

GlobalProtect Setup

Downloading the Software

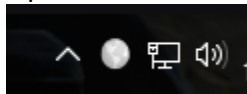
On campus-issued computers, download the software through Software Center. Software Center is an application installed on all campus computers that allows you to download and install software without administrator privileges. [Instructions for Software Center can be found by clicking here.](#)

On your personal computer, you can download the software by going to <https://gp.csusm.edu/>, and logging in with your campus username and password.

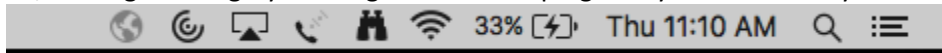
Download and install the client version appropriate for your system, and then restart your computer.

Connecting to GlobalProtect

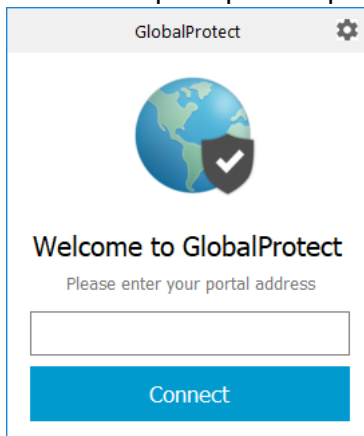
Open the GlobalProtect software by clicking on the grayed-out globe in the Windows task bar:



Or, clicking on the grayed-out globe at the top right of your screen on your Mac:



You will be prompted to provide a portal address, enter gp.csusm.edu into the dialogue box:



Click Connect and you will be prompted to enter your campus credentials. NOTE – you may need to log in using the domain backslash username convention - “csusm\USERNAME”.

After Connecting

After successfully authenticating, you will be connected to the GlobalProtect VPN network and have access to resources otherwise unavailable when off-campus.

This software will redirect the network traffic coming from your computer to look as though it is coming from on-campus. For this reason, it is crucial that the computer you use to do your work from home not be shared with other members of your household.

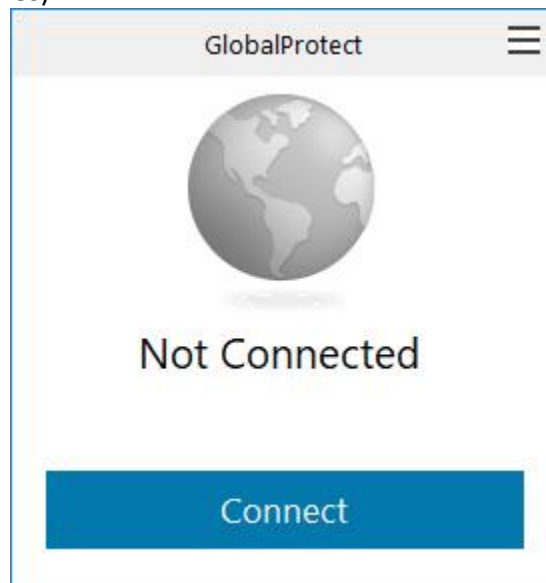
Potential GlobalProtect Issues

If you are not running Windows 10 or Mac OSX, you will not be able to access any campus resources through GlobalProtect.

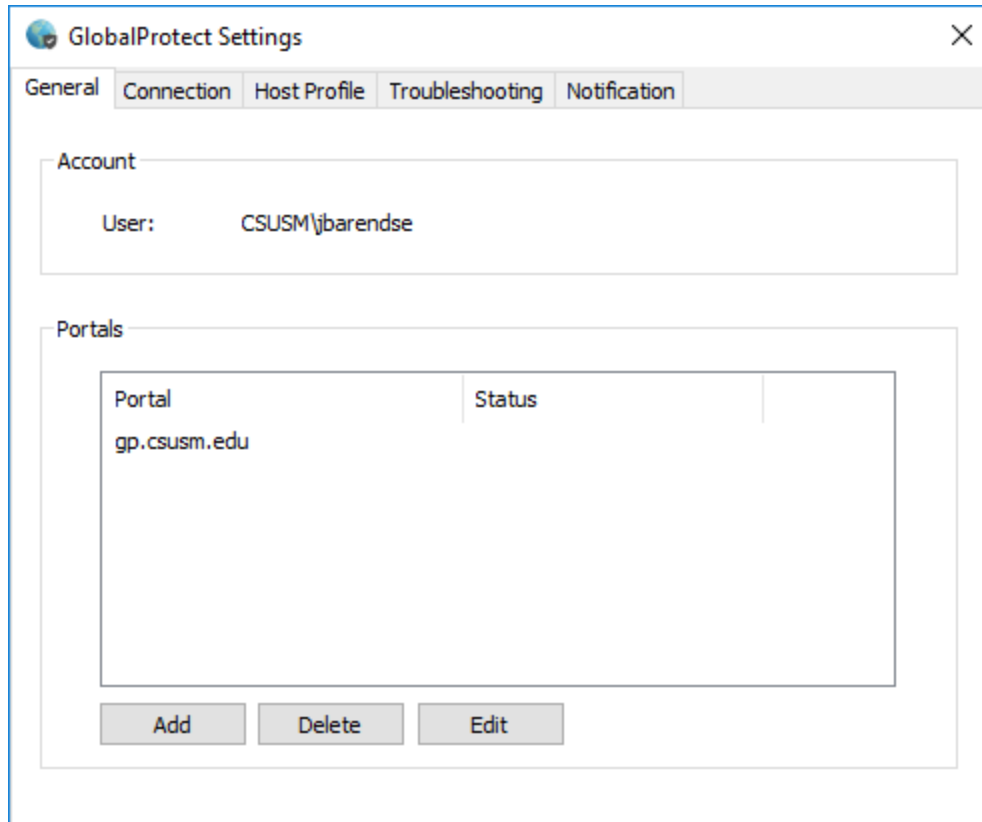
If you click the Connect button and nothing happens, you may need to restart your computer.

If you have restarted your computer and still can't connect, try removing the GlobalProtect portal and re-adding it:

1. Click the GlobalProtect globe
2. Click the "hamburger menu" in the top-right of the GlobalProtect window (the three little lines):

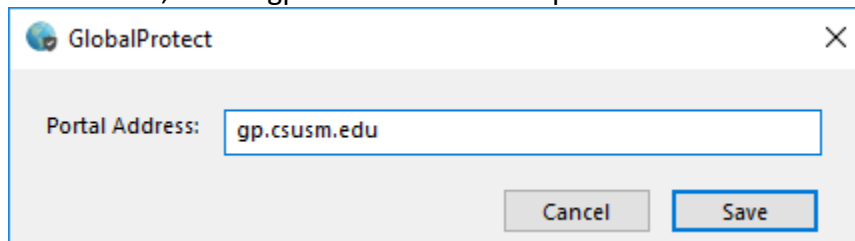


- a.
3. Click Settings
4. In the new window that opens, if not already selected, click the "General" tab:



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5. In the “Portals” section, click the portal “gp.csusm.edu”
6. Click “Delete”
7. Click “Add”
8. In the new window, enter “gp.csusm.edu” as the portal address:



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9. Click “Save”
10. Try again to connect

Mac Issues

If GlobalProtect is stuck on “Connecting” you may need to allow GlobalProtect in your System Preferences:

1. From your Mac endpoint, launch System Preferences
2. Open the Security & Privacy preferences and then select General
3. Click the lock icon on the bottom left of the window to make changes and modify preferences
4. When prompted, enter your Mac User Name and Password and then Unlock the preferences
5. Click "Allow" next to the message "System software from developer "Palo Alto Networks" was blocked from loading."

