

# RU-VPN2 - GlobalProtect Installation for Mac

Use RU-VPN2 for a secure connection to Ryerson's Administrative system via the Internet. To use RU-VPN2, you will need to install and use client software called GlobalProtect which allows authorized users' access. It provides further security by creating a Virtual Private Network (VPN), which is like a "secure tunnel" through which all communication between the user PC and Ryerson must pass. All data transmissions are "encrypted" so that they cannot be read while traveling across the Internet. GlobalProtect runs on your PC, laptop computer or mobile device, protecting you with the same security policies that protect the sensitive resources on Ryerson University network.

## Requirements

- Access to the Internet
- A valid my.ryerson username and password
- VPN access enabled by the CCS Help Desk
- Two-Factor Authentication enabled for "applications that require two-factor authentication"

Note: If you do not meet or understand the above requirements, contact the CCS Help Desk for information before proceeding.

Complete the following steps to use RU-VPN2:

## Install RU-VPN2, GlobalProtect

[Step 1 Contact CCS to request VPN access](#)

[Step 2 Setup Two-Factor Authentication](#)

[Step 3 Download the RU-VPN2, GlobalProtect Client Software](#)

[Step 4 Install RU-VPN2 using GlobalProtect](#)

[Step 5 Configure and Run GlobalProtect for the first time](#)

[Step 6 Uninstall old RU-VPN](#)

## Using RU-VPN2, GlobalProtect after Installation

[Connect to Ryerson using GlobalProtect](#)

[Disconnect from Ryerson using GlobalProtect](#)

[Frequently Asked Questions \(FAQ\)](#)

[Important Note](#)

## Step 1 Contact CCS to request VPN access

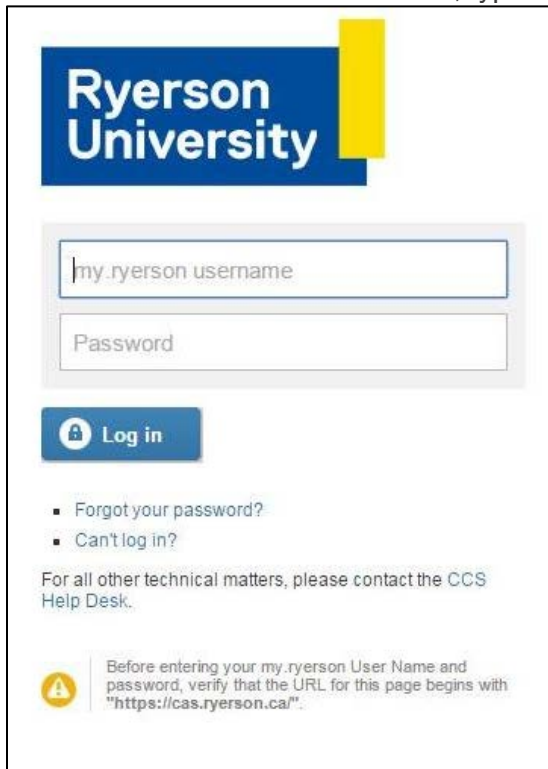
Before you download and install RU-VPN2, submit the [request form](#) for VPN access.

## Step 2 Setup Two-Factor Authentication

To use RU-VPN2, you will need to setup Two-factor authentication. Please complete the instructions outlined at <http://ryerson.ca/ccs/services/accounts/2FactorAuthentication.html> before proceeding with the download and install of RU-VPN2, GlobalProtect.

## Step 3 Download the RU-VPN2, GlobalProtect Client Software

1. From the CCS download web page <http://ryerson.ca/ccs/services/software/security.html> find **RU-VPN2**. Check your Operating System before selecting the file to download.
2. At the **Software download** screen, type in your my.ryerson username and password. Click **Log in**.



