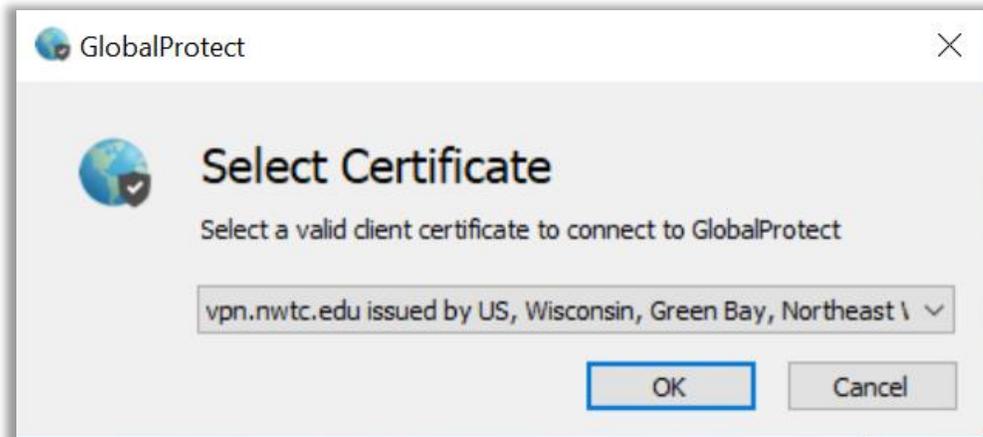


GlobalProtect Always On VPN Documentation

IMPORTANT INFORMATION

IIT strives to automate the installation as much as possible but the first time you log into your computer with GlobalProtect installed, you may get a popup that asks you to select a certificate as shown below. The default (first option) in the list is what you should choose (vpn.nwtc.edu). If this does pop up, click OK on the default option.



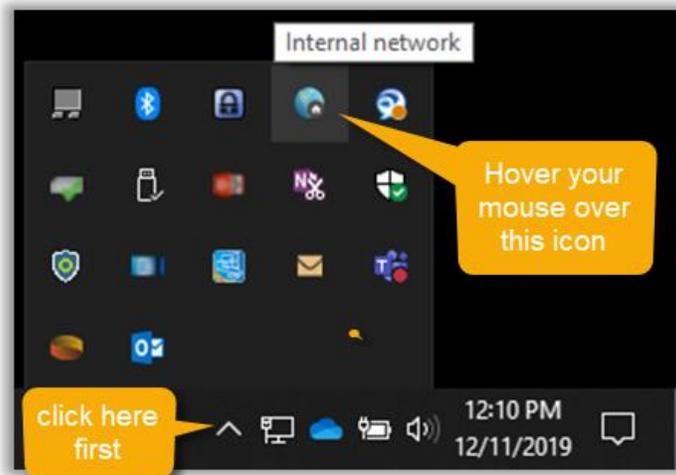
Always on VPN look and feel is slightly different from what you are used to if you are a current VPN user. You won't need to manually connect to VPN anymore. As soon as your computer is connected to the internet, your computer will connect to the VPN. You will then log into your computer as normal.

Once at the desktop, please wait one more minute before you start opening applications like Outlook Mail, One Drive and the internet. This is to let the VPN client confirm all connections are secured. If you open applications too quickly after logging into the computer and you do not get the expected result, please close the application and try re-opening it after waiting one minute.

In some cases your drive letters/mappings will not be connection. To fix this, run the application on your desktop called **Map My Drive Letters**. This application will re-initialize the I: and S: drives along with any other drive letters you might have entitlement to.

STEPS TO LOGIN

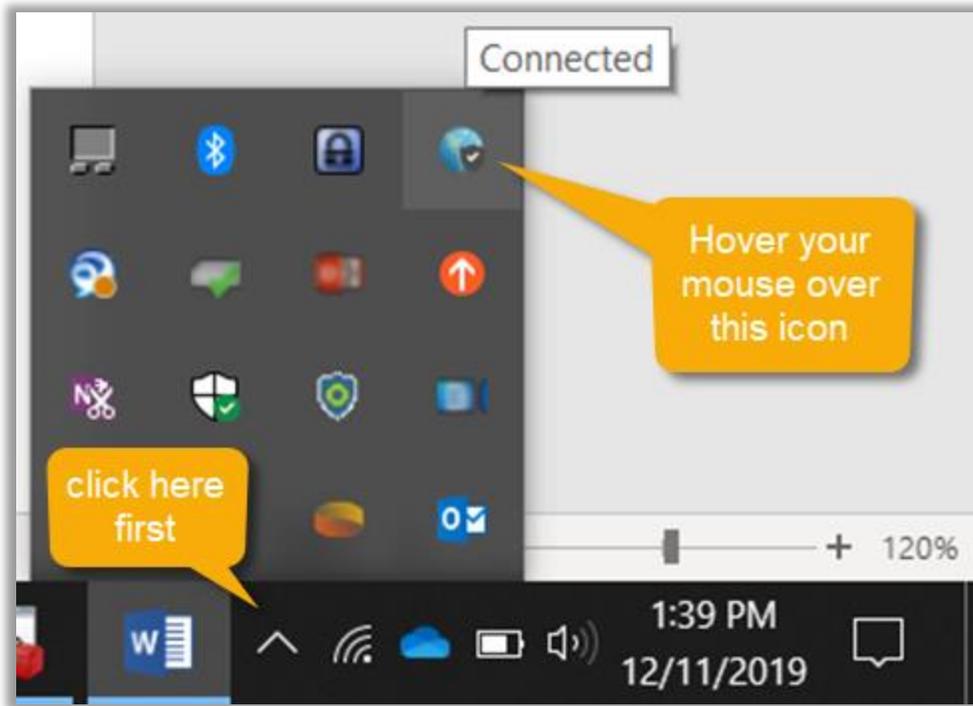
1. Login to your laptop using your network credentials.
2. Reminder to wait one minute after your desktop appears so that VPN can confirm it has a secure connection.
3. You can check the status of your VPN connections one of two ways:
 - a. WHILE ON THE SCHOOL NETWORK
 - i. Expand your task bar to show a globe with a house on it. When you hover over the mouse, it will show you the connection status. **Internal network** means you are successfully connected while your device is on a school network. Your device will still establish a VPN connection while connected the school network.



- ii. Clicking on the icon will show you the full status. Press **escape** to close the window.



- a. WHILE ON A NON-SCHOOL NETWORK (for example, your home internet)
- i. Expand your task bar to show a globe with a house on it. When you hover over the mouse, it will show you the connection status. **Connected** network means you are successfully connected to VPN.



- i. Clicking on the icon will show you the full status. Press **escape** to close the window.

