Palo Alto VPN Access for Mac Standard Operating Procedures (SOP)

Internal (NVCC Only)

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Version 1.0

Version History

Version	Revision Summary	Author	Date
1.0	Initial Version>	M. Cho	03/12/2020

Approval History

Reviewer	Signature
<User ID>	X _____
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<User ID>	X _____

Table of Contents

List of Figures

1 Introduction

This Standard Operating Procedures (SOP) document details the steps for Palo Alto VPN access for Mac.

2 Palo Alto VPN Access for Mac

Follow these steps for Palo Alto VPN access for Mac:

1. Log into your Mac with an administrative account.

2. Open a web browser (Safari, Chrome, or Firefox).

3. Enter **vpn.nvcc.edu** in the address bar.

4. Enter your NVCC LAN account user name and password.
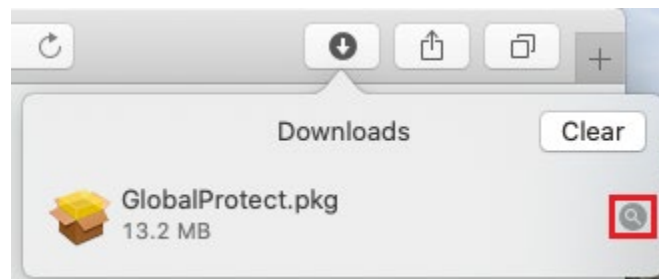
5. Click the **LOG IN** button.

Figure 1: GlobalProtect Portal

6. Download the Apple Mac version of the software.

    a. Select the **Download Mac 32/64 bit GlobalProtect agent** link to download the **GlobalProtect.pkg** file to your computer.

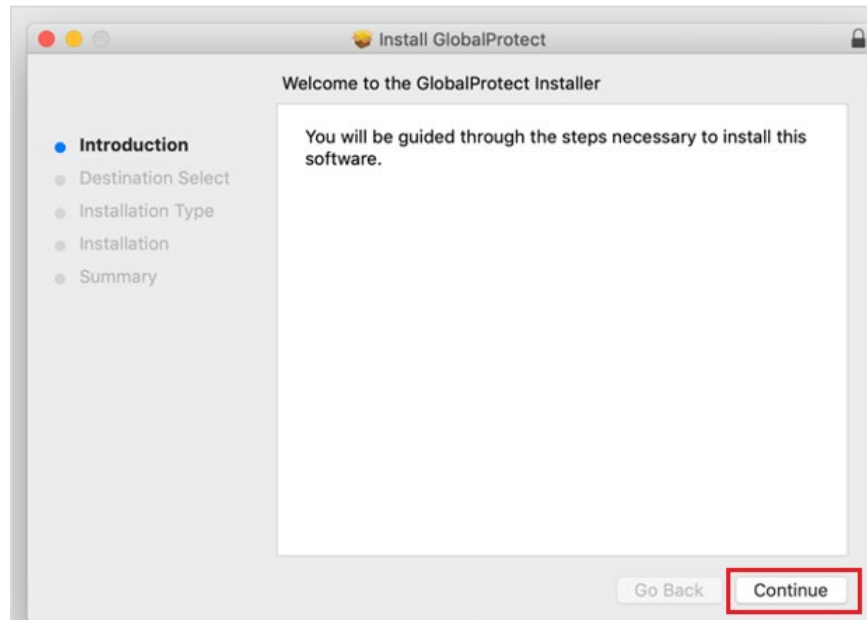**Figure 2: Download Apple Mac Version of GlobalProtect Software**

