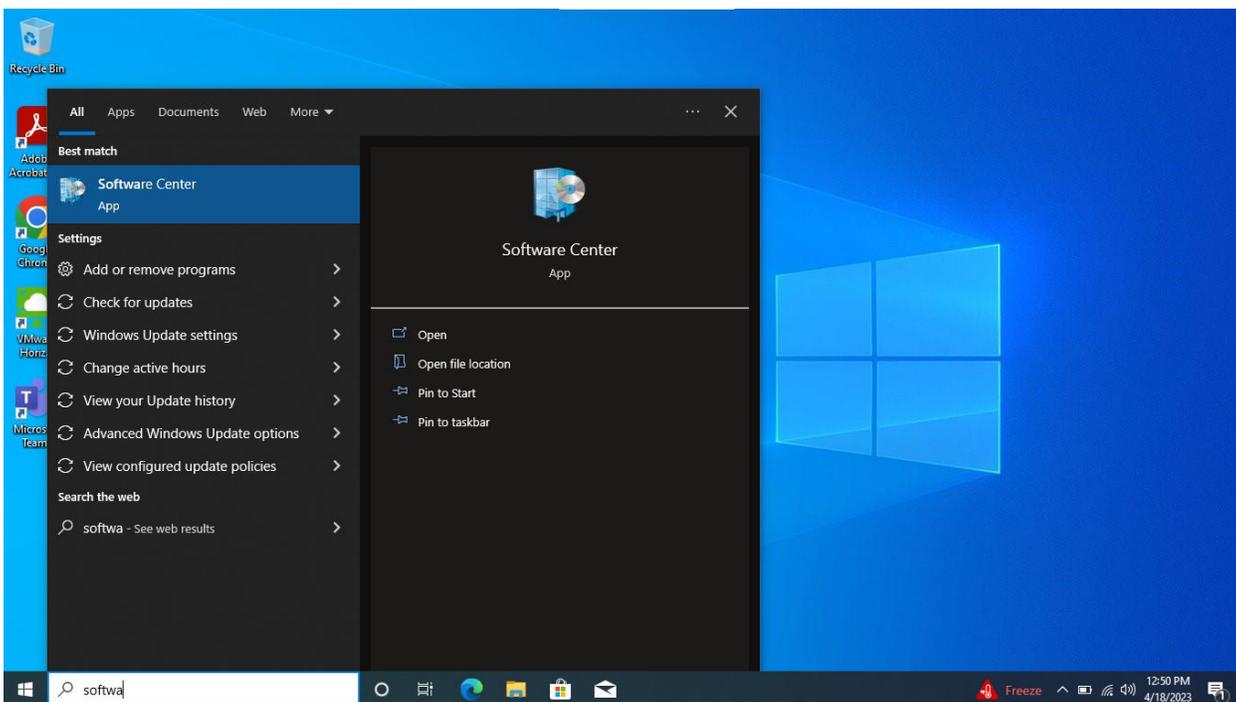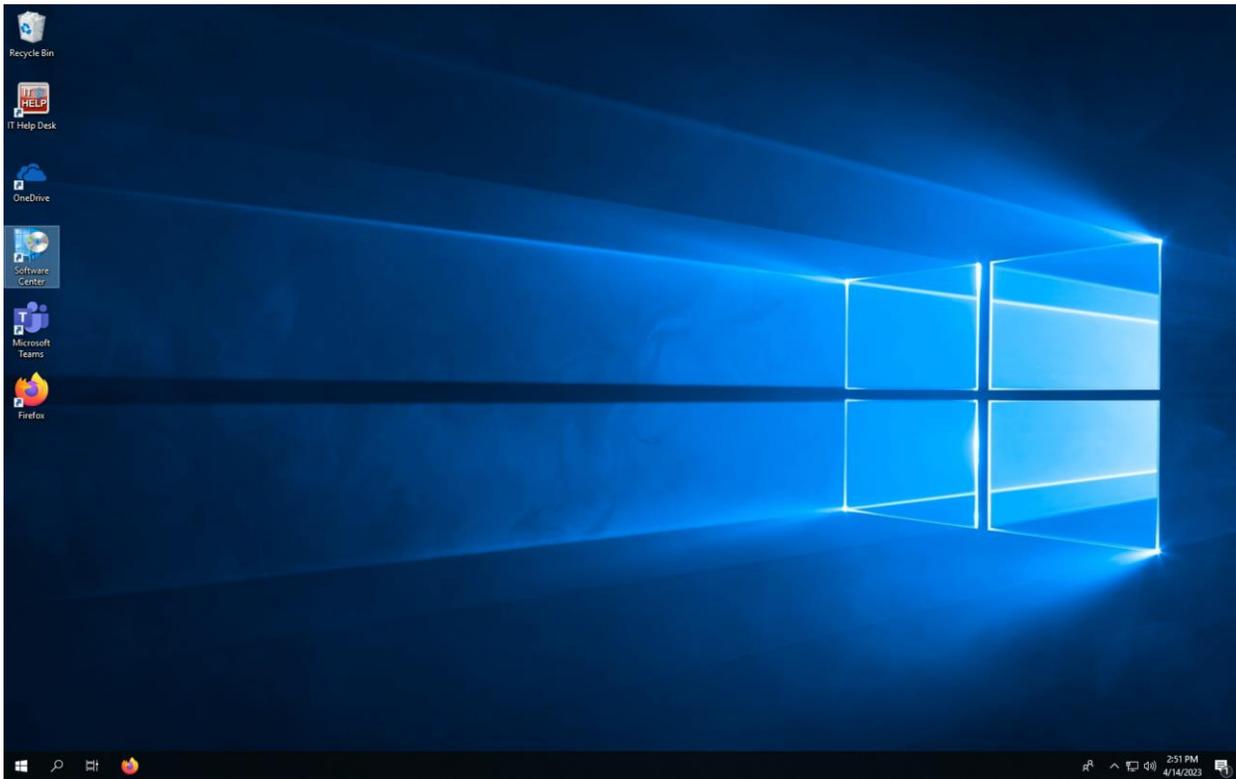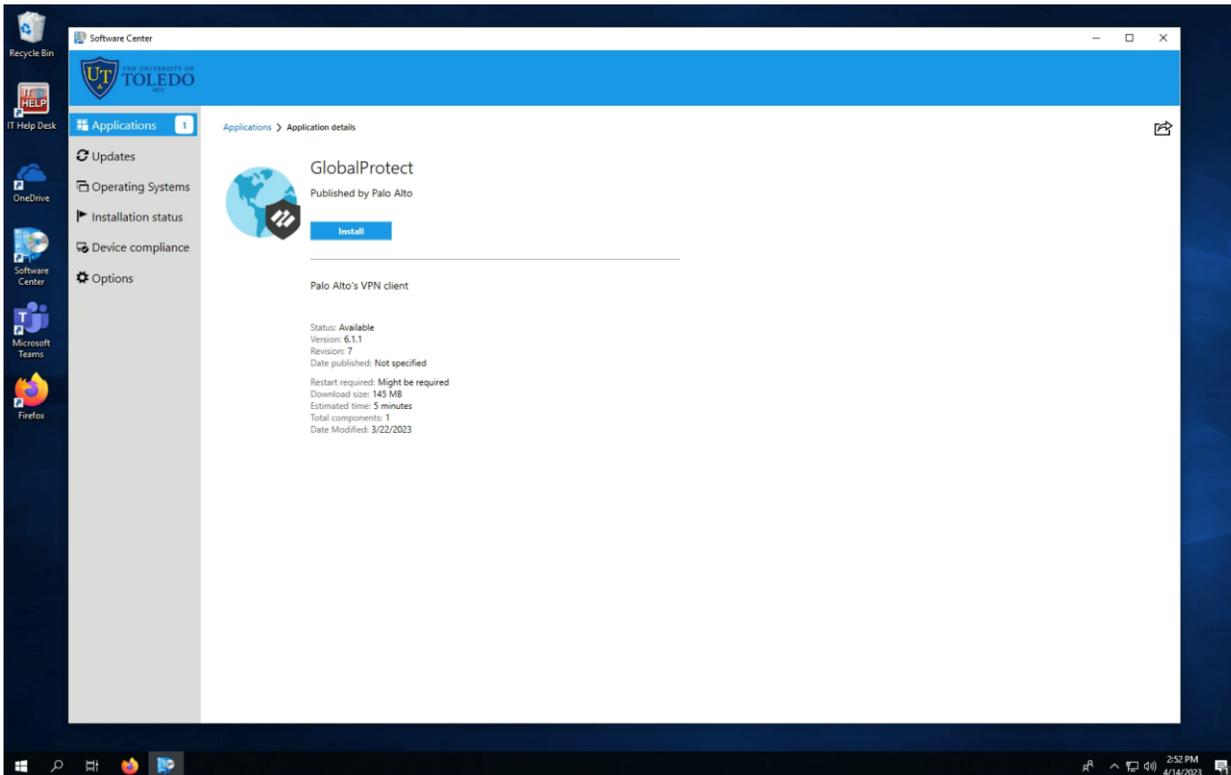