Global Protect VPN Setup Guide (Windows)

Personal computer

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Scholastic Inc

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1   Introduction

In this document you'll be guided setup by step to install first the Okta Verify app on your mobile devices and the GlobalProtect VPN application on your Windows based computer. Next, you'll be guided through the authentication and connection to the GlobalProtect VPN Client.

1.1   Solution Overview

We'll begin by First installing the Okta Verify App on your Mobile Devices (Android or iPhone) then we'll set up the Okta Verify application on the mobile devices. Then comes the installation of the GlobalProtect VPN client application installation on your Windows based computer. Last, we'll verify the connection.

1.2   Installation Types

There are [2] installation types covered in this document:

Installation Type	Usage
Okta Verify App	Installs the [Okta Verify] App on the mobile device. (Android or iPhone)
Global Protect VPN Client application on Windows.	Installs the Global Protect VPN Client Application on Windows.

Please note this guide is for users with Non-Scholastic personal Windows based computers If you have a Scholastic issued computer, please follow the appropriate Guide for installing the Global Protect VPN Client for Scholastic computers.

1.2.1   OKTA Verify Mobile Device App installation

- Please go to the App Store on the iPhone or the Google Play Store.
- Download and install the Okta Verify App.
- Open the Okta Verify App.

Note: Requires iOS 11.0 or later. Compatible with iPhone, iPad. Android version 4.4 and higher required.

Note: If you have never accessed any VPN in the past, please request access to the VPN by clicking here
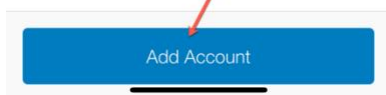
1.2.2   Setting up the Okta Verify Mobile App. (iPhone & Android).

- Once you have installed the Okta Verify App. Open it. Tap "Add Account". Click the "+" on the Android.
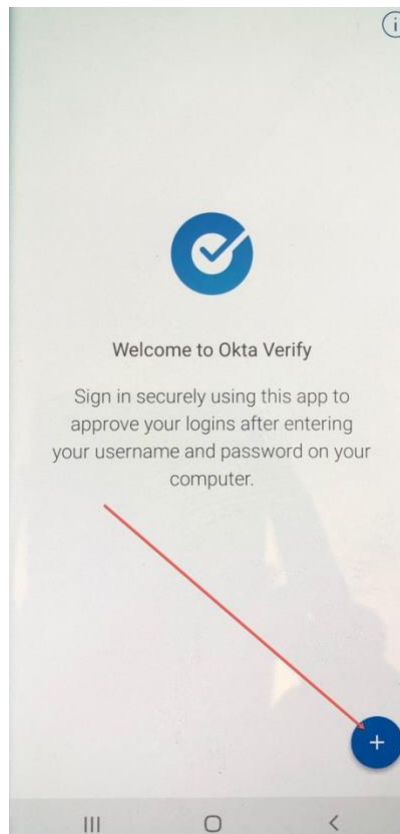
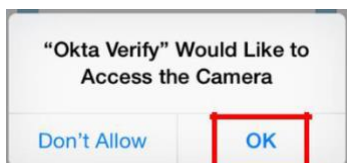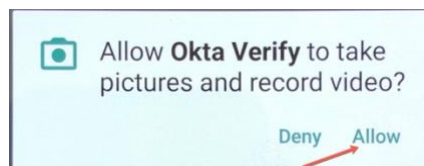*iPhone: *Android:

- Tap OK to allow access to Your Camera. Tap "Allow" on the Android devices. **Note**: Access to your camera is only used for setting up Okta by scanning a QR code.

