VPN

How to Install the GlobalProtect VPN Client on
Window7,8 and 10 clients & MAC

TSU

TEXAS SOUTHERN UNIVERSITY

Office of Information Technology

How to Install VPN

GlobalProtect VPN Client on Windows 7, 8 and 10 clients

Before you can connect your computer to the TSU internal Network, the Palo Alto GlobalProtect VPN client needs to be downloaded and installed on the remote mobile device. **If attempting to configure VPN while on campus, you must connect to a network that is not TSU-NET**.

Step1: Launch your web browser and go to the following https://remote.tsu.edu
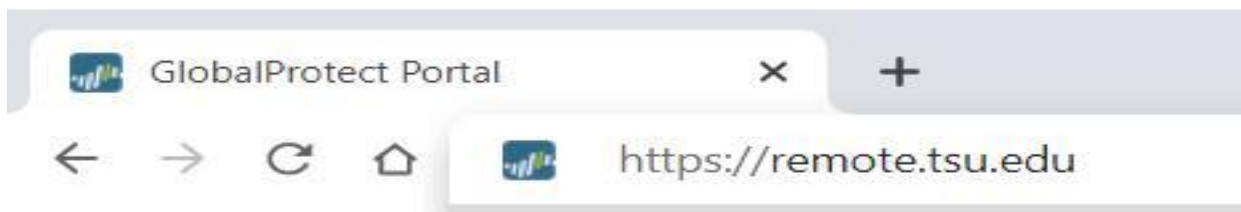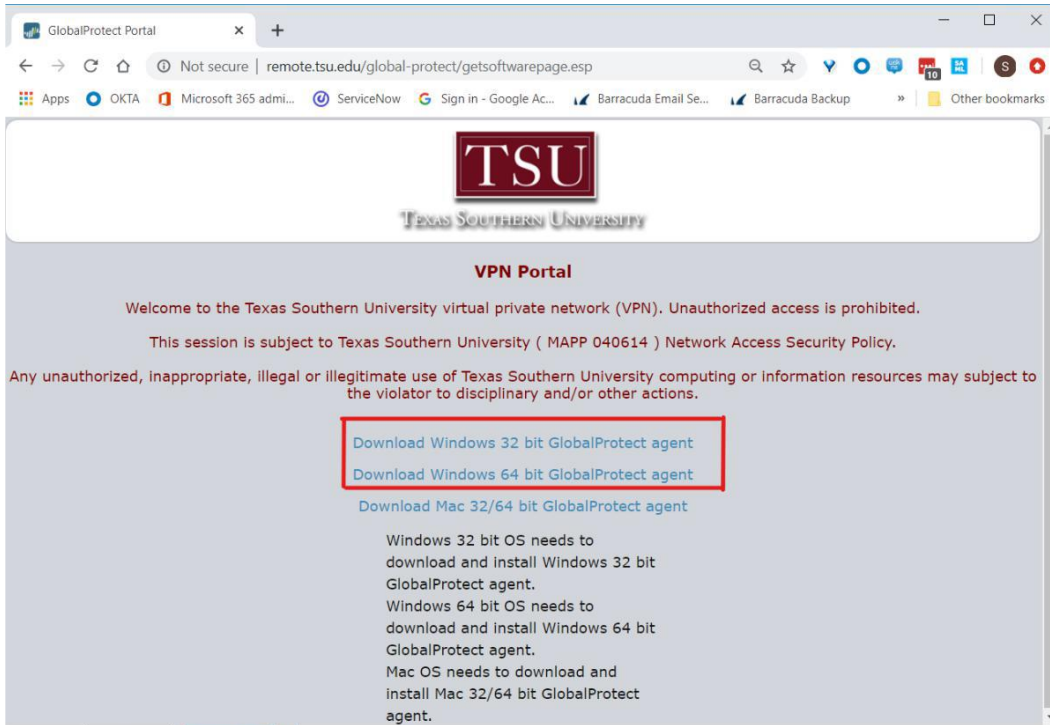

