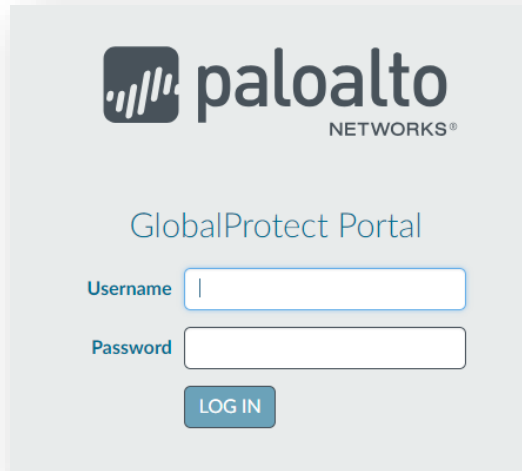


Polk State College VPN Installation Guide

- Open a web browser
- Type <https://vpn.polk.edu> and hit enter
- You will see this page:



The screenshot shows the Palo Alto Networks GlobalProtect Portal login page. At the top left is the Palo Alto Networks logo. Below it, the text "GlobalProtect Portal" is centered. There are two input fields: "Username" and "Password". The "Username" field contains a vertical bar character "|". Below the "Password" field is a blue "LOG IN" button.

- Log in with your username and password. You do not need to include POLK\ or @polk.edu. For example:

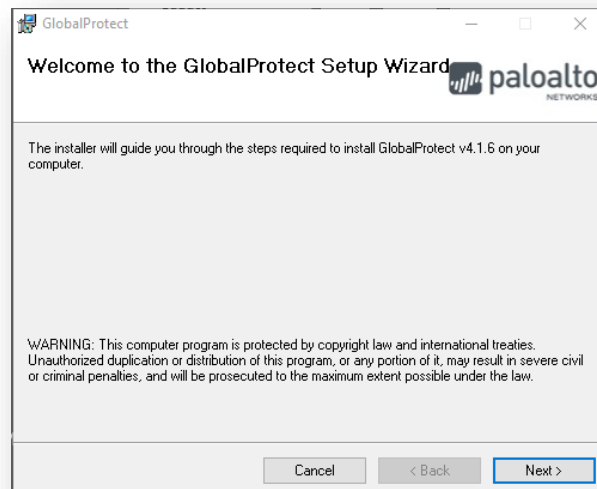


The screenshot shows the Palo Alto Networks GlobalProtect Portal login page with example credentials. At the top left is the Palo Alto Networks logo. Below it, the text "GlobalProtect Portal" is centered. There are two input fields: "Name" and "Password". The "Name" field contains the text "bob". The "Password" field contains seven asterisks "*****". Below the "Password" field is a blue "LOG IN" button.

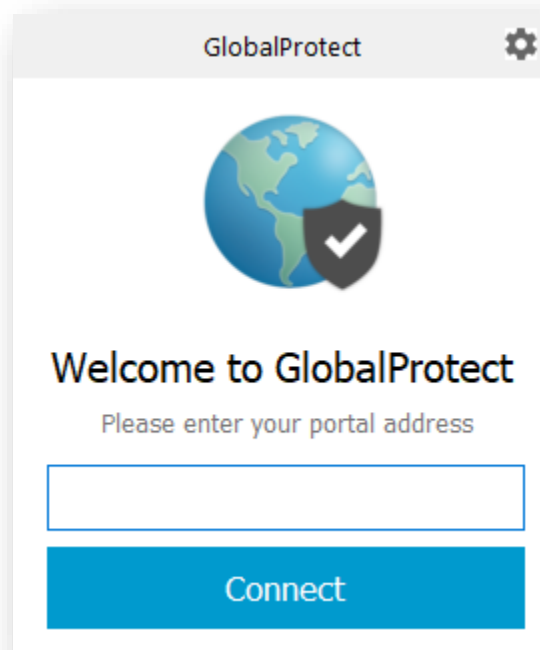
- Select and download the agent that corresponds to your operating system. (Typically, Windows 64 bit.)



