

User Guide - GlobalProtect (Palo Alto VPN client)

Step 1 – Download GlobalProtect installation file.

1. Launch a web browser and go to the following URL:
<https://vpn.monash.edu.my>
2. On the portal login page, enter your Name (**Monash Network Login ID**) and **Password**, and then click LOG IN.



The screenshot shows the Palo Alto Networks GlobalProtect Portal login interface. At the top left is the Palo Alto Networks logo. Below it, the text 'GlobalProtect Portal' is centered. There are two input fields: 'Name' with the value 'Itec0001' and 'Password' with masked characters '*****'. A 'LOG IN' button is located below the password field.

3. Upon LOG IN successful, One Time Password (OTP) will be emailed to your Monash email account. If you do not see the email, please check the spam folder for email sender mums2fa@monash.edu with the subject **MUMS2FA – One Time Password (OTP)**.



4. You will be redirected to the GlobalProtect Portal Download page after you have entered the correct 6 digit OTP passcode.



5. To begin the download, click on the software link that corresponds to the operating system running on your computer.

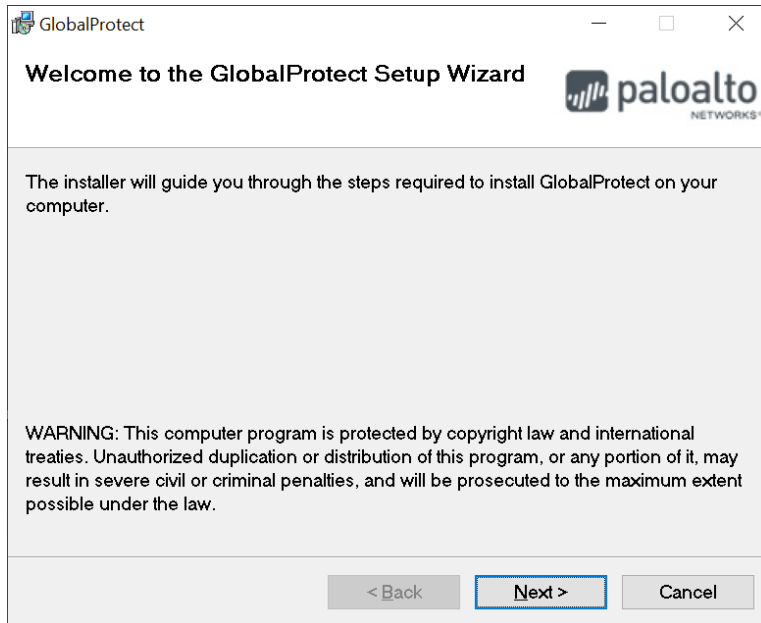
To find out whether you are on 32/64bit, click [here](#).



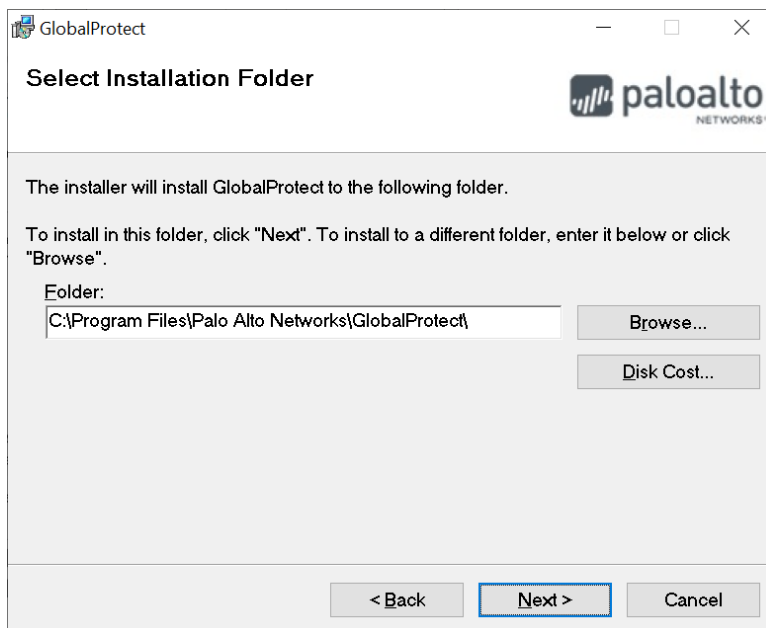
6. Once download is completed, run the software installation file.

STEP 2 - Install GlobalProtect application.

