# GlobalProtect VPN Instructions - iOS

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 change the way you connect to VPN on your mobile device. You can now do this in your device's Settings. Once installed and successfully connected, you can safely uninstall the previous Cisco AnyConnect app from your mobile device.
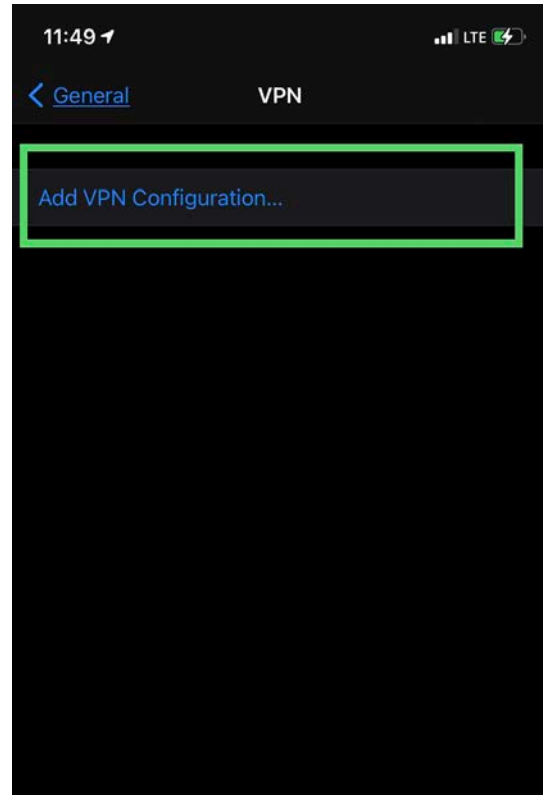
