



UNIVERSITEIT VAN PRETORIA
UNIVERSITY OF PRETORIA
YUNIBESITHI YA PRETORIA

GlobalProtect Installation

****Please note: this procedure is only required if you need to directly access a resource (e.g. server) inside the UP network; and not for general access to the UP portal and services accessed through the portal like HR, Finance etc.**

INFORMATION TECHNOLOGY SERVICES

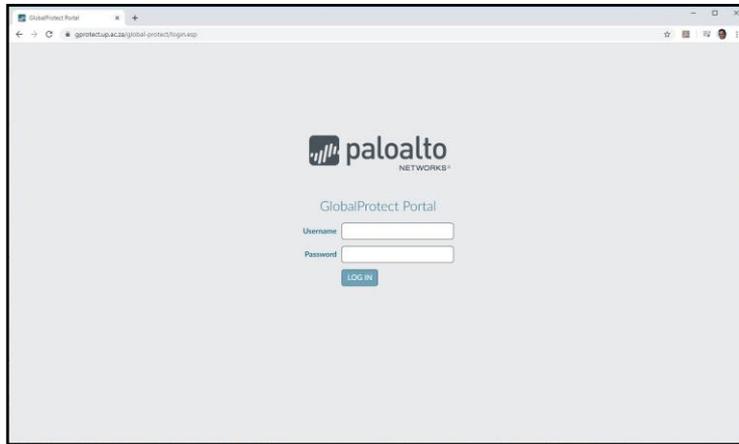
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Table of Contents

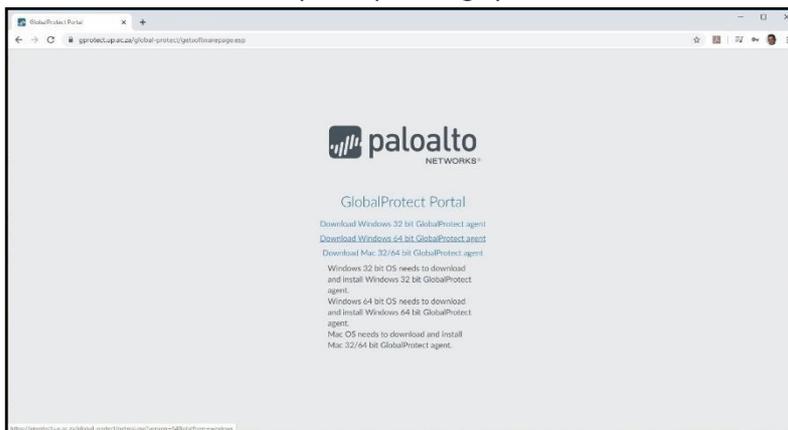
Windows Installation	3
Android Installation	8
Apple iOS Installation.....	13

Windows Installation

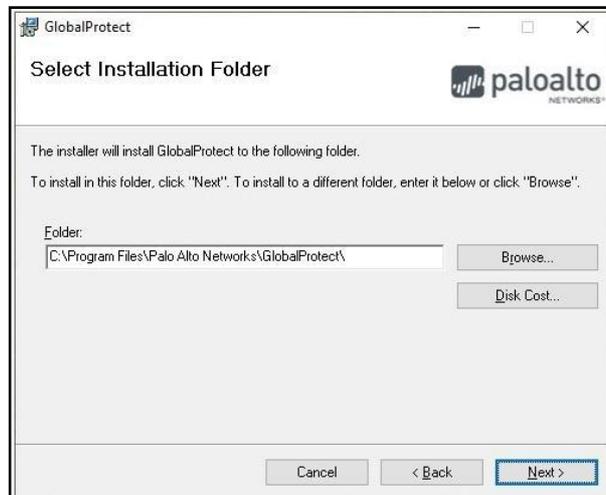
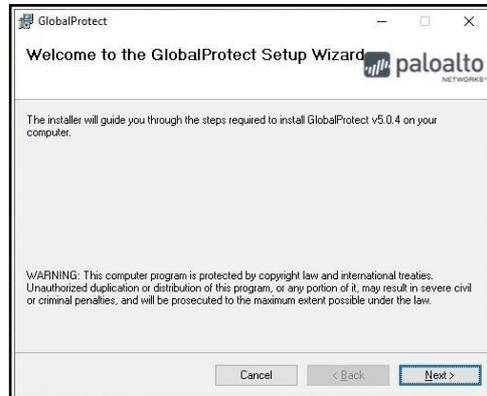
1. Open a web browser and enter <https://gprotect.up.ac.za/> in the address bar; and login with your portal credentials.



