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.

*(NOTE: You must enroll in DUO before you can use the 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 GlobalProtect 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**.

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.
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.

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.**

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

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.

a. From your desktop, select Applications from the Go menu.
b. Double click on GlobalProtect.
8. To reconnect, simply click on the GlobalProtect icon in your menu bar and log in with your University credentials.
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 **GlobalProtect icon** in your menu bar and then click the **Disconnect** button.

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

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**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.

University of Wisconsin-Eau Claire

Enter your UW-Eau Claire username and password below, then select the Log in button to continue.

Username

Password

Clear Log In

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 accessing a secure page.

Questions or Problems? Contact the LTS Help Desk

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
(pembro@uwec.edu)

Example: Duo Push Prompt

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).
7. Tap **Connect**.
   
   *NOTE: To disconnect, tap **Disconnect**.*

**iPhone**

1. Download GlobalProtect from the App Store.
2. Launch GlobalProtect.
3. Type vpn.uwec.edu into the Portal field and tap **Connect**.
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 GlobalProtect 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 GlobalProtect 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.