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



Internal (NVCC Only)

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Version 1.0



Version History

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

Approval History

| Reviewer | Signature |
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| <User ID> | <hr/> <p style="text-align: center;">X</p> <hr/> |
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Table of Contents

| | | |
|---|---------------------------------------|---|
| 1 | Introduction..... | 1 |
| 2 | Palo Alto VPN Access for Windows..... | 1 |
| 3 | IT Help Desk Support..... | 6 |

List of Figures

| | |
|---|---|
| Figure 1: GlobalProtect Portal..... | 1 |
| Figure 2: Download Windows Version of GlobalProtect Software..... | 2 |
| Figure 3: Click Run Button..... | 2 |
| Figure 4: Welcome Screen..... | 3 |
| Figure 5: Select Installation Folder Screen..... | 3 |
| Figure 6: Confirm Installation Screen..... | 4 |
| Figure 7: Installation Complete Screen..... | 4 |
| Figure 8: GlobalProtect Connection..... | 5 |
| Figure 9: GlobalProtect Sign In..... | 5 |
| Figure 10: Secure Connection Message..... | 6 |
| Figure 11: Disconnect GlobalProtect..... | 6 |

1 Introduction

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

2 Palo Alto VPN Access for Windows

Follow these steps for Palo Alto VPN access for Windows:

1. Log into your PC.
2. Open a web browser (Edge, 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.

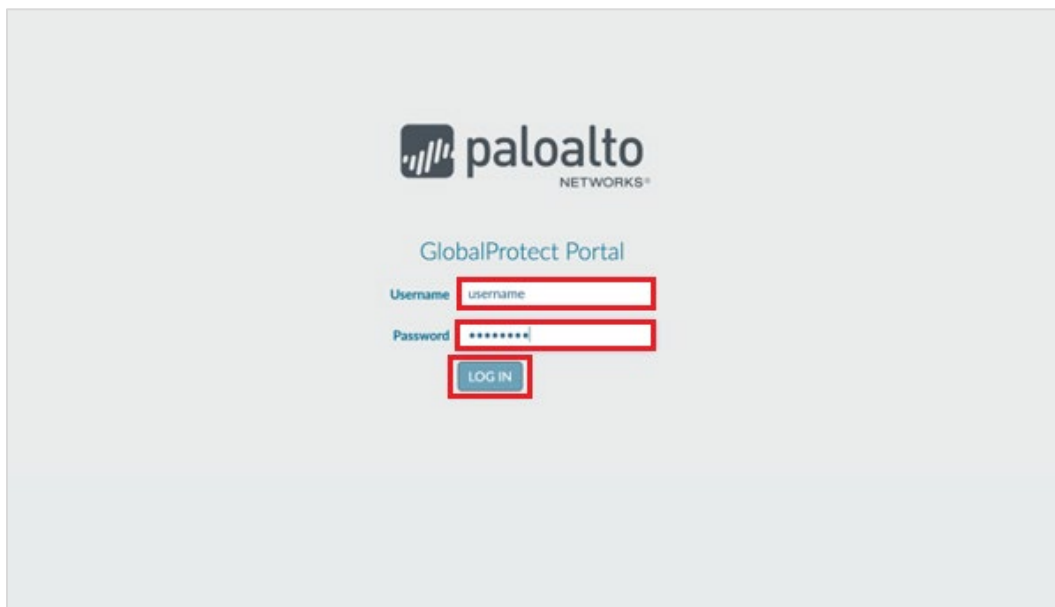


Figure 1: GlobalProtect Portal

6. Download the Windows version of the software.
 - a. Select the **Download Windows 32 bit GlobalProtect agent** link or the **Download Windows 64 bit GlobalProtect agent** link to download the **GlobalProtect.pkg** file to your computer.