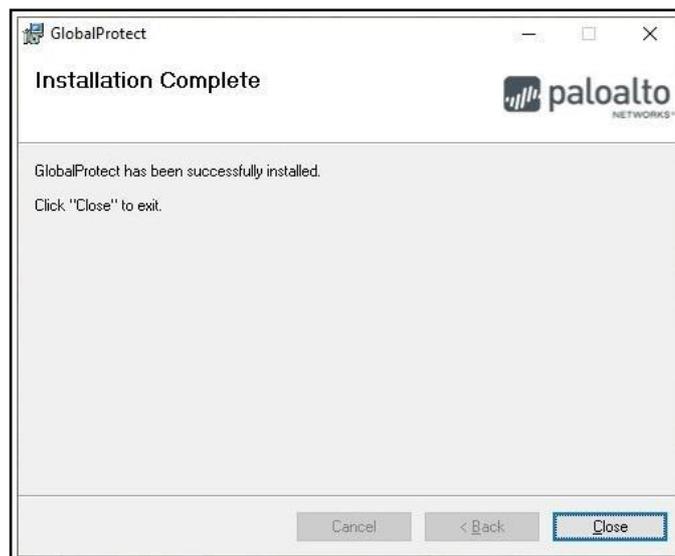
2. Download the installation file for your operating system.



- Once the installation download is complete, run the installation file and follow the steps below. Click on **“Next”** and select the default settings.

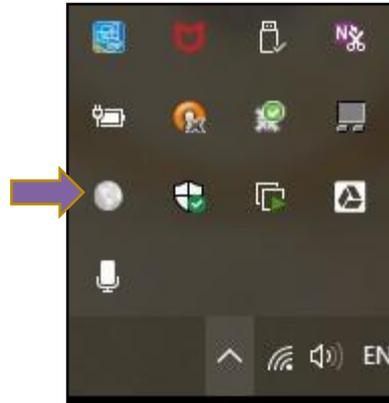


- Once the installation is complete, click on **“Close”**.



5. The installation will place an icon in the taskbar area and launch GlobalProtect. Click on the icon and do the following to configure the settings. Click on the Global Protect icon then click on the 3 lines icon and select **“Settings”**.

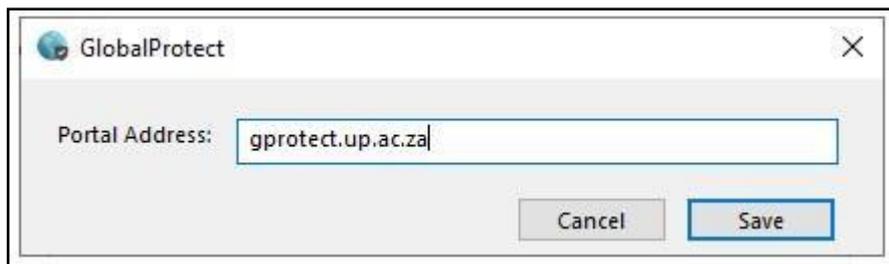
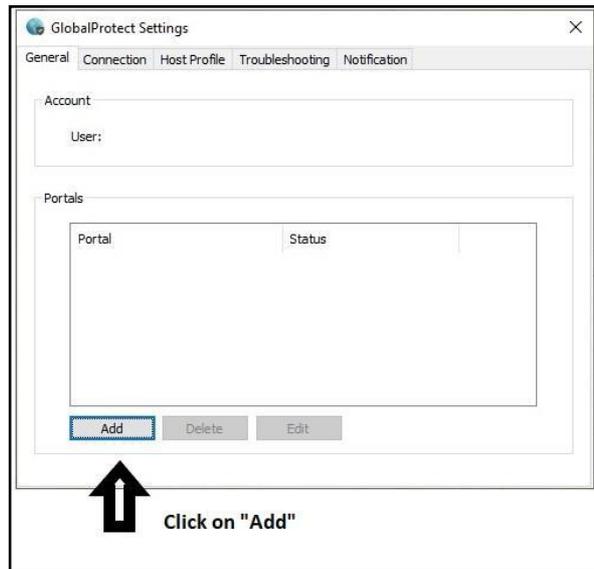
A new icon will appear on the taskbar area.
Click on the icon to launch the program.