7. Click the 🔍 icon to be directed to the Downloads folder.
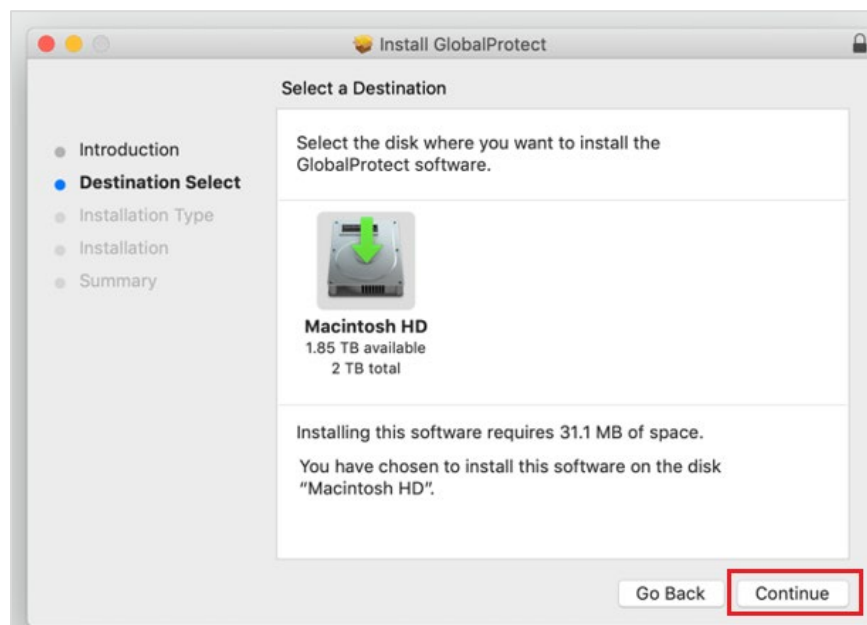

Figure 3: Click 🔍 Icon

8. Double-click the **GlobalProtect.pkg** file located in your Downloads folder to launch the GlobalProtect Installer.

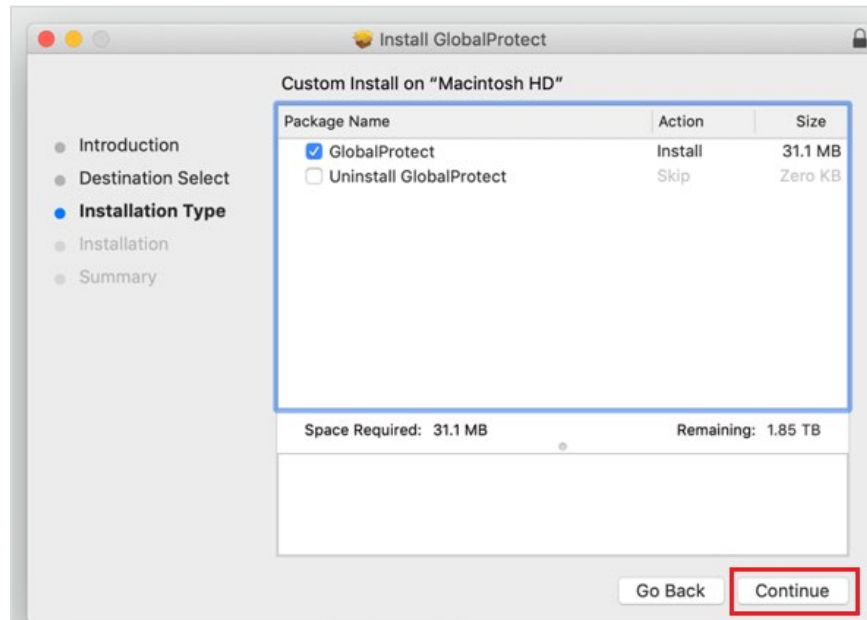9. Click the **Continue** button in the Introduction screen.

