



GlobalProtect VPN Instructions - MacOS

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.

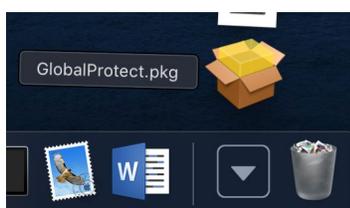
Your cooperation is needed to install updated VPN client software. The new software package is called Palo Alto GlobalProtect. Once installed and successfully connected, you can safely uninstall the previous Cisco AnyConnect software from your computer.

To begin using the VPN service you will first need to install the Palo Alto GlobalProtect VPN client software.

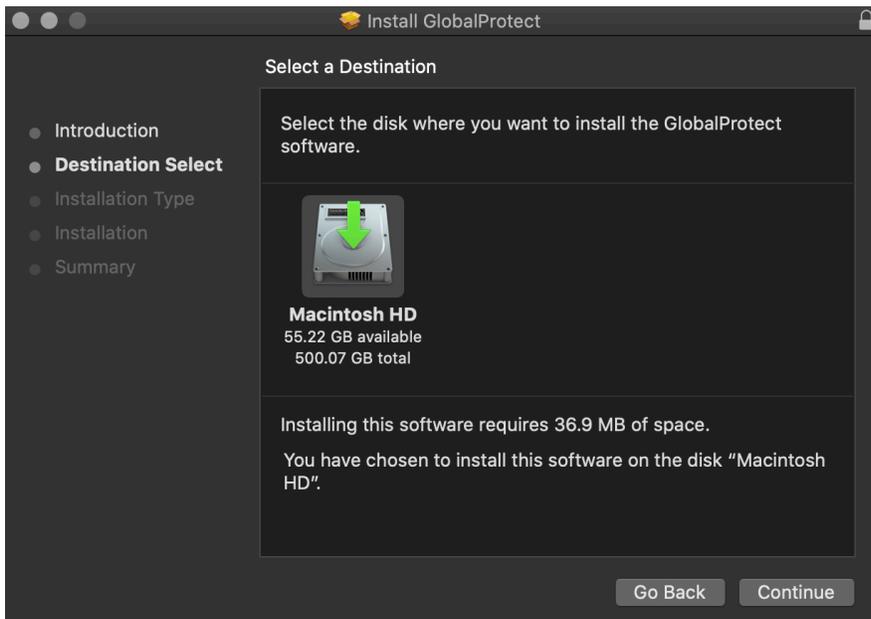
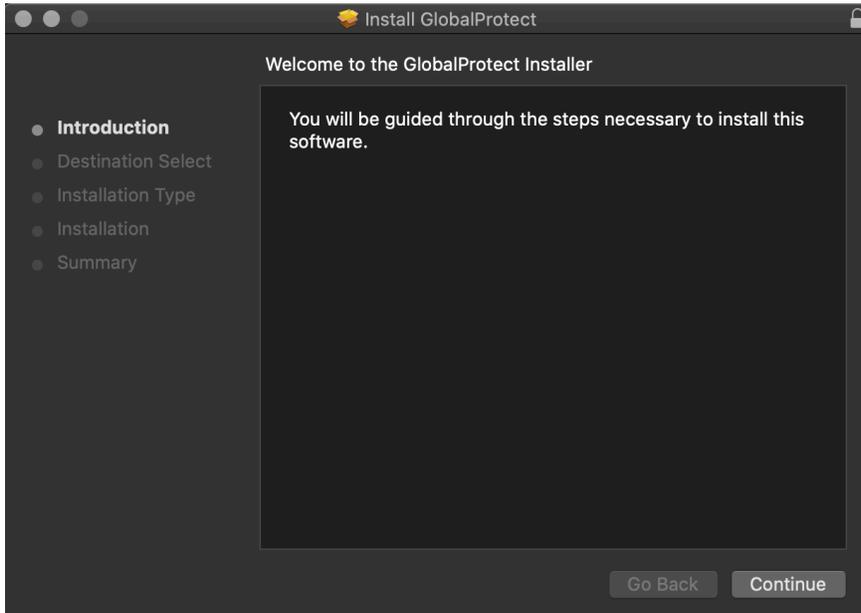
1. Sign in with Marshall credentials to vpn.marshall.edu or to myapps.microsoft.com.
Download the Mac 32/64 GlobalProtect agent.