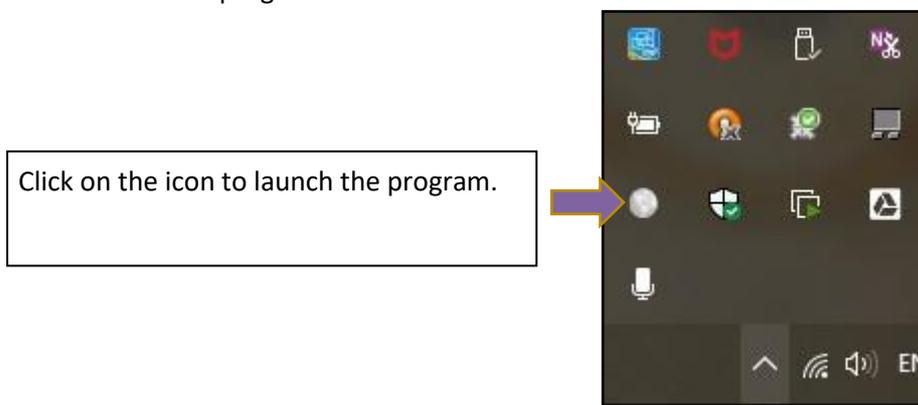
6. Do the following to configure the settings. Click the 3 lines icon and select **“Settings”**.



- Under "Portals" click on "Add", and add the following address: **gprotect.up.ac.za** and click on "Save" and close the settings page.



- Launch the program from the taskbar



9. Once the logon screen appears, enter your portal credentials and click on **“Connect”**.

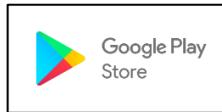


10. Once your session authentication is complete, you will receive a **“Connected”** confirmation screen.

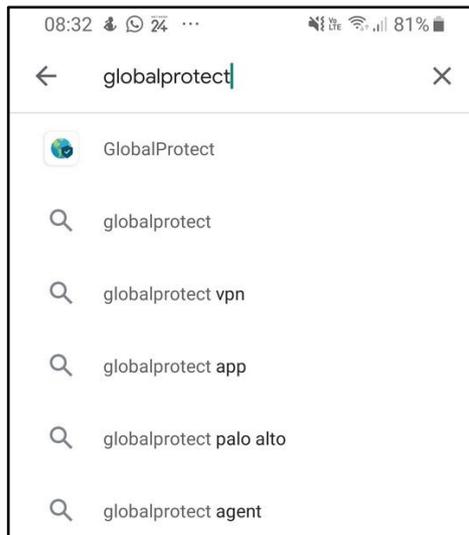


Android Installation

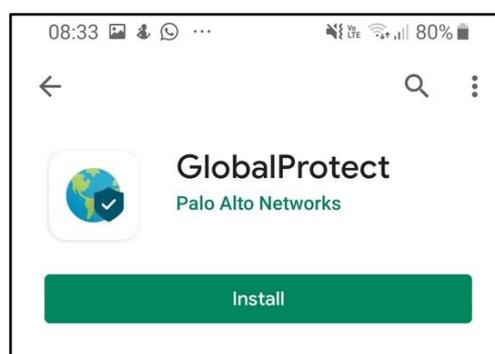
1. Open Google Play Store on you device (Phone or Tablet).



