

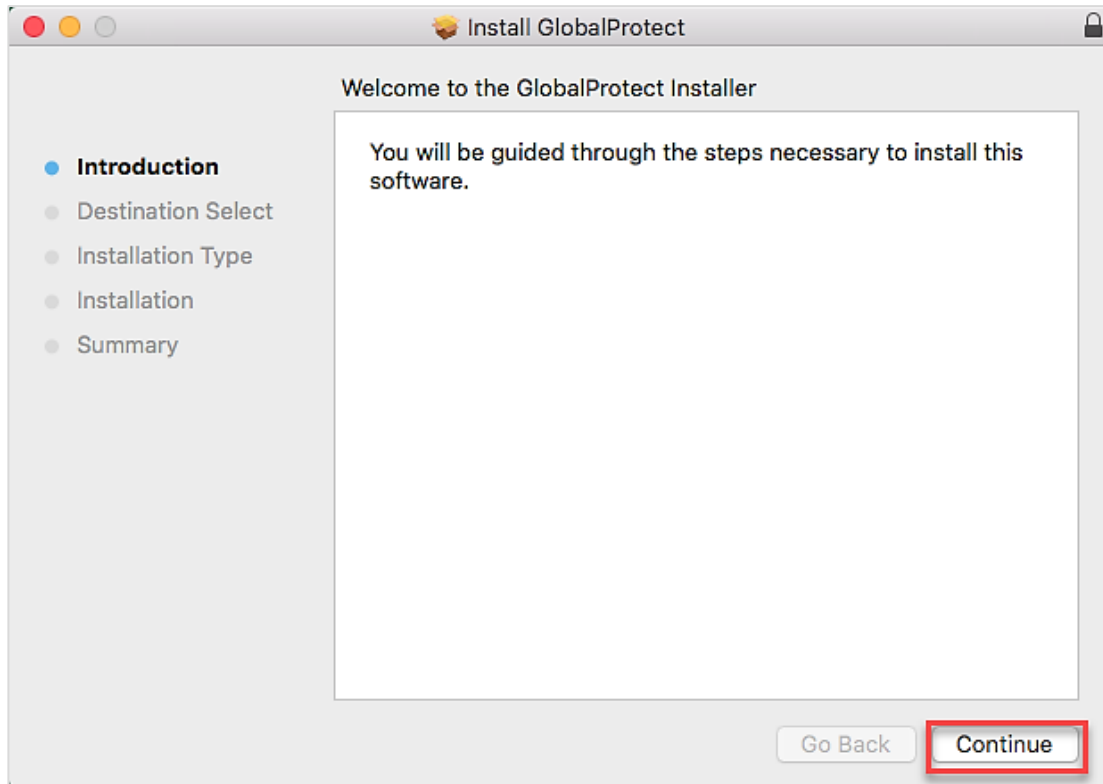
VPN - GLOBALPROTECT FOR MAC CLIENT - QUICK GUIDE

