

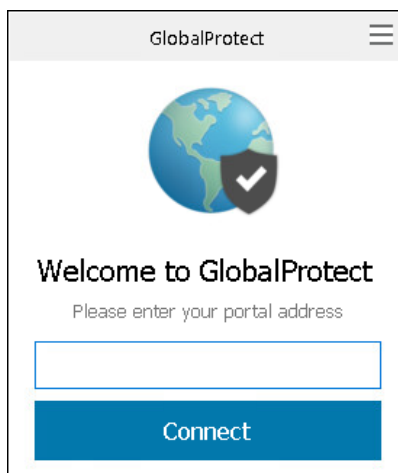
Global Protect VPN Client

Installing and Configuring GlobalProtect VPN Client

1. Login to one of the below websites with your SA account (zID_SA) to download the Global Protect Client:
 - UNSW Staff: <https://adminvpn-portal.it.unsw.edu.au>
 - UNSW Faculty support: <https://hostingvpn-portal.unsw.edu.au>
 - External Support Vendors: <https://adminvpn-portal.it.unsw.edu.au>
2. Download the client installer that suits your operating system

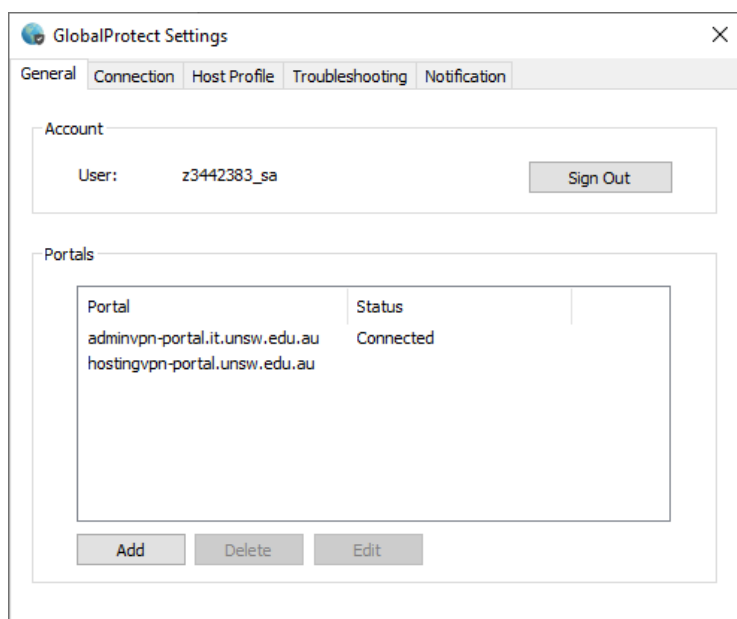


3. Install the GlobalProtect Client
4. Once the Global Protect client is installed, provide the connection profile from the list below:
 - UNSW Staff: adminvpn-portal.it.unsw.edu.au
 - UNSW Faculty support: hostingvpn-portal.unsw.edu.au
 - External Support Vendors: adminvpn-portal.it.unsw.edu.au



The image shows the GlobalProtect Client welcome screen. At the top, there is a header bar with the text "GlobalProtect" and a hamburger menu icon. Below the header, there is a large globe icon with a checkmark inside a shield. Underneath the icon, the text "Welcome to GlobalProtect" is displayed. Below this, there is a prompt "Please enter your portal address" followed by a text input field. At the bottom, there is a blue button labeled "Connect".

5. Provide any additional profiles that may be needed from within the settings menu:



Connecting to GlobalProtect

1. Click the connect button as below:



2. Sign in to your SA account – you may be asked to provide login details, if so, ensure they are entered in this format:
 - a. z00000000_sa@ad.unsw.edu.au
 - b. Entering these credentials incorrectly may prevent you from accessing GlobalProtect – review the troubleshooting guide if required
3. Complete the sign-in to your SA account
4. When prompted for MFA – complete the verification using the method you configured previously
 - a. **Microsoft Authenticator application on mobile device**
 - b. 3rd Party Authenticator application on mobile device
 - c. Hardware Token
5. GlobalProtect will connect.

If you have trouble with the sign-in process, refer to the troubleshooting guide:

<https://www.unsw.edu.au/myit/services/wifi-network/vpn>

Supported Antivirus Clients vendors:

Note: To successfully connect GlobalProtect please make sure you have supported Antivirus client and your PC/Laptop updated with latest security patches.

- Symantec Corporation
- Microsoft Corporation
- McAfee, Inc.
- Sophos Limited
- Trend Micro
- Kaspersky Lab
- Webroot Software Inc.
- LANDESK Software Inc.
- ESET
- Bitdefender
- Checkpoint Software Technologies
- Cylance Inc.
- CrowdStrike, Inc.
- Threat Track Security, Inc.