Computing & Communications Services

TMU-VPN - GlobalProtect Installation for Mac

Use TMU-VPN for a secure connection to Toronto Metropolitan University's (TMU) Administrative system via the Internet. To use TMU-VPN, 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 TMU 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 TMU network.

Requirements

- Access to the Internet
- A valid torontomu 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.

Download, Install and use TMU-VPN

Step 1. Contact CCS to Request VPN Access
Step 2. Setup Two-Factor Authentication
Step 3. Download the TMU-VPN, GlobalProtect Software Client
Step 4. Install TMU-VPN using GlobalProtect
Step 5. Configure and Run GlobalProtect for the first time
Step 6. Uninstall old VPN

Connect and Disable VPN Access

Connect to TMU Using GlobalProtect
Disable GlobalProtect

FAQ
Important Note

Download, Install and use TMU-VPN

Step 1.
Contact CCS to Request VPN Access

Before you download and install TMU-VPN, you will need to request VPN access by visiting https://my.torontomu.ca, navigate to the Self Service in your Personal Account where you can manage your VPN access and requests.

Step 2.
Setup Two-Factor Authentication

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To use TMU-VPN, you will need to setup two-factor authentication. Please complete the instructions outlined on the two-factor authentication page before proceeding with the download and install of TMU-VPN, GlobalProtect.

Step 3.
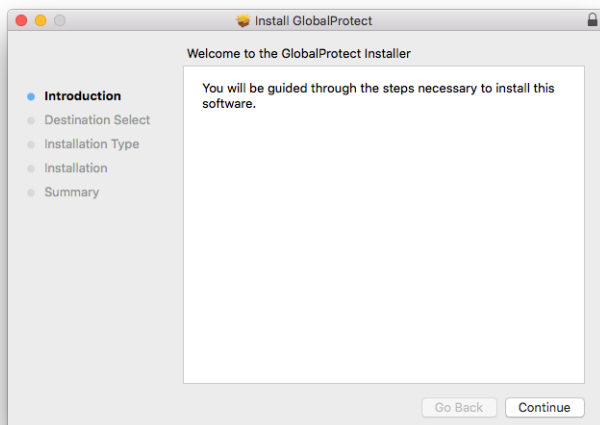## Download the TMU-VPN, GlobalProtect Software Client

A Mac version of GlobalProtect is available for download, GlobalProtect.pkg.

Step 4.
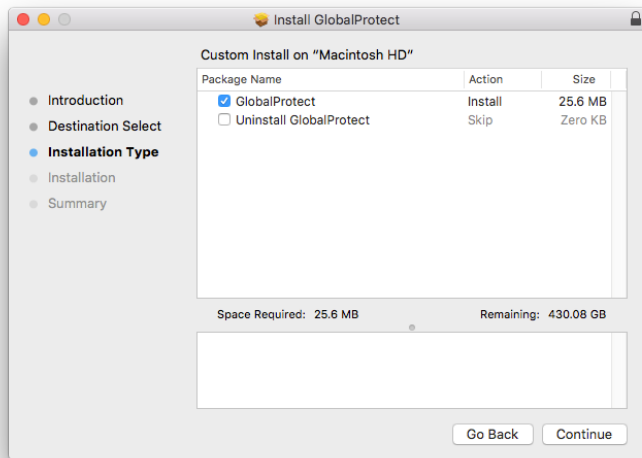## Install TMU-VPN using GlobalProtect

To use TMU-VPN, you will need to install and use the GlobalProtect client software. This is the software included in the file you downloaded.

1. Before install, make sure that the **GlobalProtect.pkg** file is located on your Mac.

2. Click the **GlobalProtect.pkg** under Downloads and a Welcome to the Global Protect Installer screen will display. Click **Continue**.
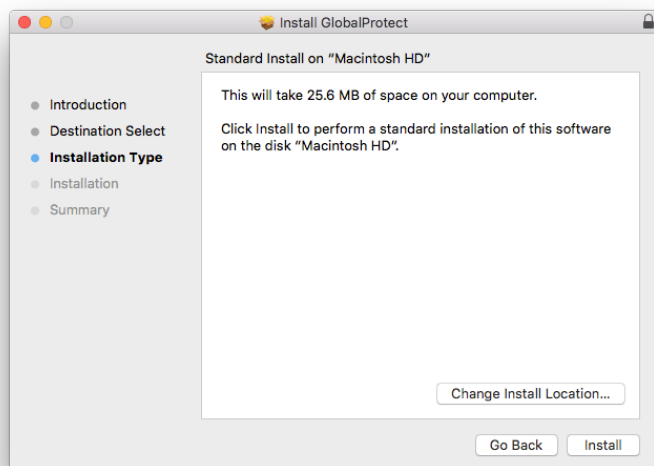

3. You may see the Select a Destination screen display. Click **Continue**.

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4. At the Custom Install on "Macintosh HD" screen, make sure **GlobalProtect** is checked. Click **Continue**.

