

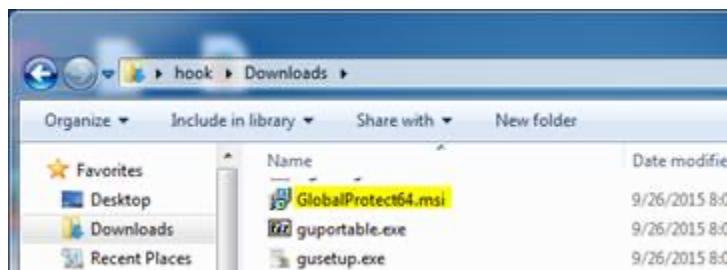
## Install University of Windsor VPN GlobalProtect

Accessing any resources on the University's network requires that you use a secure VPN connection. A VPN provides secure remote access and data transmission between devices that are connected to campus networks and systems. To establish a VPN connection, use the updated GlobalProtect app that is available for both Windows and macOS platforms.

### Installing GlobalProtect VPN client on a Windows computer

<https://uwindsor.teAMDynamix.com/TDClient/1975/Portal/KB/ArticleDet?ID=44347>

1. Browse to <https://securelogin.uwindsor.ca> (note the "s" in "https") and sign in with your UWin Account.
2. Click the **Download Windows 64 bit GlobalProtect agent** link to initiate download of the installation file. Save the file in your **Downloads** folder.
3. Open the downloaded file **GlobalProtect64.msi** to launch the installation wizard.



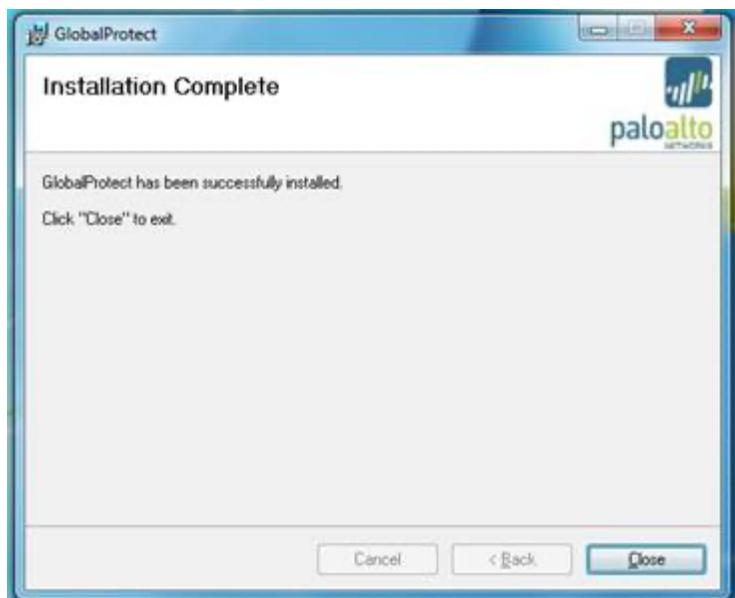
During the installation process, you should not change any of the default settings. Simply click **Next** three times until you get to the **Installation Complete** screen.



Please note that you may be prompted for a confirmation to allow the installer to make changes to your system. Look for a highlighted icon in your Task bar. Click on it, then allow the changes to be made.



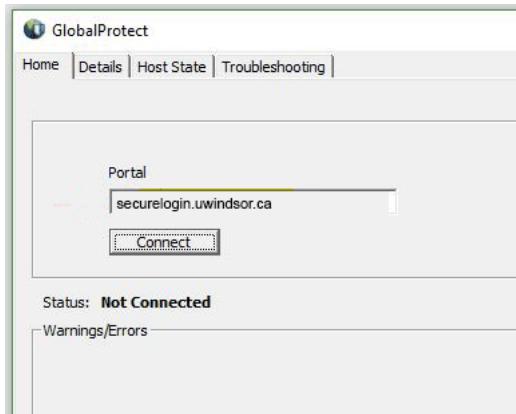
4. Click **Close** to complete the installation process.