Figure 2: Download Windows Version of GlobalProtect Software

7. Click the **Run** button when prompted to launch the GlobalProtect Setup Wizard.



Figure 3: Click Run Button

8. Click the **Next** button in the Welcome screen.

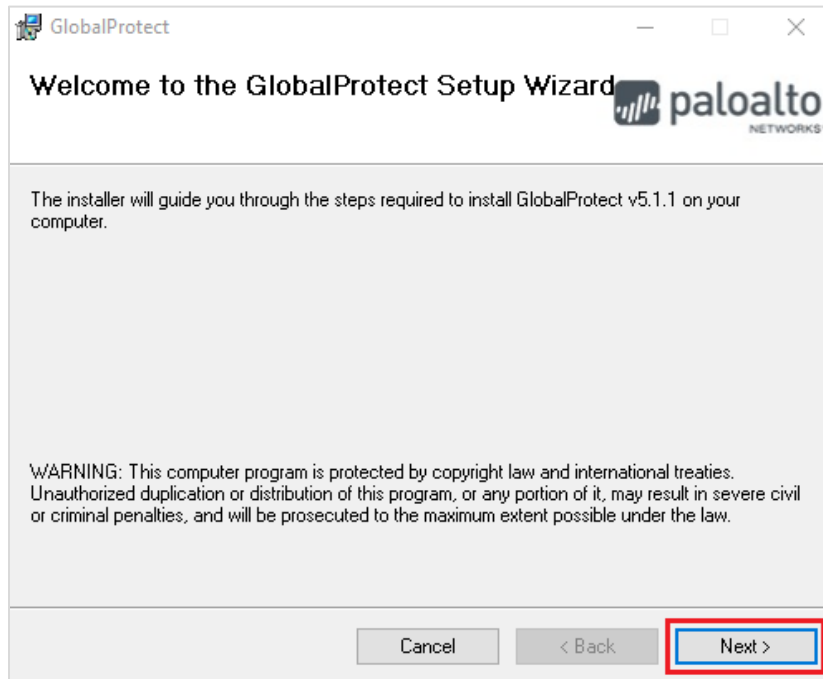


Figure 4: Welcome Screen

9. Click the **Next** button in the Select Installation Folder screen.

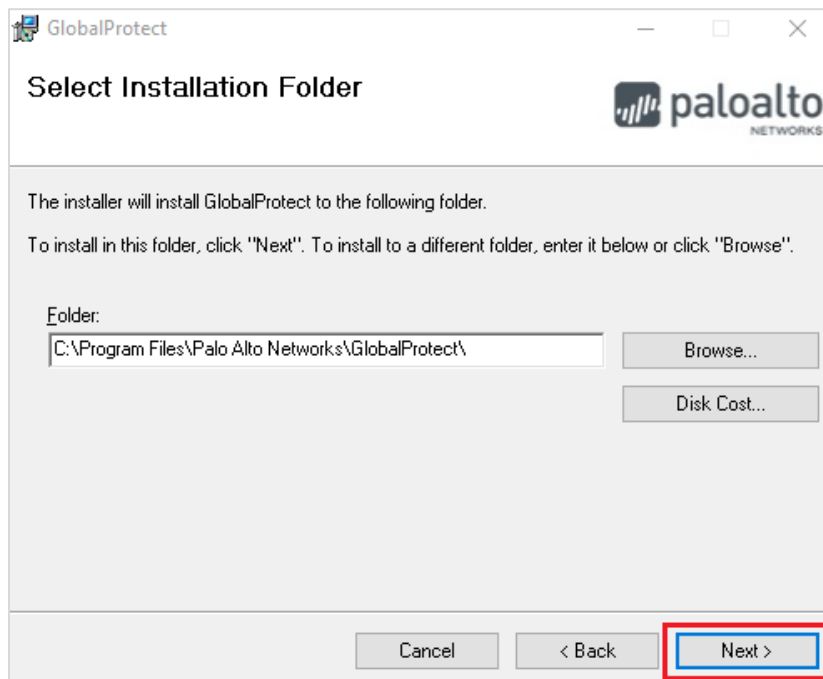


Figure 5: Select Installation Folder Screen

10. Click the **Next** button in the Confirm Installation screen.

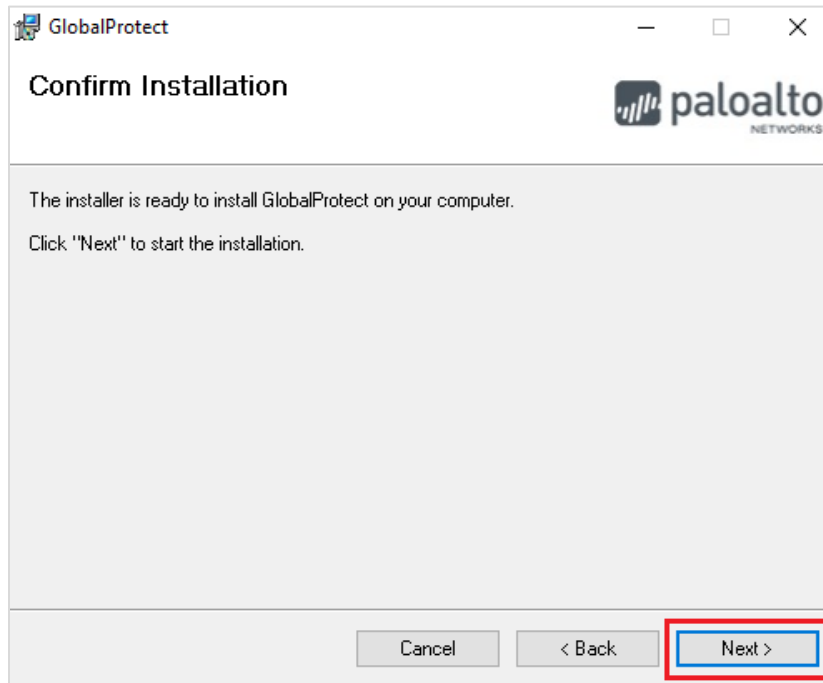


Figure 6: Confirm Installation Screen

11. Click the **Close** button to close the GlobalProtect Setup Wizard and complete installation.



Figure 7: Installation Complete Screen

