Office of the Governor
INFORMATION TECHNOLOGY SERVICES

Installing and connecting with GlobalProtect VPN

GlobalProtect VPN is an application that allows you to connect to the State network when working remotely. Follow these instructions to install, set up, connect to, and disconnect from GlobalProtect VPN.

Contents

Install GlobalProtect VPN using the Ivanti Portal Manager *(preferred)*

Follow these steps to install GlobalProtect using the Ivanti Portal Manager.

1. Click **Start**.
2. Click **Ivanti Management**.
3. Click **Portal Manager**. The Ivanti Portal opens.
4. If you do not see applications to install, open the menu, and then click **LaunchPad**.
5. Click **Refresh** to ensure that you have the latest list of downloads.
6. If you are connected to the State network, select **GlobalProtect VPN Access Software**.
7. If you are no longer connected to the State network, select **GlobalProtect VPN Access – OFFLINE**.
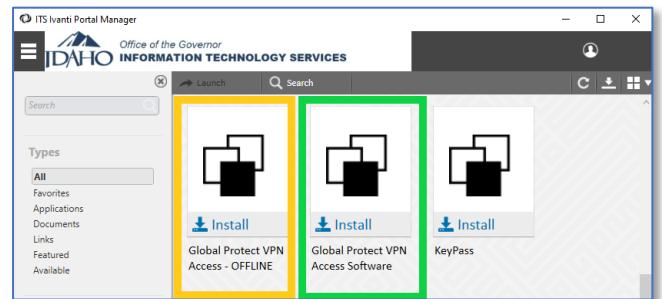8. Click **Install**.
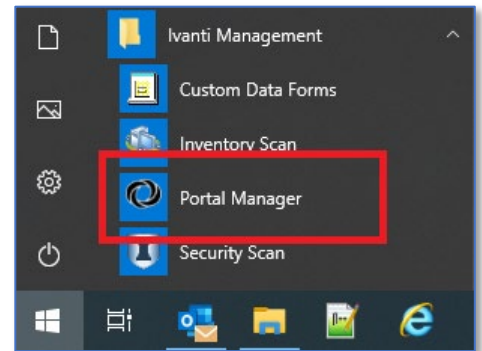
    IMPORTANT:
    If **GlobalProtect VPN Access Software** is not listed, contact the ITS Service Desk.

    NOTE:
    Some agencies have unique download links which list the agency name, such as **Global Protect Access Software – TAX**. The Portal Manager is configured so that users who work for those agencies will only see the downloads that pertain to their agency.

Install GlobalProtect VPN using the website *(use only when the preferred method is not successful)*

1. In your browser, go to: https://idgp.idaho.gov
2. In the Email text box, type your **email address** (such as jon.smith@its.idaho.gov).
3. In the Password text box, type your **network password**.
4. Click **Log In**.
5. Click **Download Windows 64 bit GlobalProtect agent**.
6. Once the file downloads, click the file to install.

   IMPORTANT:
   If you are unable to install the downloaded file, contact the ITS Service Desk for assistance.

Initial Configuration and Connection

When GlobalProtect is installed, it will open on your desktop. It also places an icon on your system tray. When you are not connected, the icon is a grey globe 🌐. When you are connected, it is full color globe with a shield 🌐.

1. After the GlobalProtect client is installed, it opens on your desktop.
2. When prompted for the portal address, type the correct portal address, and then click **Connect**.
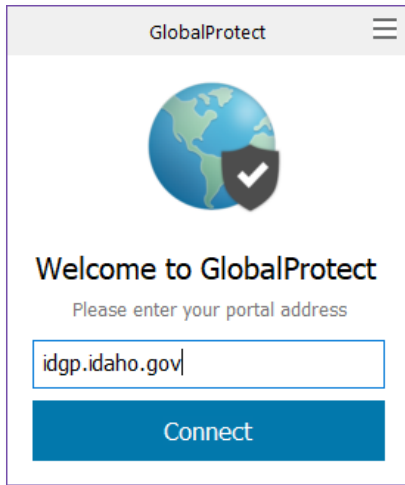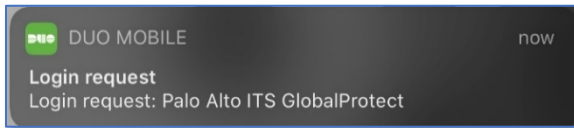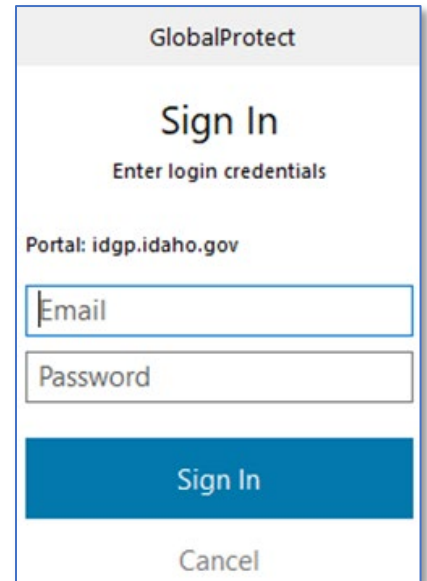