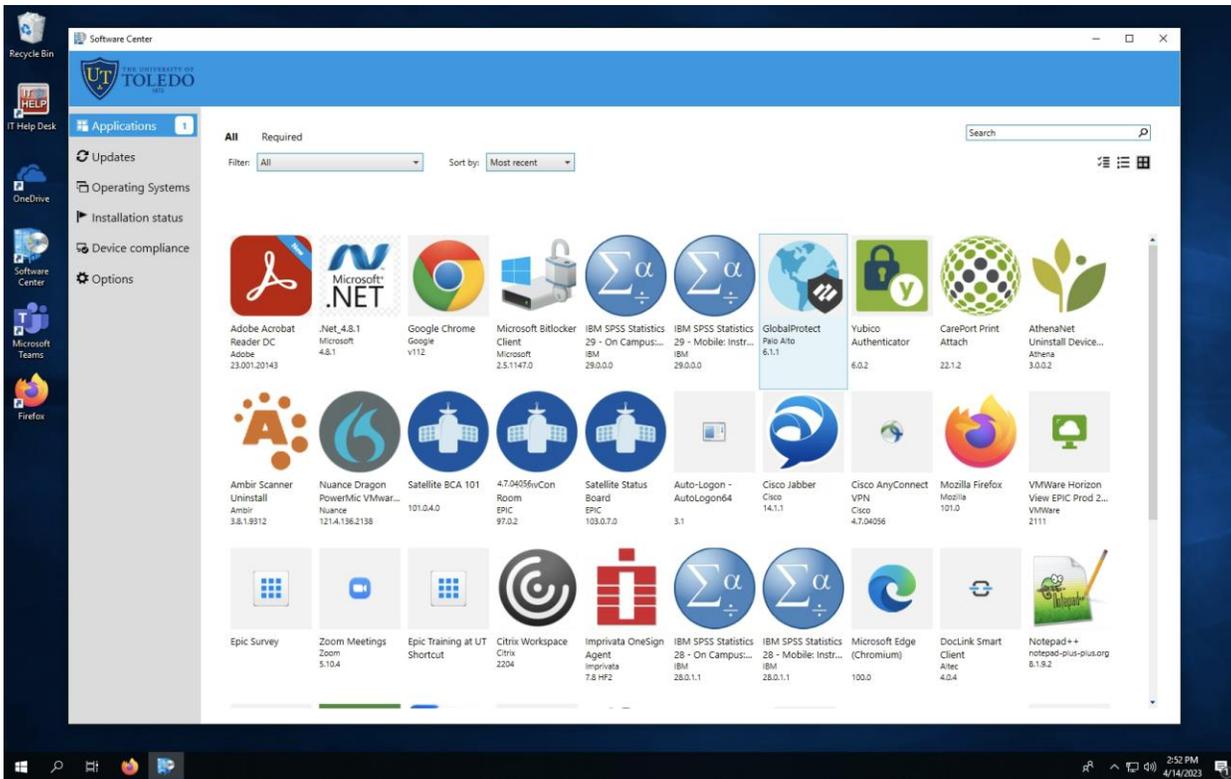# Palo Alto GlobalProtect Installation

From the desktop, double click the **Software Center** icon or search and launch the app from the taskbar.