*iPhone: *Android:
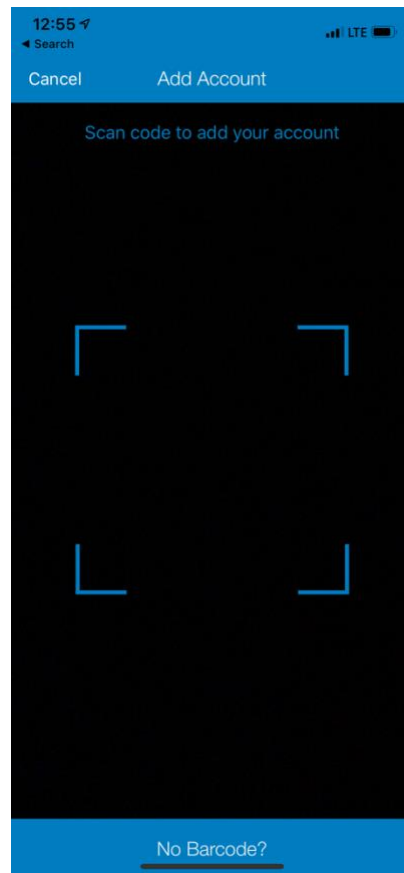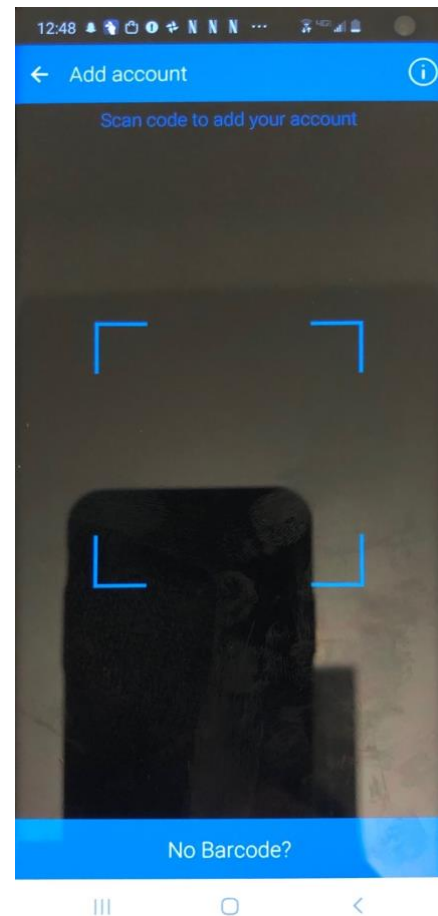
- Okta Verify will be asking you to scan a QR Code. Keep it at this state While you set up your Okta settings on your computer.

*iPhone: *Android:

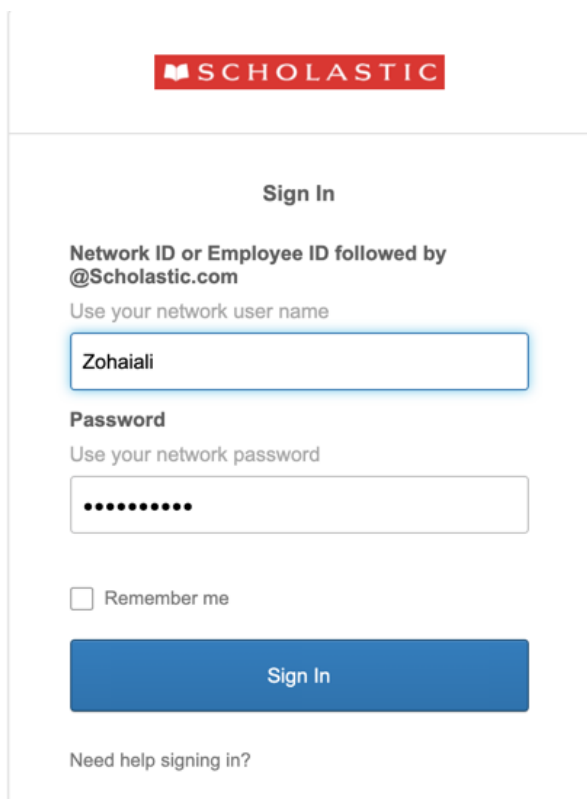## 1.2.3   Setup Okta to work with your Mobile Device (iPhone & Android).