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

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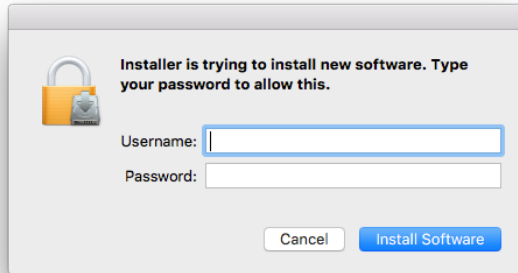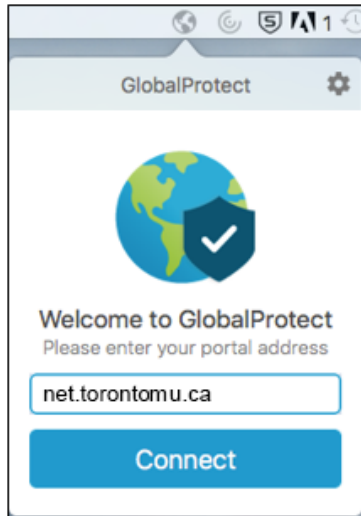

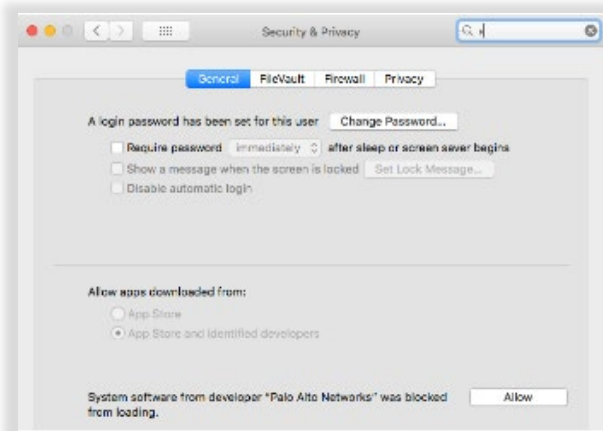7. The software will install and a window saying "The installation was successful" will display. Click **Close**.
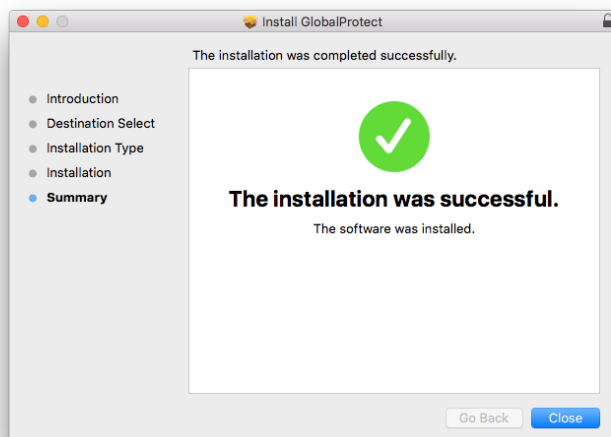
Step 5.
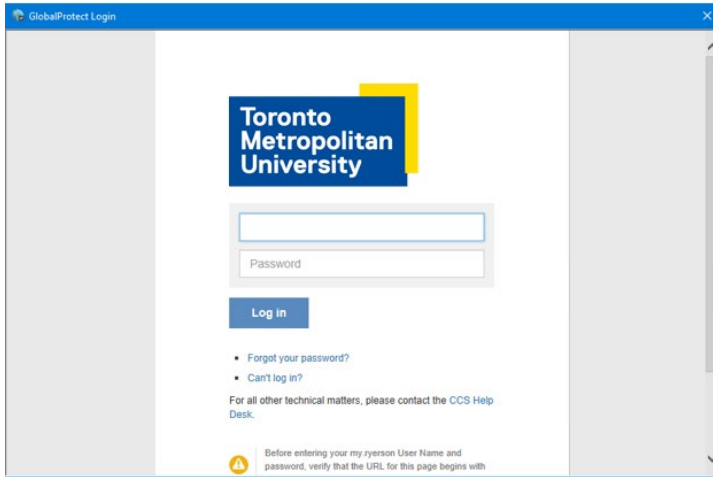## Configure and Run GlobalProtect for the first time

