GlobalProtect VPN Instructions

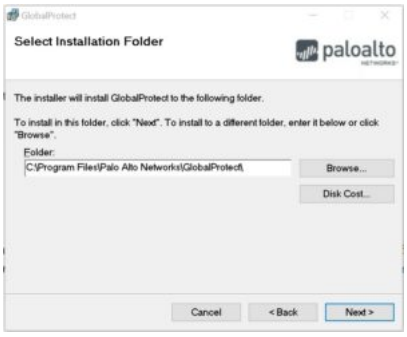
The Marshall University VPN service is integrated with our campus network firewall. In early August 2020, Information Technology engineers upgraded the firewall service onto new hardware. Additional steps are needed to migrate VPN services to the new hardware.

Your cooperation is needed to install updated VPN client software. The new software package is called Palo Alto GlobalProtect. Once installed and successfully connected, you can safely uninstall the previous Cisco AnyConnect software from your computer.

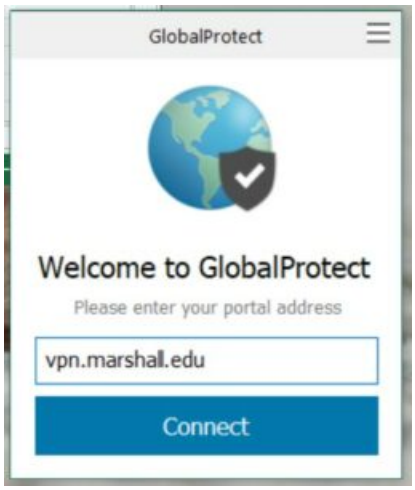
To begin using the VPN service you will first need to install the Palo Alto GlobalProtect VPN client software. Be sure to disconnect from the VPN service when you're finished using it.

1. Go to https://vpn.marshall.edu to download this software. Choose the appropriate file to download.

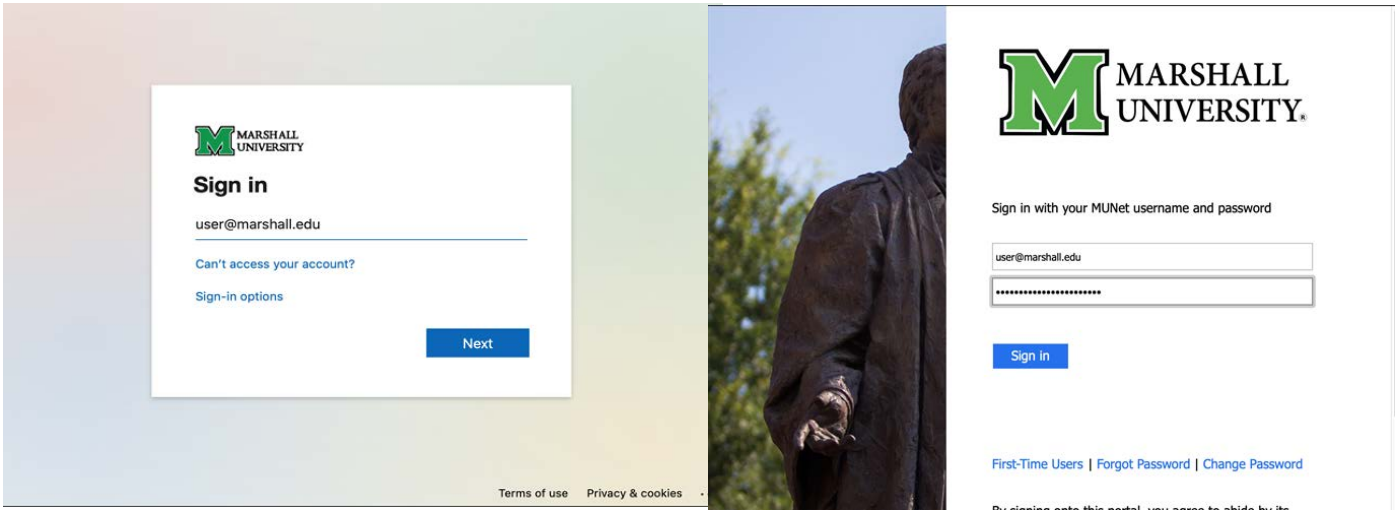
2. Once downloaded, click on the file in your download tray and follow the steps by clicking "Next" and allow the program to make the necessary changes to finish the installation.

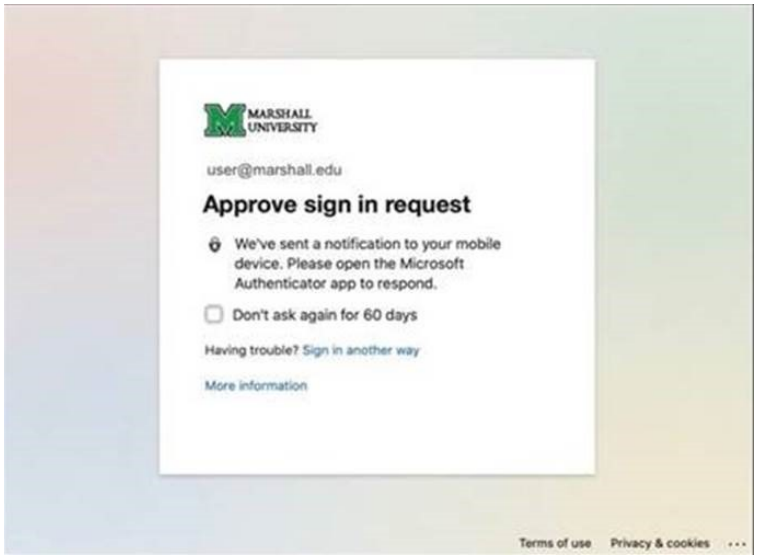


3. Once installed the GlobalProtect client will auto launch and you will enter “vpn.marshall.edu” as the portal address to Connect.

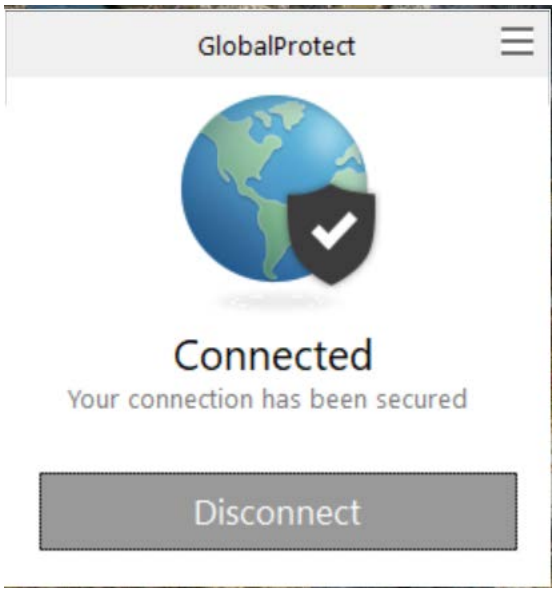


4. Once the browser window opens, login with your MUNet credentials and follow the MFA prompts.





5. Once connected, a blue globe with the check mark symbol will appear in your system tray.



Access to VPN services is granted upon request to current employees and registered students. Contact the IT Service Desk to request your MUNet account be added to the appropriate Active Directory access group. *(Note: As part of University COVID-19 response, all Marshall employees and currently registered students are automatically included in the authorized VPN users group.)*

Please contact the IT service desk for assistance.

304-696-3200 | servicedesk@marshall.edu