We'll begin by setting up Both the iPhone and Android mobile devices to work properly with Okta. This will be used for authenticating the VPN Client later in this document.

- On your computer, open your internet browser (Chrome, Firefox) and go to Scholastic.Okta.com

- Log in to Scholastic.Okta.com using your Scholastic Network credentials.

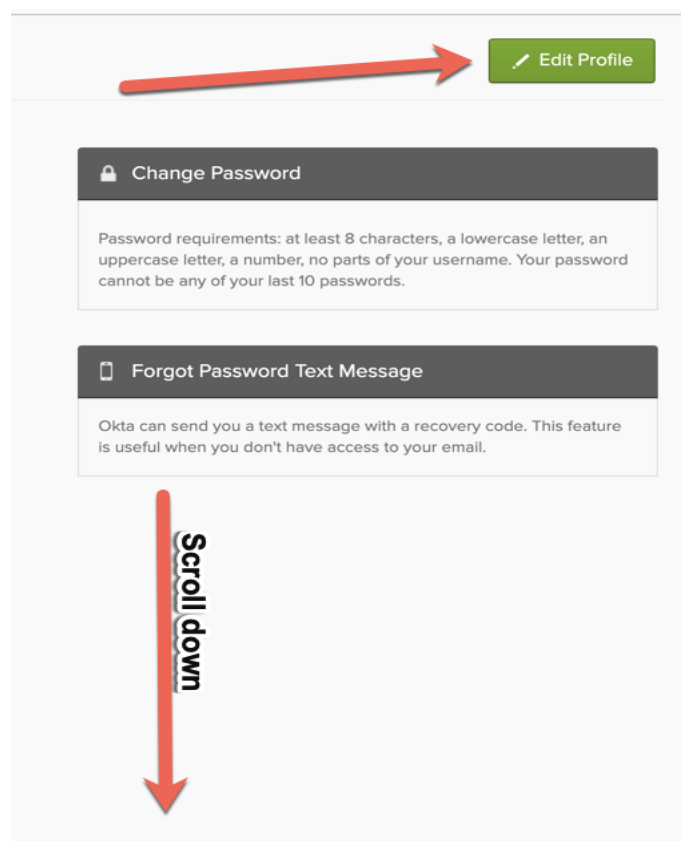Note: If you land on the Access.scholastic.com page, please go back to Scholastic.okta.com again.

Sign in Using your scholastic network Credentials. Once logged in, click on your name on the upper right-hand corner of the screen and click "Edit Profile & click settings.
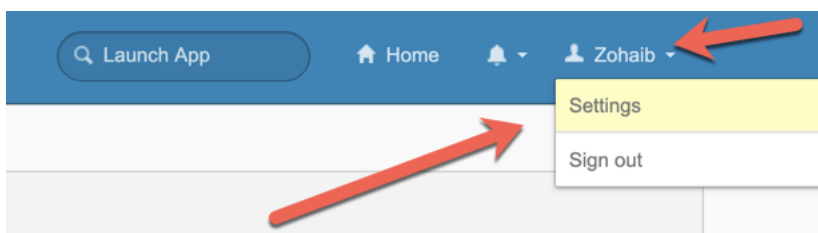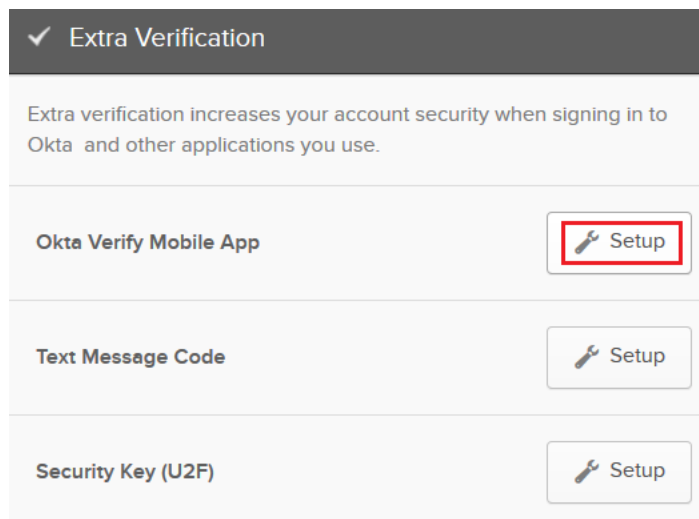