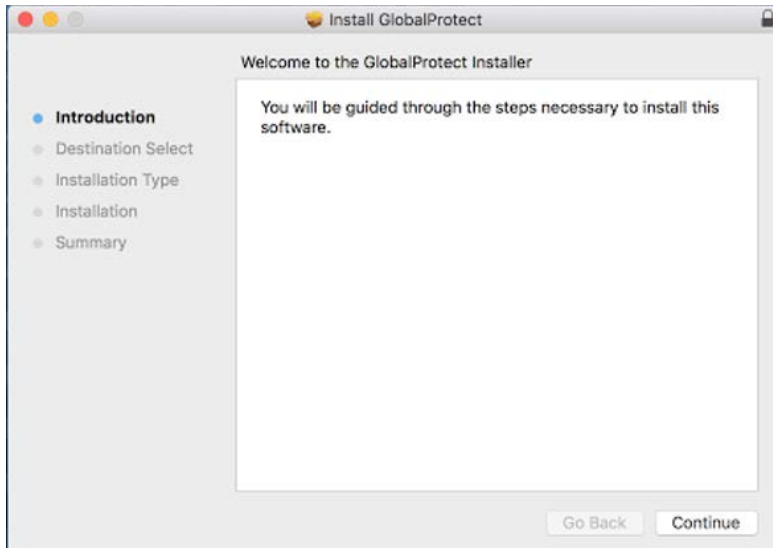
The screenshot shows the Ryerson University login interface. At the top left is the Ryerson University logo. Below it are two input fields: one for the username (containing the placeholder text 'my.ryerson username') and one for the password. A blue 'Log in' button with a lock icon is positioned below the password field. Underneath the button are two links: 'Forgot your password?' and 'Can't log in?'. A text block below these links reads: 'For all other technical matters, please contact the CCS Help Desk.' At the bottom left, there is a yellow warning icon next to a text box that says: 'Before entering your my.ryerson User Name and password, verify that the URL for this page begins with "https://cas.ryerson.ca/".'

3. The **RU-VPN2.pkg** file will download.

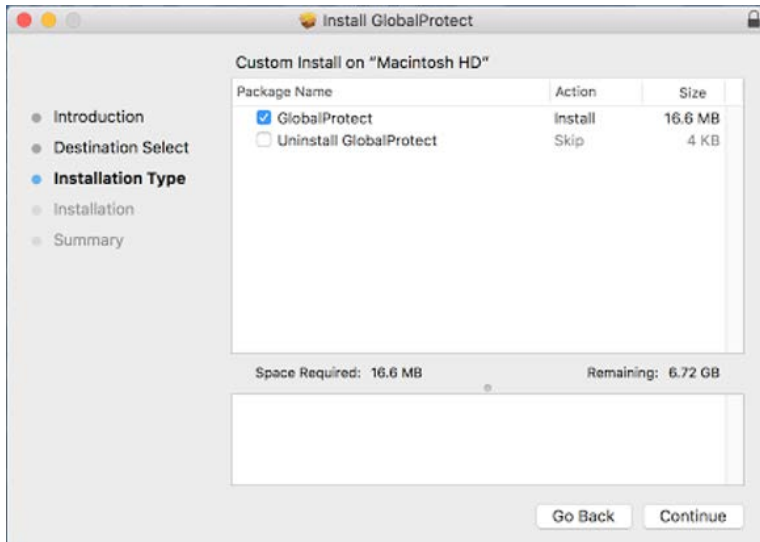
## Step 4 Install RU-VPN2 using GlobalProtect

To use RU-VPN2, you will need to install and use the GlobalProtect client software. This is the software included in the files you downloaded.

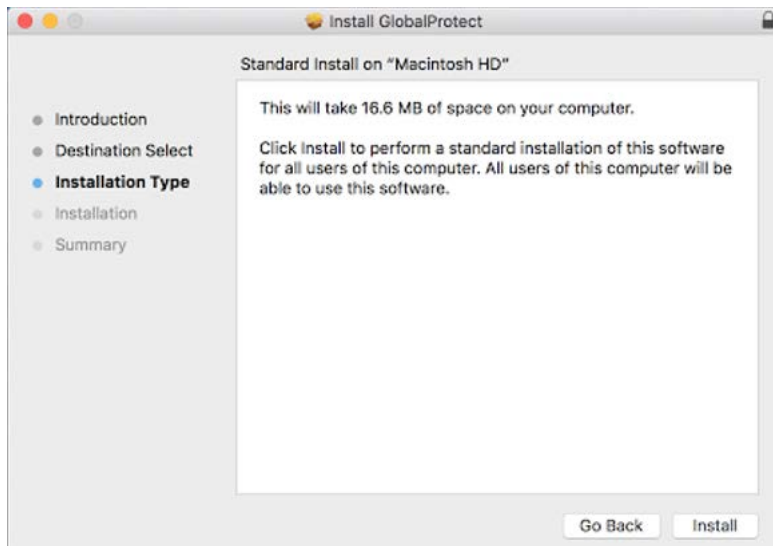
1. Before install, make sure that the **RU-VPN2.pkg** file is located on your Mac.
2. Double click the **RU-VPN2.pkg** under **Downloads** and a **Welcome to the GlobalProtect Installer** will display. Click **Continue**.