Be sure to disconnect from the VPN service when you are finished using it. To connect to the VPN service:
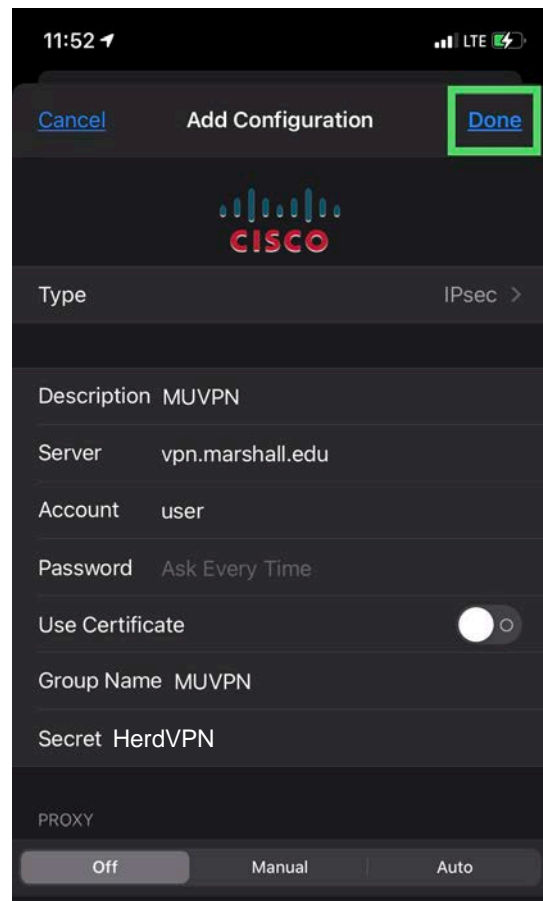
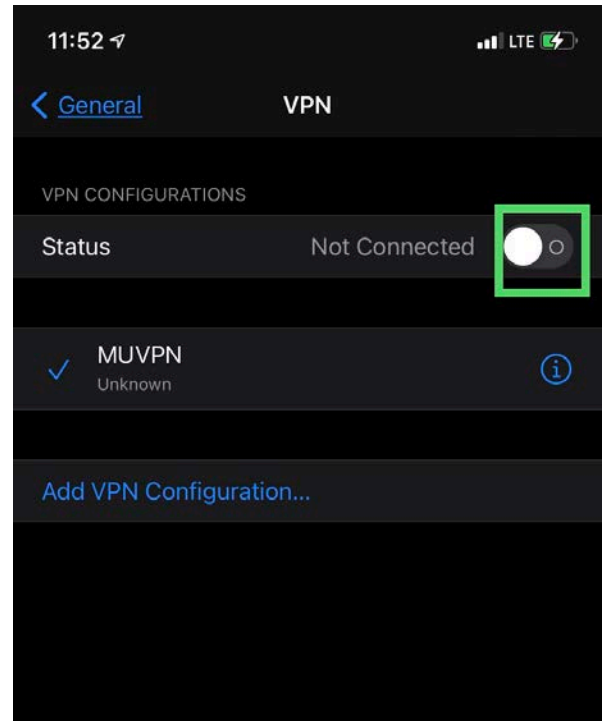1. Open the Settings App on your iPhone and select General > VPN.
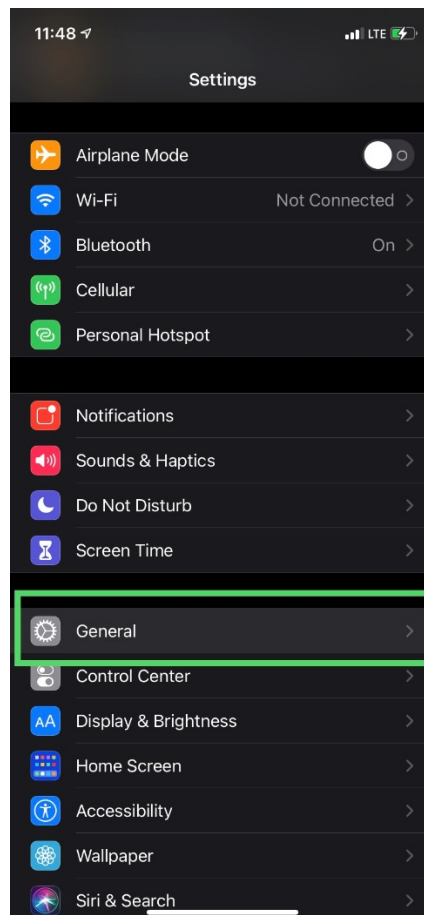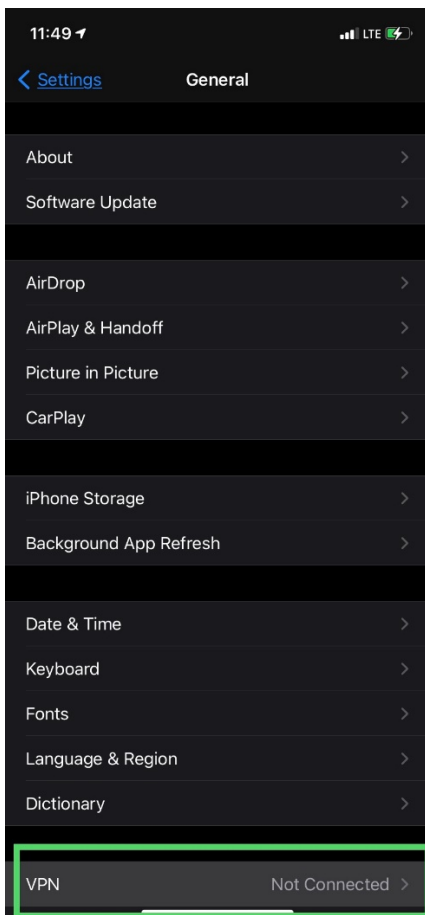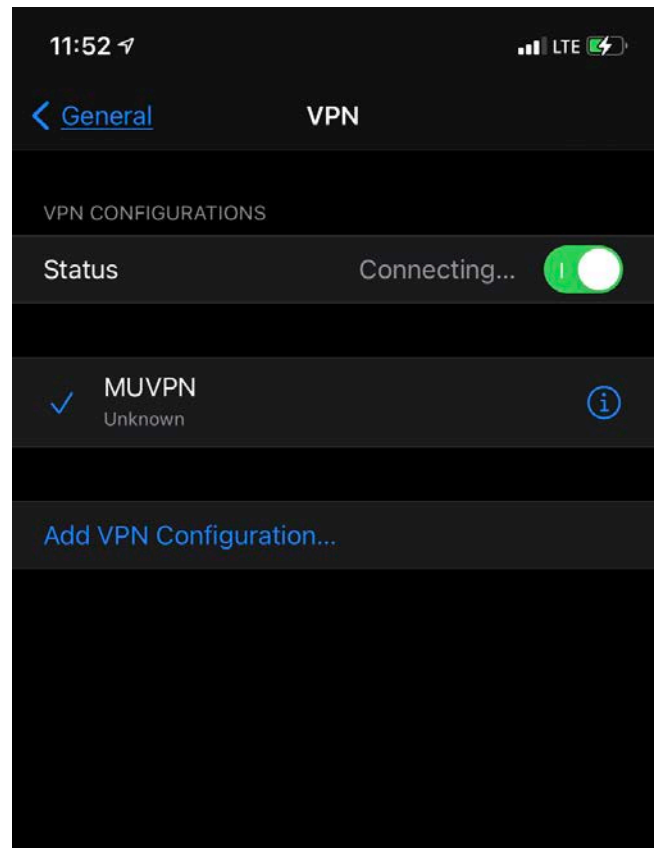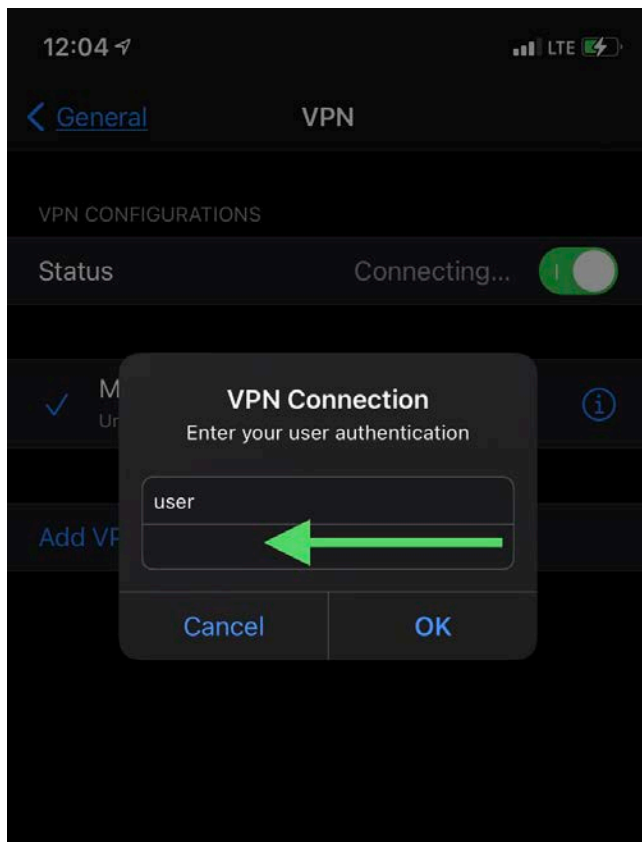
2. Select "Add VPN Configuration".

