Global Protect VPN Client

Installing and Configuring GlobalProtect VPN Client

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:
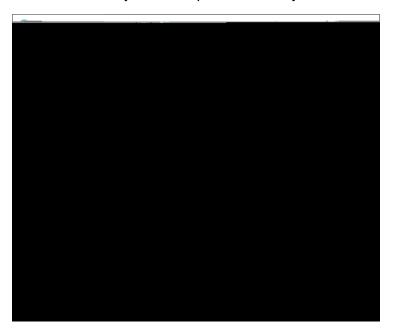
    UNSW Staff: adminvpn-portal.it.unsw.edu.au

    UNSW Faculty support: hostingvpn-portal.unsw.edu.au

    External Support Vendors: adminvpn-portal.it.unsw.edu.au

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. z0000000_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

   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.myit.unsw.edu.au/sites/default/files/documents/Global%20Protect%20-%20Troubleshooting%20Guide.pdf

Supported Antivirus Clients vendors:

Note: To successfully connect Global Protect 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.