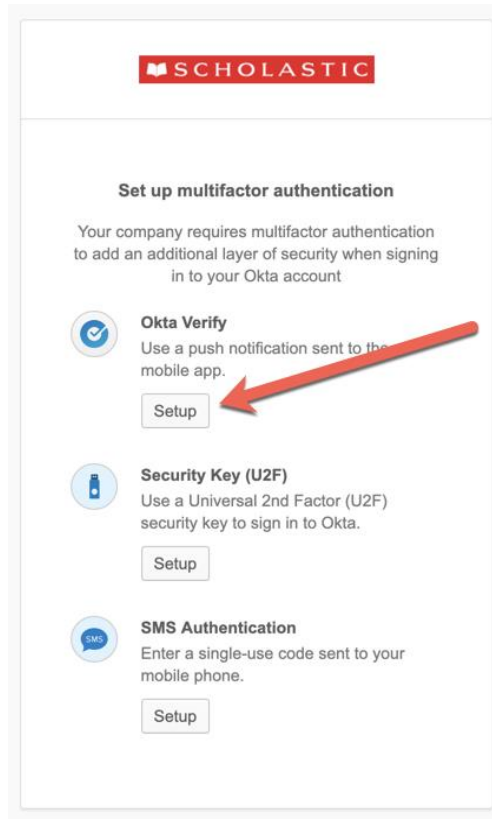Then scroll down (inside Scholastic.okta.com):

Note: If you don't see the "Edit Profile" button, that's fine, continue to scroll down to the "Extra Verification" pane in Scholastic.Okta.com
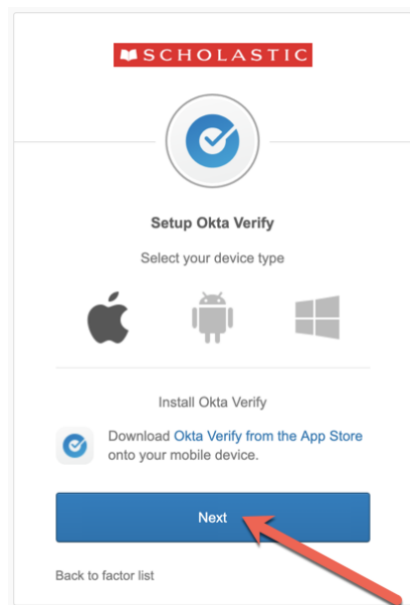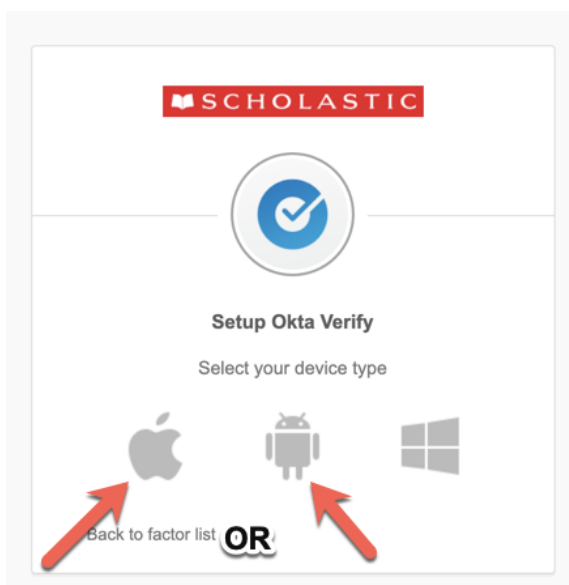
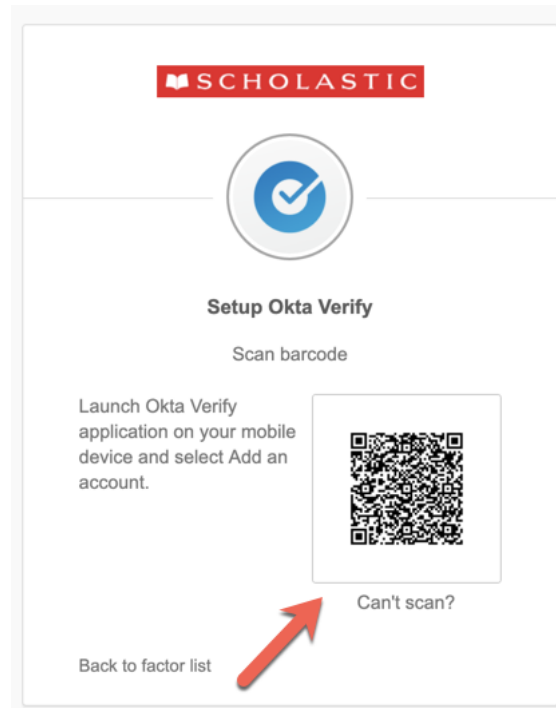Click "Setup" on Okta Verify Mobile App   Click "Setup" to begin the Okta Verify Setup.