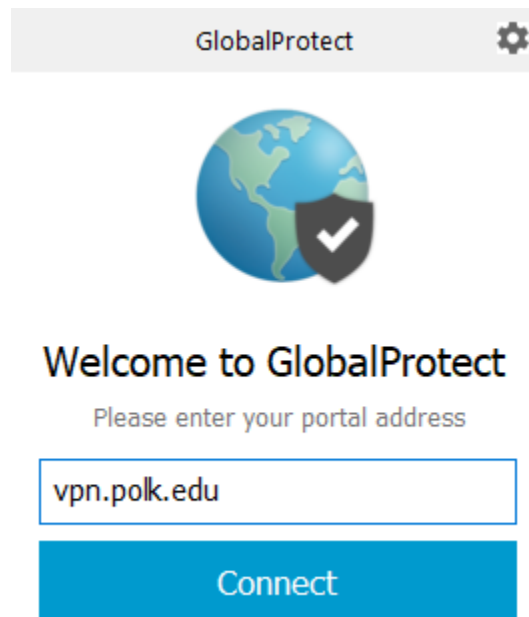
- Once you have downloaded the agent, select it to open and install the package. For Windows it will look similar to:



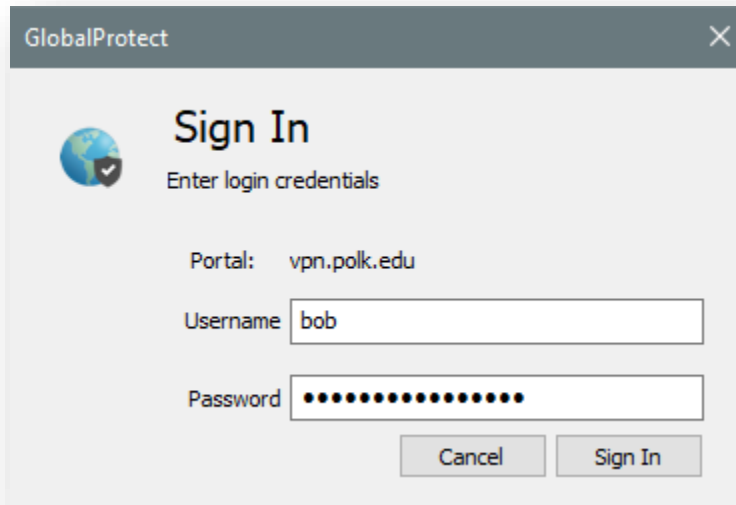
- Select Next through all the prompts.
- Once installed, the application will launch and look like:



- For the portal address type **vpn.polk.edu** and select the Connect button. Then enter your login credentials:

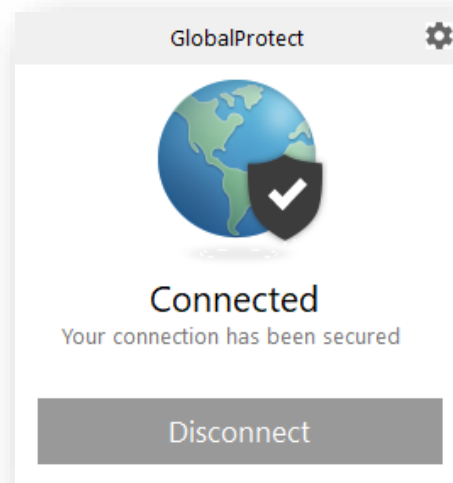
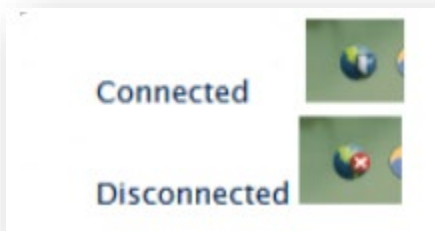


- Enter your username and password. (Do not enter polk\ or @polk.edu)



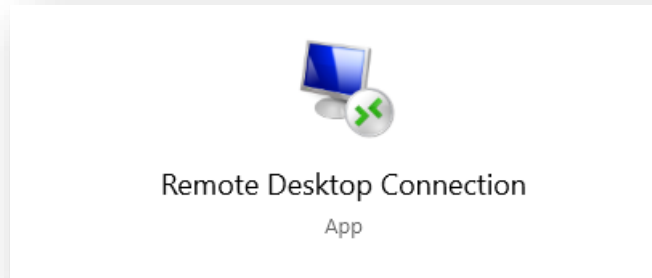
The image shows a 'GlobalProtect Sign In' dialog box. It has a title bar with 'GlobalProtect' and a close button. Below the title bar is a globe icon with a checkmark and the text 'Sign In'. Underneath is the instruction 'Enter login credentials'. There are three input fields: 'Portal:' with the value 'vpn.polk.edu', 'Username' with the value 'bob', and 'Password' which is masked with dots. At the bottom right are two buttons: 'Cancel' and 'Sign In'.