PORTAL ADDRESSES:

Most agencies	idgp.idaho.gov
PERSI	idgp.persi.idaho.gov
TAX	idgp.tax.idaho.gov
DVS	idgp.veterans.idaho.gov

3. If the Sign In dialog box requests your Email and Password:
    a. Type your **email address** (such as *username*@its.idaho.gov).
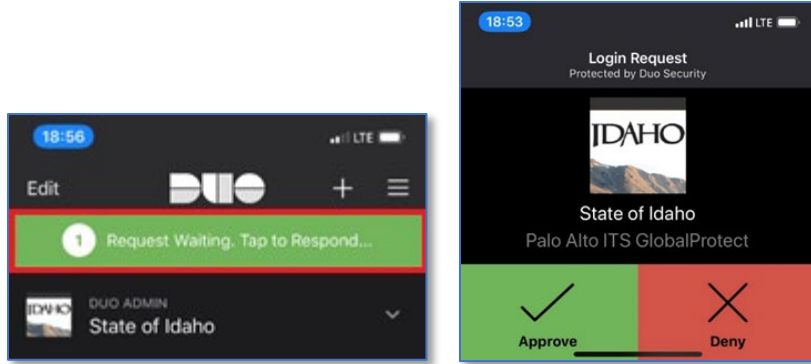   **NOTE:**
       If the Email text box is prepopulated with domain\username (such as ICS\jthomas), replace that text with your email address.
    b. Type your **password.**
    c. Click **Sign In**.
    d. Depending upon the method you choose for multifactor authentication, either you will receive a phone call with a prompt to authenticate or you will receive a notification on your smart device to authorize your connection. For smart devices, a notification displays on your screen.
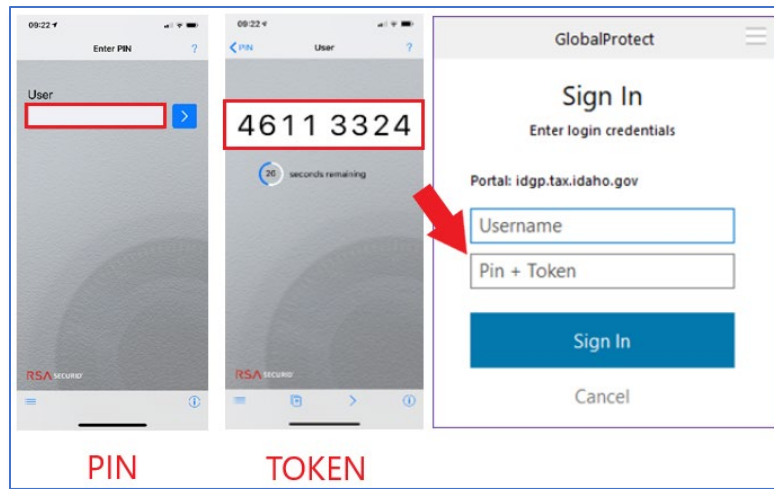

    e. On your smart device, open **Duo Mobile** 📱.