Step 2: Enter your credentials

- Type in your TSU.edu domain username and password.
- Your domain username is the same as the one used when logging on to your network computer.
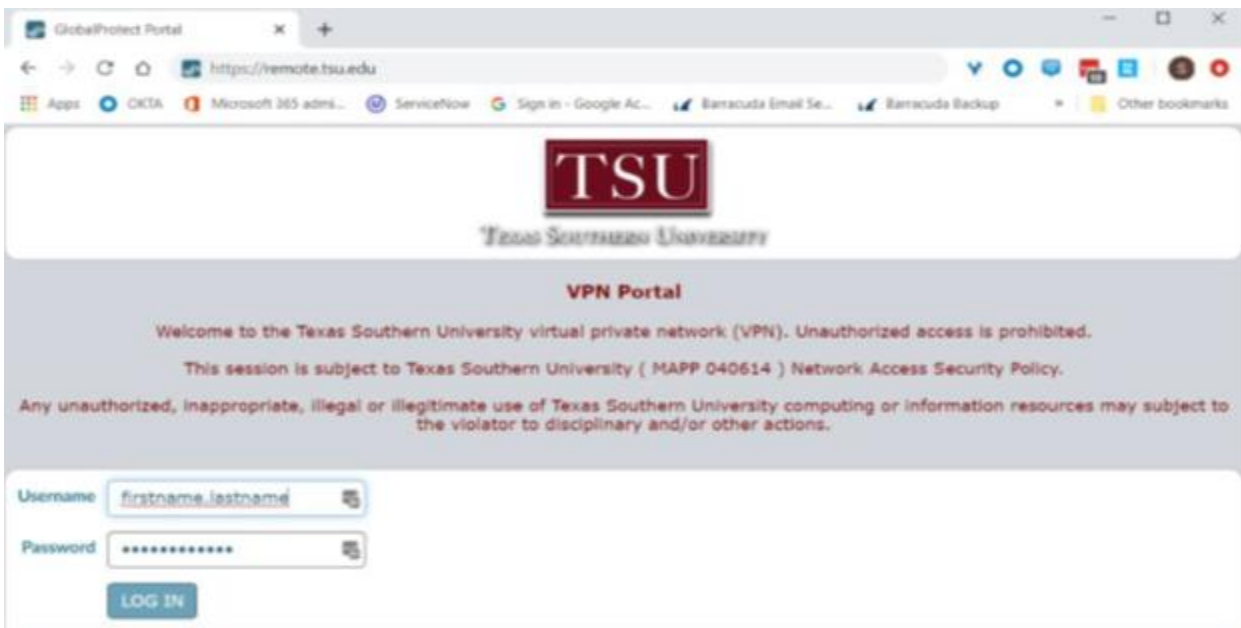
Step 3: Download the GlobalProtect Client

- Select the appropriate download – 32-bit or 64-bit – for your version of Window.

Note: the different versions are available for download (Windows/Mac)

**If you are unsure if your windows installation is 32 or 64bit, you can check by doing the following:**

Window Version	Instruction
Windows 10/ 8.1	1. Select the Start button, then select Settings > System > About 2. At the right, under Device specifications, see System type
Windows 7	1. Select the Start button, right-click Computer, and then select Properties 2. Under System, see the system type

Step 4: Locate and install the agent

- Walk through the setup wizard by selecting "Next" on each new screen, changing no options.
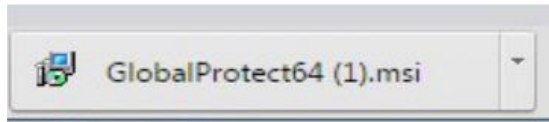
Step 5: Complete the Installation process
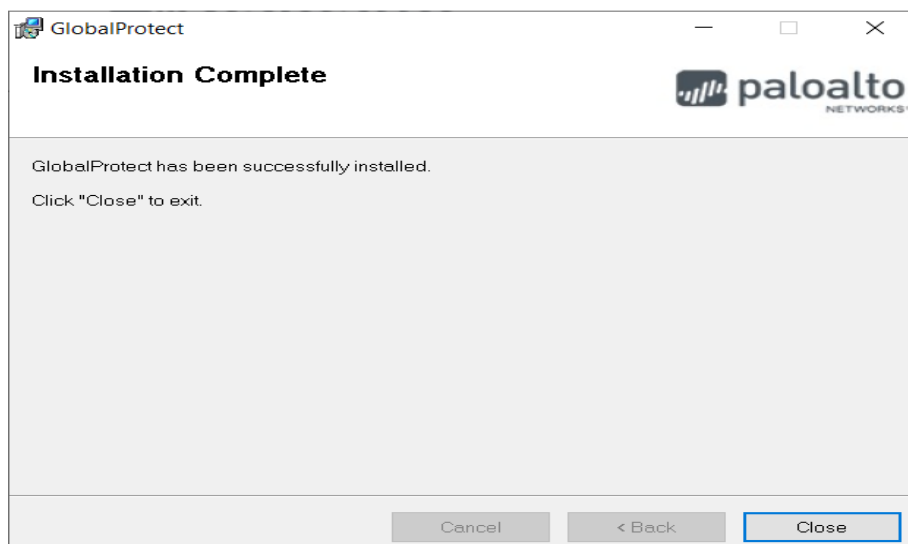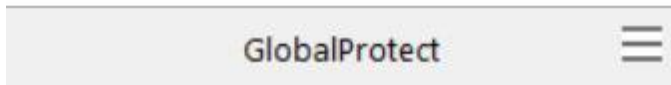
Step 6: Locate the installed agent

