VPN Use

At Garrett we use Northwestern’s GlobalProtect VPN. As of March, 2020, the only thing most people will need VPN for is accessing the shared drives like J:\, S:\, and U:\. Your email, Moodle, Jenzabar, and other items do not require VPN. To connect to the VPN you need to first sign up for Northwestern’s MFA platform Duo.

Duo Signup and Installation

The main website that describes the process is https://www.it.northwestern.edu/security/multi-factor-authentication/.


The actual link to sign up for the service is https://northwestern.edu/mfa-register.

It is very important to read the directions on the screen and do exactly what they ask as the process can run into issues if you start the install from your phone/app instead of using Northwestern’s process.

GlobalProtect (VPN)

If you are using a Garrett computer, the VPN software should have been pushed out to your computer by IT. If you do not see the software, please contact computer.services@garrett.edu. We will likely need to fix issues on the computer so the software can be installed successfully.

Assuming you have already signed up for their Duo service as outlined above, you will then be able to log into the VPN software called GlobalProtect. For additional information please reference NU’s documentation (https://kb.northwestern.edu/page.php?id=94726).

Windows

GlobalProtect will appear in the lower right area of your system tray. If you don't see it, you can click the carrot and it will be under there.
Click the GlobalProtect icon in the system tray, then click Connect.

When prompted, enter your NetID and NetID password, then confirm your identity with Duo multi-factor authentication. You will then be connected to GlobalProtect.

To disconnect, click the GlobalProtect icon again, then click Disconnect.

Mac

Click the GlobalProtect icon in the menu bar, then click Connect.
When prompted, enter your NetID and NetID password, then confirm your identity with Duo multi-factor authentication. You will then be connected to GlobalProtect.

To disconnect, click the GlobalProtect icon again, then click Disconnect.

Troubleshooting Connection Issues on Mac

If, the first time when you try to use GlobalProtect it seems stuck when you click Connect, check your security settings. Go to Apple > System Preferences > Security and Privacy > General.

If you see an alert about software from Palo Alto Networks being blocked, click Allow, then close your preferences window.

If prompted for a password, contact computer.services@garrett.edu.

Then click Install Software and restart your Mac.