



All Agencies

GlobalProtect VPN Installation

	RIVERSIDE COUNTY INFORMATION TECHNOLOGY		
	All Agencies – GlobalProtect Installation		
VERSION: 1.2	DATE: 11/12/2020	FILENAME: PaloAltoVPN.docx	

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

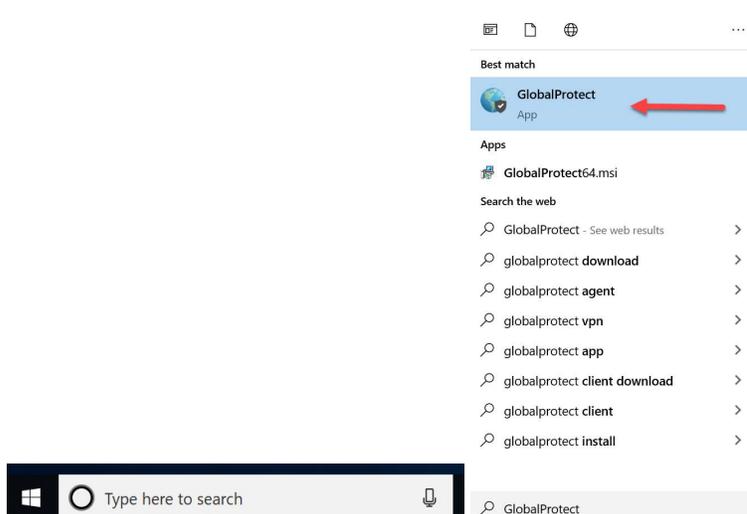
The following instructions have been written to assist users on how to install and connect to the GlobalProtect client for Windows10 operating system, including both 32- and 64-bit versions.

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 Google Chrome, but you may use other internet browsers such as Firefox or Internet Explorer. Instructions and support for browsers other than Google Chrome are not provided.

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.



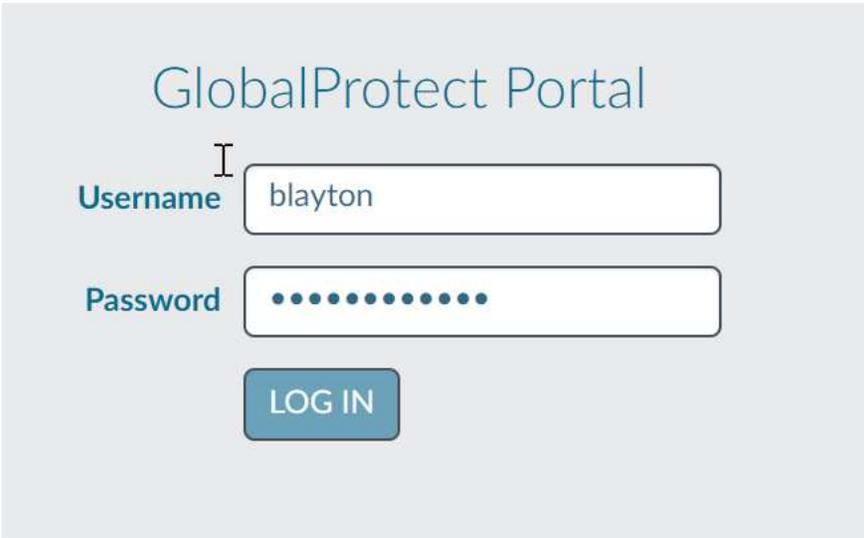
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Installation of GlobalProtect Software

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



- Step 2:** When the page completes loading, enter your computer login username and password, then press **Login**.



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



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GlobalProtect Portal

[Download Windows 32 bit GlobalProtect agent](#)

[Download Windows 64 bit GlobalProtect agent](#)

[Download Mac 32/64 bit GlobalProtect agent](#)

Windows 32 bit OS needs to download and install Windows 32 bit GlobalProtect agent.

Windows 64 bit OS needs to download and install Windows 64 bit GlobalProtect agent.

Mac OS needs to download and install Mac 32/64 bit GlobalProtect agent.