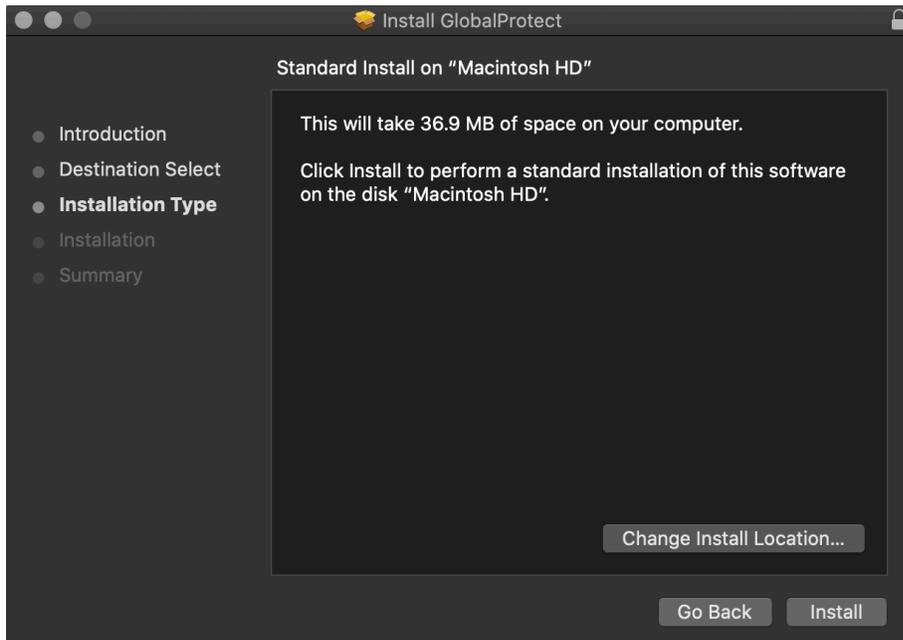
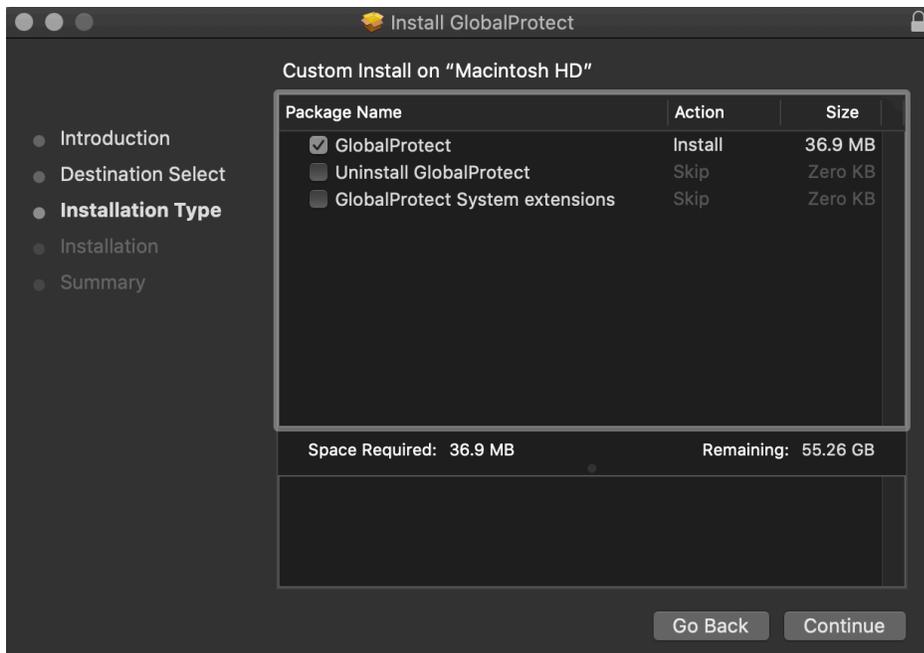


