



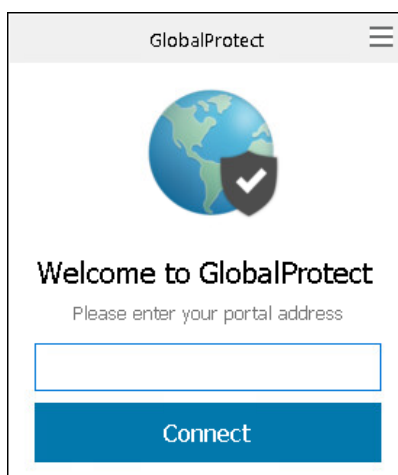
# UNSW IT – Install Guide for Multi-Platform Global Protect VPN Client

## Installing and Configuring GlobalProtect VPN Client

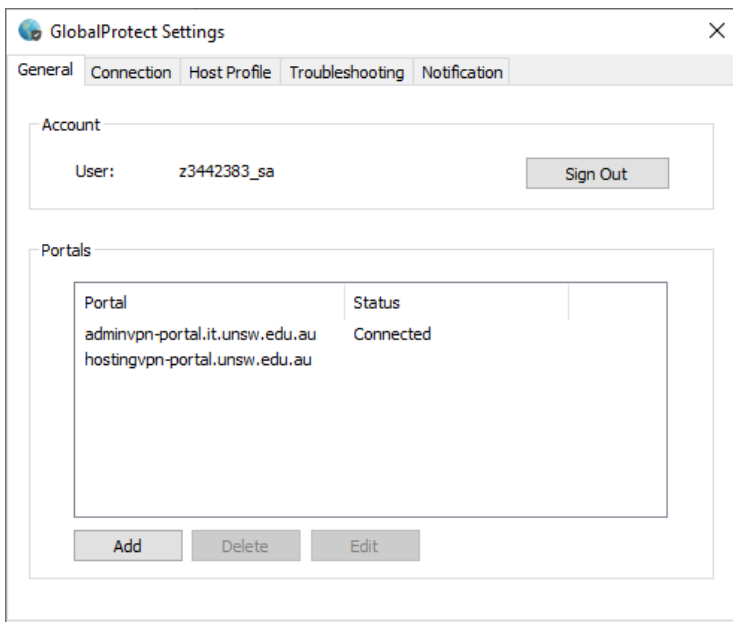
1. Login to one of the below websites with your SA account (zID\_SA) to download the Global Protect Client:
  - UNSW Staff: <https://adminvpn-portal.it.unsw.edu.au>
  - UNSW Faculty support: <https://hostingvpn-portal.unsw.edu.au>
  - External Support Vendors: <https://adminvpn-portal.it.unsw.edu.au>
2. Download the client installer that suits your operating system



3. Install the GlobalProtect Client
4. Once the Global Protect client is installed, provide the connection profile from the list below:
  - UNSW Staff: [adminvpn-portal.it.unsw.edu.au](https://adminvpn-portal.it.unsw.edu.au)
  - UNSW Faculty support: [hostingvpn-portal.unsw.edu.au](https://hostingvpn-portal.unsw.edu.au)
  - External Support Vendors: [adminvpn-portal.it.unsw.edu.au](https://adminvpn-portal.it.unsw.edu.au)



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



## Connecting to GlobalProtect

1. Click the connect button as below:



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](mailto:z0000000_sa@ad.unsw.edu.au)
  - b. Entering these credentials incorrectly may prevent you from accessing GlobalProtect – 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
  - a. **Microsoft Authenticator application on mobile device**
  - b. 3<sup>rd</sup> 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 client and your PC/Laptop updated with latest security patches.*

- Symantec Corporation
- Microsoft Corporation
- McAfee, Inc.
- Sophos Limited
- Trend Micro
- Kaspersky Lab
- Webroot Software Inc.
- LANDESK Software Inc.
- ESET
- Bitdefender
- Checkpoint Software Technologies
- Cylance Inc.
- CrowdStrike, Inc.
- Threat Track Security, Inc.