HOW TO INSTALL, CONNECT, AND DISCONNECT THE GLOBALPROTECT MAC CLIENT

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

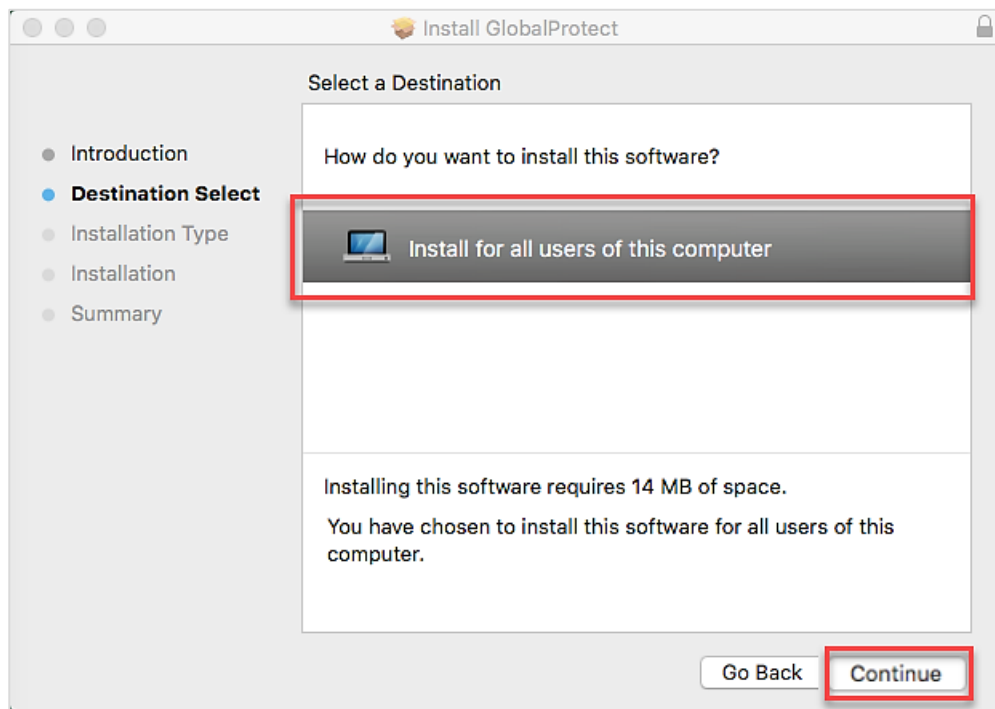
Installing the GlobalProtect Mac Client

1. Go to the **Software Downloads** page: <https://www.csun.edu/itr/downloads/index.cgi>. Use your CSUN username and password to log in.
2. Select **GlobalProtect Virtual Private Network Client for Mac** and log in with your CSUN username and password.
3. The **Welcome** screen displays.



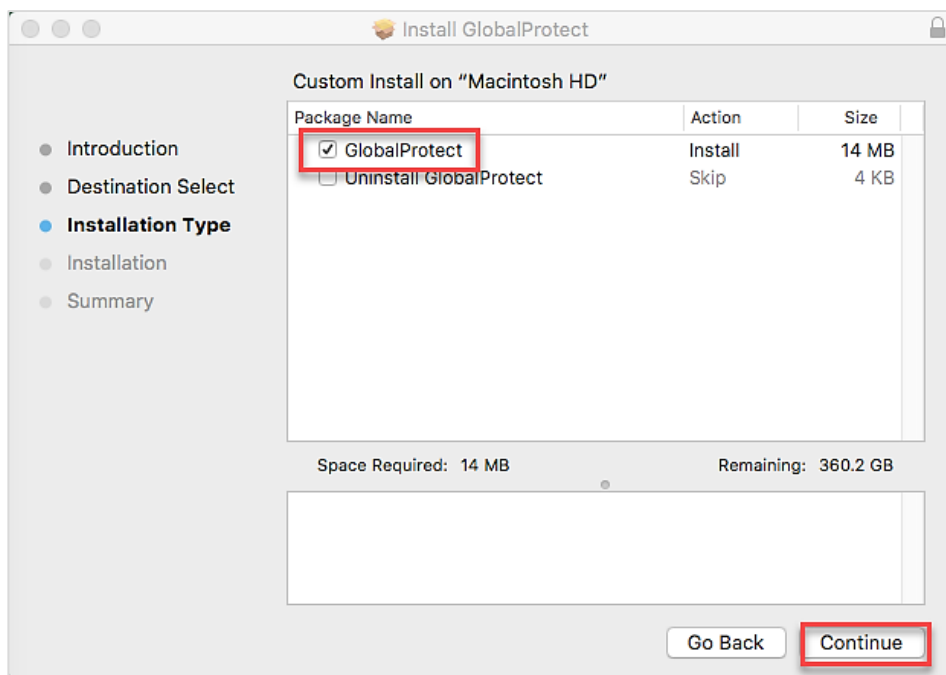
4. Select the **Continue** button.