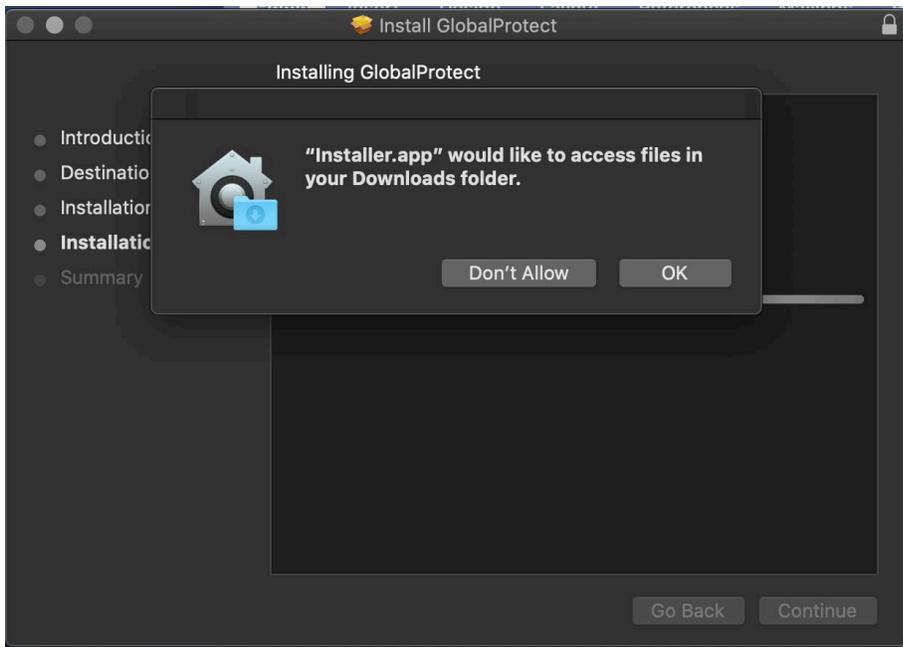
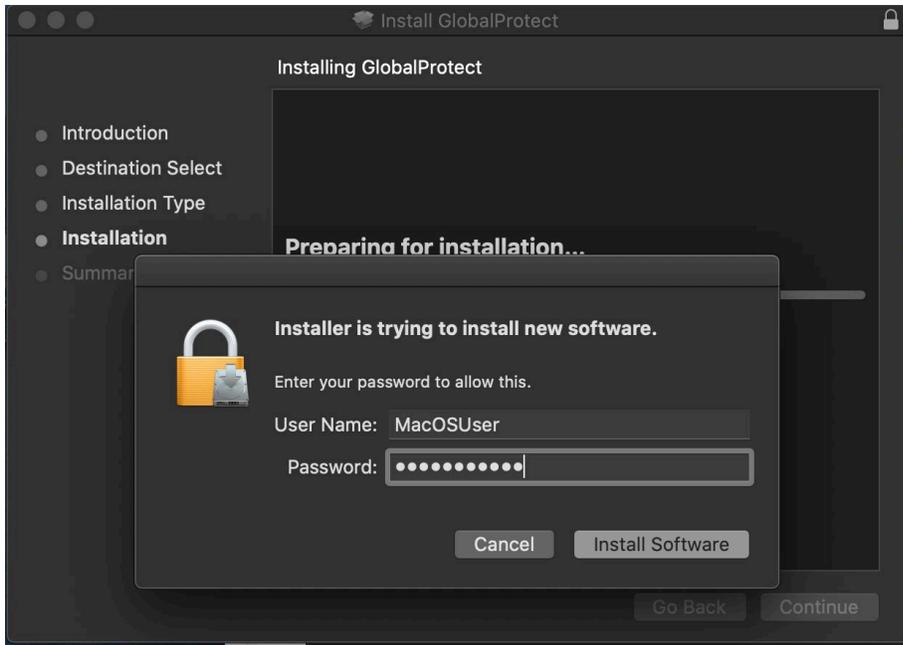
2. Double-click the downloaded file from your Downloads.

