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Setting up VPN – GlobalProtect

GlobalProtect VPN

Note for Students:

The VPN access only allows the secure use of restricted university or library services. Normal unrestricted web surfing or connecting to internal university services (e.g., network shares) is not possible. This access is reserved for employees only. If you are spending a semester abroad in acountry with restrictive internet access, please inform yourself in advance about possible commercial VPN providers.

The VPN access enables members of PLUS to access restricted services (library data or databases) from outside the university network. Students can thus use restricted university or library services.

① Requirements
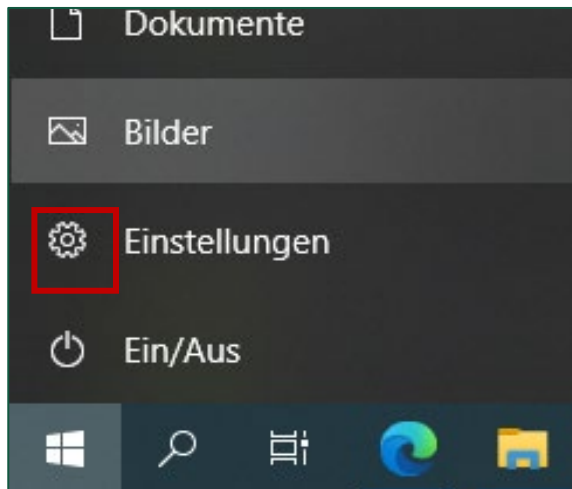
Windows Operating System Version

Before installation, you need to know whether you are using the 32-bit or 64-bit version of Windows 10:

Windows button -> Settings -> System -> Info -> System type

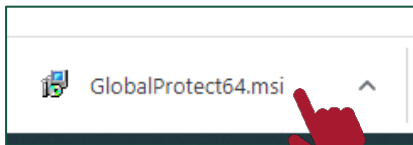You may need administrator rights for your PC.

② **Installation**

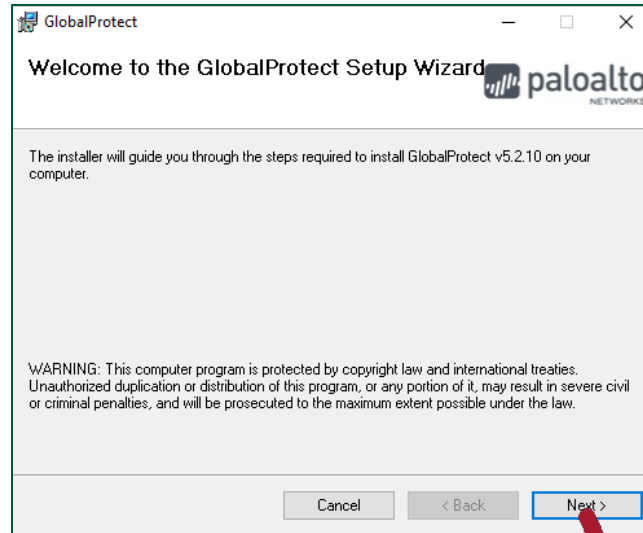Via the link: https://access.sbg.ac.at you can install GlobalProtect.

Select the operating system:

③ Connecting 1

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After installation, click on the GlobalProtect icon in the taskbar and enter "*access.sbg.ac.at*" in the empty field.

Enter university access data (Students: s-number) and click "*Verbinden*".
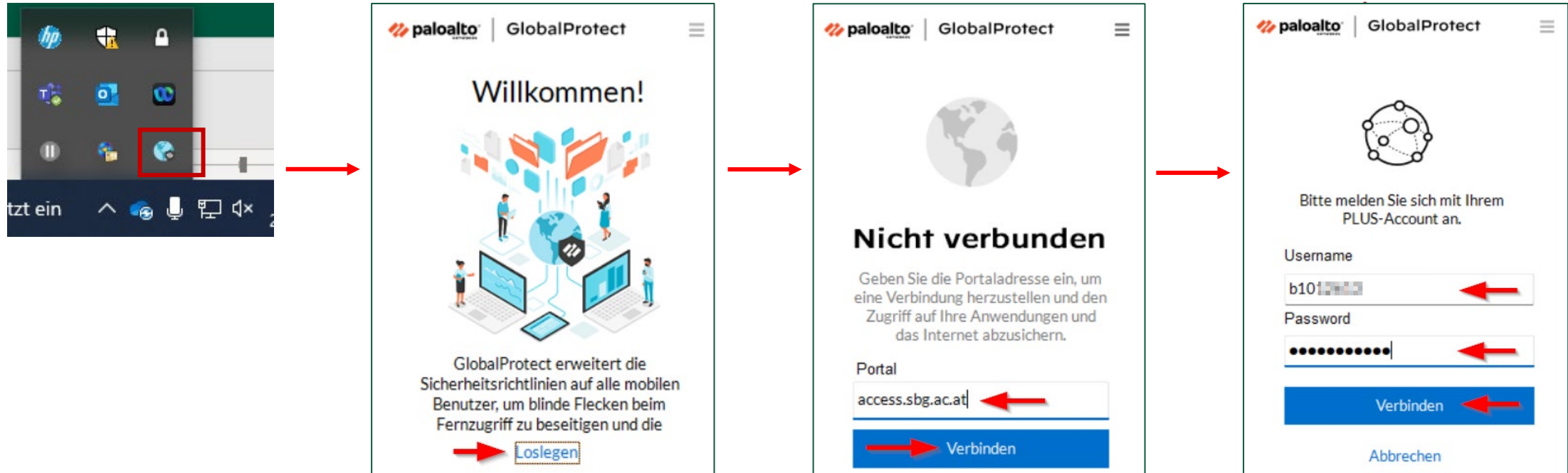
4 Connecting 2

