



**VPN** Instructions

RCIT	RIVERSIDE COUNT	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

					^
← → C ( a vpn1.rivcoca.org/global-protect/login.esp			☆	Θ	÷
🛗 Apps 📙 Imported From IE 🔝 ManageEngine - A 🔗 Riverside County In 🦚 TSB-AD: Migration I 🦚 TSB-Techs - Home 🔮 Wifi account creator	🚱 Calabrio	rub removing printers			э
<b>—</b> • • •					
paloalto					
GlobalProtect Portal					
Username					
Password					
LUGIN					

• **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.)

GlobalProtect Portal				
Username blayton				
Password •••••••				
LOG IN				



RIVERSIDE COUNTY INFORMATION TECHNOLOGY

## All Agencies – GlobalProtect Installation

VERSION: 1.1 DATE: 3/18/2020 FILENAME: PaloAltoVPN.docx

• 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"



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

• **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.



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



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

• 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.

	Do you want to allow this app to make changes to your device?
Confirm Installation	2a3f1550.msi Verified publisher: Palo Alto Networks File origin: Hard drive on this computer
The installer is ready to install GlobalProtect on your computer. Click "Next" to start the installation.	Show more details To continue, enter an admin user name and password.
	Password Domain: RIVCOCA
Cancel < Back Next >	Yes No

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



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

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

d GlobalProtect			-		$\times$
Installation Complete		,	<i>µ</i> ,	aloa	
GlobalProtect has been successf	ully installed.				
Click "Close" to exit.					
	Cancel	< <u>B</u> ack		Close	e

## 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.



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

• 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.

GlobalProtect	Ξ
Welcome to GlobalProtect	
Please enter your portal address	
vpn1.rivcoca.org	
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.

GlobalProtect	Ξ
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.

GobalProtect	-		×
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.

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

• 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