

VPN Setup and Configuration Guide

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Overview

NovaTech uses GlobalProtect VPN to secure remote connections to internal resources. VPN is required when:

- Accessing internal systems from public WiFi
- Connecting to production environments
- Accessing sensitive HR or financial systems
- Working from non-NovaTech networks

Installation

Windows

1. Download GlobalProtect from <https://vpn.novatech.com>
2. Run the installer as Administrator
3. Accept the license agreement
4. Complete installation and restart if prompted

macOS

1. Download GlobalProtect from <https://vpn.novatech.com>
2. Open the .pkg file
3. Follow installation prompts
4. Grant necessary permissions in System Preferences > Security & Privacy

Linux (Ubuntu/Debian)

```
sudo apt-get update  
sudo apt-get install globalprotect
```

Configuration

1. Open GlobalProtect application
 2. Enter portal address: vpn.novatech.com
 3. Click Connect
 4. Authenticate with your NovaTech credentials
 5. Complete MFA verification via Okta
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Connection Profiles

Profile	Use Case	Access Level
General	Standard remote work	Internal resources
Engineering	Development work	Dev/staging environments
Production	On-call/incidents	Production systems

Select the appropriate profile based on your work needs. Production profile requires additional approval from your manager.

Troubleshooting

Connection Failed

- Verify internet connectivity
- Check that portal address is correct: vpn.novatech.com
- Ensure Okta MFA is working
- Try disconnecting and reconnecting

Slow Performance

- Switch to a closer VPN gateway (Settings > Preferred Gateway)
- Check local network bandwidth
- Disconnect when not accessing internal resources

Certificate Errors

- Update GlobalProtect to the latest version
- Contact IT Support if errors persist

Split Tunneling

NovaTech VPN uses split tunneling for improved performance:

- Internal NovaTech traffic routes through VPN
- Public internet traffic routes directly
- This is automatic and requires no configuration

Security Requirements

- Keep GlobalProtect updated to the latest version
 - Never share VPN credentials
 - Disconnect VPN when not in use for extended periods
 - Report any suspicious VPN activity to security@novatech.com
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Support

For VPN issues, contact IT Support:

- Slack: #it-help
- Email: it-support@novatech.com
- Portal: <https://help.novatech.com>

Related Documents: Password Requirements (IT-ACC-001), Remote Work Policy (HR-WRK-001), Security Best Practices (IT-SEC-010)