Installing GlobalProtect

1. Go to odu.edu/ts/software-services/vpnclient. Click **GET VPN SOFTWARE (MAC)**. The software will download after you log in with your MIDAS ID and password.

GlobalProtect VPN Client

Overview

Old Dominion University's Virtual Private Network (VPN) provides an encrypted tunnel between a PC or computing device and the VPN device here at the University. This tunnel encrypts data and authenticates user credentials, providing a secure connection through which users can interact with University IT systems as if they were on campus. ODU provides VPN access for general use by faculty and staff.

A VPN account is needed for:

* Remote access to network drives and folders
* The use of SSH or Microsoft Remote Desktop
* Remote access to Banner

You should disconnect from the VPN once you no longer need special access to these services. There is no need to connect to the VPN for access to ODU online file services (OneDrive) or communication services (Zoom, Outlook).

More information about the VPN service.

Available To:

* Faculty
* Staff

Usage Requirements

1. Get approval from immediate supervisor or sponsor.
2. Request a VPN account through MIDAS. (More information about account requests here.)
3. Enroll in the Remote User Security Training course. (More information here.)
4. Take and Pass the Remote User Security Training course in Canvas.

Where To Get It:

Click on the buttons above to download GlobalProtect for your operating system (on personal, non-managed devices). Click the GUIDE buttons to learn more about installing and using GlobalProtect.

On ODU-managed computers, download the software from the Ivanti Portal Manager (Windows) or Jamf Self Service (Mac).

Mobile versions of GlobalProtect are available on the Apple App Store or Google Play. (If you see more than one option for GlobalProtect, choose the one that is NOT GlobalProtect Legacy.)

These downloads are for personal, non-managed devices. On ODU-managed computers, download the software from the Ivanti Portal Manager (Windows) or Jamf Self Service (Mac).

Current version 6.0.3 is compatible with Windows 11, Windows 10 21H2, macOS Ventura and macOS Monterey. Please install the compatible version when upgrading to those operating systems.

Windows

| GET VPN SOFTWARE (32 BIT WINDOWS) |
| GET VPN SOFTWARE (64 BIT WINDOWS) |
| GlobalProtect GUIDE |

Mac

| GET VPN SOFTWARE (MAC) |
| GlobalProtect GUIDE |

Linux

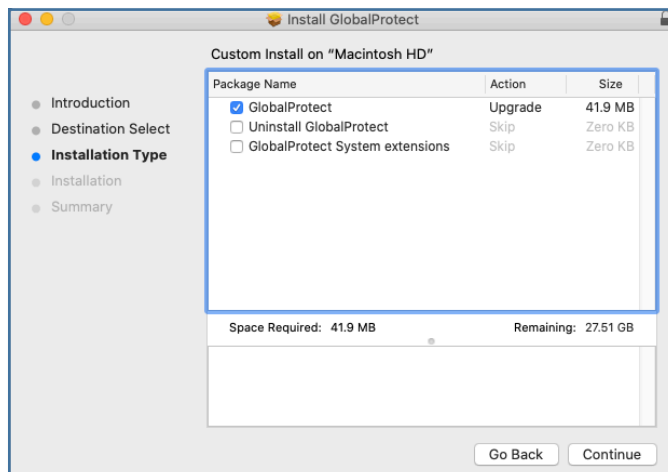| GET VPN SOFTWARE (LINUX) |
| GlobalProtect GUIDE (Ubuntu) |
| GlobalProtect GUIDE (RHEL/CentOS) |