After the Software Center opens, double click on the GlobalProtect icon in the applications list and click install.

Once the install is complete, you will be prompted to log in. Sign in with your organizational account which is your username@rockets.utoledo.edu log in and your UTAD password. Once this information is entered, you should receive an alert for multifactor authentication to approve.

You may be notified that a new version is available to download. Proceed to download and install the new version.
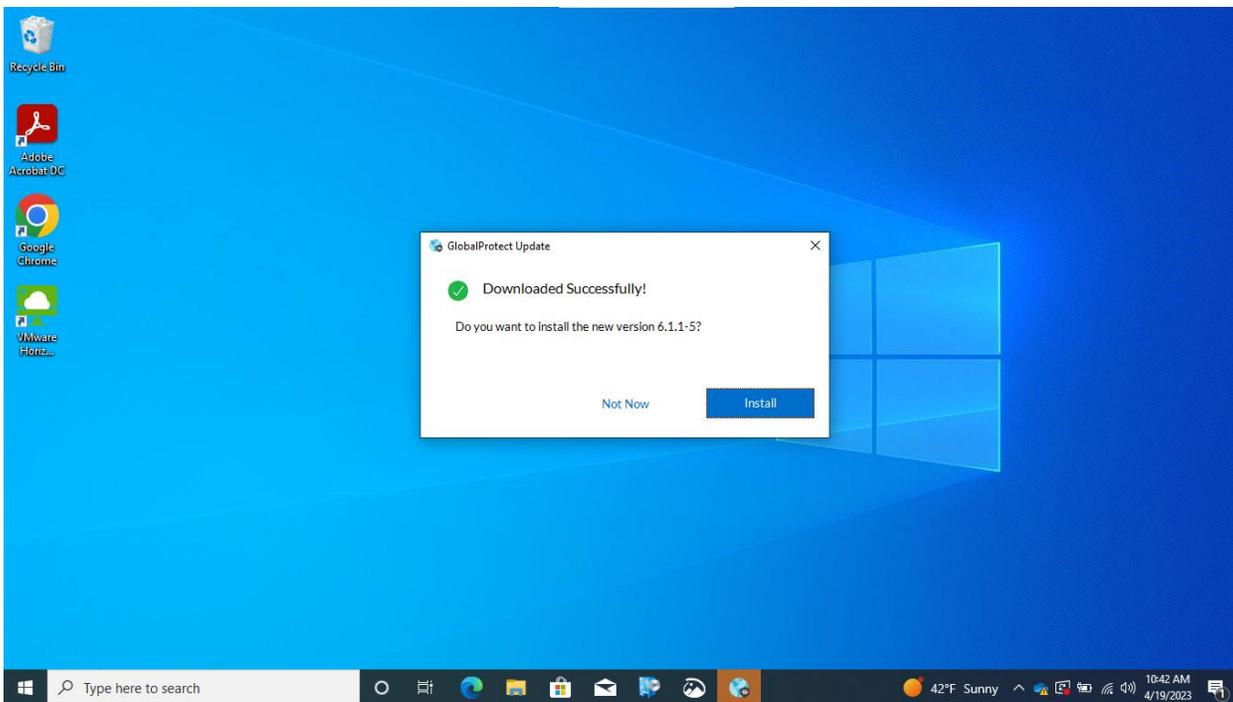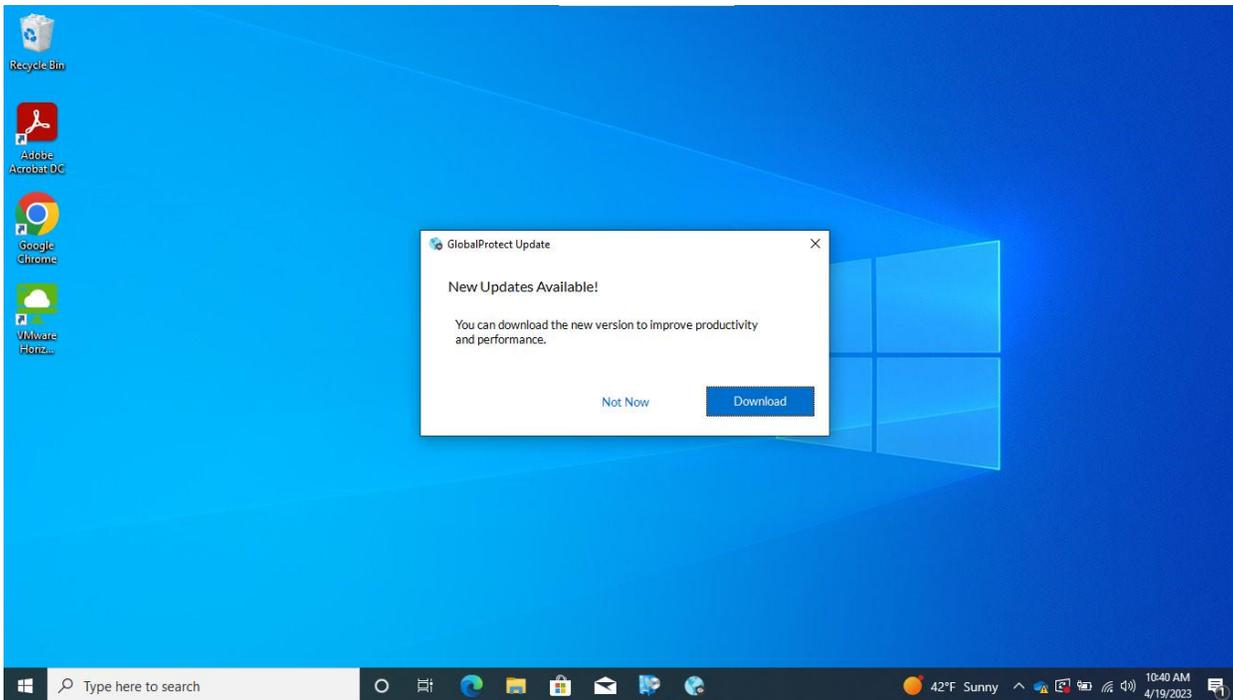
