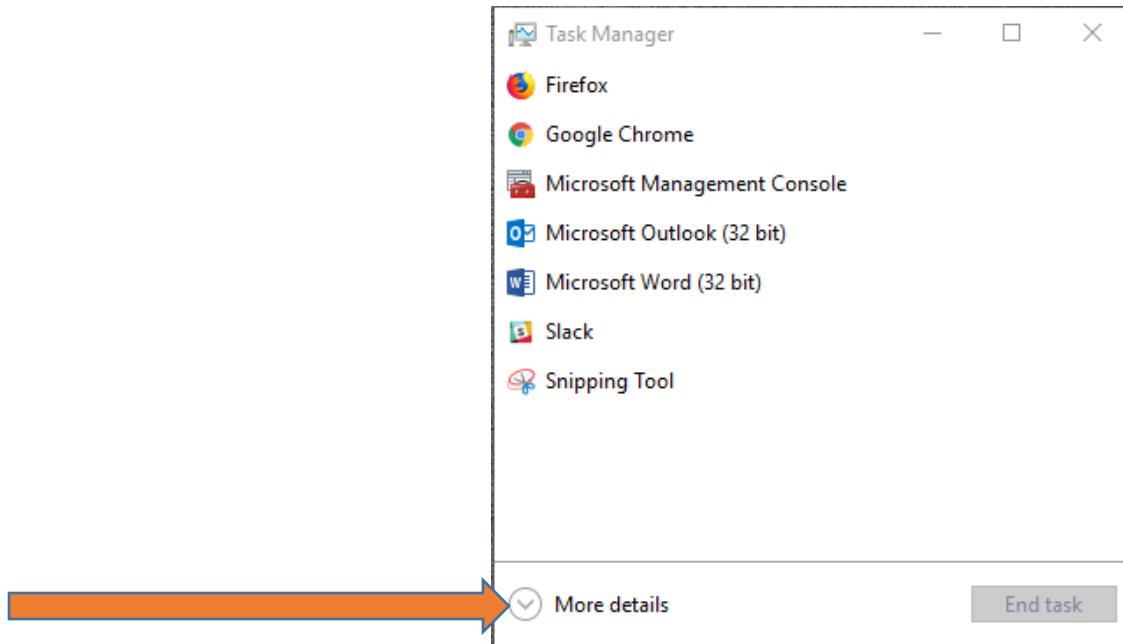
2. Select the gear icon, select settings. The menu where you can clear your saved credentials will be opened. Select sign out



DISABLE GLOBALPROTECT FROM LAUNCHING AT STARTUP

To ensure GlobalProtect does not draw more processing power than is necessary, you will want to make sure it is disabled from launching at start-up. To do this:

1. Launch task manager
2. Find the “Startup” menu tab. *You may need to select “More details” to find the “Startup” menu option*.



A screenshot of the Windows Task Manager window with the "More details" dropdown open. The dropdown shows the "Startup" tab selected. It lists several startup items with their names, status, and resource usage. An orange arrow points from the bottom-left towards the "Startup" tab in the Task Manager interface.

Name	Status	20% CPU	35% Memory	11% Disk	0% Network
Firefox (7)	0.9%	727.2 MB	0 MB/s	0 Mbps	
Google Chrome (11)	0%	291.9 MB	0 MB/s	0 Mbps	
Microsoft Management Console	0%	7.9 MB	0 MB/s	0 Mbps	
Microsoft Outlook (32 bit)	0.2%	117.3 MB	0.1 MB/s	0.1 Mbps	
Microsoft Word (32 bit)	7.7%	58.5 MB	0 MB/s	0 Mbps	
Slack (5)	0%	353.0 MB	0 MB/s	0 Mbps	
Task Manager	0.9%	21.9 MB	0 MB/s	0 Mbps	
Windows Explorer	0.1%	51.3 MB	0 MB/s	0 Mbps	
Background processes (76)					
AMD External Events Client Mo...	0%	1.6 MB	0 MB/s	0 Mbps	
AMD External Events Service Mo...	0%	0.7 MB	0 MB/s	0 Mbps	
AMP Offline Scheduler (32 bit)	0%	5.2 MB	0 MB/s	0 Mbps	
AMPWatchDog (32 bit)	0%	1.0 MB	0 MB/s	0 Mbps	

3. Once you've found the "Startup" menu tab, locate "GlobalProtect client". Click GlobalProtect client to select it, then select "Disable" in the lower right corner.