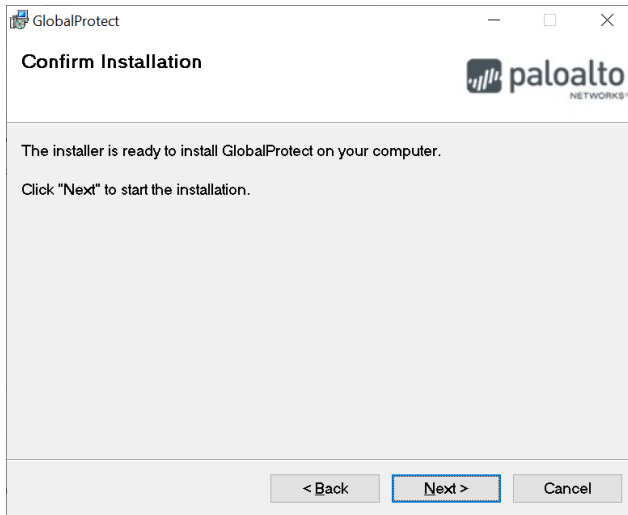
7. In the GlobalProtect Setup Wizard, click **Next**.



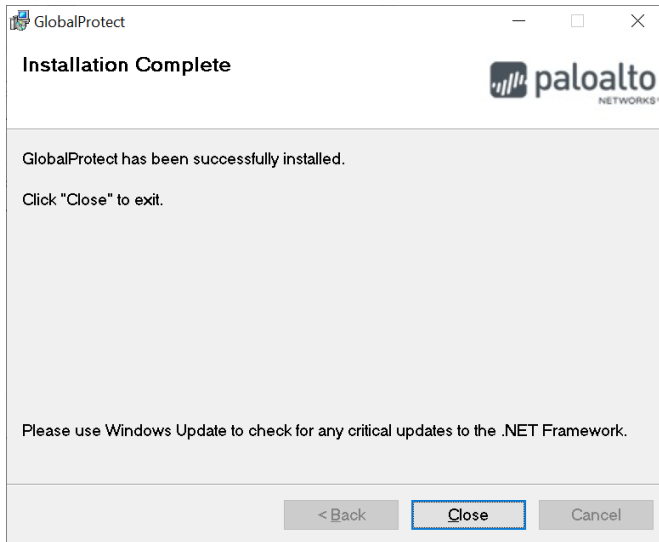
8. Click **Next** to accept the default installation folder (C:\Program Files\Palo Alto Networks\GlobalProtect) or click Browse to select a new location and then click **Next**.



