Mobile Cell Phone – Android Global Protect Set up

Article ID: KB0029924
Created: 2023-10-03 13:16:02
Updated: 2023-10-03 13:20:57
Author: {'link':
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Title

Mobile Cell Phone – Android Global Protect Set up

Purpose:

Follow this procedure when a user reports they need assistance setting up Global Protect VPN App
(Android)

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberMobile phone make: (Apple, Samsung)Mobile
phone model: (iPhone XR, iPhone 11, Samsung Galaxy S21 Ultra)Mobile device number: (Device
having the issue)Carrier: (AT&T;, Verizon)Is this a personal Mobile Device: (Yes or No)Detailed
Description of the issue.Screen shot of the Error

Troubleshooting Process

1.

Confirm with user that the issue matches the issue reported.

2.

Please document required information and troubleshooting details in the incident.

3.

Please attach any referenced knowledge articles to the Incident

4.

Required Information to be documented in the Description Field of each Incident:

Mobile phone make: (Apple, Samsung)Mobile phone model: (iPhone XR, iPhone 11, Samsung Galaxy
S21 Ultra)Mobile device number: (Device having the issue)Carrier: (AT&T;, Verizon)Is this a personal
Mobile Device: (Yes or No)

5.

An eAccess request for Intune - VPN Access group should have already been submitted and approved
prior to the setup. You can check their access here: eAccess Bridge

6.

Open Global Protect App:

7.

Tap Connect and Click OK

8.

Choose the Freseniusmedicalcare.com option and Click Select. Then enter your Employee ID and FMC4ME password. Click OK to confirm the VPN connection.

9.

Connected window confirms VPN Login Success

10.

Follow the resolution process.

11.

If additional assistance is needed follow the escalation process.

Incident Classification Requirements

Category

Hardware

Subcategory

End User Mobile Phone – Android

Service

Mobile Phones (iPhone / Android)

Resolution Process

Please review/update Classification and provide customer with the Incident number for their reference prior to resolving.

Incident Resolution Categorization

Resolution Code

Solved Remotely (Permanently)

Resolution Category

Hardware

Resolution Subcategory

End User Mobile Phone – Android

Resolution Service

Mobile Phones (iPhone / Android)

Escalation Process

Please review/update Classification and provide customer with the Incident number for their reference prior to escalating

Escalation Group

DTI-EUX-Unified Services Mobile Device Management - L3

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