Figure 4: Introduction Screen

10. Click the **Continue** button in the Destination Select screen.
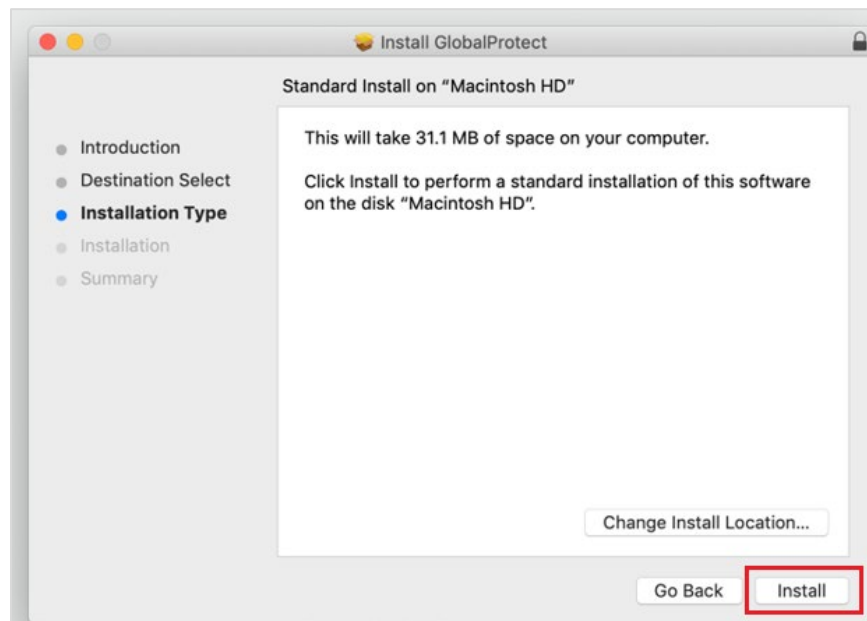

Figure 5: Destination Select Screen

11. Click the **Continue** button in the first Installation Type screen.

Figure 6: Installation Type Screen (a)

12. Click the **Install** button in the second Installation Type screen.

Figure 7: Installation Type Screen (b)

