

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.

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INFORMATION TECHNOLOGY SERVICES

#### Table of Contents

Windows Installation	3
Android Installation	8
Apple IOS Installation	13

## **Windows Installation**

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



2. Download the installation file for your operating system.



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

	GlobalProtect	10 <b>-</b>		×	
	Welcome to the GlobalProtect Setup Wizard	ull	palo	alto	
	The installer will guide you through the steps required to install GlobalProtec computer.	t v5.0.4	on your		
	WARNING: This computer program is protected by copyright law and intern Unauthorized duplication or distribution of this program, or any portion of it, r or criminal penalties, and will be prosecuted to the maximum extent possible	ational nay resu under t	treaties. Ilt in sever he law.	e civil	
	Cancel < Back		Nex	>	
/ Glob	palProtect		/=		Х
Sele	ect Installation Folder		, P	aloa	alto
The ins To insta	taller will install GlobalProtect to the following folder. all in this folder, click "Next". To install to a different folder, ente	rit bel	ow or cli	ck "Brow	se".
	er. Program Files\Palo Alto Networks\GlobalProtect\	- 1	E	jowse	
		[	D	isk Cost	e
			_		

4. Once the installation is complete, click on "Close".

🚽 GlobalProtect		3 <del></del> .		×
Installation Complete		.,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	palo	alto
GlobalProtect has been successfully in	nstalled.			
Click "Close" to exit.				
	Cancel	< <u>B</u> ack	<u>C</u> lo:	e

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".

GlobalProtect	Û
	Click on Settings
Welcome to GlobalProtect	
Please enter your portal address	
Connect	

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

General	Connection	Host Profile	Troubleshooting	Notification	
Accor	unt				
1	Jser:				
Porta	ls				
1	Portal		Status		
	Add	Delete	Edit	í	
	-				
		Click or	"Add"		

g GlobalProtect		>
Portal Address:	protect.up.ac.za	
	Cancel	Save

8. Launch the program from the taskbar

Click on the icon to launch the program.



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.

Back	GlobalProtect	
Sign	in	
Portal: gr	protect.up.ac.za	
Enter logir	n credentials	
Username		
		_
Passwor	rd	
co	DMPLETE FORM TO SIGN IN	



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.



### **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**<sup>™</sup>.
- 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 AddVPN Configurations" screen.



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

Enter Ado	iPhone pas	scode
C	000	0
1	2 ABC	3 Def
<b>4</b> вні	5 JKL	6 MNO
7 Pars	8	9 wxyz
	0	
		Cancel

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

Back	GlobalProtect
Sign	in
Portal: g	protect.up.ac.za
Enter logi	n credentials
Username	
Passwo	rd
c	OMPLETE FORM TO SIGN IN

Change Porta	al Address	
Sign in	ect.up.ac.za	
Enter login cr	edentials	
Usemame U******	**	
Password	•	Show
	SIGN IN	
q w e	rtyu i	o p
a s	d f g h j	k I
ۍ z	x c v b n	m
123	space	Done

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

No SIM 🗢 VEN	1:55 PM	@ \$ 🔜 +
Ξ.	GlobalProtect	
Welcom	e to GlobalProtect	×
SEE MORE		
	CONNECTED	
	TAP TO DISCONNECT	
		^

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.