3. Select "IPsec" and enter the information as follows (case-sensitive). Select "Done".
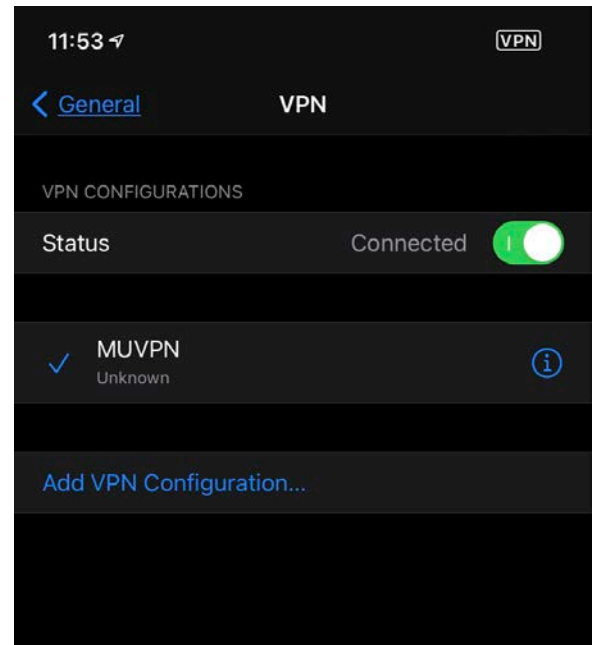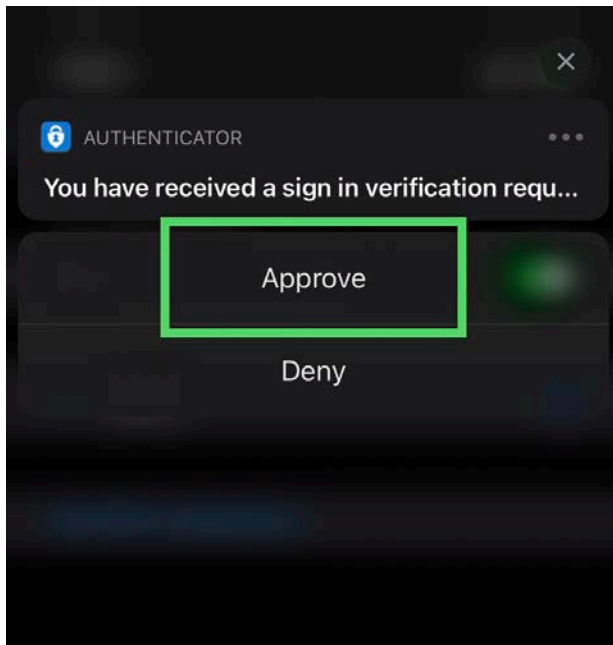
4. Under VPN Configurations, switch Status to Connected.

5. Sign in with your MUNet username and password and click OK.

6. Approve the sign-in verification request from Microsoft Authenticator. You are now connected to the VPN.

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