3. You may see the **Destination Select** screen display. Click **Continue**.
4. At the **Custom Install on Macintosh HD** screen, make sure **GlobalProtect** is checked. Click **Continue**.



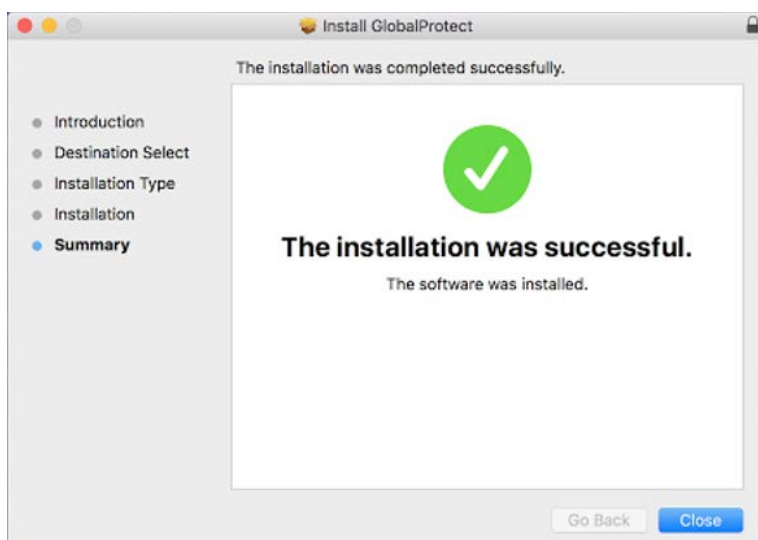
- A window will display specifying the space required. Click **Install** for a standard installation.



- The installer will prompt for the administrator's password to install the software. Please enter the password and click **Install Software**.



- The software will install and a **The installation was successful** window will display. Click **Close**.



## Step 5 Configure and Run GlobalProtect for the First Time

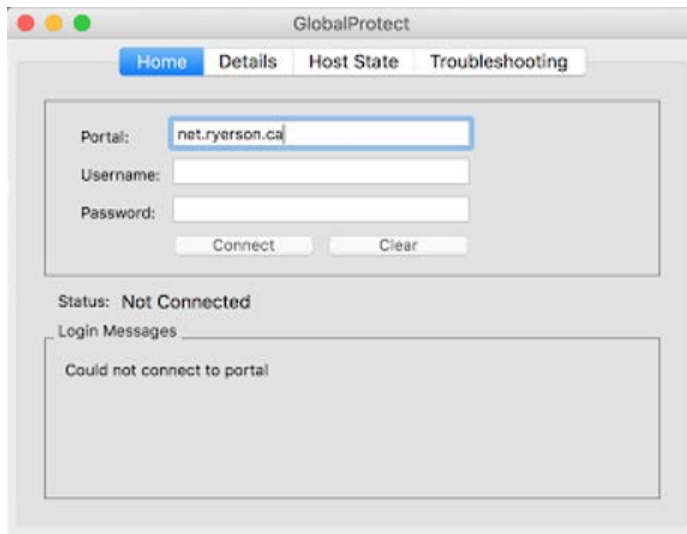
1. During installation, please wait and GlobalProtect will open a Settings window. At the Settings Window enter the following:

**Portal:** net.ryerson.ca

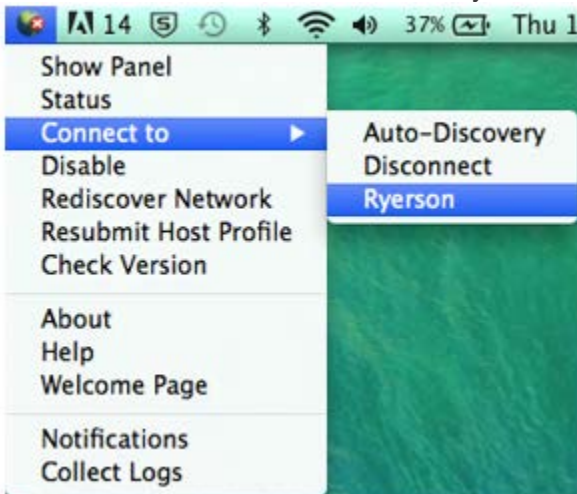
**Username:** Your my.ryerson username

**Password:** Your my.ryerson password

Click on **Connect**.




