

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".





<ul> <li>Introduction</li> <li>Destination Select</li> <li>Installation Type</li> <li>Installation</li> <li>Summary</li> </ul>	Custom Install on "Macintosh HD" Package Name GlobalProtect Uninstall GlobalProtect GlobalProtect System extensions	Action Install Skip Skip	Size 36.9 MB Zero KB Zero KB
<ul> <li>Introduction</li> <li>Destination Select</li> <li>Installation Type</li> <li>Installation</li> <li>Summary</li> </ul>	Package Name GlobalProtect Uninstall GlobalProtect GlobalProtect System extensions	Action Install Skip Skip	Size 36.9 MB Zero KB Zero KB
	Space Required: 36.9 MB	Remaining:	55.26 GB

	🤝 Install GlobalProtect	
	Standard Install on "Macintosh HD"	
<ul> <li>Introduction</li> <li>Destination Select</li> <li>Installation Type</li> <li>Installation</li> <li>Summary</li> </ul>	This will take 36.9 MB of space on your computer. Click Install to perform a standard installation of this software on the disk "Macintosh HD". Change Install Location	
	Go Back Install	



		穿 Install GlobalProtect		<b>A</b>
	Installing	GlobalProtect		
<ul> <li>Introduction</li> <li>Destination</li> <li>Installation</li> </ul>	"Insta your D	iller.app" would like to acc Downloads folder.	cess files in	
<ul> <li>Installatic</li> <li>Summary</li> </ul>		Don't Allow	ОК	
				Continue



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.



All S	MARSHALL UNIVERSITY.
	Sign in with your MUNet username and password
	Sign in
	First-Time Users   Forgot Password   Change Password
	By signing onto this portal, you agree to abide by its
	CiobalProtect Login
50.02 · · · · ·	
MAR	SHALL
User@mail	SHALL renstry
user@mail Approv	SHALL RESTRY rshall.edu ve sign in request
User@mail Approv © We've device Auther	SRALL VERSITY rshall.edu ve sign in request sent a notification to your mobile t. Please open the Microsoft nticator app to respond.
User@mail Approv © We've device Auther	SHALL VERSITY rshall.edu ve sign in request sent a notification to your mobile a. Please open the Microsoft nticator app to respond. ask again for 60 days
User@mail User@mail Approv & We've Auther Don't a Having trout	SHALL VERSITY rshall.edu ve sign in request sent a notification to your mobile a. Please open the Microsoft nticator app to respond. ask again for 60 days ble? Sign in another way
User@ma User@ma Approv @ We've device Auther Don't 4 Having trout More inform	SHALL VERSITY Inshall.edu Ve sign in request sent a notification to your mobile a. Please open the Microsoft nticator app to respond. ask again for 60 days ble? Sign in another way lation
User@ma Approv © We've device Auther Don't 4 Having trout More inform	SHALL VERSITY Inshall.edu Ve sign in request Instead a notification to your mobile Is. Please open the Microsoft Inticator app to respond. Insk again for 60 days Inticator Sign in another way Instead

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 | <u>servicedesk@marshall.edu</u>