Installing GlobalProtect

VPN Client (macOS)

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.

2. Run the installer, and go through the prompts to install the software.
3. If prompted, enter credentials for a user with administrative rights to the computer, and click **Install Software**.

![Installer is trying to install new software. Enter your password to allow this.](image)

4. If prompted, allow GlobalProtect to access your keychain. (This only appears if you are upgrading from GlobalProtect version 5.0.x or earlier.)

![GlobalProtect wants to use your confidential information stored in “GlobalProtectService” in your keychain. To allow this, enter the "login" keychain password.](image)

5. If prompted, click **Open Security Preferences**. (This notice does not appear on devices running macOS 10.15.4 or higher.)

![System Extension Blocked](image)

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.)

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

![Welcome to the ODU VPN](image)

Disconnecting from the ODU VPN

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

![Disconnected](image)

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

![Not Connected](image)

Known issues

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

![Still Working](image)