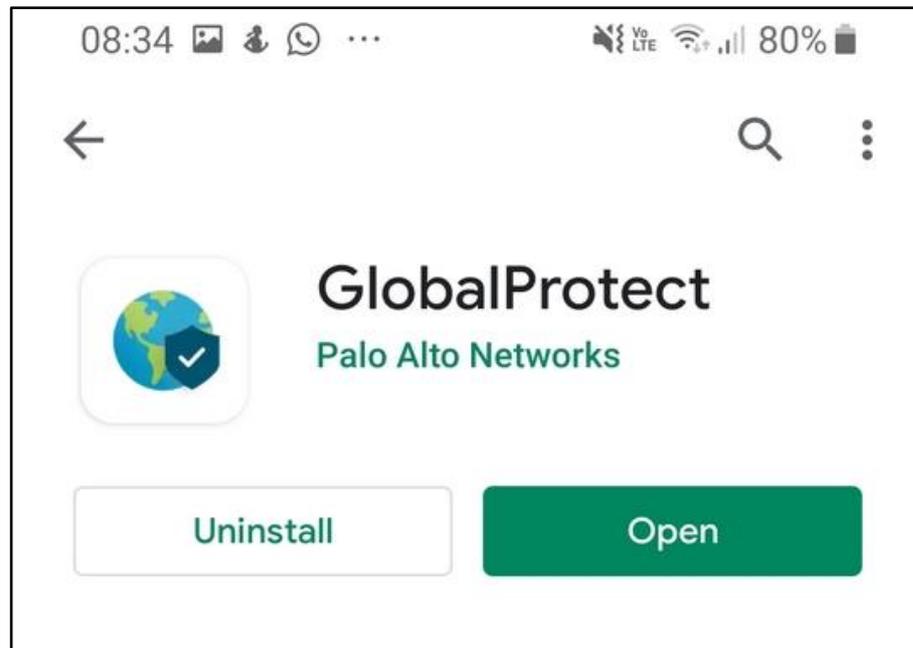
2. Search for “**GlobalProtect**” on the search bar.



3. Select “**Install**” on the installation screen and wait for the installation to complete.



4. Once the installation is finished, select the “Open” option, to launch the application.



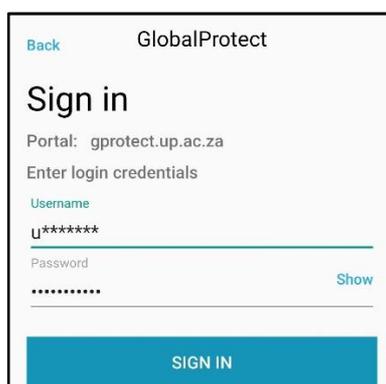
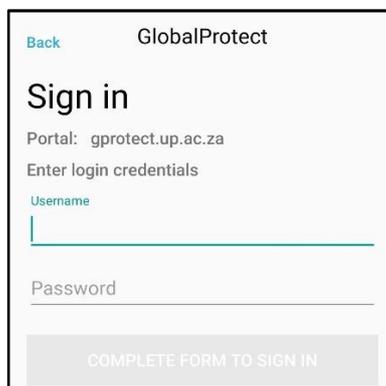
5. Wait for the application to load, a screen with the “PaloAlto Networks” logo will appear.