1. After installation, GlobalProtect will open a **Welcome to GlobalProtect** window. Enter the portal address as **net.torontomu.ca** and click on **Connect.**

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2. For the first time running "TMU-VPN", go to the Mac OS **System Preferences** then **Security & Privacy**. On the **General** tab click the **allow** button for "Palo Alto Networks", to allow the Mac OS to run the VPN software from now on.
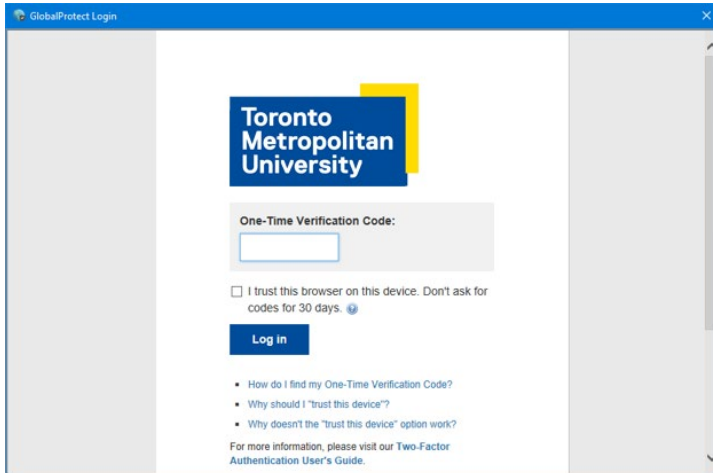
CCS Help Desk	CCS Reception	Page 5
416.979.5000 ext. 6806	LIB-B99	TMU-VPN - GlobalProtect Installation for Mac
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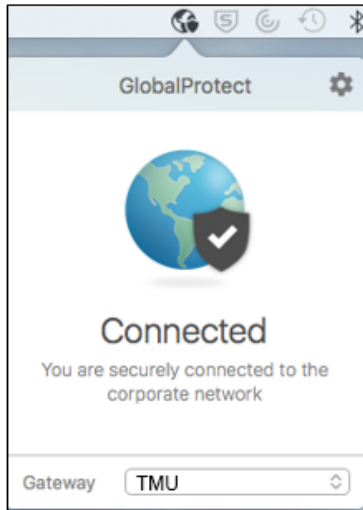3. At TMU Login screen enter your **torontomu username** and **password**. Click **Log in**.

4. Next you will be prompted for your Two-Factor Verification Code. You can select the checkbox to trust this browser for 30 days, so that you will not be prompted during that time period.

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

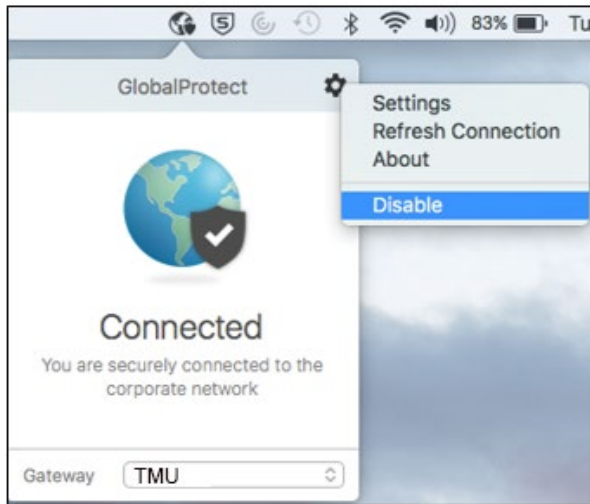5. A Global Protect **Connected** window displays when connection is made. You can now access sites that require VPN.