Chromebook

| GlobalProtect for Chromebook |

2. Run the installer, and go through the prompts to install the software.

Information Technology Services

www.odu.edu/its

(757) 683-3192

itshelp@odu.edu

1100 Monarch Hall

oduits   odu_its

3. If prompted, enter credentials for a user with administrative rights to the computer, and click **Install Software**.
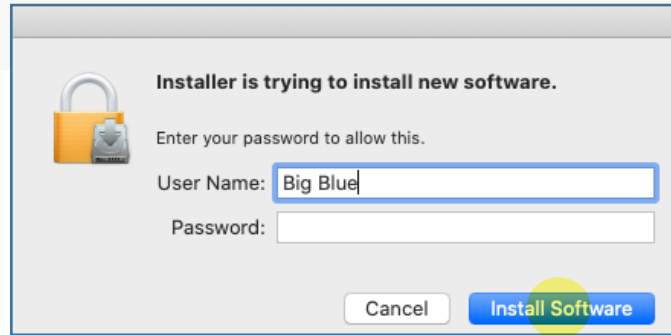

4. If prompted, allow GlobalProtect to access your keychain. (This only appears if you are upgrading from GlobalProtect version 5.0.x or earlier.)
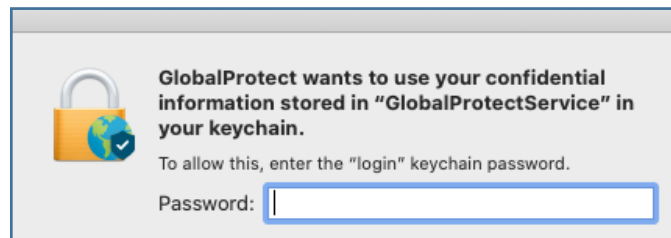
5. If prompted, click **Open Security Preferences**. (This notice does not appear on devices running macOS 10.15.4 or higher.)
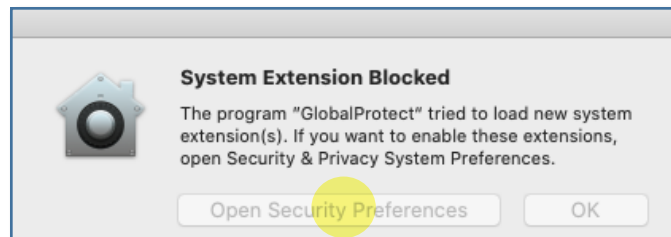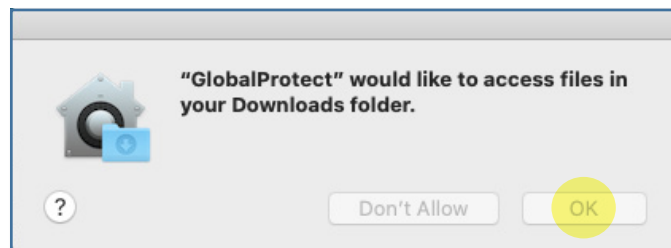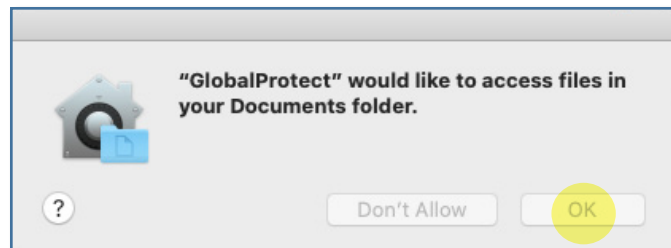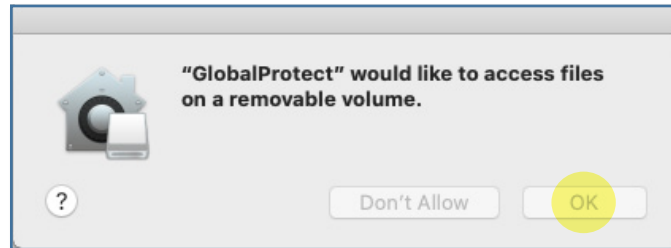