## Setting UP GlobalProtect

After installation, GlobalProtect typically launches automatically. The first screen will ask for the settings to connect to the VPN server.

1. Enter **securelogin.uwindsor.ca** in the Portal field and click on **Connect**.

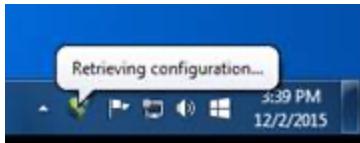


2. When prompted, enter your UWinID or uwinid@uwindsor.ca email, then click on **Connect**.

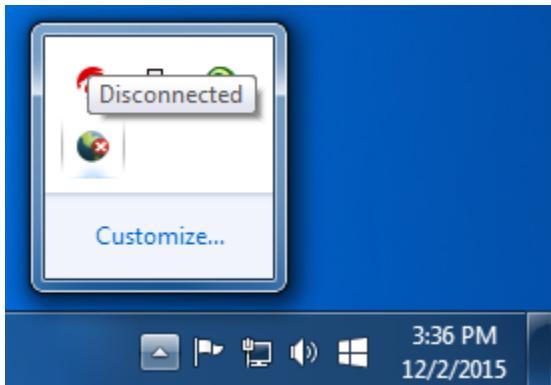


## Using GlobalProtect

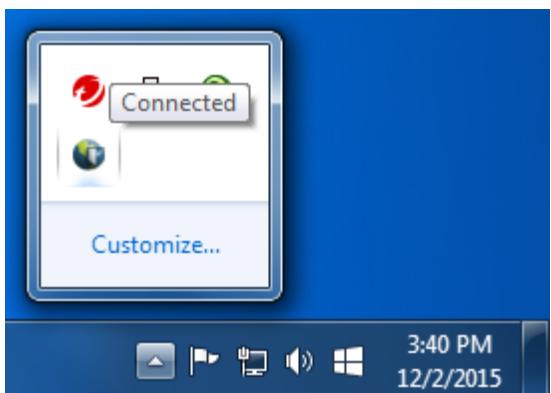
Once installed and configured, you can connect and disconnect from the VPN by clicking on the blue-green globe in the Task or Finder bars. The GlobalProtect client will provide pop-up notifications as it connects:



You can check the VPN connection status by checking the GlobalProtect icon on the far-right side of the Task bar, in the System Tray. When **disconnected**, the green and blue globe has a red X on it:



When **connected**, the green and blue globe shows a gray shield:



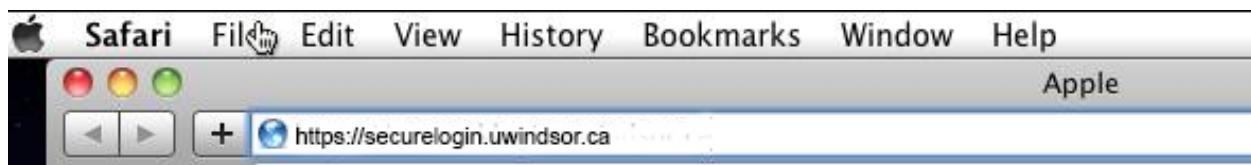
## Installing GlobalProtect VPN client on a MacOS computer

<https://uwindsor.teamdynamix.com/TDClient/1975/Portal/KB/ArticleDet?ID=44348>

(1) Open a Web brower and connect to <https://securelogin.uwindsor.ca>

Note: the httpS

Log in with your UWinID@uwindsor.ca and password.

