

UNSWIT Install Guide for Multi-Platform

Global Protect VPN Gient

Installing and Configuring Global Protect VPN Client

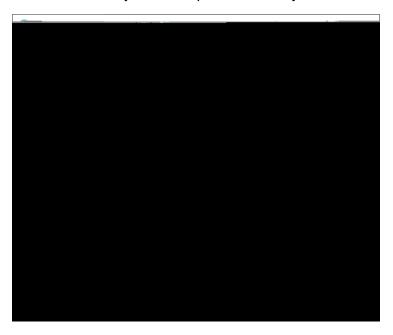
- UNSW Faculty support: https://hostingvpn-portal.unsw.edu.au
- External Support Vendors: https://adminvpn-portal.it.unsw.edu.au
- 2. Download the dient installer that suits your operating system



- 3. Install the Global Protect Client
- 4. Once the Global Protect dient is installed, provide the connection profile from the list below:
 - UNSW Staff: adminvpn-portal.it.unsw.edu.au
 - UNSW Faculty support: hostingvpn-portal.unsw.edu.au
 - External Support Vendors: adminvpn-portal.it.unsw.edu.au



5. Provide any additional profiles that may be needed from within the settings menu:



Connecting to Global Protect

1. Qick the connect button as below:



Not Connected



- 2. Sign in to your SA account you may be asked to provide login details, if so, ensure they are entered in this format:
 - a. z0000000_sa@ad.unsw.edu.au
 - b. Entering these credentials incorrectly may prevent you from accessing Global Protect review the troubleshooting guide if required
- 3. Complete the sign-in to your SA account
- 4. When prompted for MFA complete the verification using the method you configured previously
 - b. 3rd Party Authenticator application on mobile device
 - c. Hardware Token
- 5. GlobalProtect will connect.

If you have trouble with the sign-in process, refer to the troubleshooting guide: https://www.myit.unsw.edu.au/sites/default/files/documents/Global%20Protect%20-%20Troubleshooting%20Guide.pdf

Supported Antivirus Clients vendors:

Note: To successfully connect Global Protect please make sure you have supported Antivirus dient and your PC/ Laptop updated with latest security patches.

- SymantecCorporation
- Microsoft Corporation
- McAfee, Inc.
- SophosLimited
- Trend Micro
- Kaspersky Lab
- Webroot Software Inc.
- LANDESKSoftware Inc.
- ESET
- Bitdefender
- Checkpoint Software Technologies
- Cylance Inc.
- CrowdStrike, Inc.
- Threat Track Security, Inc.