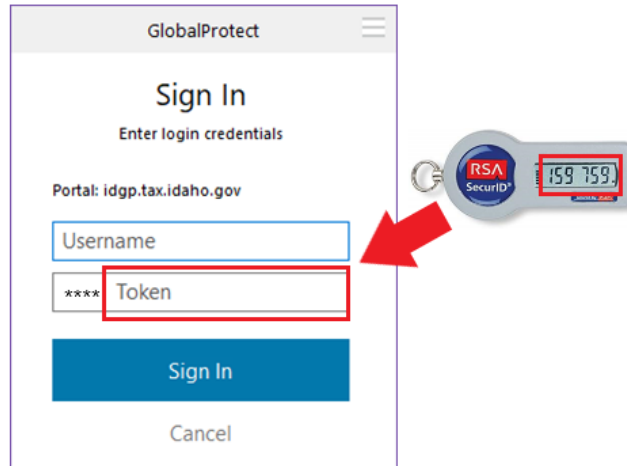f. Click **Request Waiting**, and then click **Approve**.

4. If the Sign In dialog box requests your Username and Pin+Token:
    a. Type your **username**.
    b. Depending on the RSA method you have, complete the Pin+Token field.
        i. RSA application on your desktop, laptop, or smart device:
            1. Open the **RSA app**.
            2. Type your **4-digit or 6-digit PIN** (such as 5678).
            3. In the Pin+Token filed, type the **8-digit number** that displays in the RSA app (such as 46113324).

        ii. RSA hard token:
            1. In the Pin+Token field, type your **4-digit or 6-digit PIN** (such as 5678).

2. In the Pin+Token filed, type the **6-digit number** displayed on the RSA hard token (such as 159759). When complete, you will type only numbers (such as 5678159759).
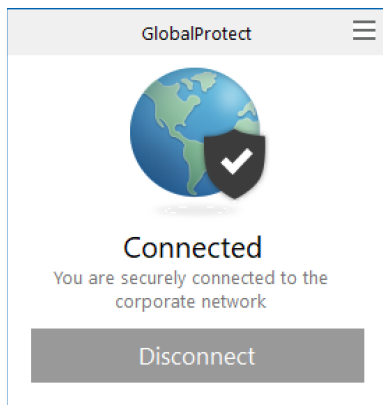

c. Click **Sign In**.
    IMPORTANT:
    You might need to type your PIN + Token twice. If so, wait for the next Token code to display before trying again.

5. Once connected, the GlobalProtect dialog box displays **Connected**.
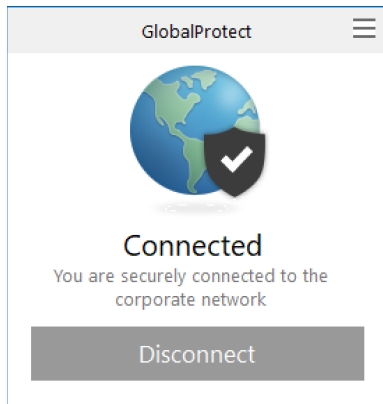
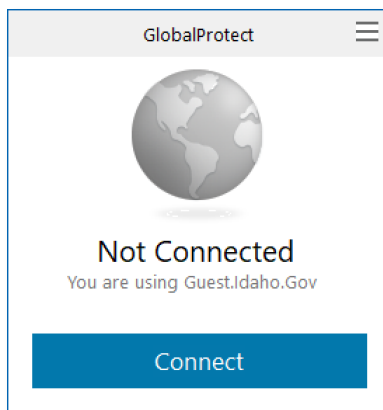## Disconnecting from Global Protect

1. Find and click the **GlobalProtect** icon in the system tray.

2. Click **Disconnect**.

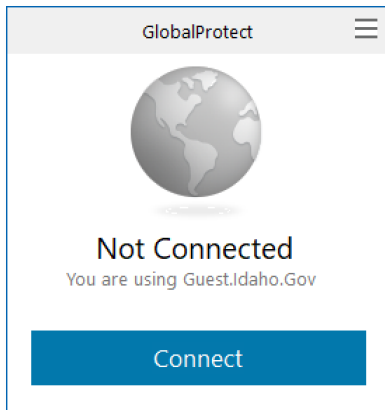You are no longer connected to GlobalProtect.
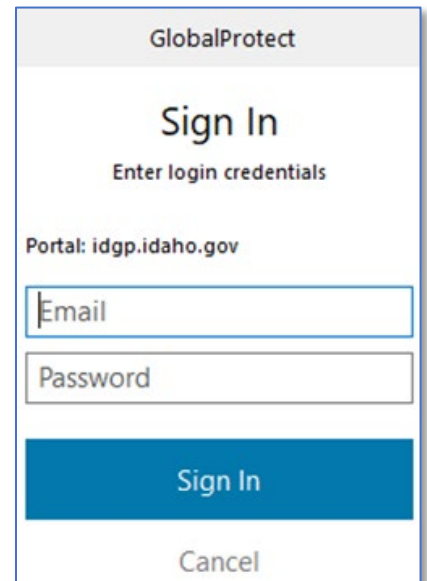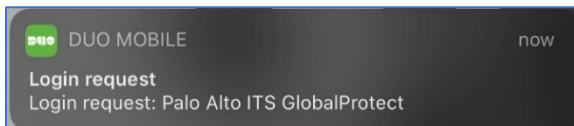
Reconnecting to GlobalProtect