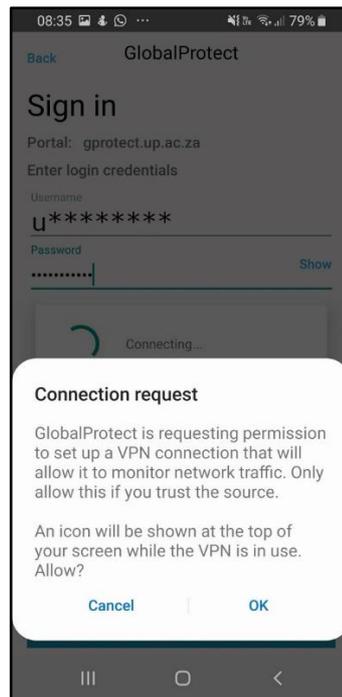
6. Add **gprotect.up.ac.za** on the address line, when you are asked for the portal address, and select **“CONNECT”**



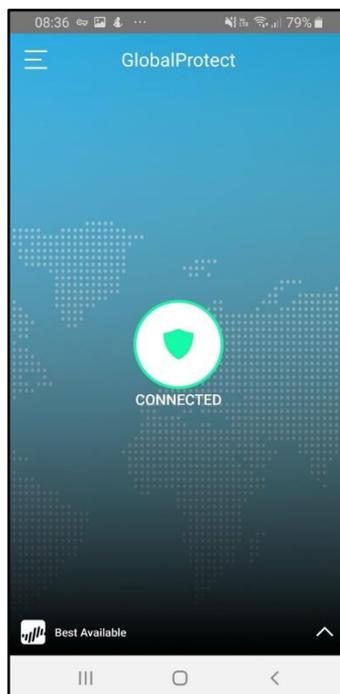
7. Enter your **portal username and password** credential on the “Sign in” screen.



8. A “**Connection request**” screen will appear, select the “**OK**” option.

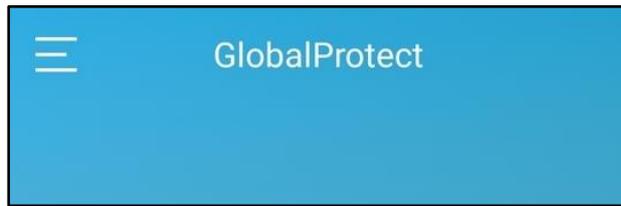


9. Once the authentication is complete and “**Connected**” screen will appear.



10. To disconnect or disable the session, select the three lines (top left) of the screen. Select **“Sign out”** or **“Disable”** to end the session or disable GlobalProtect.

Select the
“Three lines”



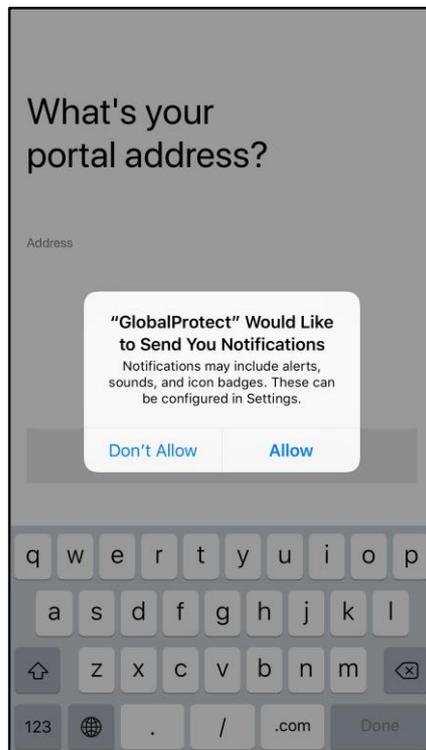
Select the
“DISABLE” or
“SIGN OUT”



Apple iOS Installation

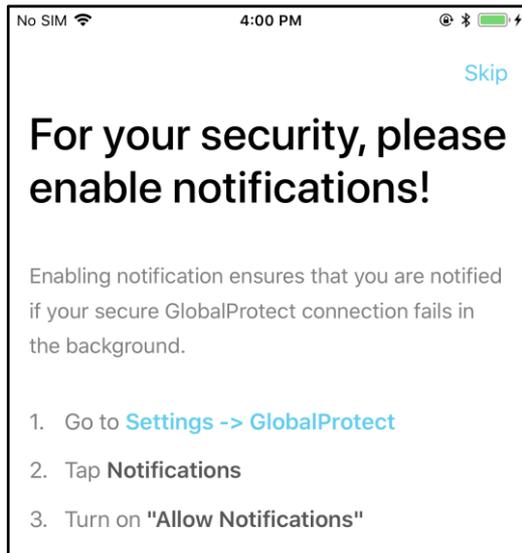
(Adapted from “GlobalProtect App User Guide 5.0”)