Note: After you have installed the GlobalProtect VPN client, you will find a new icon for the GlobalProtect client – a globe – in the system tray for both Windows 7 and Windows 8.x. When connected, the globe will have a shield. When disconnected, the shield will be replaced with a red X.

- Connect to VPN using instruction below.

Windows 7	• Start > All Programs > Palo Alto Networks
Windows 8.x, 10	• Start typing GlobalProtect from the Start screen, or go to Start > Apps > Palo Alto Networks

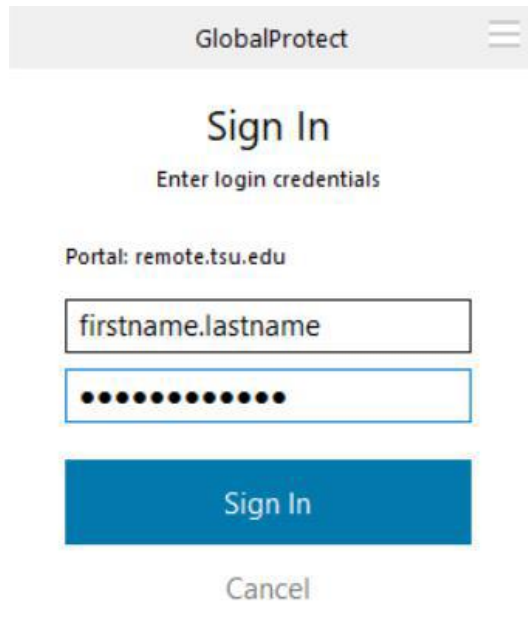## Step 7: Right Click on installed agent icon and select "Show Panel"

Step 8: Enter the portal address(remote.tsu.edu) and your credentials

The first time you run the GlobalProtect client, you will be prompted to fill out the screen with the following information:

- **Portal**: remote.tsu.edu (**do not include https://**)
- **Username**: Same TSU.edu domain username used to log on to your TSU computer.
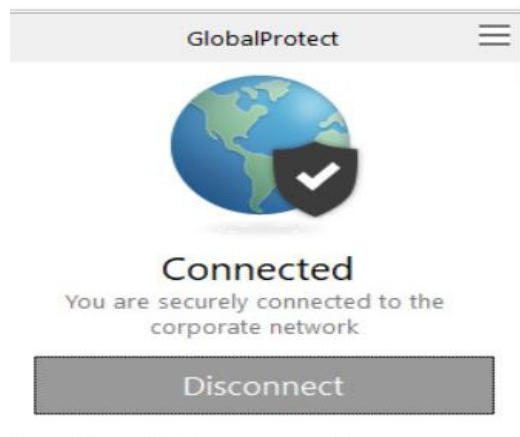- **Password**: Same TSU.edu domain password

- Once the VPN is connected, you will get a **Welcome page window**.
- You can click "**Do not display this page again**" in the bottom right corner to keep from seeing this every time you connect, and then close the window.

## Step 9: Disconnecting VPN Connection

- Right-click on the icon in the system tray and select Disconnect

How to Install VPN on MAC

Before you can connect your MAC Laptop to the TSU internal Network, the Palo Alto GlobalProtect VPN client needs to be downloaded and installed on the device.