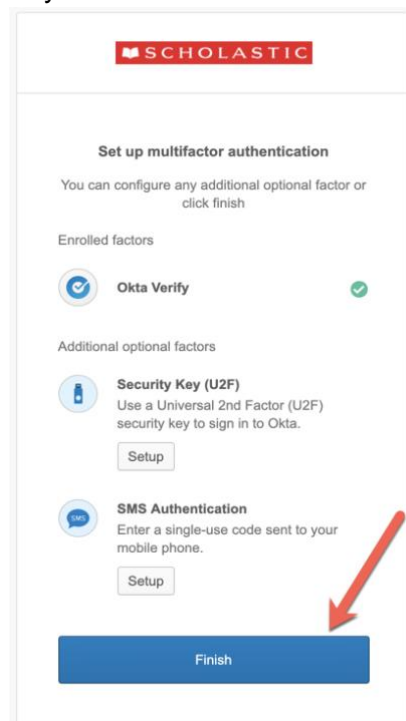- Select your mobile device either iPhone or Android and click next.

Note: The second screen discuses installing the app which you have already done in the beginning of this guide.

- Return to the Okta app on your phone and point your phone at the barcode on the computer screen until it captures the barcode. You may need to move the phone a bit until it focuses correctly.

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Setup Okta Verify

Scan barcode

Launch Okta Verify application on your mobile device and select Add an account.

Can't scan?

Back to factor list

- Once you complete the Scan, you'll get a checkmark next to the Okta Verify screen. Click Finish.

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Set up multifactor authentication

You can configure any additional optional factor or click finish

Enrolled factors

Okta Verify

Additional optional factors

Security Key (U2F)
Use a Universal 2nd Factor (U2F) security key to sign in to Okta.