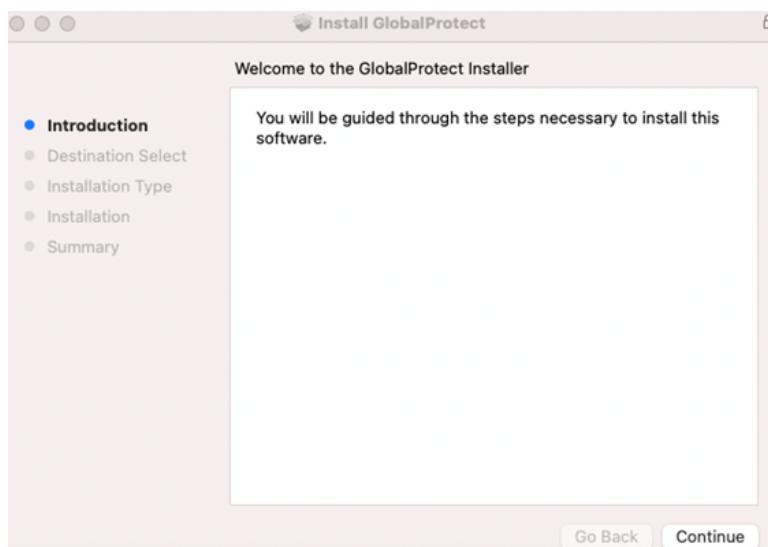


(2) Download the “Mac 32/64 bit GlobalProtect agent”.

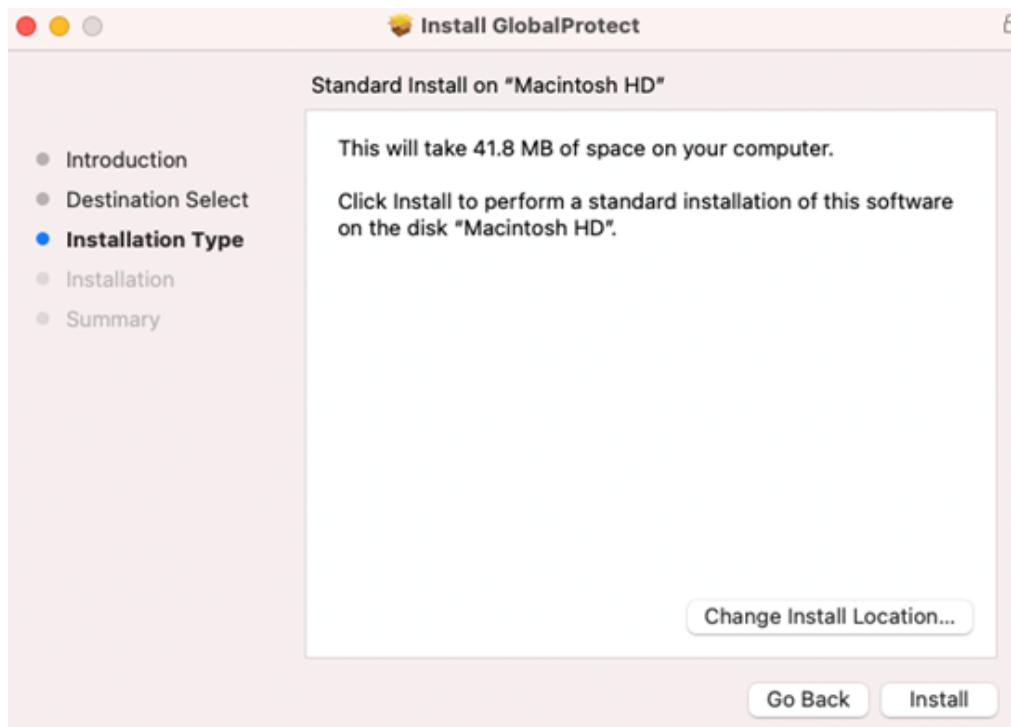
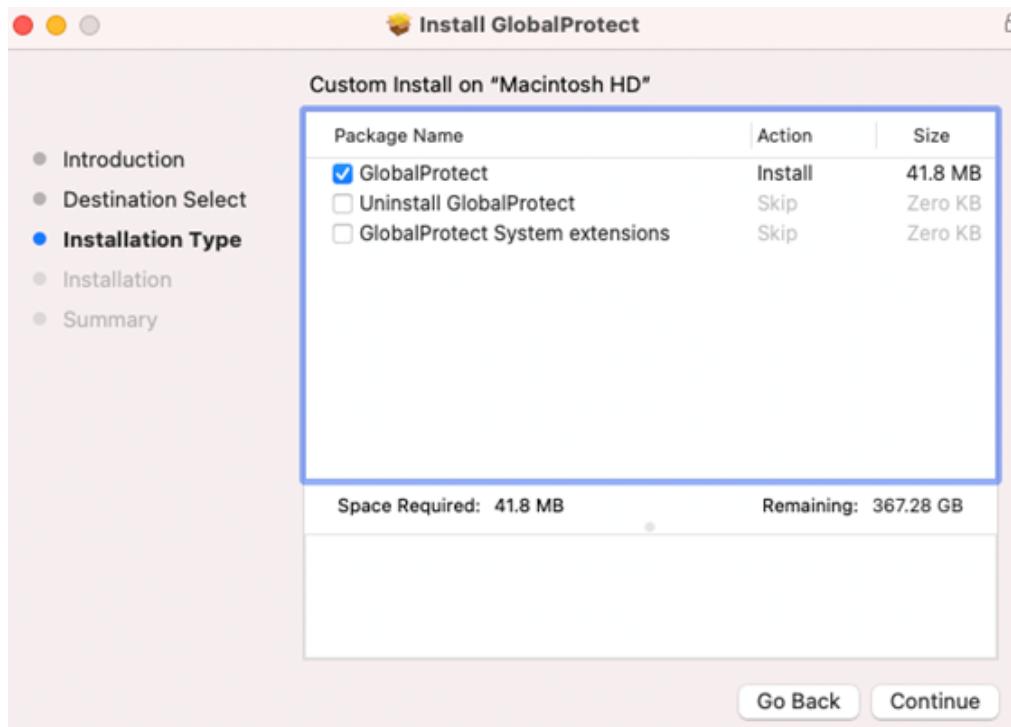