9. Click **Next** to start the installation.

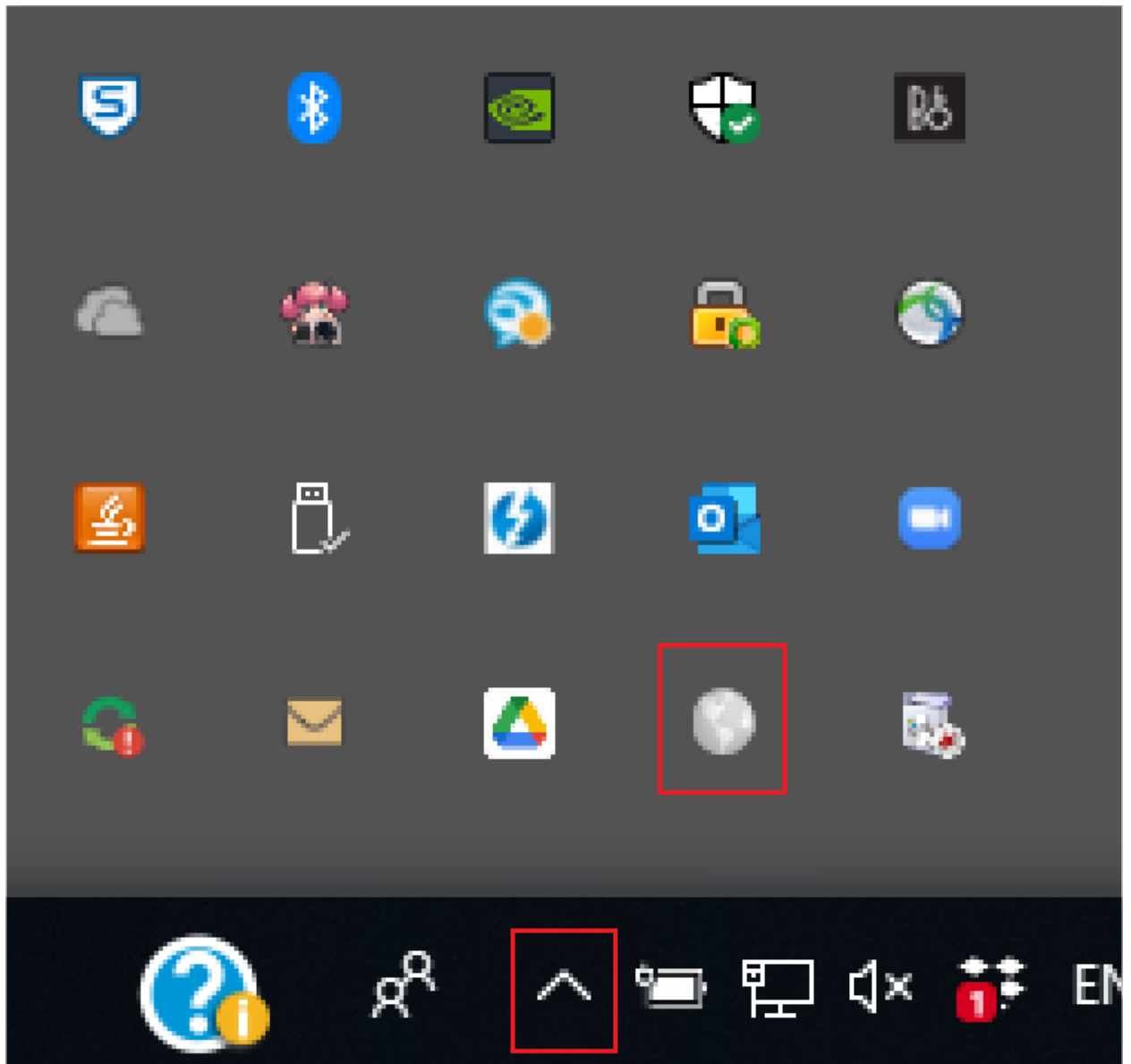


10. After installation is complete, **Close** the wizard.

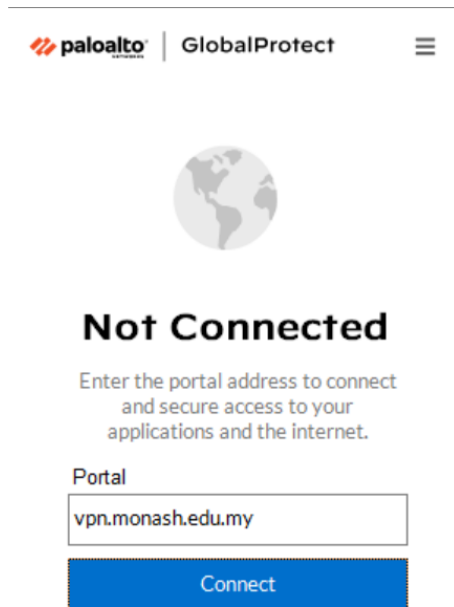


STEP 3 - Log in to GlobalProtect.

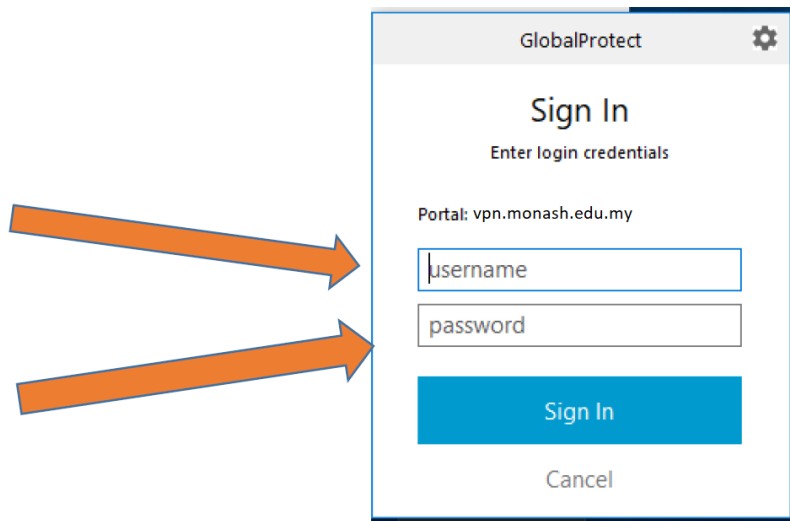
11. Launch the GlobalProtect app by clicking the system tray icon.



12. At the Portal column, type in **vpn.monash.edu.my** as per below screenshot.
This only applies for the very first-time use. The portal info is automatically saved upon successful login. Click **Connect** to continue.



13. Enter your **MONASH Network Login ID** and Password and click **Sign In**.



14. Upon SIGN IN successful, One Time Password (OTP) will be emailed to your Monash email account. If you do not see the email, please check the spam folder for email sender mums2fa@monash.edu with the subject **MUMS2FA – One Time Password (OTP)**.



15. You are successfully connected to Monash VPN.