Click the **lock** to make changes, then click the **Allow** button to permit the GlobalProtect client to complete the installation. Close this window and the installer window.
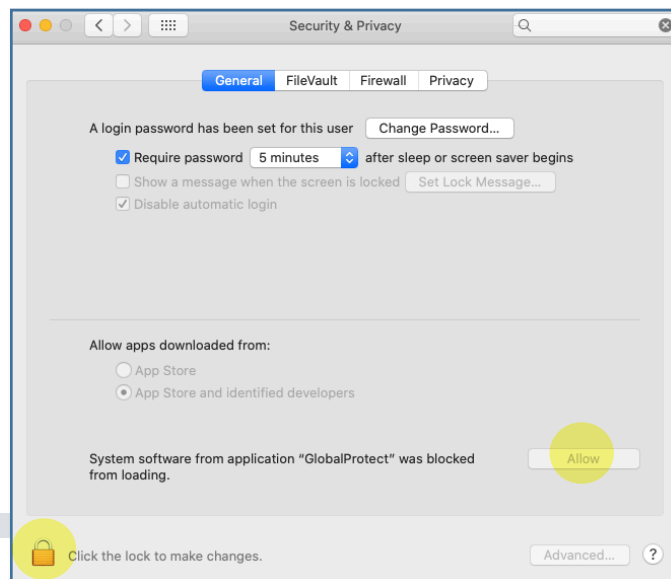
6. If you see a prompt asking to add VPN configurations, click **Allow**. (This appears on devices running macOS 10.15.4 or higher. If you do not allow this, you will not be able to connect to ODU's VPN.)

"GlobalProtect" Would Like to Add VPN Configurations

All network activity on this Mac may be filtered or monitored when using VPN.

Allow | Don't Allow

7. If you see any of these additional pop-ups, click **OK**.

"GlobalProtect" would like to access files on a removable volume.

Don't Allow | OK

"GlobalProtect" would like to access files in your Desktop folder.

Don't Allow | OK

"GlobalProtect" would like to access files in your Documents folder.

Don't Allow | OK

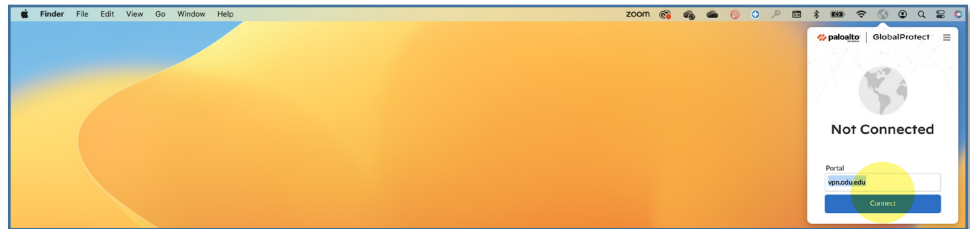**"GlobalProtect" would like to access files in your Downloads folder.**