- **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”



GlobalProtect Portal

[Download Windows 32 bit GlobalProtect agent](#)

[Download Windows 64 bit GlobalProtect agent](#) ←

[Download Mac 32/64 bit GlobalProtect agent](#) ←

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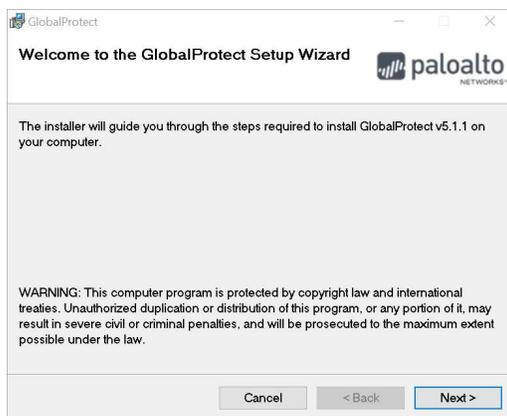
Mac OS needs to download and install Mac 32/64 bit GlobalProtect agent.

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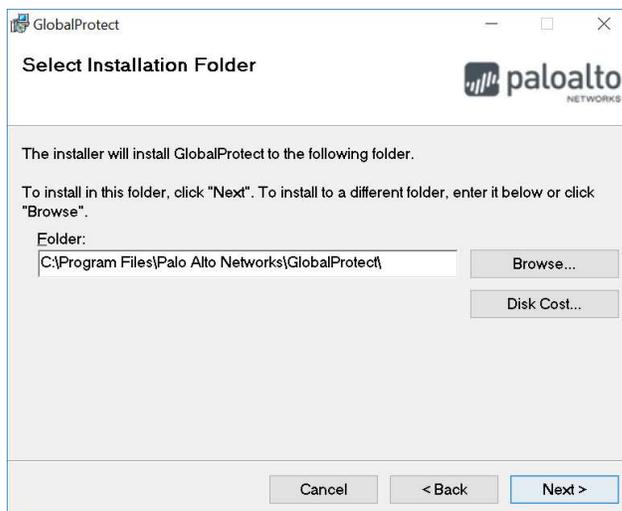
- **Step 5:** Once you have clicked “Download for Windows” you should see a pop up at the bottom of your browser with progress of the download. Once it has completed downloading click on the file.



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

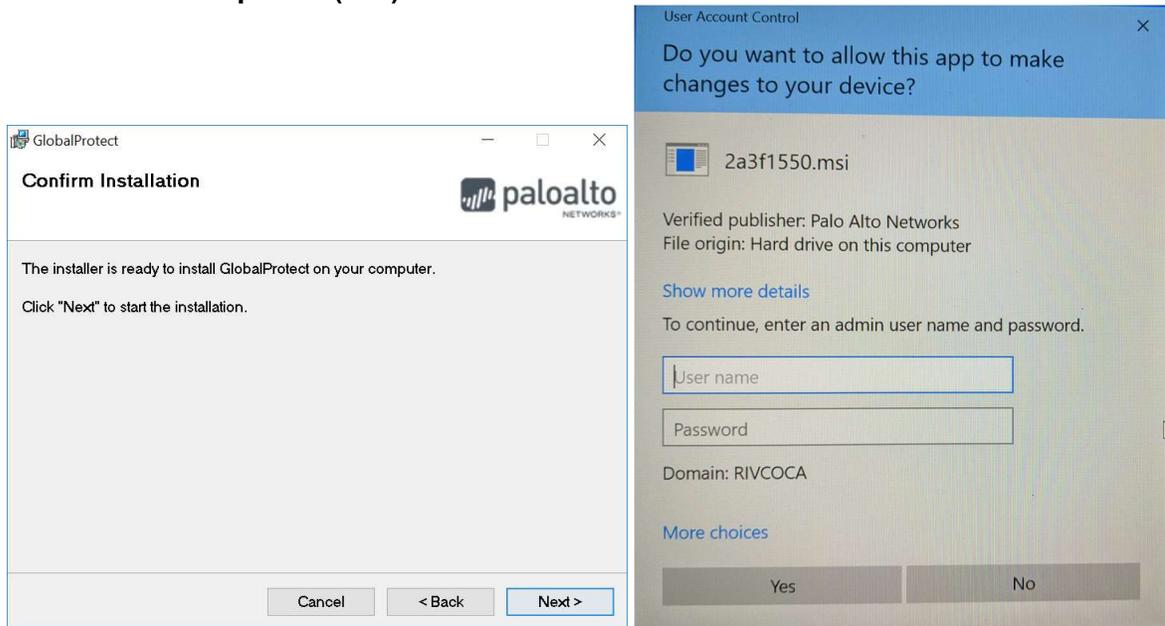


- **Step 7:** On the next window click “Next” to continue the installation.