13. Enter the password for your Apple Mac device.

14. Click the **Install Software** button.
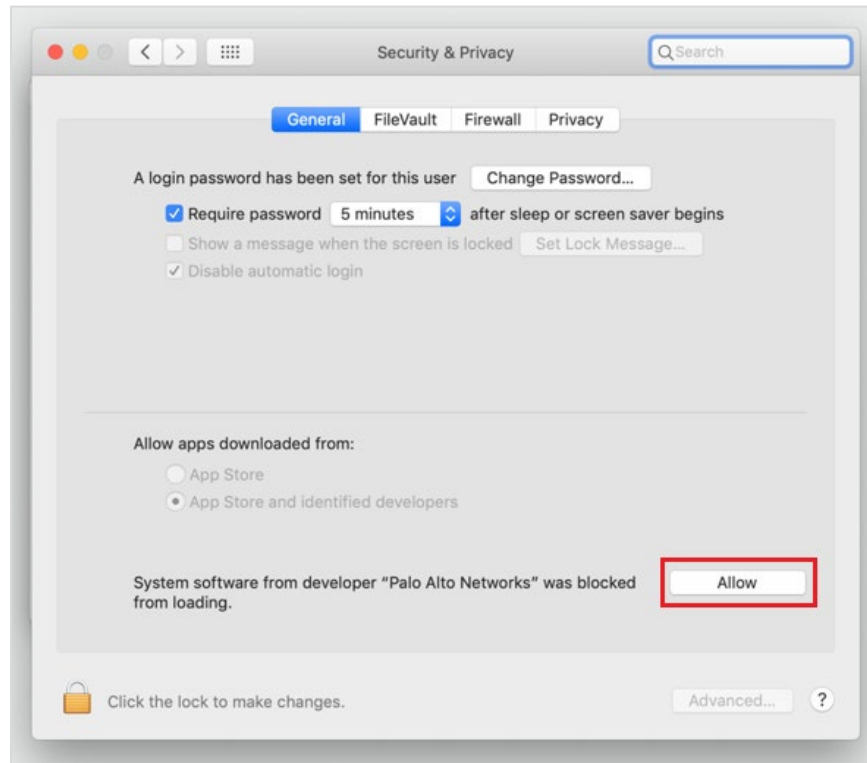

Figure 8: Enter Apple Mac Device Password

15. If prompted, click the **Open Security Preferences** button.

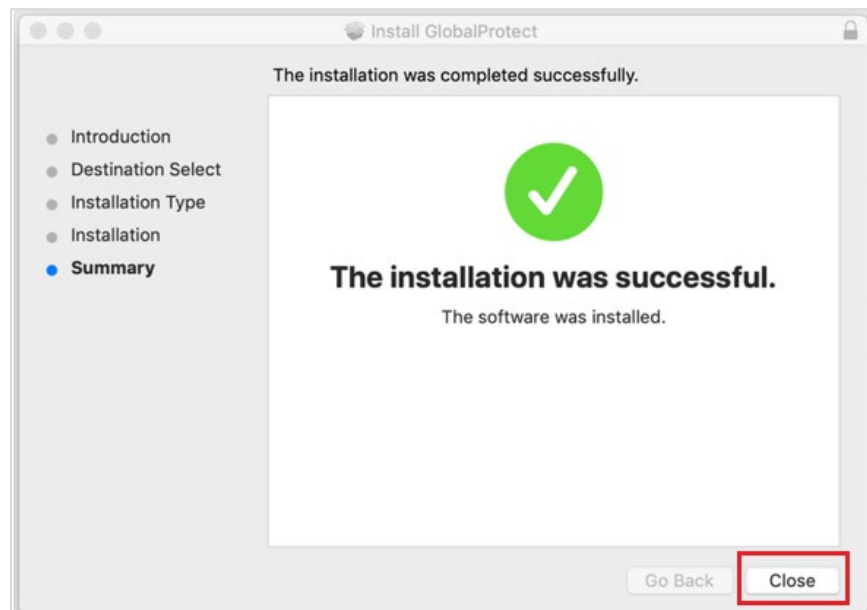**Figure 9: Open Security Preferences**

16. Click the **Allow** button in the Security & Privacy screen.

Figure 10: Security & Privacy Screen

17. Click the **Close** button to close the GlobalProtect Installer and complete the installation.
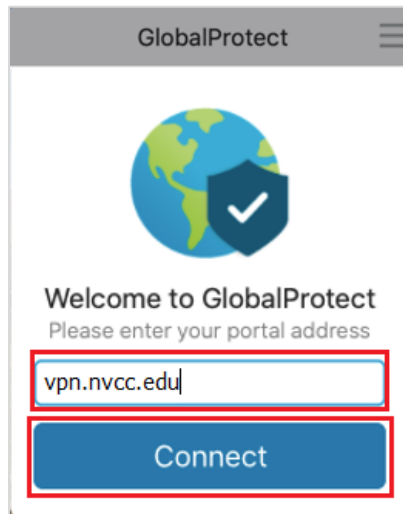

Figure 11: Summary Screen

18. Click the 🌐 icon in the taskbar to open the GlobalProtect software.

Figure 12: Click 🌐 Icon

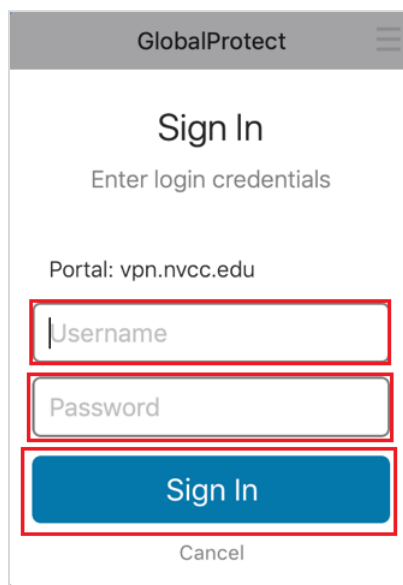19. Enter **vpn.nvcc.edu** in the Portal Address field.