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6. Once connected a detailed view is provided that includes the IP and statistics information which may differ from your instance:
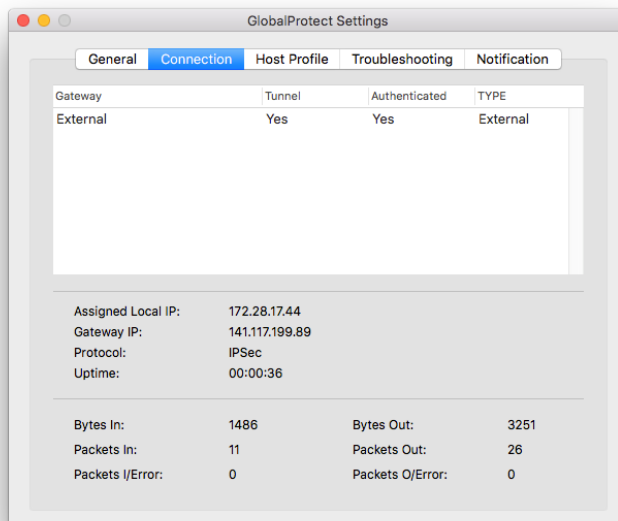
7. When you are finished using GlobalProtect, click on the GlobalProtect icon found on your system tray. Next click on the Settings gear at the top right of the screen and select **Disable**. This will end your connection to VPN.

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8. When you have the new TMU-VPN up and running you should uninstall the old VPN, Tunnelblick.
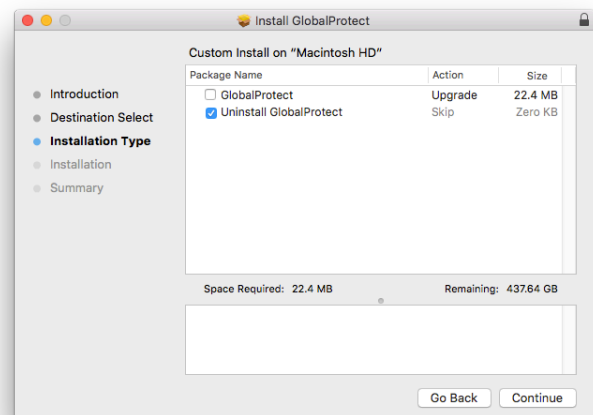
Step 6.
Uninstall old VPN

Remove old VPN, GlobalProtect

If you need to uninstall an old version of GlobalProtect and need to uninstall it, you can do the following.

1. If the **GlobalProtect.pkg** file is located on your Mac you can use this to uninstall. Click the **GlobalProtect.pkg** under **Downloads** and a **Welcome to the Global Protect Installer** screen will display. Click **Continue**.
2. At the **Custom Install on "Macintosh HD"** screen, make sure **Uninstall GlobalProtect** is checked. Click **Continue**.
3. GlobalProtect will be removed from your system.

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Remove old Open VPN, Tunnelblick

If you are still using the old Open VPN software, Tunnelblick, please complete these instructions.

To uninstall use a program such as AppCleaner to completely remove all files associated with Tunnelblick.
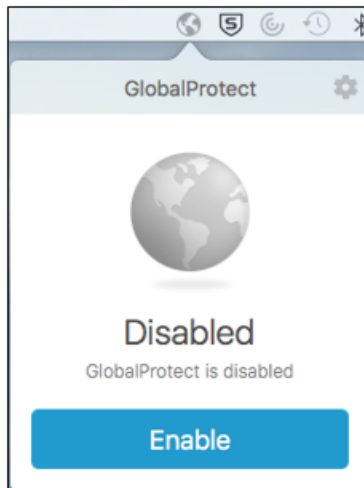
1. From the http://freemacsoft.net/, external link website, click on **AppCleaner** and download it.
2. Run the **AppCleaner** application.
3. Drag and drop **Tunnelblick** to this application.
4. Check that Tunnelblick and all related files are selected. Click **Delete** to remove all the Tunnelblick files.
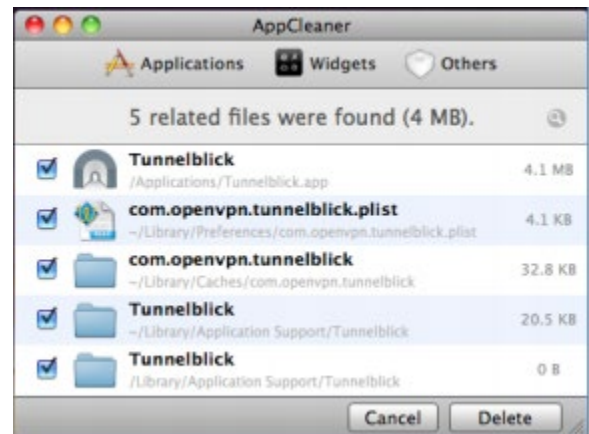
Connect and Disable VPN Access