12. The GlobalProtect agent starts automatically. Enter **vpn.nvcc.edu** in the Portal Address field.
13. Click the **Connect** button.

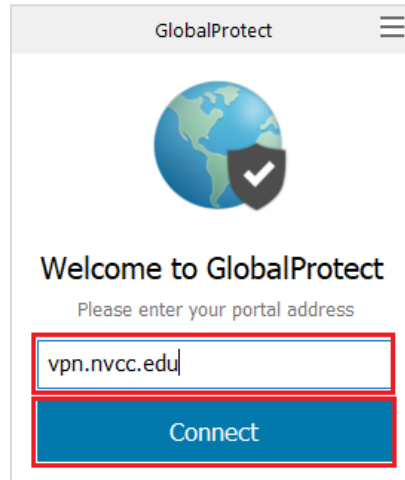


Figure 8: GlobalProtect Connection

14. Enter your NVCC LAN account user name and password.
15. Click the **Sign In** button.

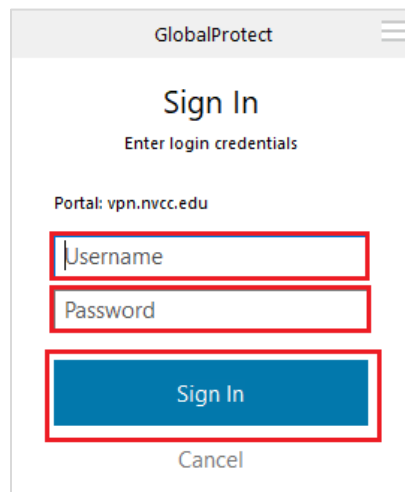


Figure 9: GlobalProtect Sign In

A message displays stating you are securely connected PN.

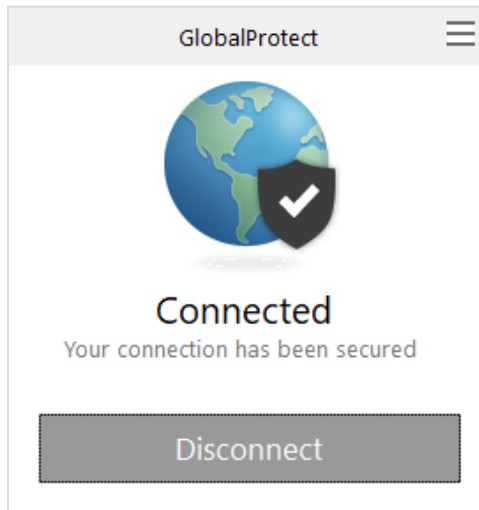


Figure 10: Secure Connection Message

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

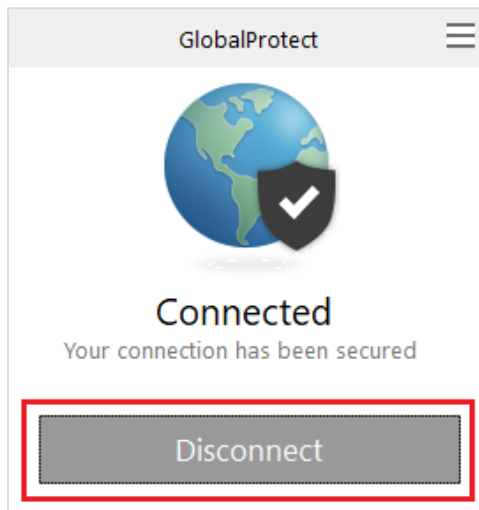


Figure 11: Disconnect GlobalProtect

3 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