



VPN Instructions

RCIT	RIVERSIDE COUNTY INFORMATION TECHNOLOGY				
	All Agencies – GlobalProtect Installation				
	VERSION: 1.1	DATE: 3/18/2020	FILENAME: PaloAltoVPN.docx		

SHORT DESCRIPTION:	Guide to install GlobalProtect
DEPT or DIVISION AFFECTED:	All Agencies

The following instructions have been written to assist users on how to install and connect to the GlobalProtect client for Windows 7, 8 & 10 operating system, including both 32- and 64-bit versions.

VPN is a secure method of connecting to the Riverside County network remotely **through a County issued device or personal device.** This access requires login credentials and installation of the GlobalProtect software. These instructions are written for all major browsers such as Google Chrome, Firefox or Internet Explorer.

Note: It is recommended that you are using a hardline connection when working from home to help with network connectivity and speed. If you are unable to then you can connect to a wireless network.

How to check to see if you already have the GlobalProtect Client installed

• **Step 1**: Go to the search bar in the lower left corner of your screen and type "GlobalProtect". If you see the GlobalProtect Client, then you can skip to the "How to Run the Program" section. If not, please follow the document in order.





Installation of GlobalProtect Software

• **Step 1:** Using any web browser (i.e. Google Chrome, Internet Explorer, etc...) navigate to the following web address (note the "S" in https://vpn1.rivcoca.org

🛃 GlobalProtect Portal 🗙 🕂		-	σ	×
C + C + vpn1.rvcoca.org/global-protect/login	esp	4	Θ	1
🔛 Apps 🐚 Imported From IE 🔝 ManageEngine - A., - 4	🖻 Kiverside County In. 🌘 TSB-AD: Migration I 🧯 TSB-Tachs - Home 🔮 Will account creator 🛞 Calabrio 👔 removing print	era.		
	M naloalto			
	paloalto			
	GlobalProtect Portal			
	Username			
	Password			
	LOGIN			

• **Step 2**: When the page completes loading, enter your existing computer login username and password, then press **Login**. (Does not require including @rivco.org, just your username.)

Password •••••••



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• Step 3: On the next screen you will see the different Download options.



• Step 4: Select the appropriate Download from the list. Most users will download the "Download Windows 64-bit GlobalProtect agent". If you have a Mac please use "Download Mac 32/64 bit GlobalProtect agent"



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• **Step 5**: Once you have clicked "Download for Windows" you should see a pop up at the bottom of your browser with progress of the download. Once it has completed downloading click on the file.



Show all X

• Step 6: Now a window will come up to install the software. Click Next.

	IProtect Setup Wizar	d alle	paloalto
The installer will guide you thro your computer.	ugh the steps required to ins	tall GlobalPro	otect v5.1.1 on
WARNING: This computer prog treaties. Unauthorized duplication result in severe civil or criminal possible under the law.	on or distribution of this progr	am, or any p	ortion of it, may

• **Step 7**: On the next window click "Next" to continue the installation.

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	🕼 GlobalProtect		~ ×	

The installer will install GlobalProtect to the following tolder. To Install in this folder, click "Next". To install to a different fold "Browse". Eolder:	
"Browse".	
Eolder:	ler, enter it below or click
C:\Program Files\Palo Alto Networks\GlobalProtect\	Browse
	Disk Cost
Cancel <	Back Next>

• Step 8: On the next window click "Next" to start the final step in the installation process. After clicking "Next," if you get a prompt asking for an admin username and password please call the RCIT HelpDesk (951)955-9900.

	Oser Account Control
	Do you want to allow this app to make changes to your device?
GlobalProtect - × Confirm Installation	Verified publisher: Palo Alto Networks
The installer is ready to install GlobalProtect on your computer. Click "Next" to start the installation.	File origin: Hard drive on this computer Show more details To continue, enter an admin user name and password.
	User name
	Password Domain: RIVCOCA
	More choices
Cancel <back next=""></back>	Yes No

• **Step 9**: If you receive the below prompt click Yes to continue the installation. You may not receive a prompt at all.



changes to your device?				
303c5641.msi				
Verified publisher: Palo Alto Netv File origin: Hard drive on this cor				
Yes	No			

• **Step 10**: GlobalProtect will now install. Once the last window comes up click Close.

Installation Complete	ul	paloalto
GlobalProtect has been successfully installed.		
Click "Close" to exit.		

How to run the program

• **Step 1**: Now that GlobalProtect is installed go to the search bar in the lower left corner of your screen and type "GlobalProtect". Now click on the program to launch it.

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		Best match	
		GlobalProtect	
		Apps	
		dlobalProtect64.msi	
		Search the web	
		ClobalProtect See web results	
		♀ globalprotect agent >	
		Ø globalprotect app >	
		🦻 globalprotect client	
		NY TYS NEW CONTRACTOR	
Type here to se	arch	✓ GlobalProtect	

• Step 2: You will now get a window that will come up. On the window there is an address box. If the address box is empty enter **vpn1.rivcoca.org** and then click connect.



• **Step 3**: You will now receive a pop up asking for your username and password. Enter your computer login information and then press OK.

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	VERSION: 1.1	DATE:	3/18/2020	FILENAME:	PaloAltoVPN.docx			
	GlobalProte	ect	\equiv					
Sign In Enter login credentials								
	Gateway: GP_Gateway							
	blayton]					
	•••••]					
	Sign In							
	Cancel							

• **Step 4:** You should get a pop up saying "Welcome to GlobalProtect". Press the "X" to close the pop up. You are now connected to the GlobalProtect VPN.

GlobalProtect	- D ×
Welcome to GlobalProtect	
	Do not show this again

- **Step 5:** Start working like normal. Your shared folders and all the applications should now be accessible.
- Step 6: If you are on <u>a home PC</u>, the next step it to follow the "Remote Desktop Instructions" attached to the email. This will allow you to connect directly to your work computer as if you were sitting behind it in the office

Note: Remote Desktop requires that you leave your computer sitting at work on to function so make sure your leave it on before leaving.

In you need any help, please call the RCIT HelpDesk (951)955-9900