Installing GlobalProtect

1. Go to odu.edu/ts/software-services/vpnclient. Click **GET VPN SOFTWARE (MAC)**. The software will download after you log in with your MIDAS ID and password.

   **GlobalProtect VPN Client**

   **Overview**
   Old Dominion University's Virtual Private Network (VPN) provides an encrypted tunnel between a PC or computing device and the VPN device here at the University. This tunnel encrypts data and authenticates user credentials, providing a secure connection through which users can interact with University IT systems as if they were on campus. ODU provides VPN access for general use by faculty and staff.
   A VPN account is needed for:
   * Remote access to network drives and folders
   * The use of SSH or Microsoft Remote Desktop
   * Remote access to Banner

   You should disconnect from the VPN once you no longer need special access to these services. There is no need to connect to the VPN for access to ODU online file services (OneDrive) or communication services (Zoom, Outlook).
   [More Information about the VPN service](#)

   **Available To:**
   * Faculty
   * Staff

   **Usage Requirements**
   1. Get approval from immediate supervisor or sponsor.
   2. Request a VPN account through MIDAS. (More information about account request [here](#).)
   3. Enroll in the Remote User Security Training course. (More information [here](#).)

   **Where To Get It:**
   Click on the buttons above to download GlobalProtect for your operating system (on personal, non-managed devices). Click the GUIDE buttons to learn more about installing and using GlobalProtect.
   On ODU-managed computers, download the software from the [Remote Portal Manager (Windows)](https://www.its.odu.edu) or [Remote Self Service (Mac)](https://www.its.odu.edu).
   Mobile versions of GlobalProtect are available on the [Apple App Store](https://www.its.odu.edu) or [Google Play](https://www.its.odu.edu). (If you see more than one option for GlobalProtect, choose the one that is NOT GlobalProtect Legacy.)

2. Run the installer, and go through the prompts to install the software.
3. If prompted, enter credentials for a user with administrative rights to the computer, and click **Install Software**.

![Installer is trying to install new software.][Image]

4. If prompted, allow GlobalProtect to access your keychain. (This only appears if you are upgrading from GlobalProtect version 5.0.x or earlier.)

![GlobalProtect wants to use your confidential information stored in “GlobalProtectService” in your keychain.][Image]

5. If prompted, click **Open Security Preferences**. (This notice does not appear on devices running macOS 10.15.4 or higher.)

![System Extension Blocked][Image]

Click the lock to make changes, then click the Allow button to permit the GlobalProtect client to complete the installation. Close this window and the installer window.
6. If you see a prompt asking to add VPN configurations, click **Allow**. (This appears on devices running macOS 10.15.4 or higher. If you do not allow this, you will not be able to connect to ODU's VPN.)

7. If you see any of these additional pop-ups, click **OK**.
Connecting to the ODU VPN

1. In the Mac menu bar, in the upper right corner of your screen, click on the gray **GlobalProtect** icon to display the connection window.

2. Enter **vpn.odu.edu** into the box, and hit **Connect**.

3. A Monarch-Key login page will appear in a pop-up window. Enter your MIDAS ID and password to log in.

4. Authenticate with your second factor: Request a push or enter a code.
5. Once connected, another pop-up window will appear as confirmation.

Disconnecting from the ODU VPN

1. To disconnect, click the **GlobalProtect** icon in the menu bar, and click the **Disconnect** button.

2. The GlobalProtect screen will say **Not Connected** when it has disconnected from ODU.

Known issues

If the 5.2.3 version of GlobalProtect gets stuck on **Still Working**, a system reboot usually fixes the issue.