Step1: Launch your web browser and go to the following https://remote.tsu.edu (please include the "https://")
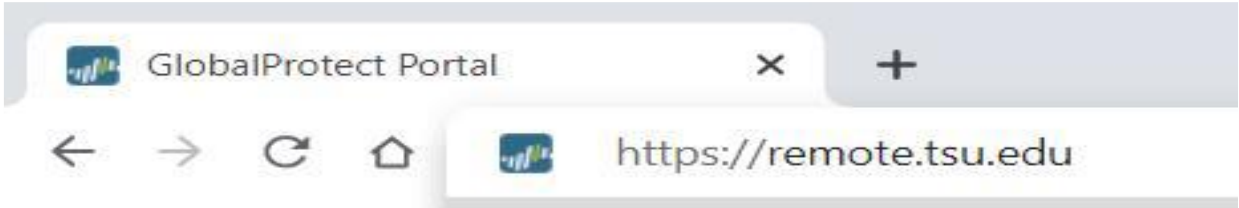
Step 2: Enter your credentials

- Type in your TSU.edu domain username and password.
- Your domain username is the same as the one used when logging on to your network computer.
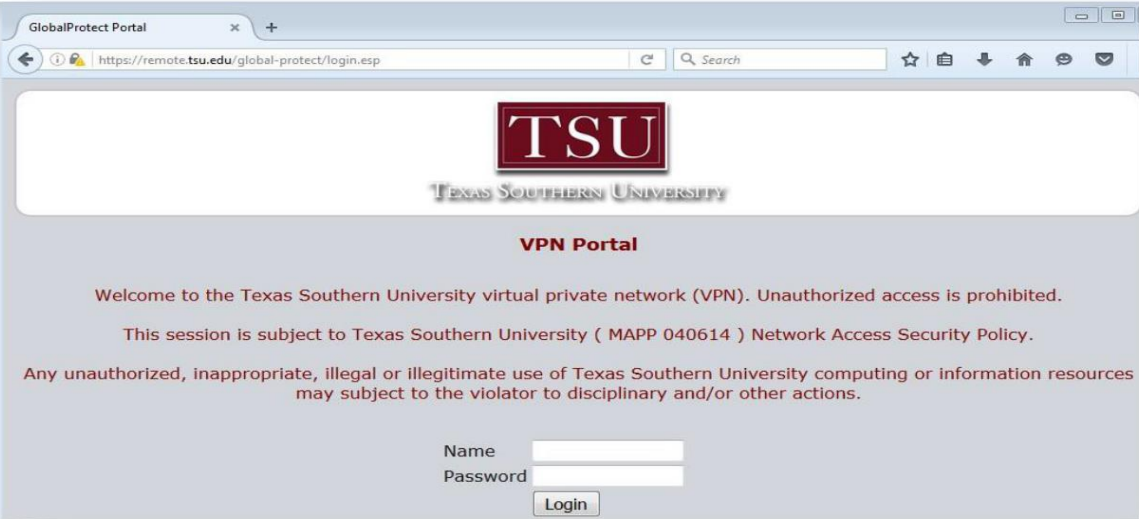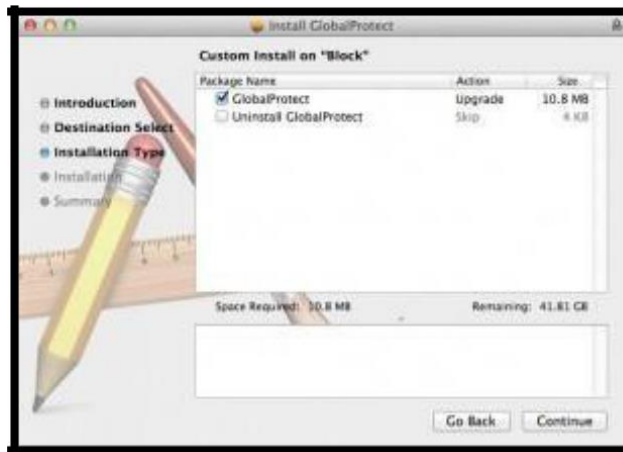