Connect to TMU using GlobalProtect

1. Click on the **GlobalProtect** icon found in the system tray and click **Enable**.

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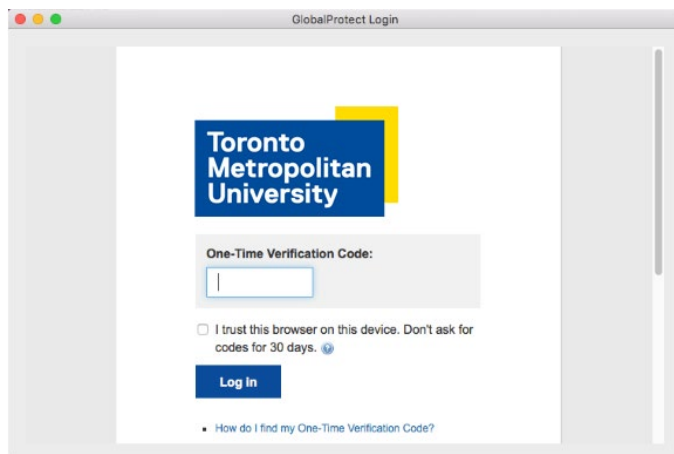
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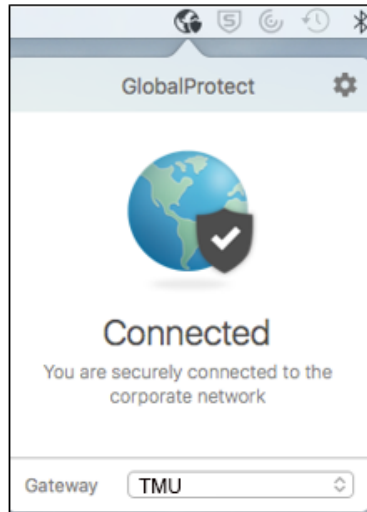2. At the **TMU Login** screen enter your **torontomu, username** and **password**. Click **Log in**.
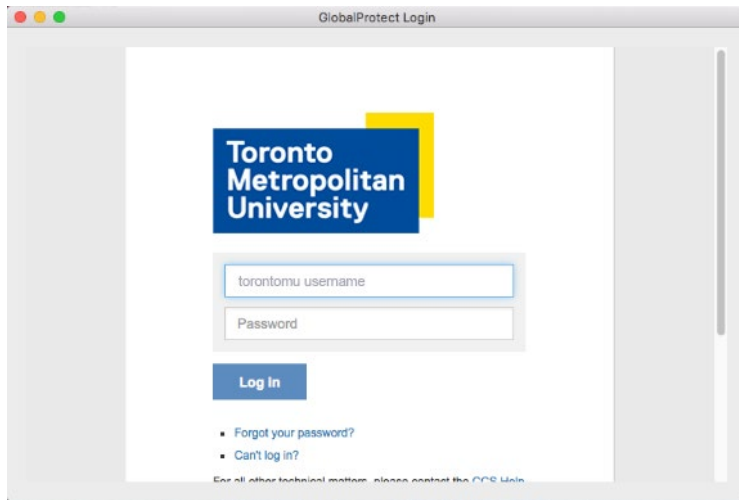
3. Next you will be prompted for your Two-Factor Verification Code. You can select the checkbox to trust this browser for 30 days, so that you will not be prompted during that time period.