(3) Install the GlobalProtect agent by opening (double-click) the downloaded pkg file.

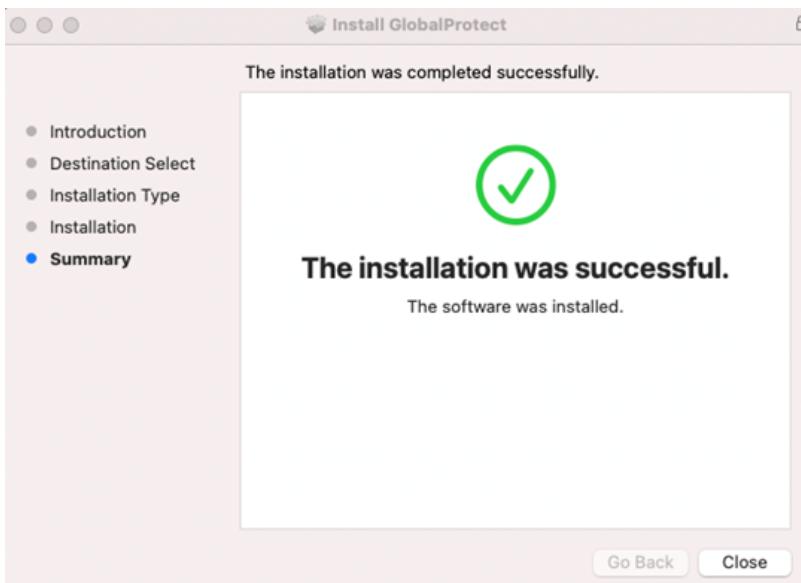
The following images show the steps. You do not have to change any of the default settings.



If you are running an older version of macOS (10.14 Mojave or older), you must also select "**GlobalProtect System extensions**".



You will be prompted to enter the user name and password of an administrator account on your Mac.