1. Launch the App Store.
2. **Search** for **GlobalProtect**.
3. From the search results, select **GlobalProtect™**.
4. From the GlobalProtect app product page, tap **GET**.
5. **Install** the application.
6. When prompted, **Sign In** with Apple ID.
7. Launch the GlobalProtect application, and select either **“Allow”** or **“Don’t Allow”**.

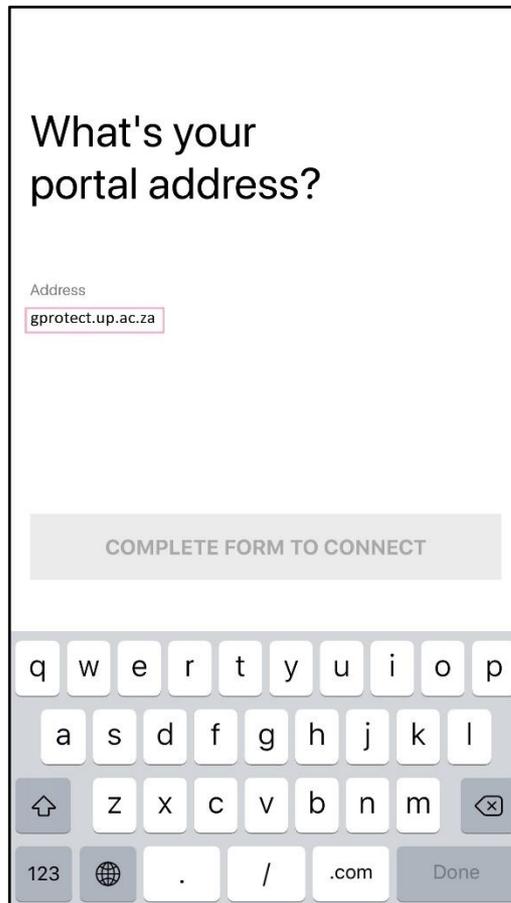


If you have not enabled GlobalProtect notifications on your endpoint, a notification permission dialog appears. **Allow** GlobalProtect to send you notifications.

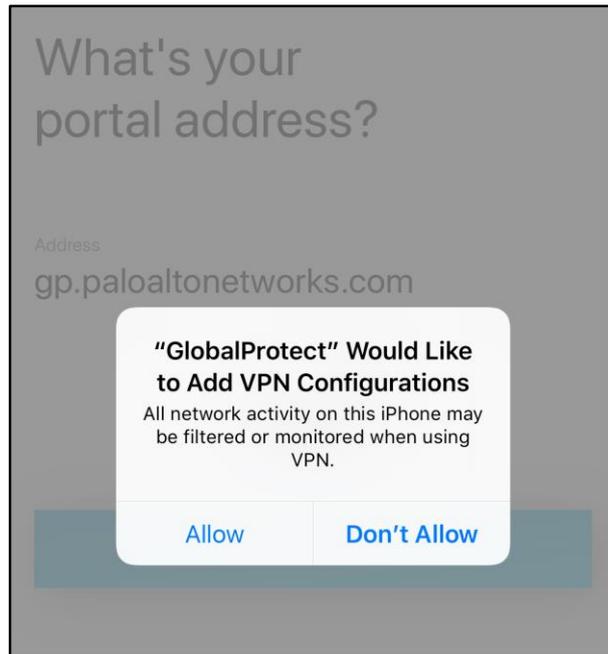
If you **Don't Allow** GlobalProtect to send you notifications, a reminder appears the next time you launch the app. Tap the **Settings -> GlobalProtect** link to go to the notification permission screen, where you can enable notifications. If you still do not want to enable notifications, **Skip** this screen.



