

Hollins University VPN

Hollins is now using Palo Alto for its network security and VPN gateway. You will need to install the new VPN client called GlobalProtect to gain access to the Hollins network remotely. Follow the instructions below to install the new client.

****Note:** It is not necessary but recommended to uninstall the Cisco AnyConnect client from your computer.

GlobalProtect Installation

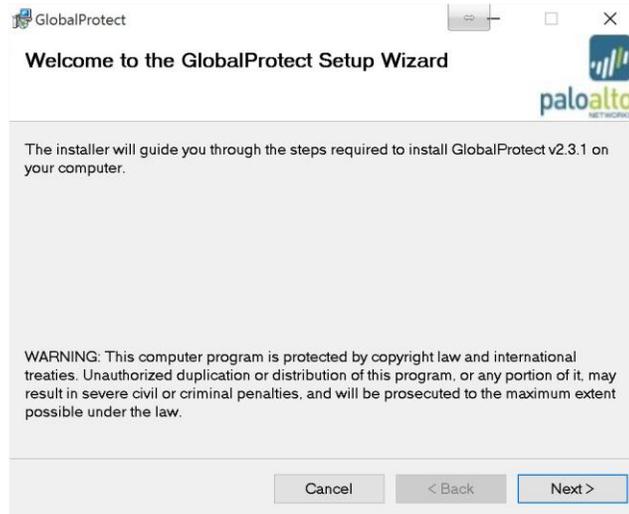
1. From your browser connect to <https://vpn.hollins.edu> and at the login page use your Hollins network **Username** and **Password**.



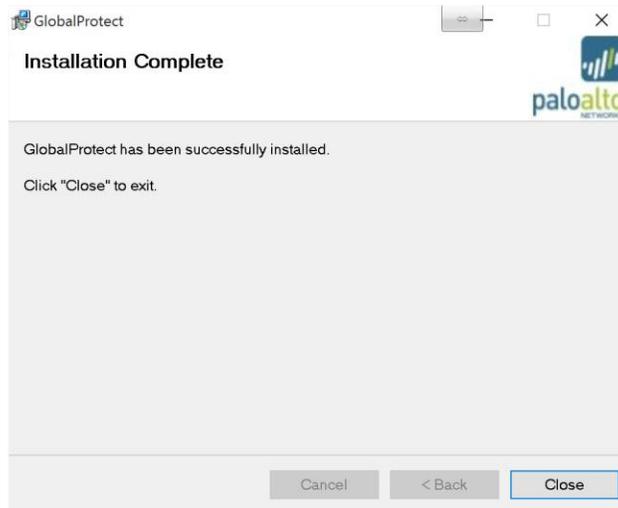
2. After logging in please click on the link that is appropriate for your computer and download the file to a saved location.



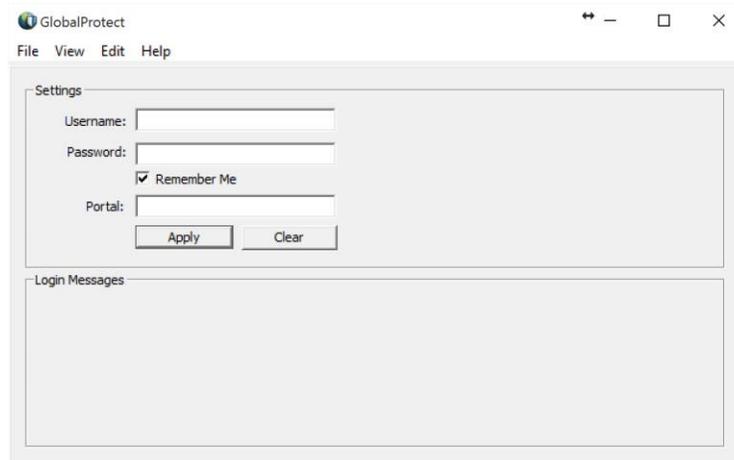
3. Once the file has been downloaded run the file and follow the instructions on the installation screens by accepting the defaults and clicking next.