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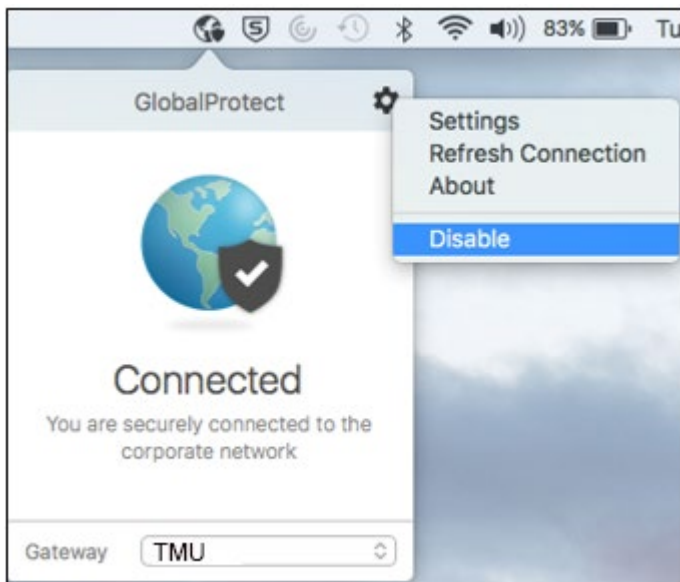

4.   A Global Protect **Connected** window displays when connection is made. You can now access sites that require VPN

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Disable GlobalProtect

When you are finished using GlobalProtect, click on the GlobalProtect icon found on your system tray. Next click on the Settings gear at the top right of the screen and select **Disable**. This will end your connection to VPN.

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FAQ

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

The VPN status icon, which displays on the system tray at the top of the screen, will indicate the current connection state:
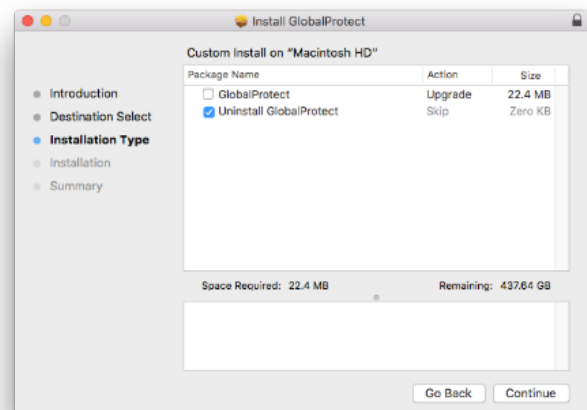
- GlobalProtect is connected successfully. This also displays when you connect your laptop from home or a TMU untrusted network like wireless networks.

- GlobalProtect is not connected, either because authentication failed or you chose to disable your connection.

How do I uninstall VPN on a Mac?

Remove old VPN2, GlobalProtect

If you are using an old version of GlobalProtect and need to uninstall it you can do the following.

1. If the **GlobalProtect.pkg** file is located on your Mac you can use this to uninstall. Click the **GlobalProtect.pkg** under **Downloads** and a **Welcome to the Global Protect Installer** screen will display. Click **Continue**.

2. At the **Custom Install on "Macintosh HD"** screen, make sure U**ninstall GlobalProtect** is checked. Click **Continue**.
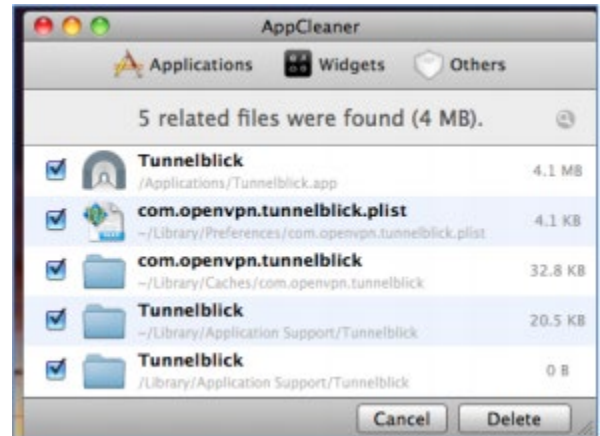
3. GlobalProtect will be removed from your system.

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Remove old Open VPN, Tunnelblick

If you are still using the old Open VPN software, Tunnelblick, please complete these instructions.

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

1. From the http://freemacsoft.net/, 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.

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

If your Mac is a TMU computer and supported by CCS, please contact the CCS Help Desk at help@torontomu.ca or extension 556806; otherwise, contact the person who has administrator rights on the computer.

When I try and make a VPN connection, I keep being taken back to the username/password or verification code screen?

This may be caused by entering an incorrect or invalid torontomu username, password or verification code. Make sure you are entering your torontomu username and password. Remember that usernames and passwords are case-sensitive. If you are able to log on https://my.torontomu.ca using your torontomu 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.