Setup

SMS Authentication
Enter a single-use code sent to your mobile phone.
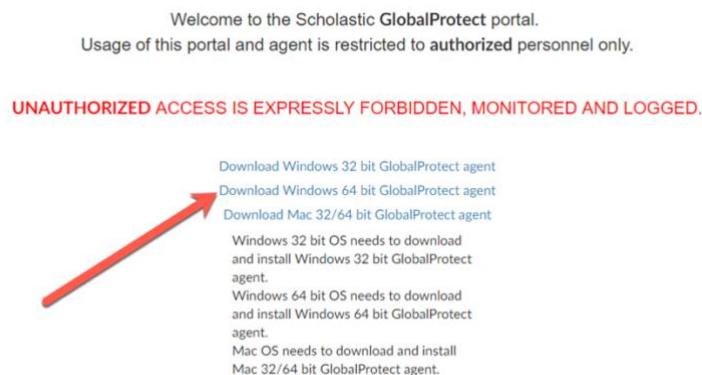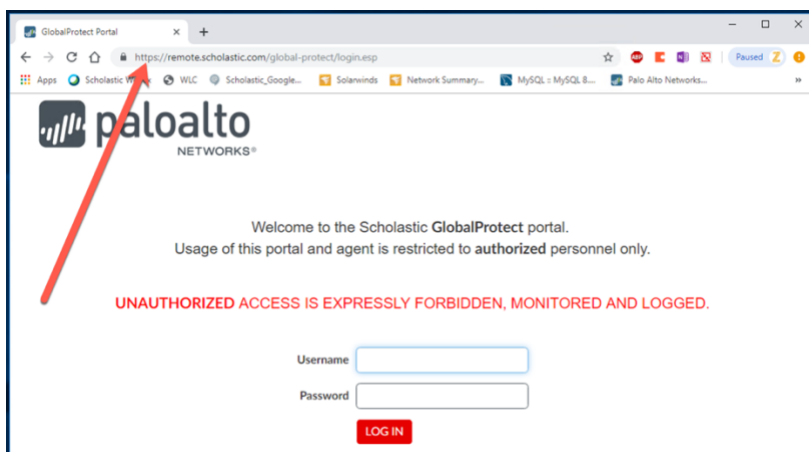
Setup

Finish

Note: To allow for an alternative method of verification, you may also want to set up your phone for Okta verification via Text (SMS) Messaging. This would allow you to setup a new phone or to be verified on your existing phone if the Okta Verify app is not working.

## 1.3   Installing the GlobalProtect VPN application

Now that you have set up your Mobile Devices with Okta Verify. The second part of the guide begins with Installing the Global Protect VPN application and authenticating with Okta Verify.

