HOW TO INSTALL, CONNECT, AND DISCONNECT GLOBALPROTECT FOR ANDROID

These instructions are intended to provide students, faculty, and staff with instructions for installing and using the VPN GlobalProtect app for Android.

Installing GlobalProtect for Android

1. From your Android device, go to the Google Play Store and search for the GlobalProtect app by Palo Alto Networks.

2. Select the Install button.

3. A Complete account setup pop-up displays. Select Continue.

4. The Complete account setup – Payment Options pop-up displays. Select Skip.

5. After the installation process is complete, the GlobalProtect app will be available from your app menu.
1. Locate the GlobalProtect app icon in your app menu, and then select it.

2. Next, if this is the first time launching the app, GlobalProtect will ask you for your portal address. In the Address field, enter \texttt{vpn.csun.edu}, and then select the Connect button.

3. The Connect to GlobalProtect screen displays. Tap the Tap to Connect icon.
4. The **CSUN Login** screen displays.

![Login Screen]

5. Enter your **CSUN User ID** and **Password**, and then select the **Login** button.

6. If you are enrolled in **Duo**, you will be prompted to select a Duo notification method. Once selected, a Duo notification will be sent. Accept the Duo notification on the default device you have registered. Please be aware that your work station will not notify you to check for a phone call or push-notification. For this reason, please make sure to have your device in hand.

![Duo Notification]

7. Accept the Duo authorization notification sent to your device.

8. The **Connection Request** pop-up displays. Select **OK**. The **Key** icon will display at the top of your screen when VPN is active. You are now connected to the CSUN VPN.

![Connection Request]

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**Disconnect**

1. Open the **GlobalProtect** app from your device. If you are connected, the **Connected** screen displays.

2. Tap the **Tap to Disconnect** icon.
3. You are now disconnected from the CSUN VPN.

**NEED HELP?**

Contact the IT Help Center by phone (818-677-1400), online at ([https://csun.topdesk.net/](https://csun.topdesk.net/)) or in person in (University Library, First Floor, Learning Commons).