5. The **Destination Select** screen displays.

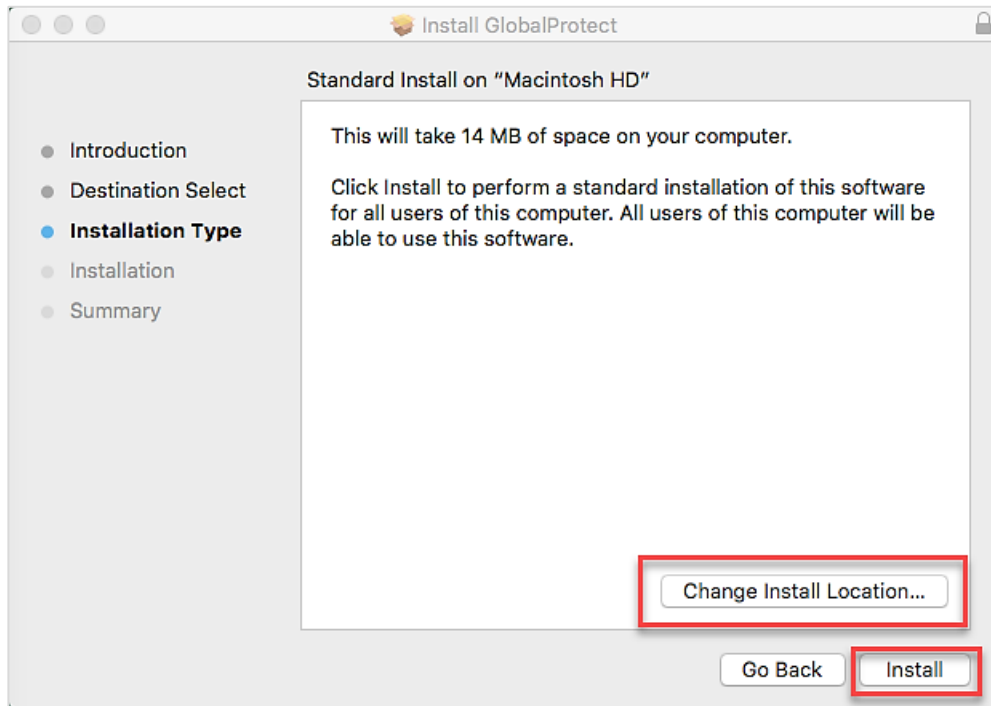


6. Select the desired option by clicking on it. In this example, there is only one option available. Once you make your selection, the **Continue** button will become active. Select the **Continue** button.

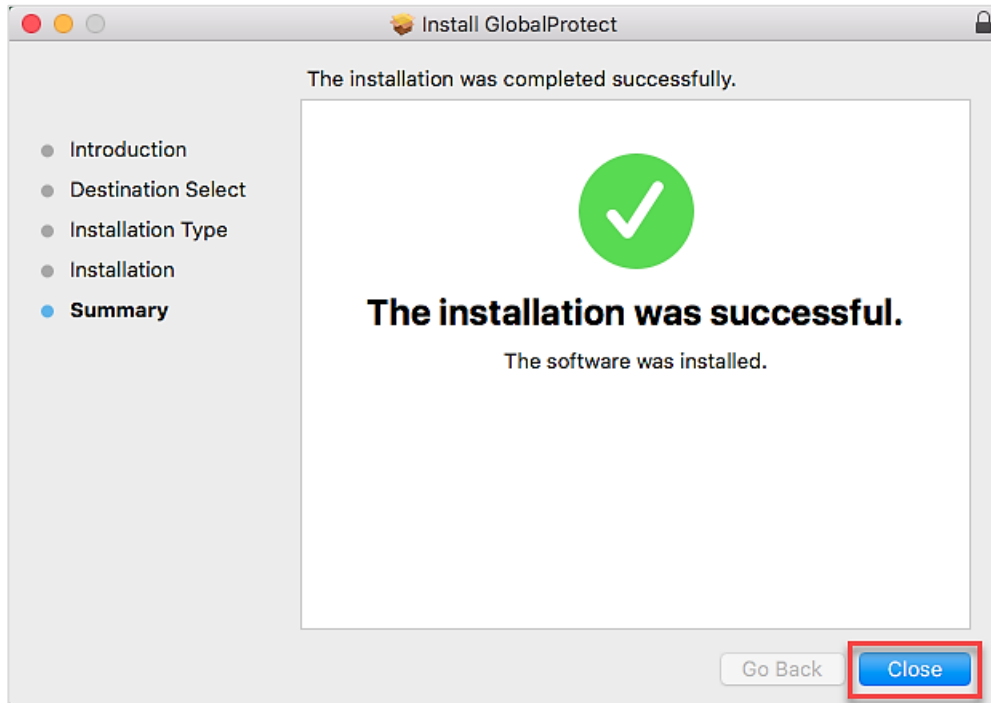
7. The **Installation Type** screen displays. Make sure the GlobalProtect checkbox is selected, and then select the **Continue** button.



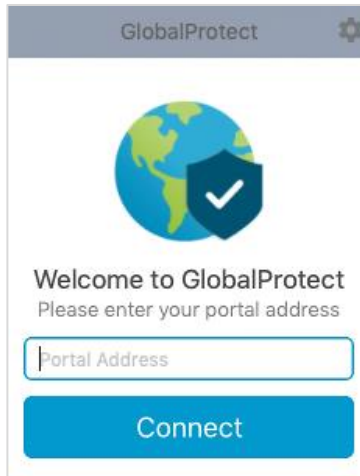
8. Select the **Change Install Location...** button to change the installation location (optional). Select the **Install** button when ready to install.



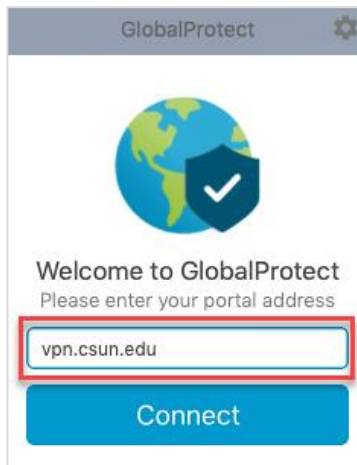
9. If asked for your password, enter your CSUN password, and then select **Install Software**.
10. The **Summary** screen displays. Select the **Close** button.