- You may see an additional banner page that you can select to close.
- The status on the application should now show Connected.
- You will also see an icon in your system tray that looks like a globe and shows the status of your VPN connection.

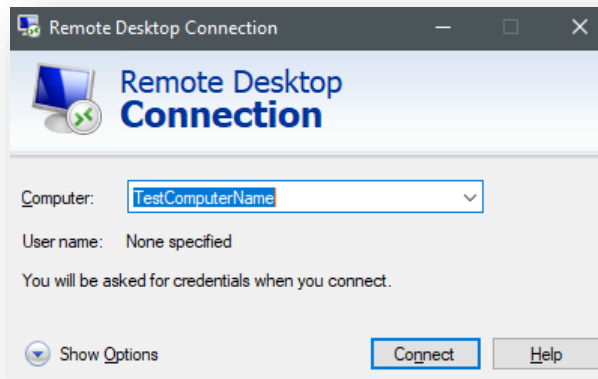


Connecting to your Polk State Machine

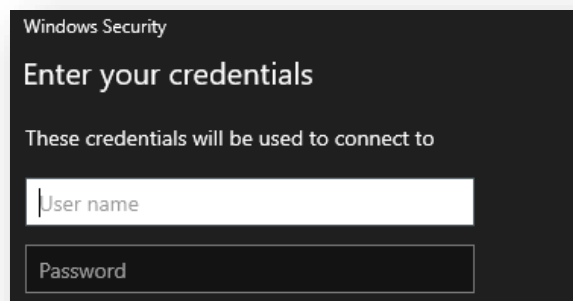
Once you connect to the VPN you can remotely access your desktop computer. Search your computer for Remote Desktop Connection



Open it and enter your work computer name. Call the helpdesk at ext. 5111 if you need help finding your computer name.

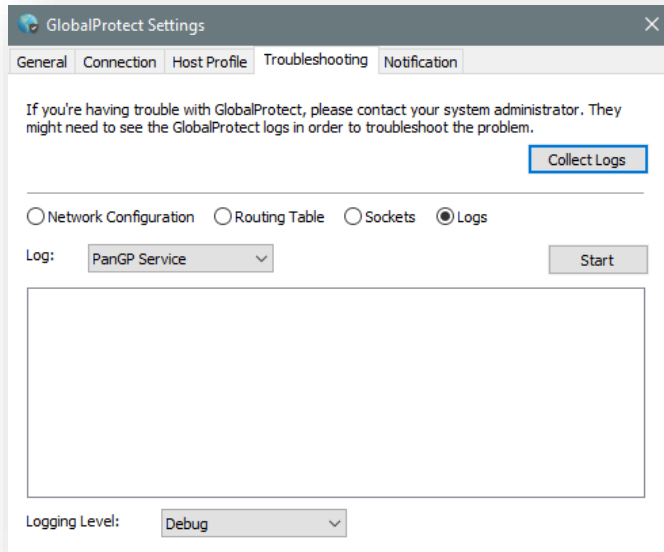


Click Connect and then enter your credentials. Please make sure you use your domain account by entering @polk.edu after your username. Once connected you will have full access to your desktop computer.



Troubleshooting

If you have any issues with your VPN client, Information Technology will require you to collect logs to send for troubleshooting. To do this, **click** on the Globe in your system tray and click on the **gear** icon on the top right. Then click on the **Troubleshooting** tab. You will see this dialogue:



Select **Collect Logs**. This will automatically collect the required log files and you can choose to open the folder.

As a final step, send the Collected.zip file to your Polk State College Technical Support representative for troubleshooting.

Please contact ITSUPPORT@polk.edu if you have questions or need assistance.