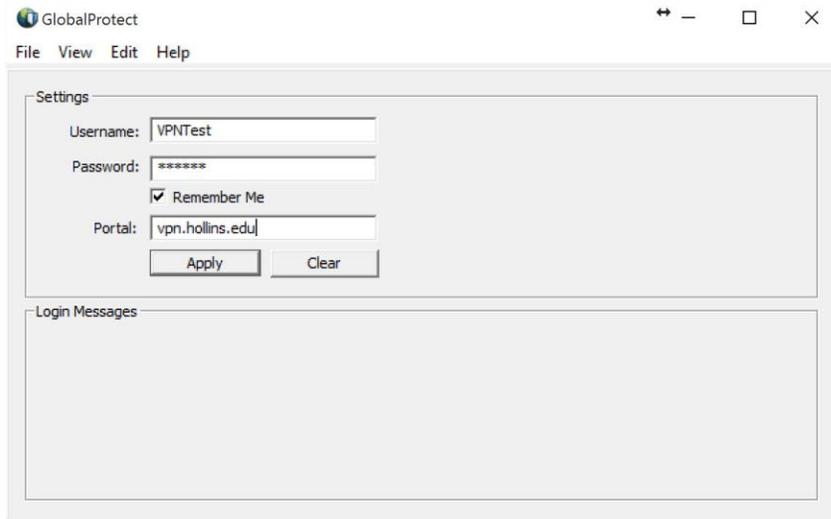
4. When you see the following screen click close.



5. After the initial installation the GlobalProtect client will pop up and you will see the following screen.



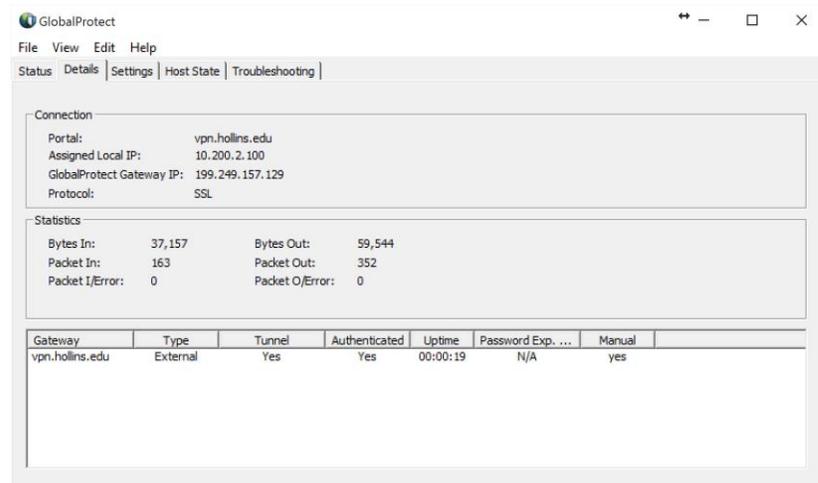
6. Fill in the information with your Hollins network **Username** and **Password**. Also, type in **vpn.hollins.edu** for the Portal field and click on the **Apply** button.



7. Once you click the **Apply** button you can go to the **Status** tab and it will show that you are connected.

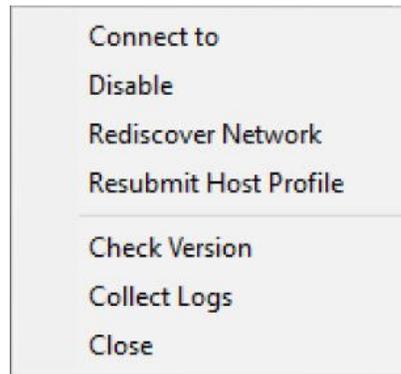


8. Also, you can click on the **Details** tab and see your connection information.

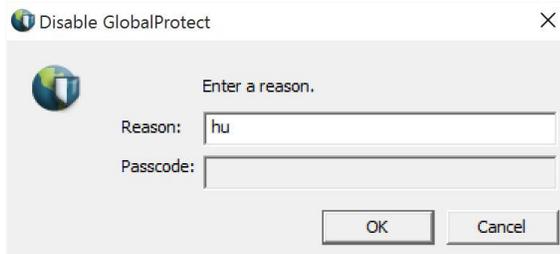


9. From this point you are connected to Hollins and the client can be closed and it will remain in the system tray running.