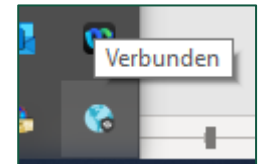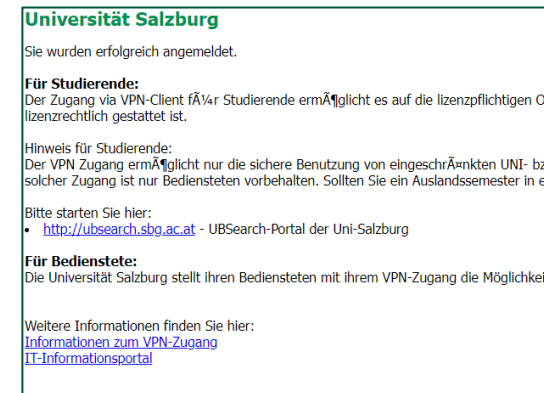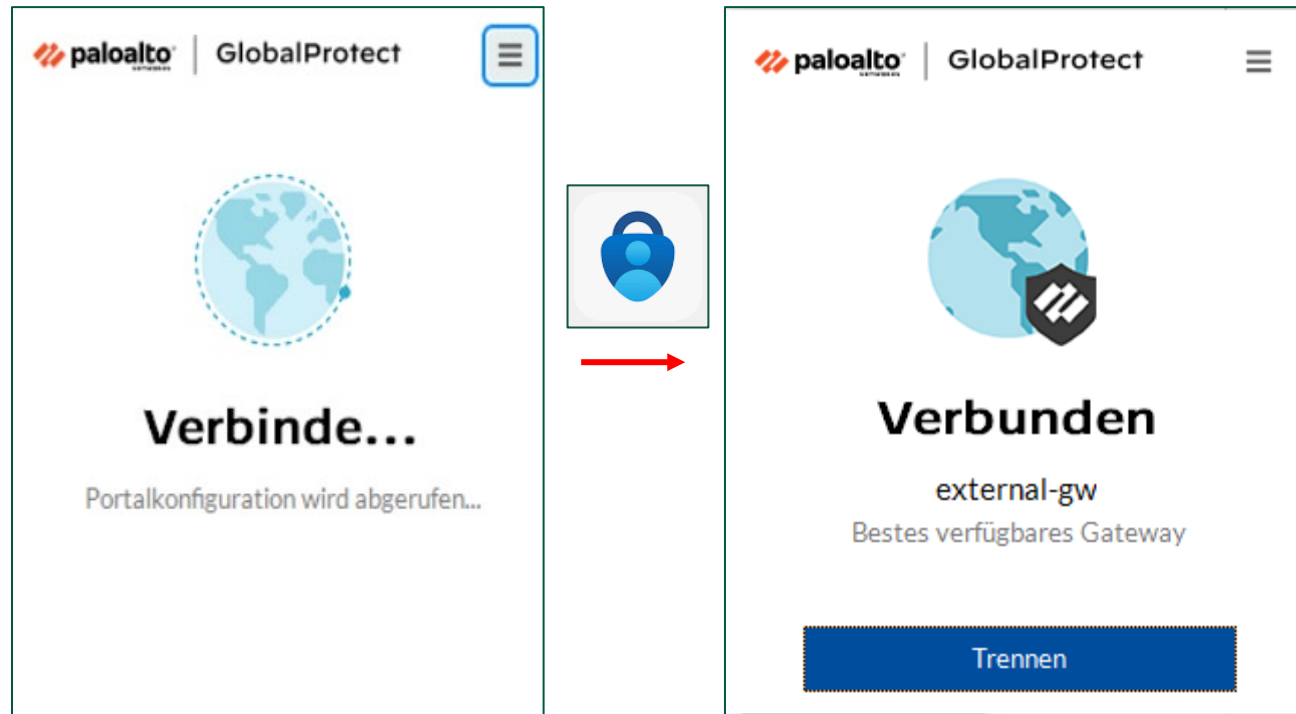You will be prompted to perform two-factor authentication via your Authenticator (or other selected method).

Upon **successful connection**, the following browser window will open and the GlobalProtect icon in

the taskbar will turn light blue.

FAQs

Q: The VPN connection is not working ? what should I do?

A:

1. If you have multiple VPN clients installed, make sure only GlobalProtect is active. Using multiple VPN clients simultaneously causes problems.

2. Check for available system updates and install them. Then restart your device.

3. On the Palo Alto Networks website, you can find out which operating systems are compatible with the GlobalProtect VPN client.

4. Make sure the correct portal address is entered.

Q: I am using an Apple device

A: On macOS, you can check under -> System Preferences -> Security -> General if loading software

from "Palo Alto Networks" is allowed.

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