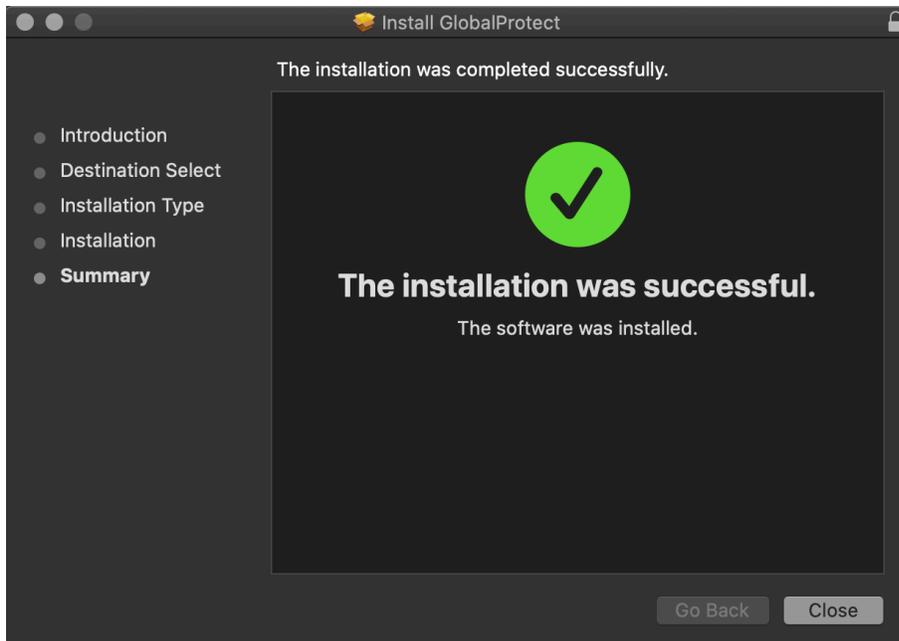


3. Go through the Install wizard using the default settings, clicking “Continue” and then “Install”.

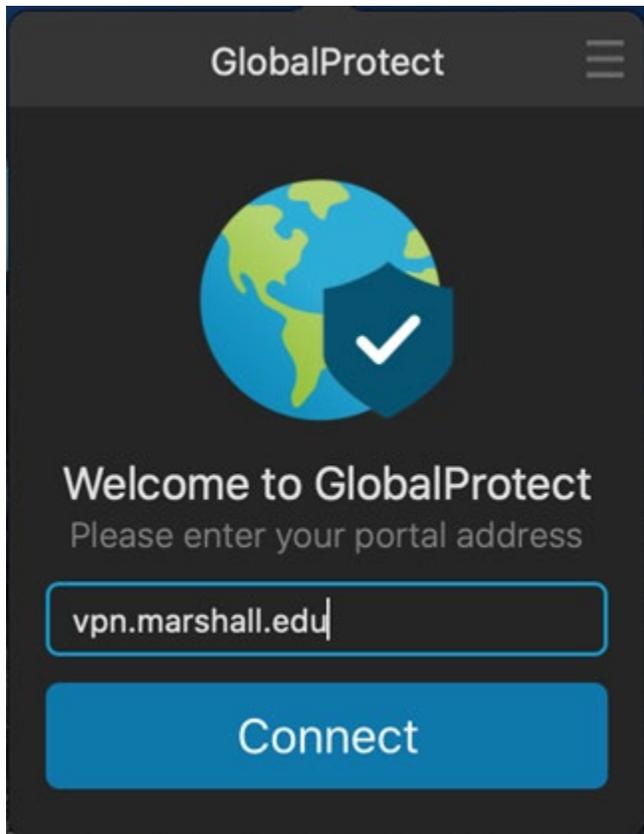


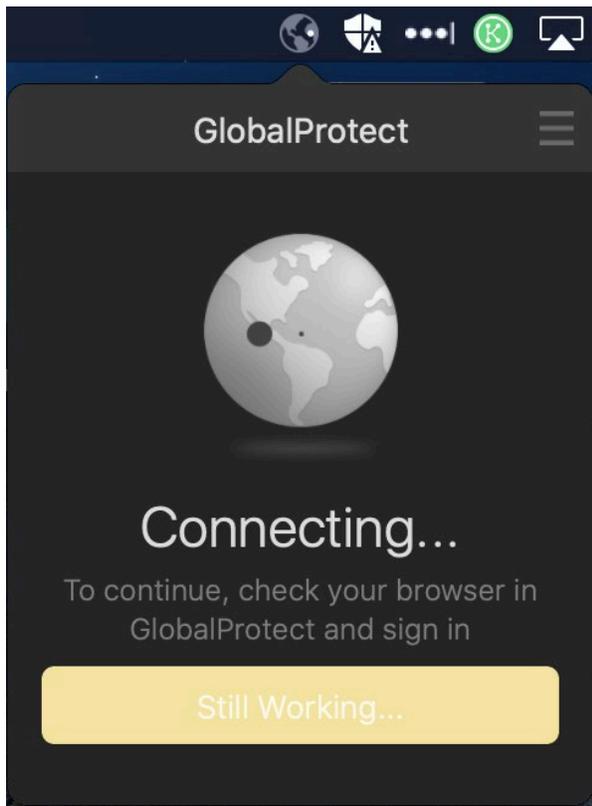




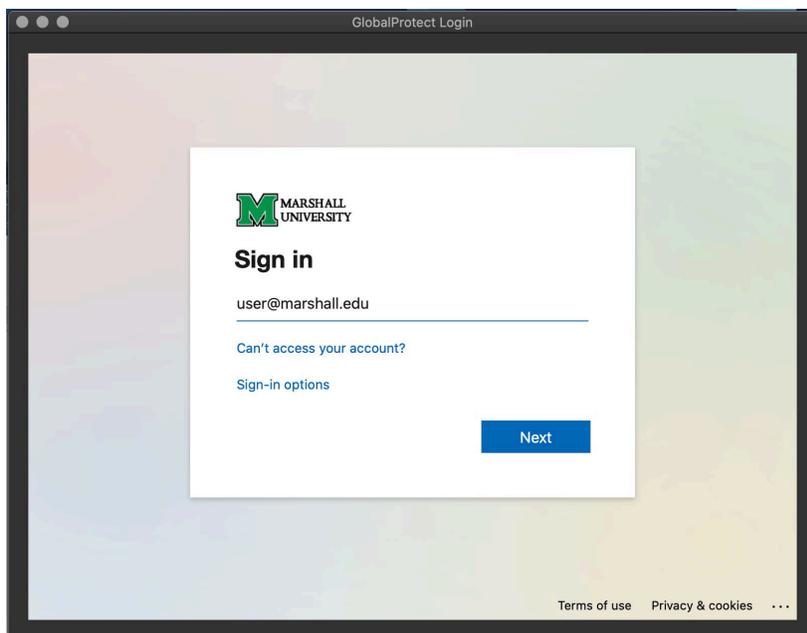


4. Once installed the GlobalProtect client will auto launch and you will enter "vpn.marshall.edu" as the portal address to Connect.





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



GlobalProtect Login



Sign in with your MUNet username and password

user@marshall.edu

.....

Sign in

[First-Time Users](#) | [Forgot Password](#) | [Change Password](#)