Step 3: Download the GlobalProtect Client

- Select the GlobalProtect Client 32/64-bit for your MAC Laptop
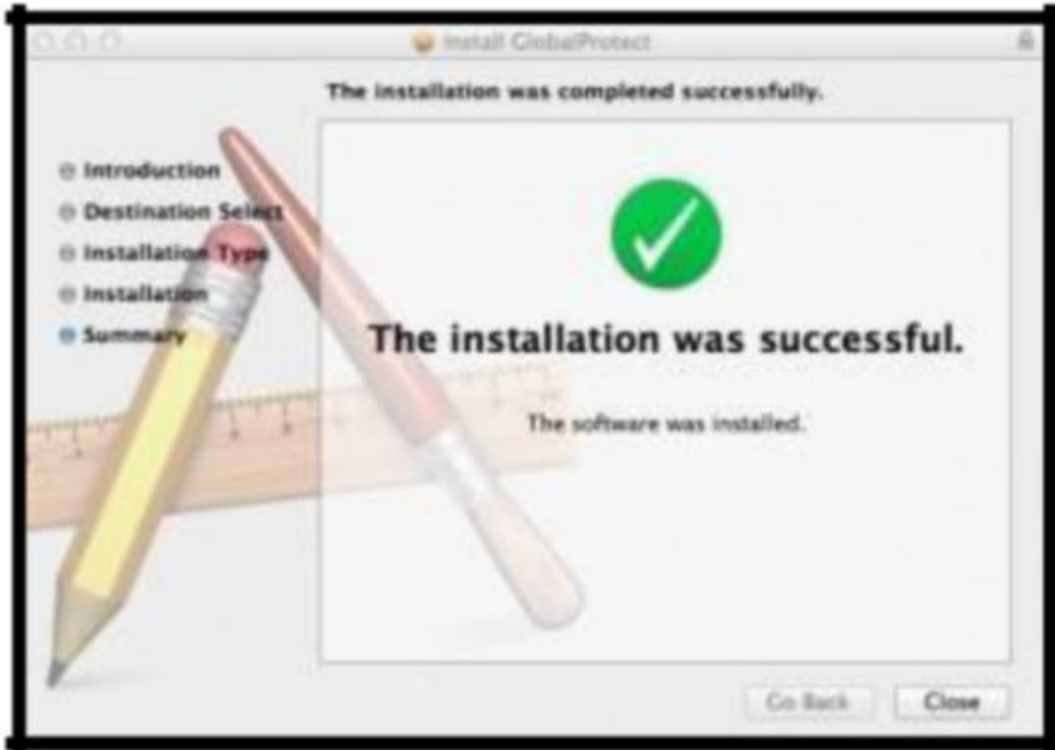

Step 4: Locate and install the agent

- Walk through the setup wizard by selecting "Next" on each new screen, changing no options.

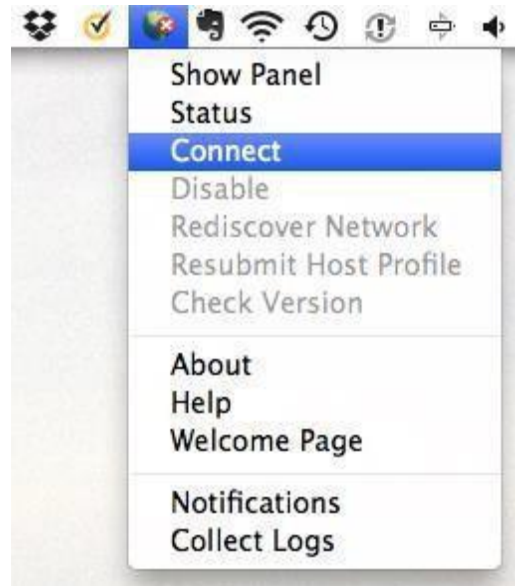## Step 5: Complete the Installation process

Administrative privileges are required – enter the username and password for your computer to make the changes.

Step 6: Locate the installed agent

- The GlobalProtect VPN client has now been installed on your computer.
- The GlobalProtect application can be found under Applications and on the top menu bar (there will be a small globe icon)

Step 7: Right Click on installed agent icon and select "Show Panel" or "Connect"

Step 8: Enter the portal address(remote.tsu.edu) and your credentials

The first time you run the GlobalProtect client, you will be prompted to fill out the screen with the following information:

- **Portal**: remote.tsu.edu (**do not include https://**)
- **Username**: Same TSU.edu domain username used to log on to your TSU computer
- **Password**: Same TSU.edu domain password

- Once the VPN is connected, you will get a **Welcome page window**.
- You can click "**Do not display this page again**" in the bottom right corner to keep from seeing this every time you connect, and then close the window.

Step 9: Disconnecting VPN Connection

- Right-click on the icon in the system tray and select Disconnect