How do I stop getting prompted to enter a verification code, username or password when I do not need to connect to GlobalProtect?

Follow the Disable GlobalProctect instructions.

**Connecting from an Administrative network, how do I access my application?**

If you are connecting from an Administrative network, not Academic or from off campus or TMU, and require full VPN to access your application please do the following:

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1. Click on the GlobalProtect icon found on your system tray. Next click on the Gateway dropdown selection and choose **TMU**. You will now have full VPN access.
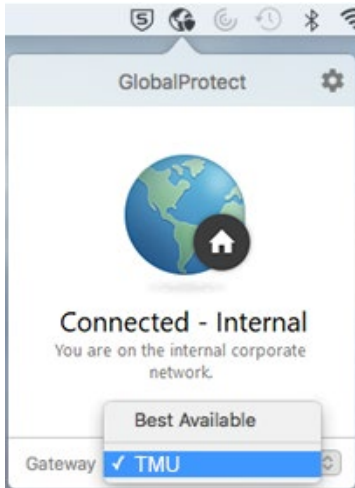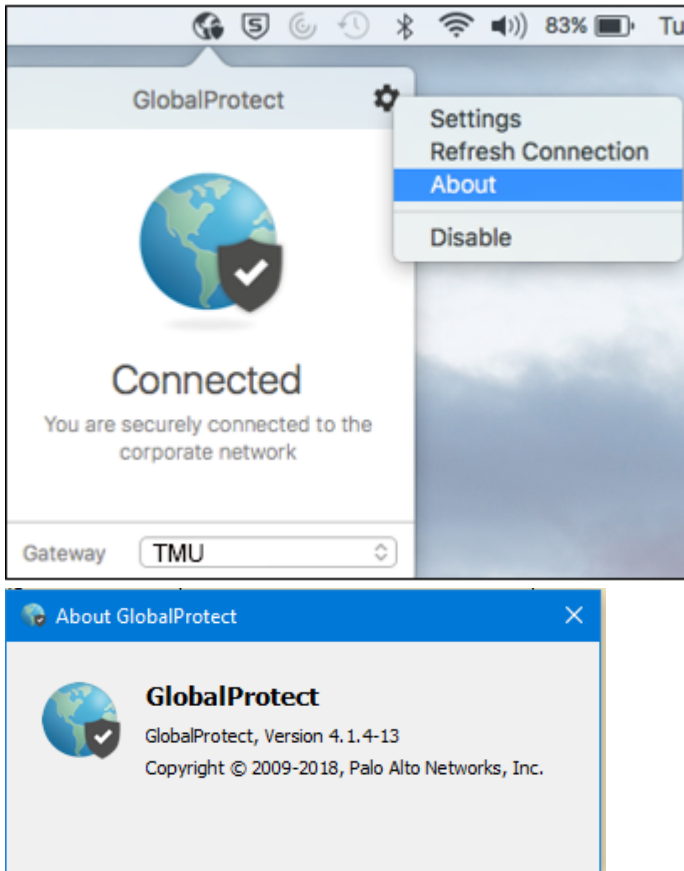

2. When you no longer need access to your application that required full VPN, you can disconnect. Click on the GlobalProtect icon found on your system tray. Next click on the Gateway dropdown selection and choose **Best Available**.
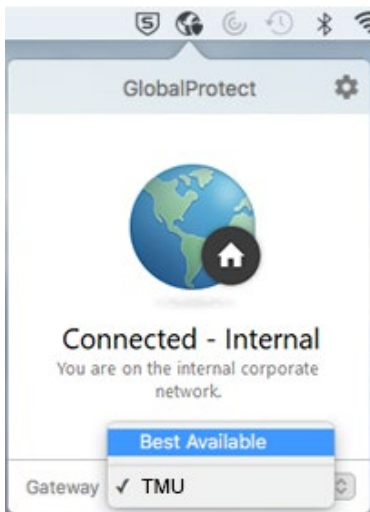
How do I get the GlobalProtect client version information?

Click the GlobalProtect icon from the taskbar. Click the Setting gear at the top right and select **About**. This will display the version of GlobalProtect that you are using.

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

GlobalProtect is pre-set 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."

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How do I get help with other GlobalProtect problems?

If the information here did not help to resolve your problem, you can contact the CCS Help Desk at help@torontomu.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 TMU email address

Important Note

TMU 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 TMU 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 TMU. 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.

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