20. Click the **Connect** button.

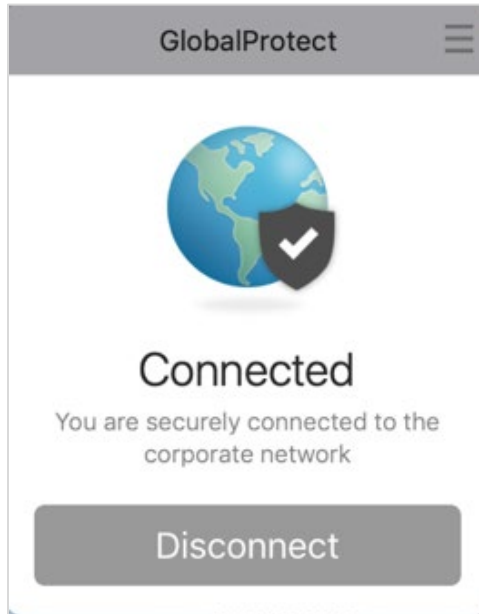**Figure 13: GlobalProtect Connection**

21. Enter your NVCC LAN account user name and password.

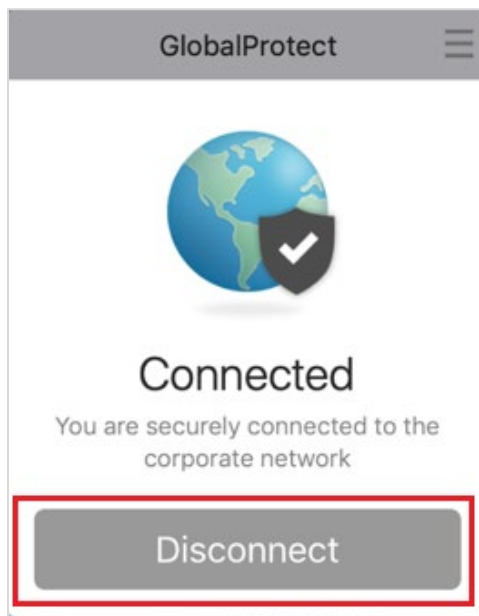22. Click the **Sign In** button.

Figure 14: GlobalProtect Sign In

A message displays stating you are securely connected.

Figure 15: Secure Connection Message

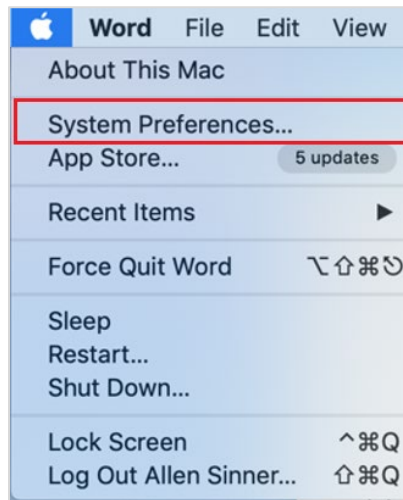23. Click the **Disconnect** button when the session is over to disconnect GlobalProtect.