Once installed, click on the carot (^) on your taskbar. There is a small round world icon. Hover over it and it will show the connection status of the VPN **as connected** or **not connected**.

Clicking on this icon will open the application and show the status. Clicking on the top right menu bars will open a menu with options to refresh the connection or open settings.
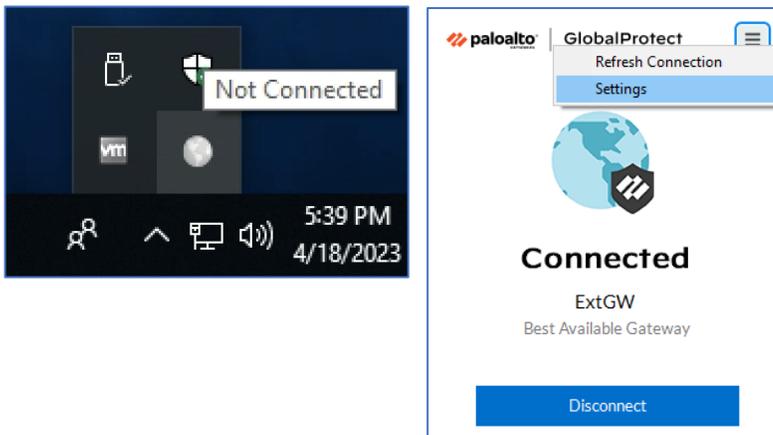
Clicking on the settings menu will show the details of your connection which includes the IP address, session uptime, protocol, and remaining days for log in lifetime. You will be disconnected and have to log in again once the log in lifetime expires. You may also sign out from this screen.