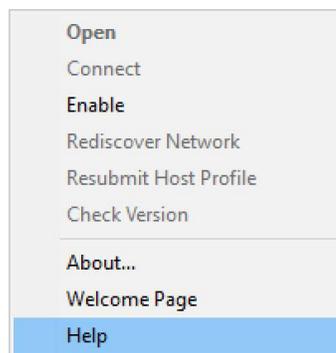
10. If you wish to disconnect from the GlobalProtect client you can right click on the system tray icon () click on the **Disable** option from the menu.



11. You will then get a **Disable** screen asking for a reason just type in anything for the reason and click **OK**.



12. To re-enable the GlobalProtect client just right click on the system tray icon and click on **Enable** from the menu. Information from previous connection will still be there and will log you in automatically.



GlobalProtect FAQ

The GlobalProtect agent is an application that runs on your laptop computer or mobile device, protecting you with the same security policies that protect the sensitive resources on your corporate network. You can use the GlobalProtect agent to connect to your corporate network and access your company's internal resources from anywhere in the world.

Connect to the GlobalProtect VPN

In most circumstances, the GlobalProtect agent will run transparently in the background, protecting you from network threats. Depending on how your administrator has configured GlobalProtect, you may automatically be connected to the VPN as soon as you log in to your computer or device. If you find you are not connected, you can manually connect as follows:

- **From a laptop**—Select one of the following options from the File menu (Windows) or the Menu bar (Mac OS), depending on whether your administrator has enabled manual gateway selection:
 - **Connect or Enable**—Select this option to connect to GlobalProtect. The agent will automatically select which gateway to connect to, depending on the configuration the administrator defined and the response times of the available gateways.

- **Connect to**—Select a specific gateway from the menu or select **Auto Discovery** to enable the agent to determine the best gateway to connect to.

If prompted, enter your **User Name** and **Password** and click **Apply**. As soon as the agent successfully connects, the GlobalProtect icon changes to a globe with a shield. When you hover over the icon it shows the status **Connected**.

- **From a mobile device**—Launch the GlobalProtect app and tap **Connect** on the Home screen.

Connect to a Different Gateway

If your administrator has enabled manual gateway selection, you can switch to a different gateway:

- **From a laptop**—Select **Connect to** and select the gateway to which you want establish a VPN connection. If prompted, enter your **User Name** and **Password** and click **Apply**.
- **From a mobile device**—Tap **Connection** and then tap the name of the gateway you want to connect to in the list of Gateways.

Change Your Saved Password

If your password is saved within GlobalProtect, you will need to change it anytime the password for accessing your corporate network changes:

- **From a laptop**—Select **View > Advanced View** and click **Settings**. Enter and confirm your new **Password** and then click **Apply**.
- **From a mobile device**—Tap **Home** and then tap inside the **Password** field to enable editing and delete the old password. Type your new network password, or leave the field blank if you want the device to prompt you for a password before connecting each time.

Disconnect from GlobalProtect

If your configuration allows it, you can disconnect from the GlobalProtect VPN:

- **From a laptop**—Select **Disconnect** or **Disable** from the File or Menu bar (the name of the option depends on how your administrator has configured GlobalProtect). If prompted, enter a **Reason** for disabling GlobalProtect. If you are prompted for a **Passcode** or a **Ticket**, contact your administrator.
- **From a mobile device**—Tap **Home > Connection > Disconnect**.

View the Connection Status

To display your connection status, along with any warning or error messages:

- **From a laptop**—Select **Advanced View > Status**.
- **From a mobile device**—Tap **Status > Info**.

Send Debug Logs to Your Enterprise IT Help Desk

By default, GlobalProtect creates debug logs to help troubleshoot issues should they arise. Use the following procedures to package the debug logs into a ZIP file and send them to your IT help desk so that the issue can be identified and resolved:

- **From a laptop**—Select **Collect Logs** from the File menu (Windows) or the Menu bar (Mac OS) and then click **Collect** to save the *Collected.zip* file to your home directory. You can then attach the ZIP file to an email and send it to your IT help desk.
- **From a mobile device**—Tap **Help > Troubleshoot** and make sure **Debug Logs** are set to **ON**. To send the logs to your administrator or help desk for troubleshooting purposes, tap **Email Logs**. The app will collect the logs into a *GPSupportinfo.zip* file and attach them to an email, which you can address to your IT help desk.