2. Click the GlobalProtect icon on the system tray and then **Connect to >** and **Ryerson**.

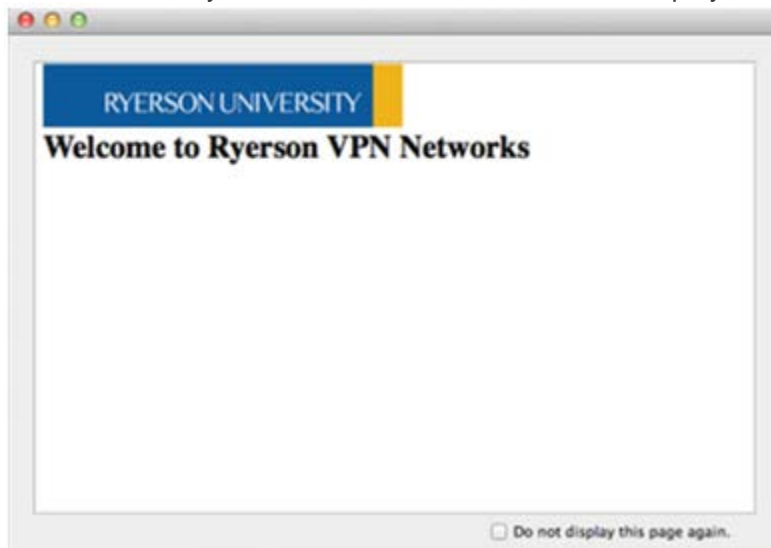



- If you are connecting to RU-VPN2 from off campus or from the campus but through the Academic Domain, you will be prompted for your Two-Factor **One Time Verification Password**.



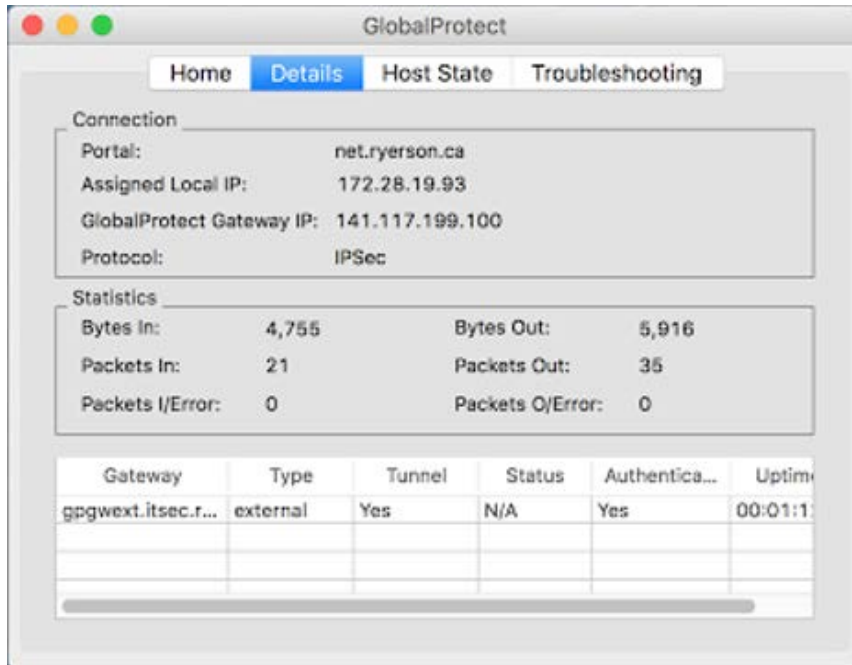
Note: When GlobalProtect software is updating or if your Mac is idle; GlobalProtect may need to reconnect and you may be prompted for the One Time Verification Password again.

- A small GlobalProtect icon  will be added to the top of your screen on the system tray.
- If there is a newer version of the GlobalProtect, this will automatically update and you will be prompted for your One Time Verification Password a second time.
- A Welcome to Ryerson VPN Networks window will display which you can close.