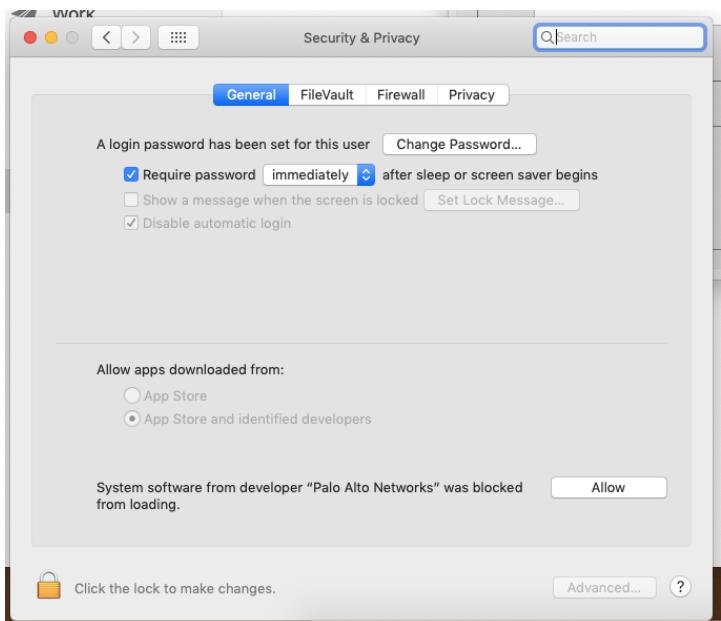


#### (4) Older macOS versions: Allow Access to the System Extension

If you are running an older version of macOS (version 10.14 Mojave or older), you **must also allow the installed system extension**. After installation, GlobalProtect will start and prompt you:



Press the **Open Security Preferences** button. In the General tab, you will see the message "System software from Palo Alto Networks was blocked." Palo Alto Networks is the developer that created the software and provided the campus firewall.

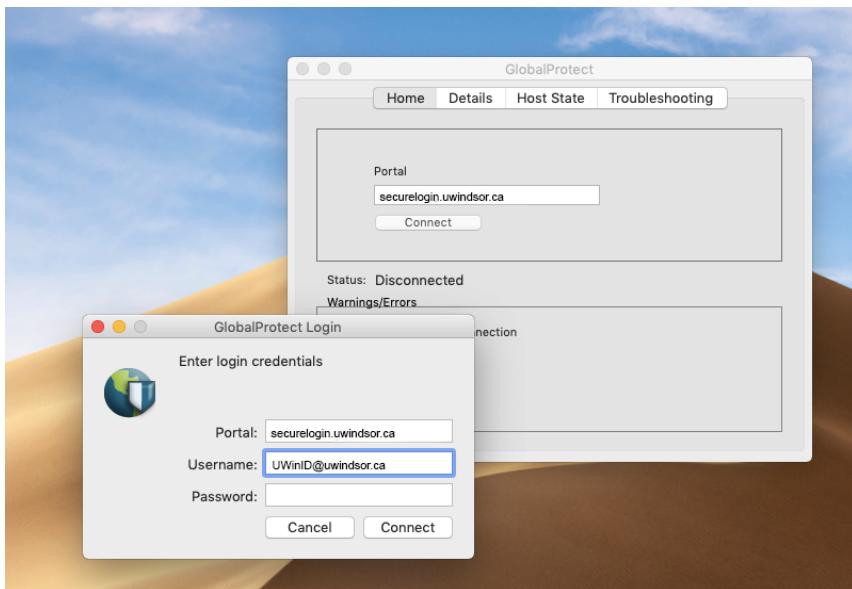


Press the **Allow** button.

#### (5) Establish the Secure Connection

GlobalProtect should launch automatically after installation. Enter the portal address **securelogin.uwindsor.ca**

Press the **Connect** button and another window will appear and you will be prompted for your `uwinid@uwindsor.ca` email, and password, then press **Connect**.



### Check the VPN connection status

There are two ways of checking to see if your secure connection is established.

(A) The first way is to check the GlobalProtect icon on the right side of the top menu bar.