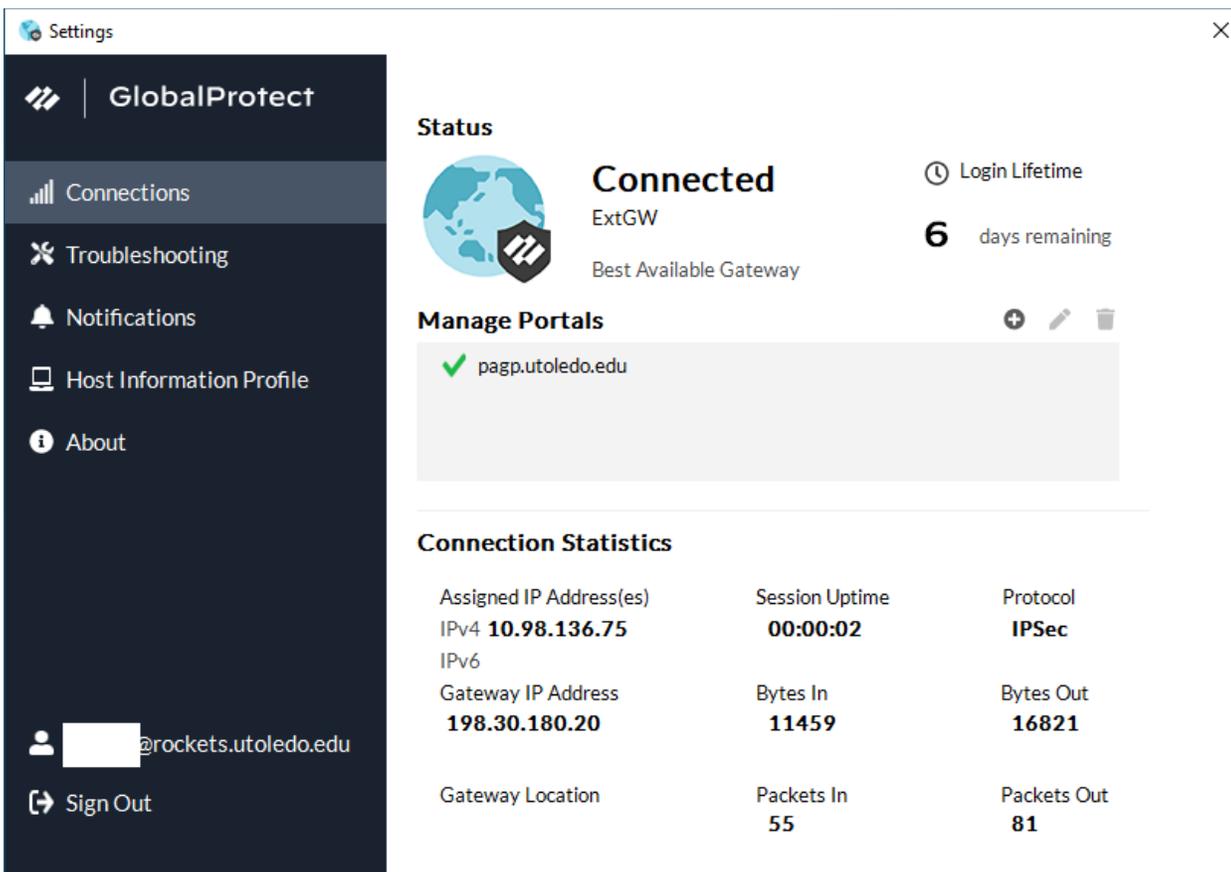
Any issues should be reported to the Help Desk by calling 419-530-3960 or 419-383-2400, or entering a ticket online at https://ithelp.utoledo.edu/User/Dashboard . Be sure to include your username, the approximate time of the error, and any error messages displayed.