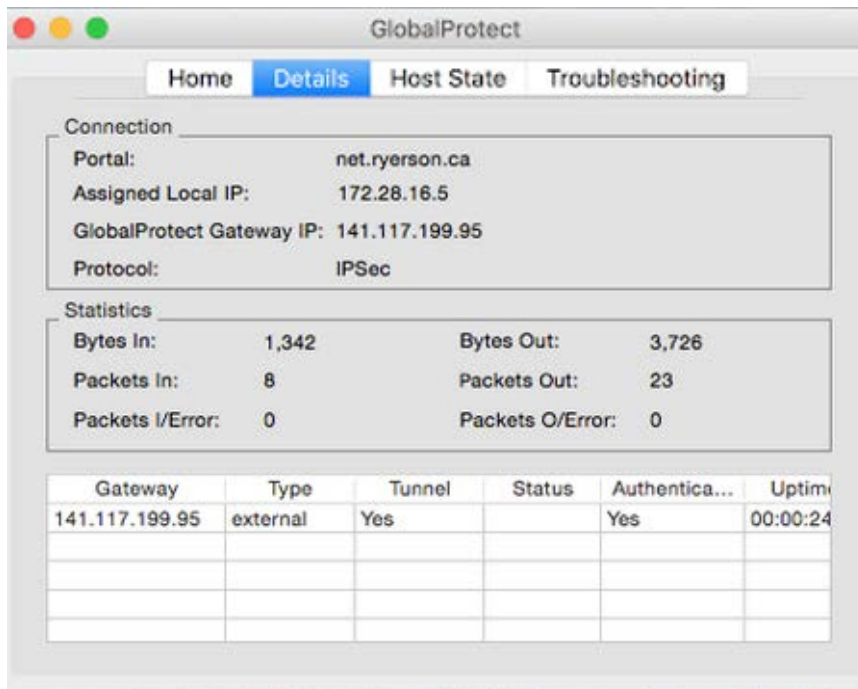


- If there is a newer version of GlobalProtect available, this will automatically update. A message will display stating "GlobalProtect agent upgrade is in progress. Please wait, application will restart once the upgrade is complete." After the install you will be prompted for your One Time Verification Password a second time.
- After authenticating correctly, the GlobalProtect icon on the system tray will display as  once you are connected. If the GlobalProtect settings screen does not automatically display, click the GlobalProtect icon in the system tray and select **Show Panel**. Click the **Details** tab to see the Connections information.

For **internal connections** you will see this screen:

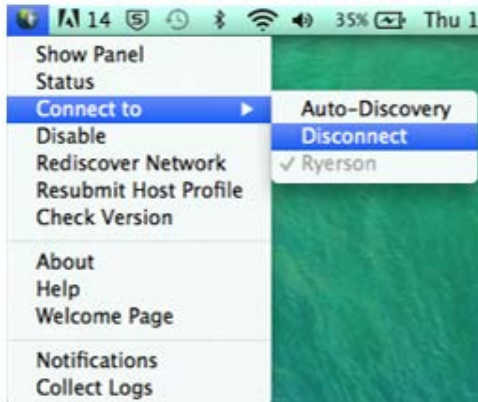


For **external connections**, a detailed view is provided that includes the IP and statistics information which may differ from your instance:





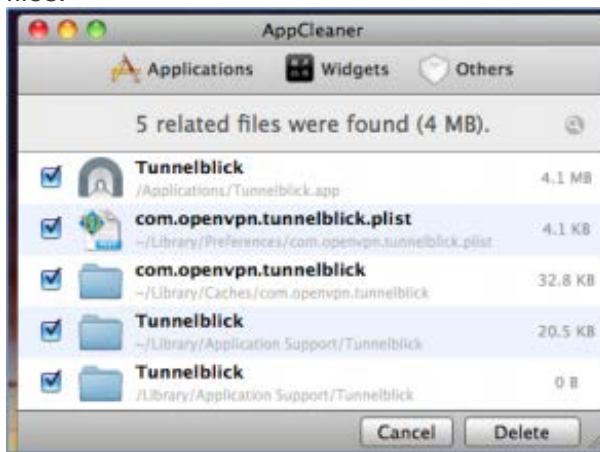
- When you are finished using GlobalProtect, you can disconnect by clicking on the GlobalProtect icon in the top of your screen and select **Connect to >** and **Disconnect**.



## Step 6 Uninstall old RU-VPN

To uninstall RU-VPN please use a program such as AppCleaner to completely remove all files associated with Tunnelblick.

- From the <http://freemacsoft.net/> website, click on **AppCleaner** and download it.
- Run the AppCleaner application.
- Drag and drop **Tunnelblick** to this application.
- Check that Tunnelblick and all related files are selected. Click **Delete** to remove all the Tunnelblick files.