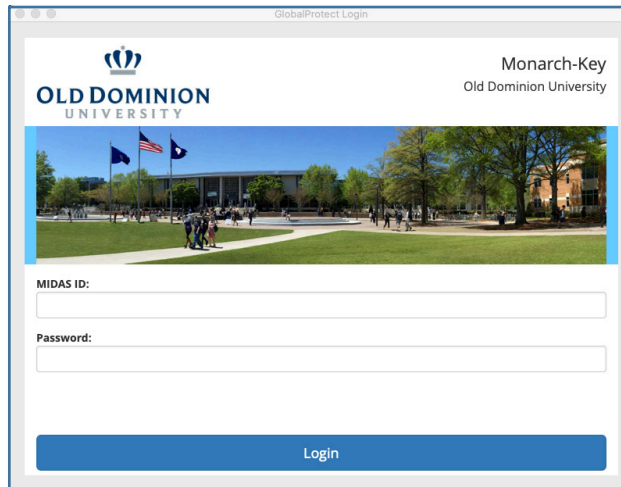Don't Allow | OK

Connecting to the ODU VPN

1. In the Mac menu bar, in the upper right corner of your screen, click on the gray **GlobalProtect** icon to display the connection window.
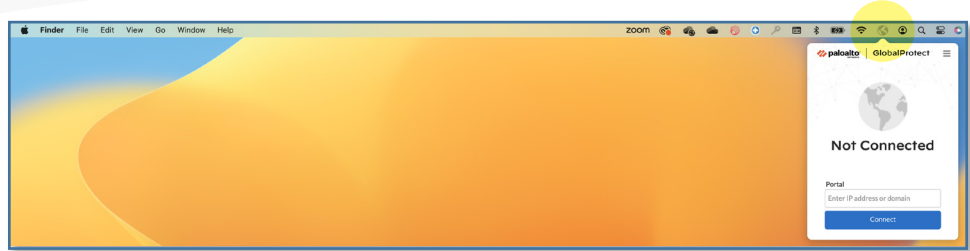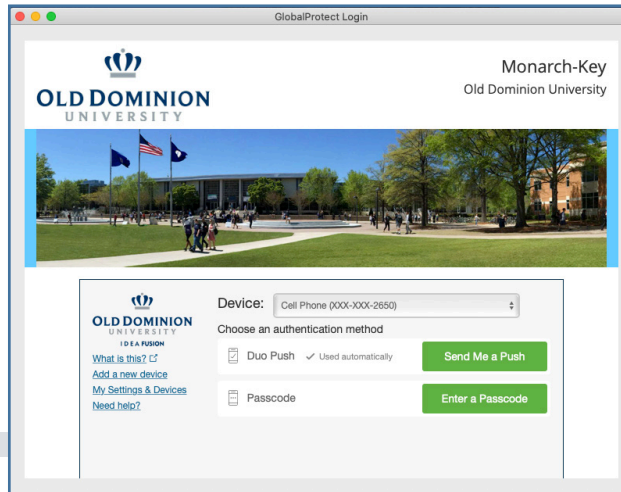

2. Enter **vpn.odu.edu** into the box, and hit **Connect**.

3. A Monarch-Key login page will appear in a pop-up window.
   Enter your MIDAS ID and password to log in.

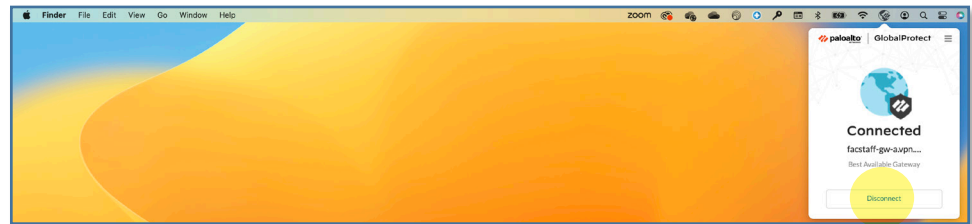4. Authenticate with your second factor: Request a push or enter a code.

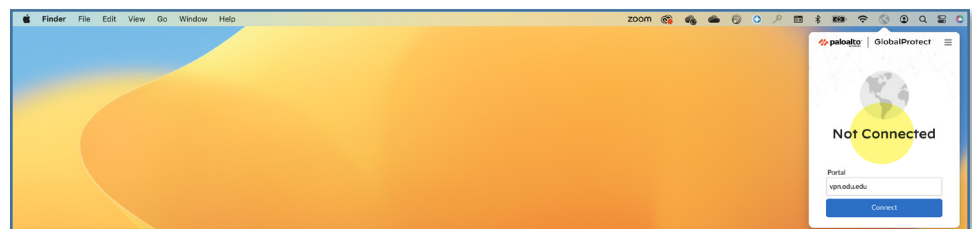5. Once connected, another pop-up window will appear as confirmation.

Disconnecting from the ODU VPN

1. To disconnect, click the **GlobalProtect** icon in the menu bar, and click the **Disconnect** button.

2. The GlobalProtect screen will say **Not Connected** when it has disconnected from ODU.

Known issues

If the 5.2.3 version of GlobalProtect gets stuck on **Still Working**, a system reboot usually fixes the issue.

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VPN Client
(macOS)