In order to access your Shared Drives from your computer or device from an off-campus location, you must connect to our network via a VPN.

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Installing GlobalProtect on University Windows Computers

1. Click the Start button in the lower left corner.
2. Type Software Center
3. Open Software Center.
4. In the search field, type **Global Protect**.

5. Click **Global Protect**.

6. Click **Install**.

7. Once Global Protect is installed, it will start up automatically.

8. Type **vpn.uwec.edu** into the Portal field and click **Connect**.
9. After clicking connect you will have to authorize through Duo. First you should see a university login window come up. Enter your **UWEC username and password**

![University of Wisconsin-Eau Claire login window](image)

- Enter your UW-Eau Claire username and password below, then select the **Log In** button to continue.
- **Forgot your password?**

![Username and Password fields](image)

- **Username**
- **Password**

![Clear and Log In buttons](image)

- **Clear**
- **Log In**

10. After the university login window, select your Duo authentication method (Push, Call Me, Passcode) and then respond to the appropriate Duo prompt/call/passcode

![Duo authentication options](image)

- **Send Me a Push**
- **Call Me**
- **Enter a Passcode**

![Pushed login request to your device](image)

- **Cancel**

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11. To connect or disconnect to the VPN, click the arrow to bring up the tray.

12. Right click the **VPN icon**.

13. Click the **Connect** button.

## Installing GlobalProtect on Personal Windows Computers

In order to access your university files and documents off campus, you need to use a VPN.

1. Navigate to [https://vpn.uwec.edu](https://vpn.uwec.edu).
2. Login using your **university username and password**.
3. Click the **link that best fits your computer**.
4. Locate the **GlobalProtect agent installation program** (may vary between web browsers/user preferences) and install the program.
5. After the installation **open the client**, if it didn't automatically.
6. Type **vpn.uwec.edu** into the Portal field, then click **connect**.
7. After clicking connect you will have to authorize through Duo. First you should see a university login window come up. Enter your **UWEC username and password**.
8. After the university login window, select your Duo authentication method and authenticate through Duo.

9. To connect or disconnect to the VPN, click on the GlobalProtect systray icon.
10. Select the **Connect** option.
Once you are connected to the university’s network, you can access your files by following the directions in the Network Drives Overview article.

**Moving GlobalProtect to the Windows Taskbar**

GlobalProtect will automatically be in your system tray once it is installed. You can move this to your taskbar so you can easily connect or disconnect to UW-Eau Claire’s network.

**Method 1**

1. Click the **up arrow**.

2. Click and hold the **GlobalProtect icon**.

3. Drag it to the **Taskbar**.

**Method 2**

1. Right-click the **up arrow**.

2. Select **Taskbar settings**.
3. **Click Select which icons appear on the taskbar.**

   - **Themes**
   - **Start**
   - **Taskbar**

   - **Combine taskbar buttons**
     - Always, hide labels

   - **Notification area**
     - Select which icons appear on the taskbar

4. **Click the slider next to GlobalProtect client to turn it on.**

   - **GlobalProtect client**
     - **Connected**
     - **Off**

   - **GlobalProtect client**
     - **Connected**
     - **On**

   **GlobalProtect will appear in the Taskbar.**
Installing GlobalProtect on University Macs

1. Select Applications from the Go menu.

2. Double Click Self Service.

3. Login using your University username and password.
4. Click **Install**.

5. After Global Protect begins the installation process, you may be prompted to enter a server address. If this happens, wait a few moments while the install completes, and the prompt will clear itself. Otherwise, enter vpn.uwec.edu and click the **Connect** button.

6. Login using your **University username and password**.

7. **NOTE:** Whenever you log off or shut down your Mac, you will have to relaunch Global Protect.
a. From your desktop, select **Applications** from the Go menu.

b. Double click on **Global Protect**.

8. To reconnect, simply click on the Global Protect icon in your menu bar and log in with your University credentials.

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**Installing GlobalProtect on Personal Macs**

In order to access your university files and documents off campus, you need to use a VPN. Once you are connected to the university's network, you can access your files by following the directions in the **Network Drives Overview** article.

1. Navigate to [https://vpn.uwec.edu](https://vpn.uwec.edu)
2. Login using your university username and password.
3. Click **Download Mac 32/64 bit GlobalProtect agent**.
4. Install the program.
5. (Optional) If you see the System Extension Blocked error message, click **Open Security Preferences**.
6. (Optional) In Security Preferences, click **Allow** to unblock Pal Alto Networks.

7. Type **vpn.uwec.edu** in the Portal Address field.

8. Click **Connect**.

9. Click **Sign In** after entering your University username and password. Your username will automatically be saved from this point forward.
NOTE: Whenever you log off or shut down your Mac, you will have to relaunch GlobalProtect.

10. To disconnect, click on the Global Protect icon in your menu bar and then click the Disconnect button.

11. To reconnect, simply click on the Global Protect icon in your menu bar and log in with your University credentials.

Installing GlobalProtect on Mobile Devices

In order to use GlobalProtect, you need to install the respective apps.
Android

1. Download GlobalProtect from the Play Store.
2. Launch GlobalProtect.
3. Type vpn.uwec.edu into the Portal field and tap Connect.
4. Login using your university username and password and tap Log In.

5. Select your Duo Authentication method (Push, Call Me, Passcode) and respond to the appropriate Duo prompt.
For security reasons, we require additional information to verify your account (pembert@uwec.edu)

OFFICE 365 LOGIN SERVICE

For security reasons, completely close your web browser when you are done accessing services that require you to log in.

Note: Be wary of any program or web page that asks you for your username and password. Secure UW-Eau Claire web pages that ask you for your username and password will generally have URLs that begin with "https://...uwec.edu". In addition, your browser should visually indicate that you are

Example: Duo Push Prompt
Click "Tap To View Actions"
Click "Approve"
6. Tap **OK** at the Connection request screen (if it is shown).
1. Download GlobalProtect from the App Store.
2. Launch GlobalProtect.
3. Type vpn.uwec.edu into the Portal field and tap Connect.

**iPhone**

7. Tap Connect.

*NOTE: To disconnect, tap Disconnect.*
4. Login using your university username and password.

5. Tap **OK** at the Connection request screen.

6. Tap **Connect**.

   *NOTE: To disconnect from the VPN, tap **Disconnect**.*

### Troubleshooting

"An Error Occurred" during sign-in

1. You receive the following error during the UWEC & Duo sign-in process
2. Close out of the error message and go back to Global Protect down in the system tray. Click the "Hamburger" menu, then "settings"

3. Once the settings window opens, click the "Sign Out" button and click "OK" on the confirmation prompt. This will completely clear the credentials for the currently signed in account.
4. Re-open Global Protect from the System tray and click connect again. Go through the sign-in process one more time and the "An Error Occurred" message should not happen.