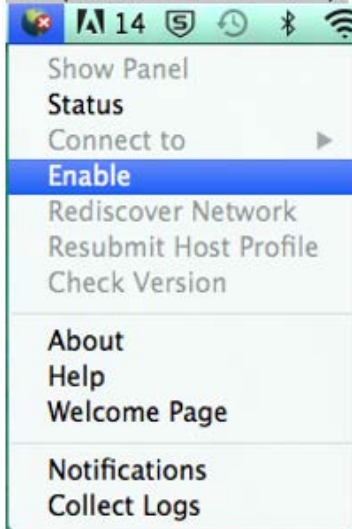




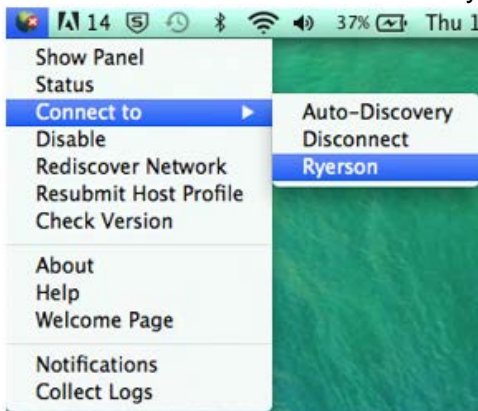
## Connect to Ryerson using GlobalProtect

If your GlobalProtect was “disabled” the last time it was used:

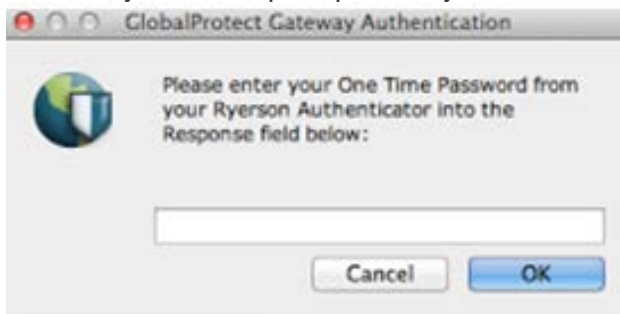
1. Click the GlobalProtect icon in the system tray and then click **Enable**. If you do not see the Enable icon then proceed to the next step.



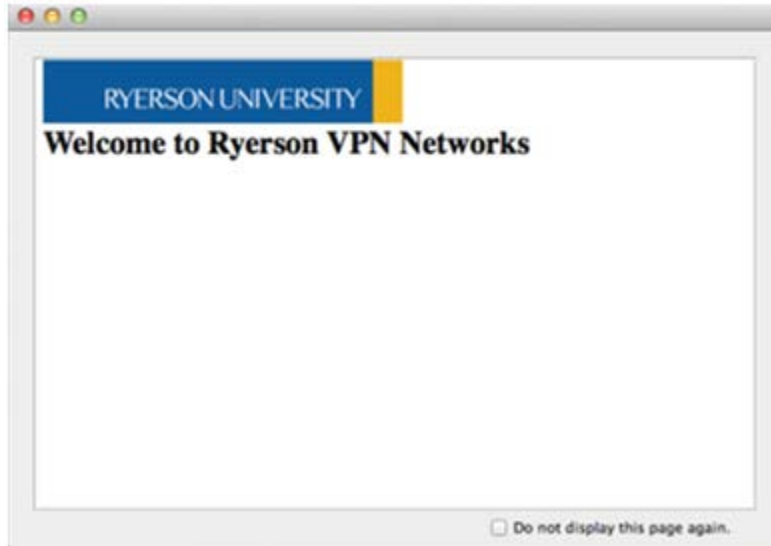
2. Click the GlobalProtect icon in the system tray then click **Connect to** > and **Ryerson**




3. If you are connecting to RU-VPN2 from off campus or from the campus but through the Academic Domain, you will be prompted for your Two-Factor **One Time Verification Password**.



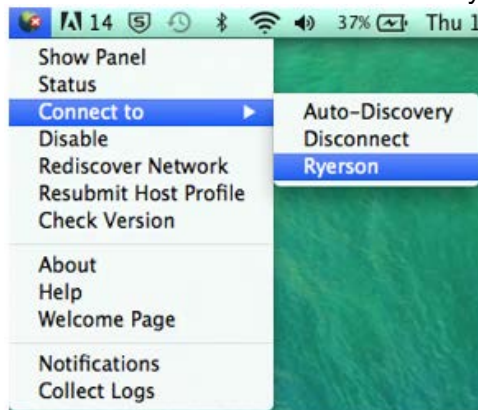
4. A Welcome to Ryerson VPN Networks window will display which you can close.



