

Connecting with GlobalProtect VPN

Objective

This document provides instructions for establishing a VPN connection with GlobalProtect **on a Windows device**.

Note: Before using GlobalProtect, please enroll in two-factor authentication (2FA) with Duo Security tools. For more information, please visit duq.edu/duo.

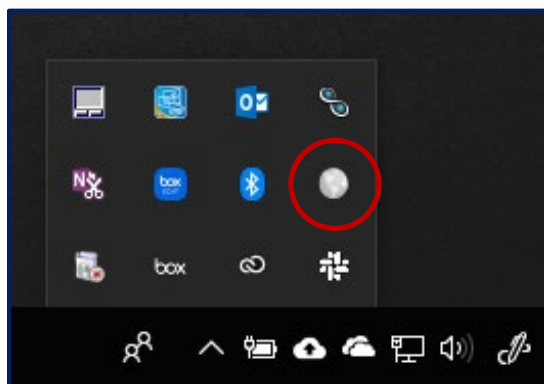
What is VPN?

A virtual private network (VPN) extends a private network, such as Duquesne's on-campus network, across a public network, such as the Internet. Duquesne's VPN enables users to send and receive data across public networks as if their computing devices were directly connected to network on campus. Applications running while connected to the VPN service therefore benefit from the functionality, security, and management of Duquesne's internal network.

For more information regarding VPN and its acceptable use, click [here](#).

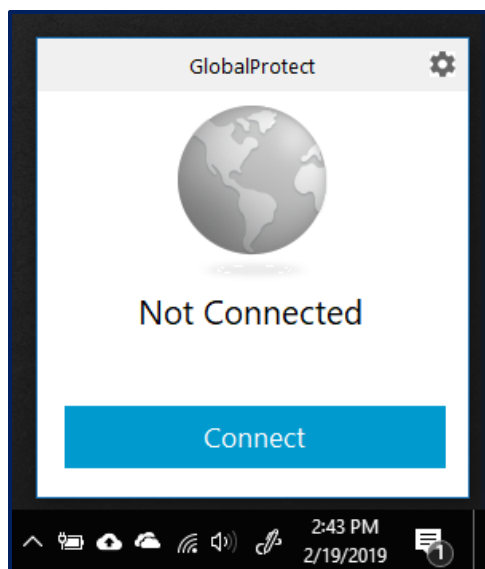
How to Connect with GlobalProtect VPN

1. Click the **GlobalProtect globe icon** in the task bar located in the lower right-hand corner of the computer screen (you may need to click the arrow icon to see the GlobalProtect icon).

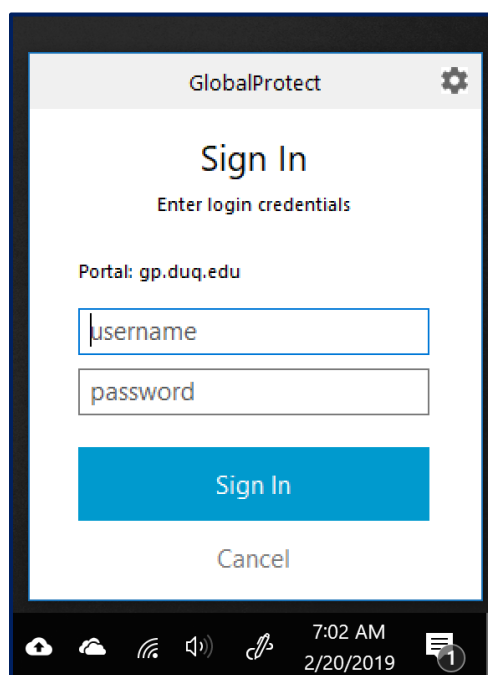


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2. Click **Connect** in the GlobalProtect window.

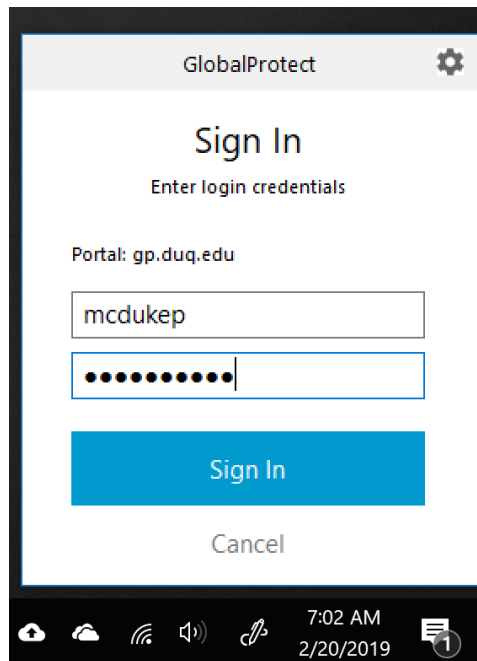


3. Enter your MultiPass username and password in the GlobalProtect Sign In window.

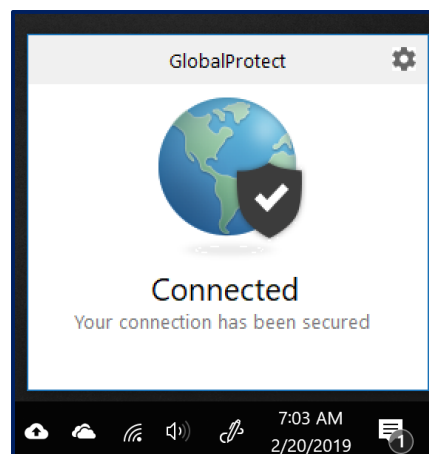


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- Click the **Sign In** button.



- Approve the **Duo Push** sent to your mobile device for DU Remote Access.
 - If you are connecting to GlobalProtect on campus, you will **not** be required to use Duo to connect to GlobalProtect.
 - If you do not receive a Duo Push notification on your mobile device, launch the Duo Mobile app on your device to approve the Duo Push.
- You are now connected to VPN with GlobalProtect.



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FAQs

Q: What resources can I access while connected to VPN?

A: Resources that can be accessed while connected VPN off campus include shared drives (such as \\eintesin or \\cifs), Internet Native Banner (INB), Banner Test Environments, and DU Photo Roster.

Q: Can I connect to GlobalProtect while on Duquesne University's campus?

A: Users can connect to GlobalProtect from both on and off campus. If you are connecting off campus, you will be required to use two-factor authentication (2FA) with Duo when signing in to GlobalProtect. If you are connecting on campus, you can sign in to GlobalProtect without using 2FA with Duo.

Q: I'm trying to sign in to GlobalProtect from off campus, but it is stuck on the signing in page. What do I do?

A: If you are signing in to GlobalProtect from off campus, you are required to use 2FA with Duo. If you notice that GlobalProtect is "stuck" on the signing in phase, launch the Duo Mobile app on your mobile device to approve any pending Duo Push notifications.