8. Add **gprotect.up.ac.za** on the address line, when you are asked for the portal address, and select "CONNECT".



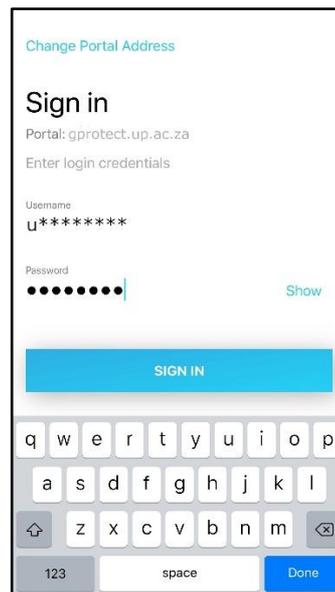
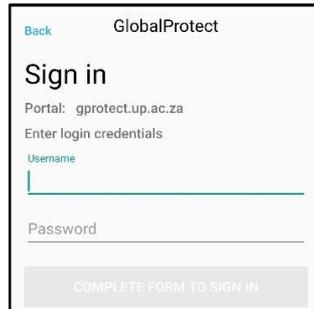
9. Select **“Allow”** GlobalProtect to add VPN configurations to your endpoint, when prompted on the **“GlobalProtect” Would Like to Add VPN Configurations** screen.



10. Enter your iPhone or iPad’s passcode the add the configuration.



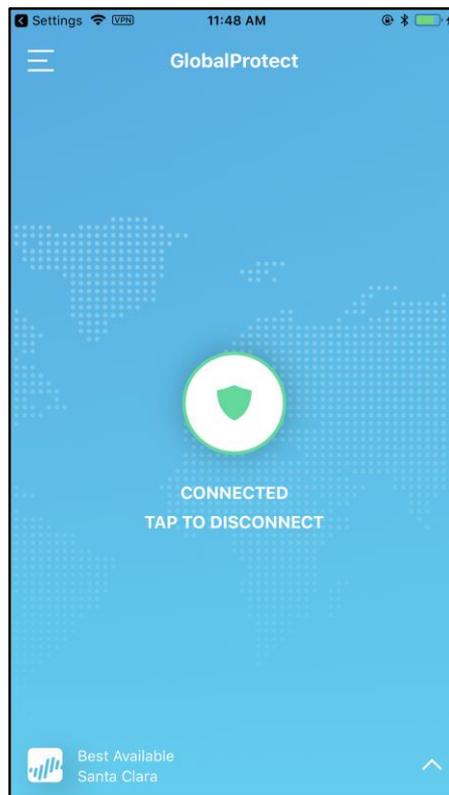
11. Enter your **portal username and password** credential on the “Sign in” screen.



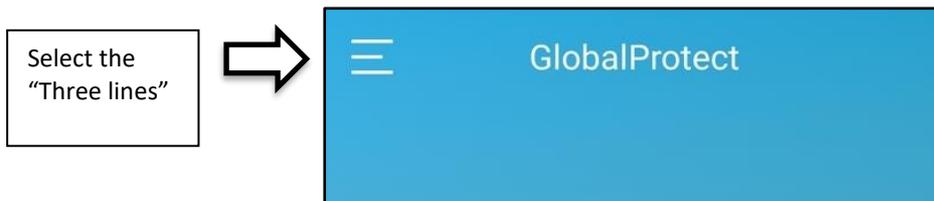
12. A welcome screen will be displayed upon a successful connection.



13. The home screen will appear indicating **“CONNECTED”** to verify your successful connection.



14. To disconnect or disable the session, select the three lines (top left) of the screen. Select **“Sign out”** or **“Disable”** to end the session or disable GlobalProtect.



Select the
"DISABLE" or
"SIGN OUT"