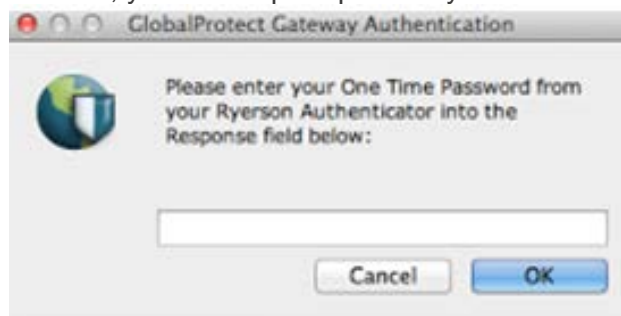
5. After authenticating correctly, the GlobalProtect icon on the system tray will display as  once you are connected.


**If your GlobalProtect was “disconnected” the last time it was used**

1. Click the GlobalProtect icon in the system tray then click **Connect to** > and **Ryerson**.



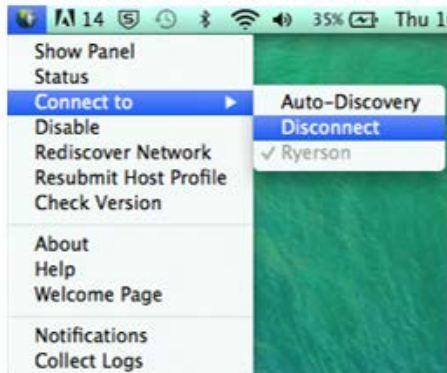
2. If you are connecting to RU-VPN2 from off campus or from the campus but through the Academic Domain, you will be prompted for your Two-Factor **One Time Verification Password**.



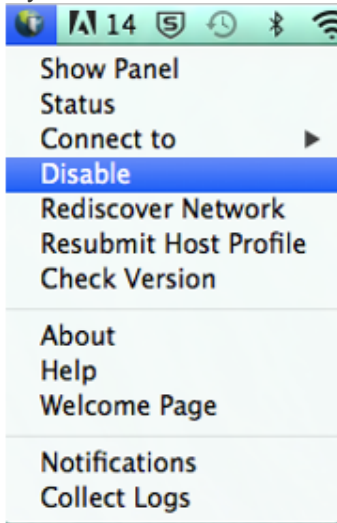
- After authenticating correctly, the GlobalProtect icon on the system tray will display as  once you are connected.

## Disconnect from Ryerson using GlobalProtect

- To end your GlobalProtect session, click the GlobalProtect icon in the system tray and click **Connect to >** and **Disconnect**. This is sufficient until the next time you use GlobalProtect.



- The GlobalProtect icon on the system tray changes to a globe with a red X. 
- If you need to disable GlobalProtect, click the GlobalProtect icon in the system tray and click **Disable**.



- Enter a reason for disabling access to GlobalProtect and then click **OK**.






- The GlobalProtect icon on the system tray changes to a globe with a red X. 

## Frequently Asked Questions (FAQ)

Q. How can I tell that I am definitely connected to the GlobalProtect VPN?

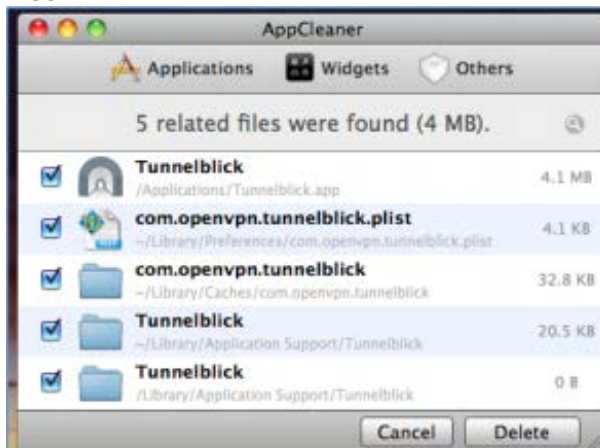
A. The VPN status icon, which displays on the system tray at the top of the screen, will indicate the current connection state:

-  GlobalProtect is connected as internal client, VPN is not initialized. This usually happens when you connected your laptop to a Ryerson trusted network such as Ryerson admin networks.
-  GlobalProtect is connected as an external client, VPN is connected successfully. This also displays when you connect your laptop from home or a Ryerson untrusted network like wireless networks.
-  GlobalProtect is not connected, either because authentication failed or you choose to disconnect.