By signing onto this portal, you agree to abide by its

GlobalProtect Login



user@marshall.edu

Approve sign in request

We've sent a notification to your mobile device. Please open the Microsoft Authenticator app to respond.

Don't ask again for 60 days

[Having trouble? Sign in another way](#)

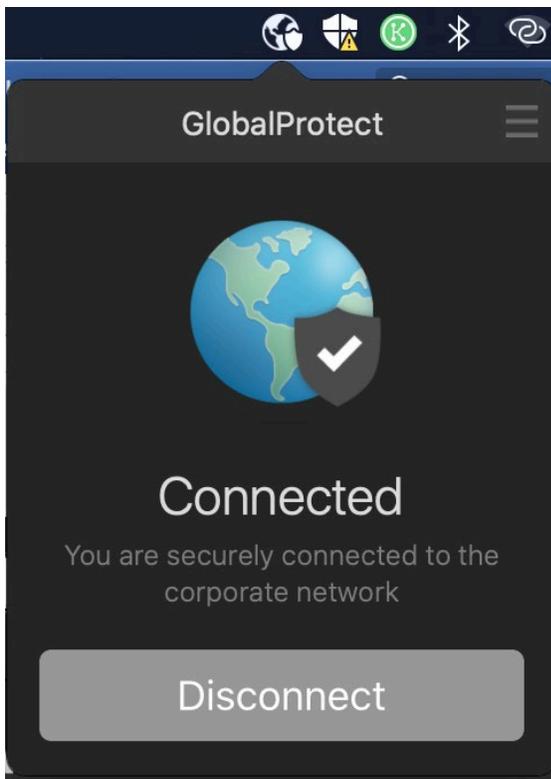
[More information](#)

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6. You can select “Don’t Allow” to any further requests for access to your folders.



7. Status will say “Connected” when you’ve successfully connected to MU 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

Updated: 10/20/20 cls