Figure 16: Disconnect GlobalProtect
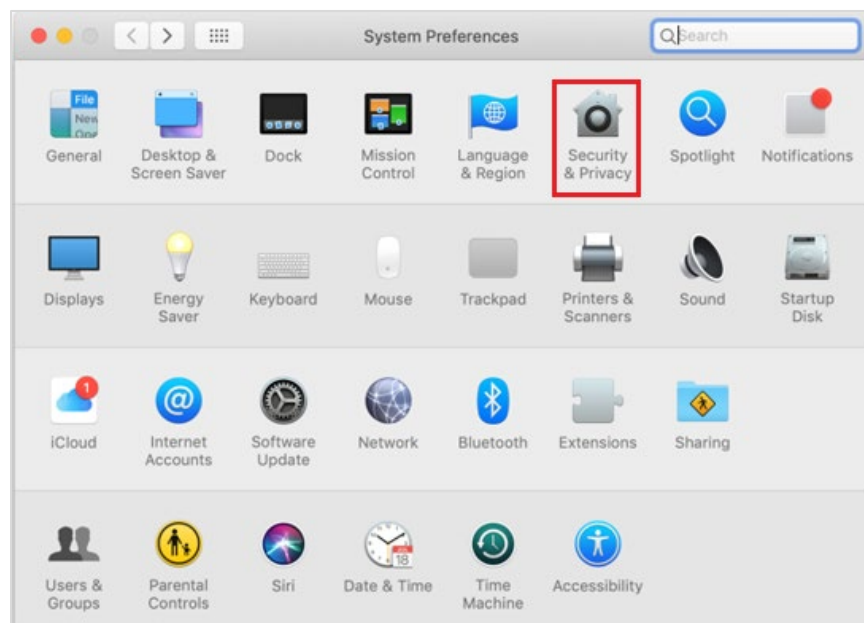
3   Troubleshoot Connection Issues

If you do not get the option to enter your user name and password and only see the Connecting from GlobalProtect dialog, follow these steps:

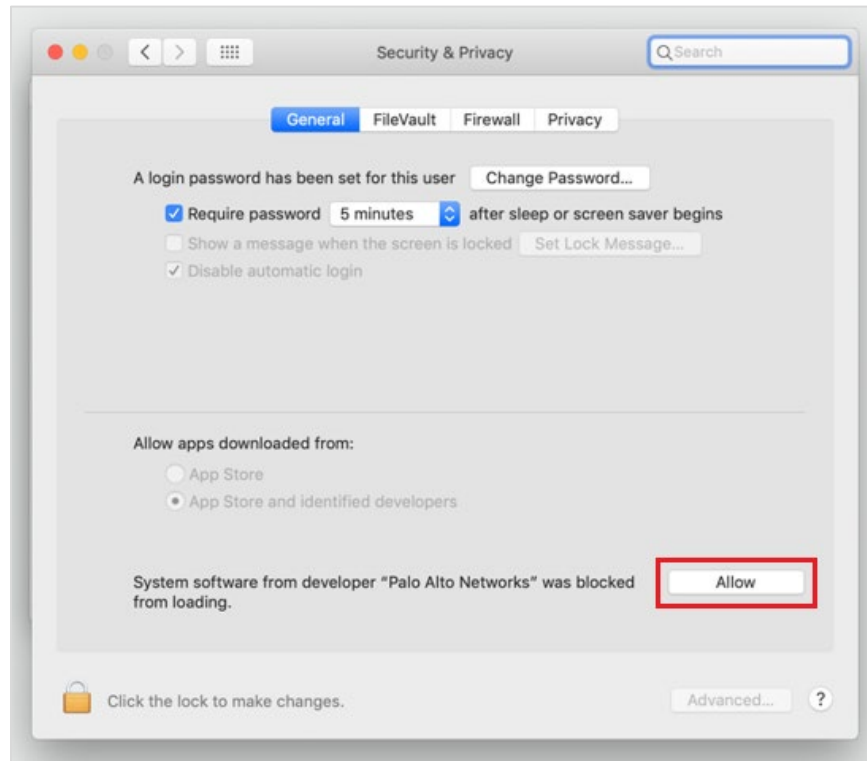1.   Select **System Preferenc**es from the Apple menu.

Figure 17: Select System Preferences

2.   Click the icon.

Figure 18: Click Icon

3. Click the **Allow** button in the Security & Privacy screen.

Figure 19: Security & Privacy Screen

4 IT Help Desk Support

If you have any issues, please contact the IT Help Desk:

Toll-Free: 855-259-1019 (Outside of Northern Virginia)

Local Telephone Number: 703-426-4141

Email: ithelpdesk@nvcc.edu