- Go To https://Remote.scholastic.com & Sign in using your Scholastic Network Username & password. Note: Please remember to add https:// before the URL otherwise the website will not work.
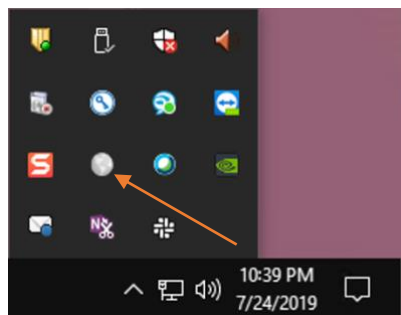
Download and Run the 64Bit GlobalProtect Agent. Install the client by running the setup file from your Downloads folder (Or from your default download location).
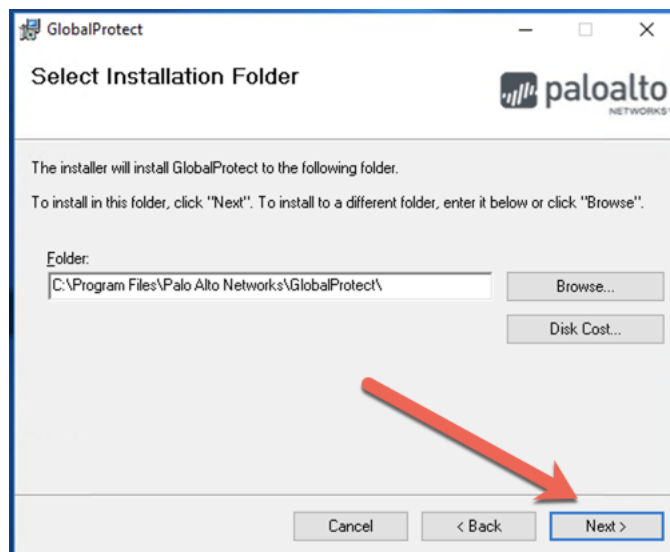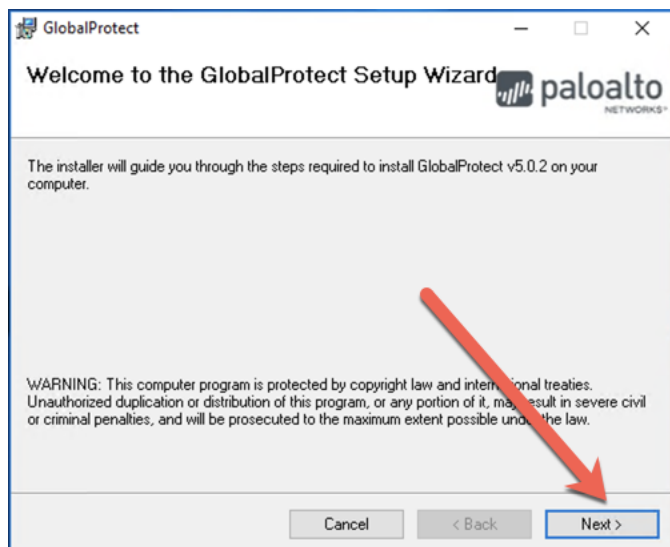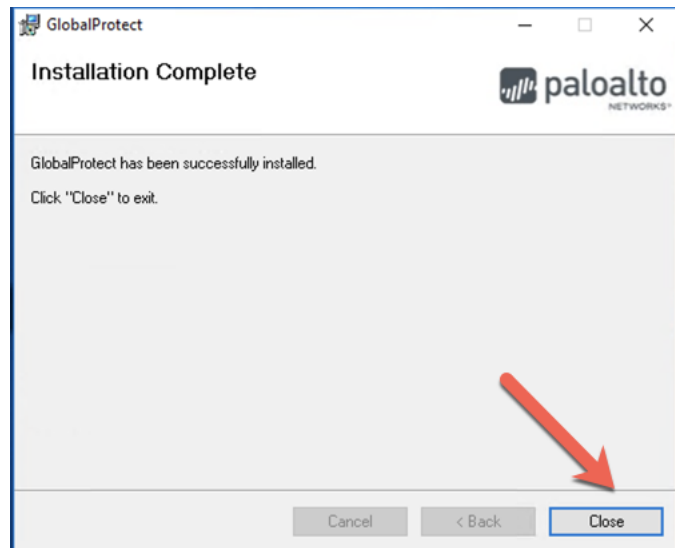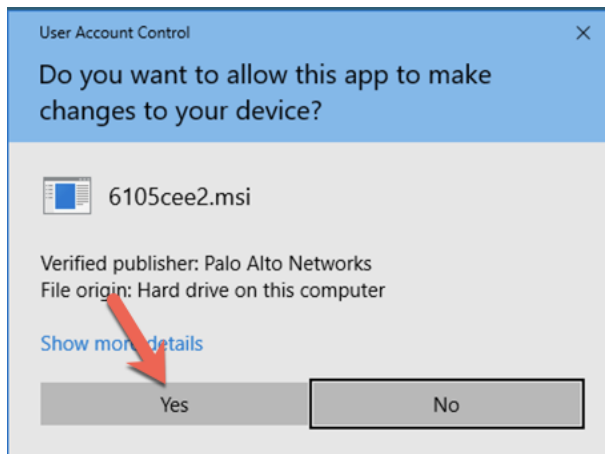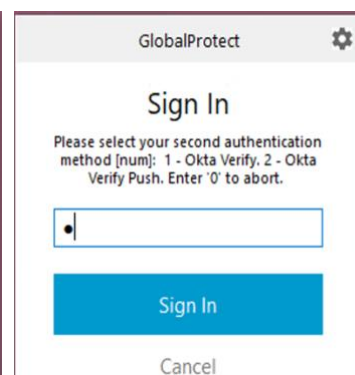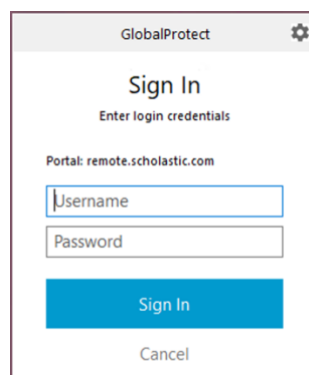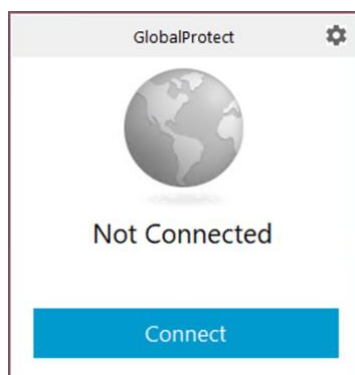
- Once installed, the Global Protect VPN client will appear on the taskbar on the lower right-hand corner of your screen.