1. Find and click the **GlobalProtect** icon in the system tray.

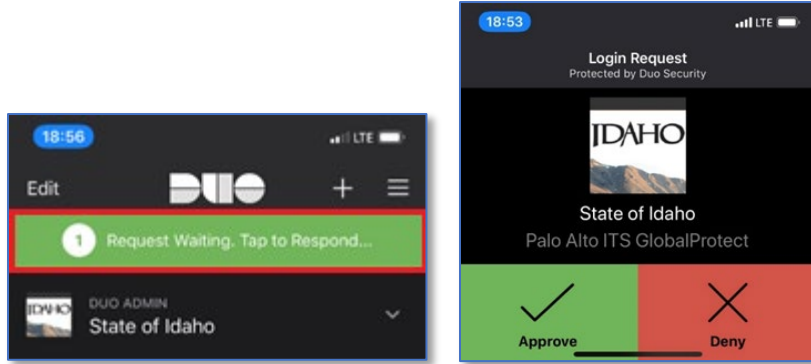2. Click **Connect**.

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      NOTE:
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   b. Type your **password.**

   c. Click **Sign In**.

   d. Depending upon the method you choose for multifactor authentication, either you will receive a phone call with a prompt to authenticate or you will receive a notification on your smart device to authorize your connection. For smart devices, a notification displays on your screen.
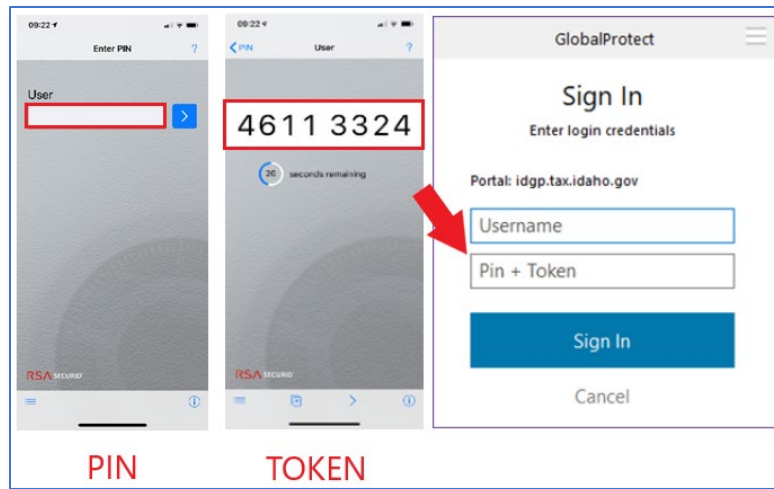

   e. On your smart device, open **Duo Mobile** .

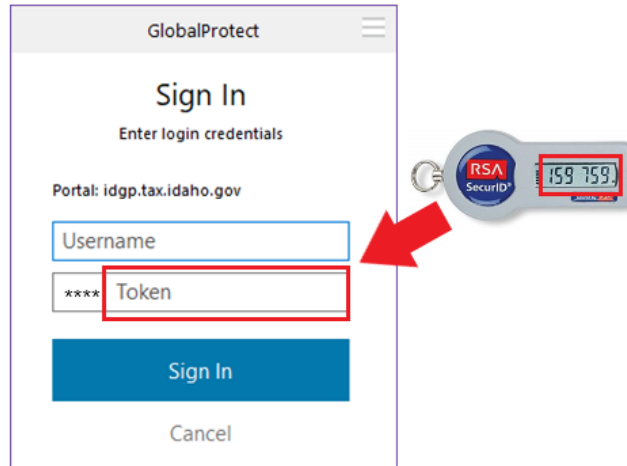   f. Click **Request Waiting**, and then click **Approve**.

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