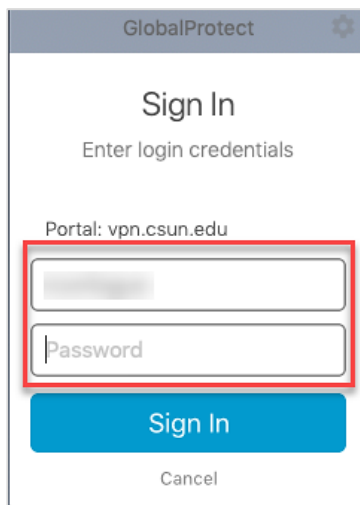
11. The **Welcome to GlobalProtect** screen displays.



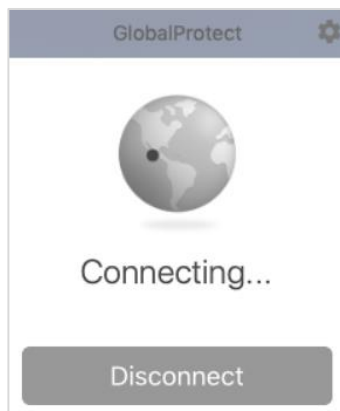
12. In the **Portal Address** field, enter **vpn.csun.edu**, and then select the **Connect** button.



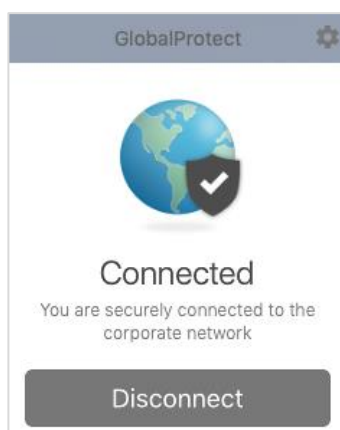
13. The **Sign In** screen displays. Enter your CSUN User ID and password, and then select the **Sign In** button.



14. The **Connecting** screen displays.



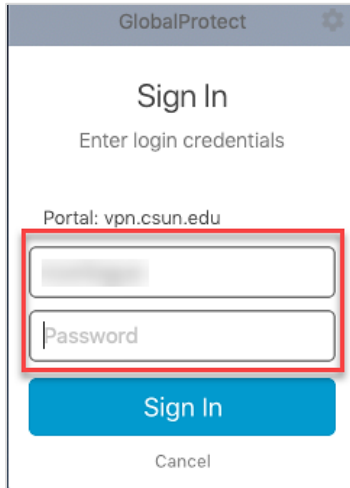
15. The **Connected** screen displays.



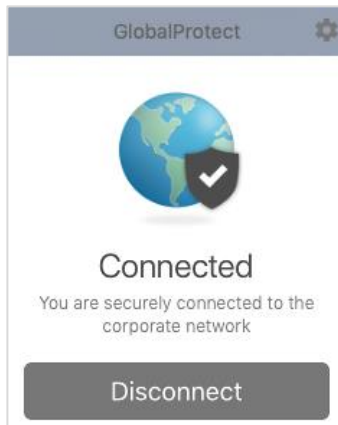
16. You are now connected. The small **GlobalProtect** icon displays in the **Status** menu on the **Menu** bar.

Launch and Connect

1. Select the **GlobalProtect** icon in the **Status** menu.
2. Select **Connect**.
3. Enter your CSUN username and password in the **GlobalProtect Login** window, and then select the **Sign In** button.

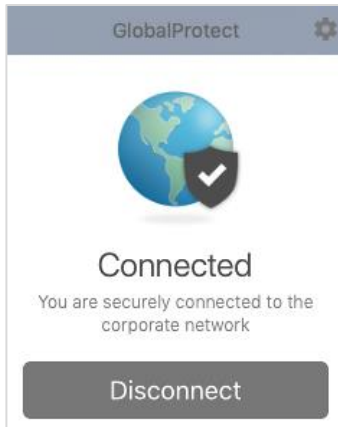


4. Make sure to **check your device listed** as your default device for an authentication message. Please be aware that your work station will not notify you to check for a phone call or a push-notification. For this reason, please make sure to have your device in hand.
5. You are now connected to the CSUN VPN GlobalProtect.



Disconnect

1. Select the **GlobalProtect** icon in the **Status** menu.
2. Select **Disconnect**. Your Mac is now disconnected from the CSUN VPN.



UNINSTALL PREVIOUSLY INSTALLED VPN SOFTWARE

If you have previously installed VPN software such as Pulse Secure, be sure to uninstall that software once you have successfully downloaded GlobalProtect.

If the documentation includes an uninstall utility, use that to uninstall Pulse Secure. If not, from the **Applications** folder, locate the Pulse Secure icon, drag it to **Trash**, and then empty **Trash**.

NEED HELP?

Contact the IT Help Center by phone (818-677-1400), online at (<http://techsupport.csun.edu>) or in person in (Oviatt Library, First Floor, Learning Commons).