Q. How do I uninstall RU-VPN on a Mac?

A. To uninstall RU-VPN please use a program such as AppCleaner to completely remove all files associated with Tunnelblick.

1. From the <http://freemacsoft.net/> website, click on **AppCleaner** and download it.
2. Run the AppCleaner application.
3. Drag and drop **Tunnelblick** to this application.
4. Check that Tunnelblick and all related files are selected. Click **Delete** to remove all the Tunnelblick files.



Q. Can I check the Do Not Display This Page Again checkbox on the Welcome Page?

A. From the Welcome to Ryerson VPN Networks page, you can select **Do not display the page again**. This means that you will not have this window open whenever you connect to the Ryerson VPN.

Q. The GlobalProtect client will not install and is asking for an Administrator password?

A. If your Mac is a Ryerson computer and supported by CCS please contact the CCS Help Desk at [help@ryerson.ca](mailto:help@ryerson.ca) or extension 6806, otherwise, contact the person who has administrator rights on the computer.

Q. When I try and make a VPN connection, I keep being taken back to the user name/password or one-time verification code screen?

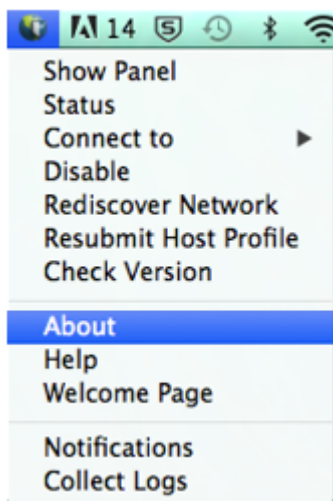
A. This may be caused by entering an incorrect or invalid my.ryerson user name, password or one-time verification code. Make sure you are entering your my.ryerson user name and password. Remember that user names and passwords are case-sensitive. If you are able to log on <http://my.ryerson.ca> using your my.ryerson user name and password, the problem may be your two-factor authentication setup. Try resetting your two-factor authentication by revoking your two-factor authentication and then reactivating two-factor authentication.

Q. How do I stop getting prompted to enter a one-time verification code, user name or password when I do not need connect to GlobalProtect?

A. Follow the [Disconnect From Ryerson Using GlobalProtect instructions](#).

Q. How do I get the GlobalProtect client version information?

A. Click the GlobalProtect icon in the system tray and click **About . . .**



Q. How does a new version of the GlobalProtect client get installed?

A. GlobalProtect is preset to check if there are new versions available. Once you have installed GlobalProtect and establish a VPN connection, the software will download the new version and put it in a queue. It will install by itself. You may see a message "GlobalProtect agent upgrade is in progress. Please wait, application will restart once the upgrade is complete."

Q. How do I manually update GlobalProtect?

A. Click the GlobalProtect icon from the system tray and click **Check Version**. If a new version is available, you may see a message "GlobalProtect agent upgrade is in progress. Please wait, application will restart once the upgrade is complete."

Q. How do I get help with other GlobalProtect problems?

A. If the information here did not help to resolve your problem, you can contact the CCS Help Desk at [help@ryerson.ca](mailto:help@ryerson.ca). Please include details of:

- Your operating system version, e.g. Windows 7 Professional with SP1, Mac OS X 10.10.2 etc.  
Your GlobalProtect Client version
- Your ISP (Internet Service Provider)
- Your Ryerson email address

## Important Note

Ryerson is taking the issue of security very seriously. It is imperative that you disconnect your VPN session when you are finish with accessing any of the Ryerson systems or when your computer will be left unattended and unsecured for some period of time during the day.

Leaving your active VPN session open and unattended provides others with the opportunity for message forgery and other misuse, attributing them to you and creating an embarrassment to you and possibly compromising the integrity of Ryerson. This is especially important for people who share computers or have their computer located in a public area.

Some basic safeguards which can be used to aid data security are:

- Disconnect your VPN session and logout from your PC during periods of absence. (e.g. coffee break, lunch, meetings etc.)
- Lock your office or room during periods of absence during normal working hours.
- Always use a screen saver password and a computer power-on password.