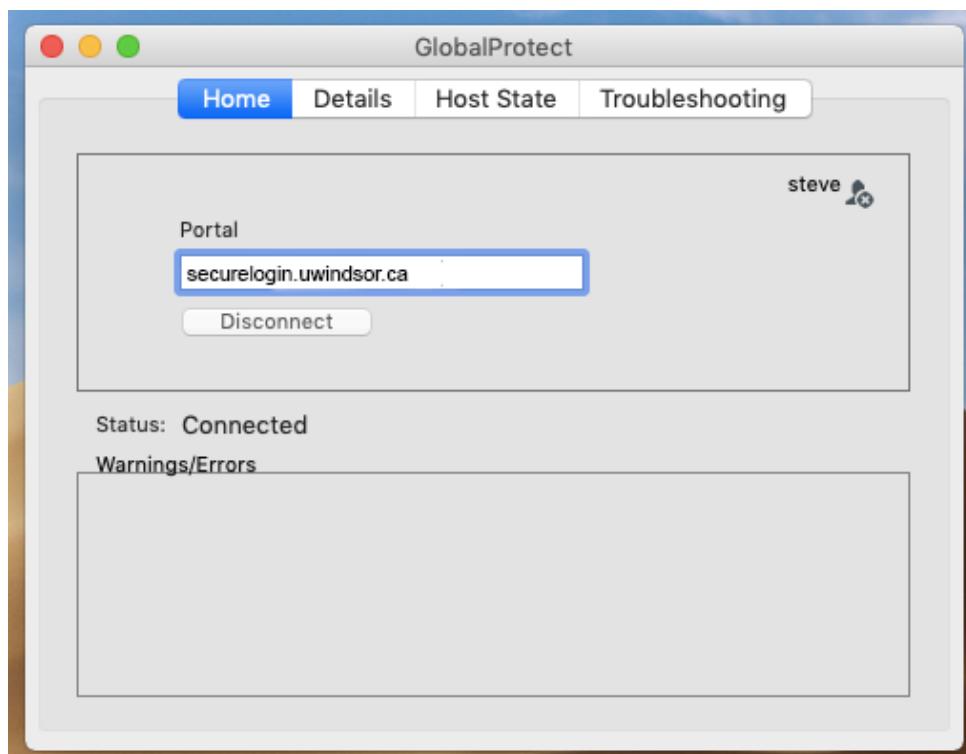
When **disconnected**, the green and blue globe has a red X on it:



When **connected**, the green and blue globe shows a gray shield:

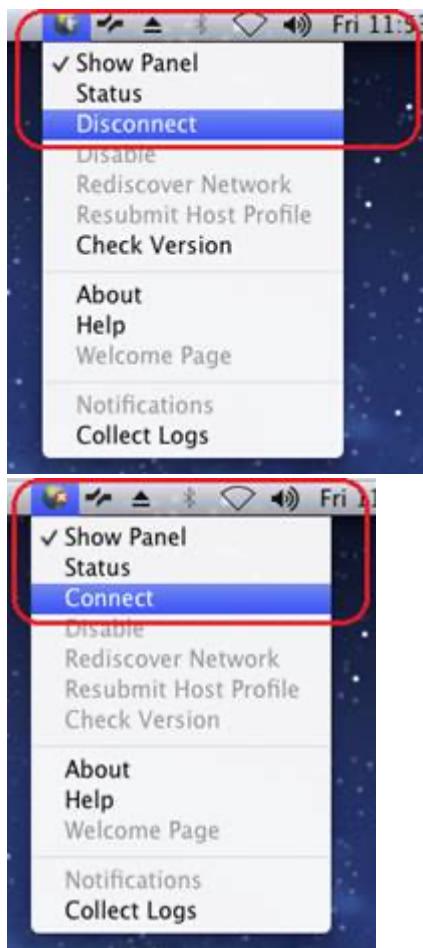


(B) The second way is to check the **Home** tab in the GlobalProtect app. Above the Warnings/Errors box you will see the status.



## Connecting and Disconnecting

Disconnecting and Connecting to the VPN can be done using the globe icon in the top menu bar:



### NOTES:

During the installation, if you did not click on the Open Security Preferences button to allow the extension, you can still allow it. You can find detailed instructions in this article [GlobalProtect on macOS stuck at Connecting](#)