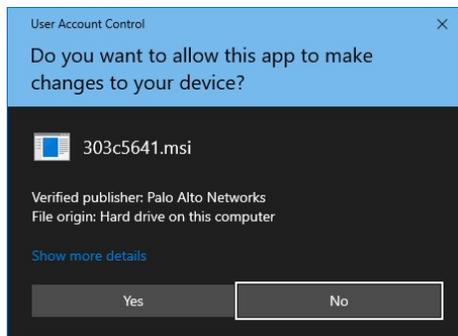


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- **Step 8:** On the next window click “Next” to start the final step in the installation process. **After clicking “Next,” if you get a prompt asking for an admin username and password please call the RCIT HelpDesk (951)955-9900.**

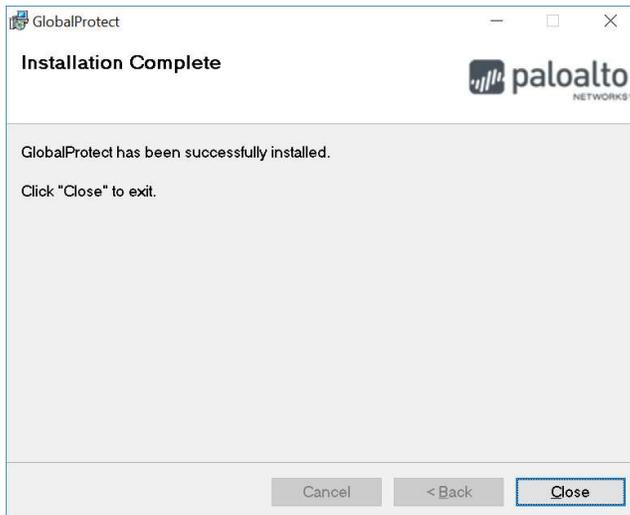


- **Step 9:** If you receive the below prompt click Yes to continue the installation. You may not receive a prompt at all.



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

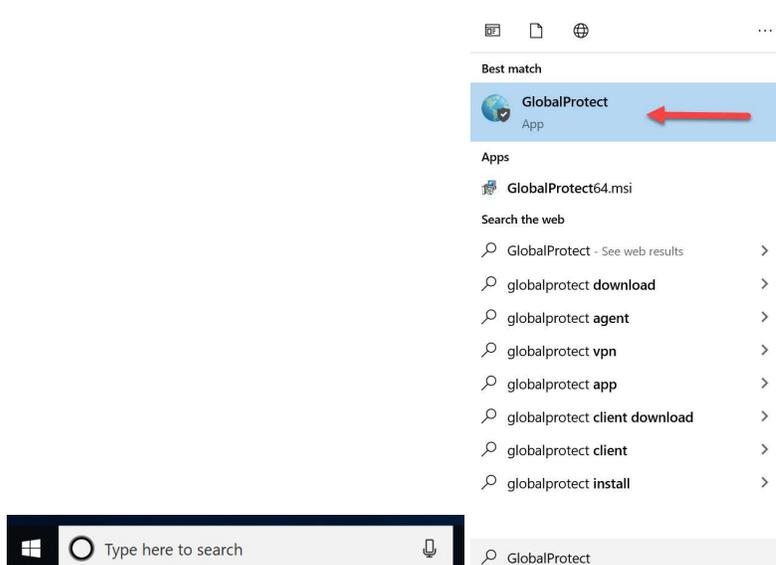


How to run the program

Note: After logging into GlobalProtect VPN please allow 60 seconds to pass before trying to remote connect to a system in the office. This time is needed due security measures that are in place and need to run before GlobalProtect is fully connected.

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- **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.



- **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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GlobalProtect
☰

Sign In

Enter login credentials

Gateway: GP_Gateway

- **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.



- **Step 5:** If you need to RDP into a computer located in the office please see Remote Desktop Connection Guide.