- Click the Global Protect VPN client icon in the taskbar to launch it. Once opened click Connect. Sign in using your Scholastic network credentials.

- Type in the number 2 for "2- Okta Verify Push" and click ok. Okta Verify Push allows you to verify from the Okta app on your phone to Approve or Deny the request to connect.
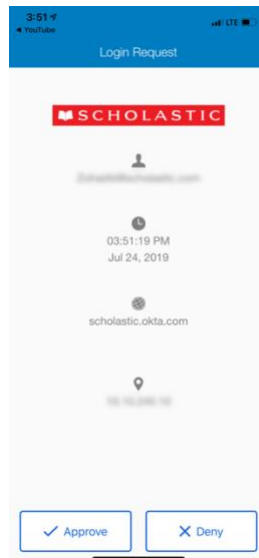
- Click Approve on your mobile device to approve the Okta Verify authentication attempt. You are now connected to the VPN.
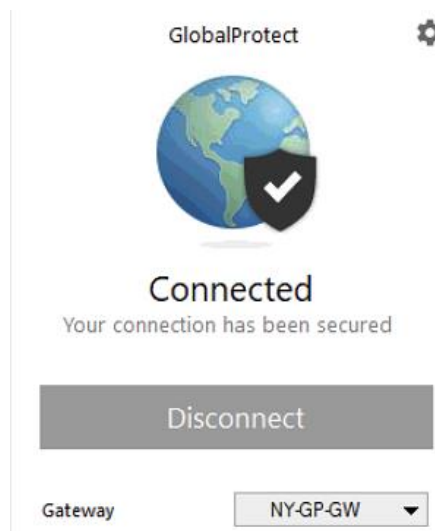
STOP! If your Global Protect VPN Client is in "Still Connecting" mode. Please make sure you have followed the Okta Verify app installation and configuration steps correctly. Please go to FAQ on the next page for further details.

2   FAQs

Most Commonly asked questions:

You can quickly solve most problems with your application by following the advice in this chapter.

Option for users without a smart phone.

What are the options for users without a smart phone?

Answer: For those w/o smartphones, they can setup SMS 2-Factor authentication via the

https://scholastic.okta.com dashboard. This method will text them a 6-digit code, that they will input into the Global Protect client, when prompted (after login).

Global Protect VPN stays in "Connecting Mode".

My Global Protect VPN client is stuck in "Still Connecting Mode"?

Check to make sure that you have OKTA Verify app installed and configured on your smart phone. If not, please follow the beginning of this guide to install and configure Okta Verify app.

Okta Verify Mobile App is already enabled.

Q: It says that my OKTA Verify Mobile App is already enabled in Extra Verification, but I don't see a barcode in my mobile device?

A: You have to call the Help Desk and have them reset your OKTA Verify and start the set up once more.

Successfully Connected before but not anymore.

QA: I've Successfully connected to GlobalProtect VPN before, but it is not working now?

A: Make sure CORP or CANADA is not in the field for user ID on the log-in screen.

Users with FaceID enabled iPhones or iOS devices:

For users with iPhone X, XR, XS or iOS device that supports FaceID. Please go to Settings > Face ID & Passcode > Other Apps > and make sure that Okta Verify app is turned on in this section. If the Okta Verify app is turned off in his section your Okta Verify app will not work properly.