# UTSA VPN SERVICE: GLOBALPROTECT

UTSA's VPN service provides a secure connection to the campus network from any location as long as the computing device has an Internet connection. Faculty, staff, and select students with a current, active relationship with the University can use VPN.

HOW TO ACCESS THE UTSA VPN (ON A UTSA-MANAGED ASSET)

1.The UTSA VPN service is now accessible exclusively by an app installed on your computer. **Ideally, you will never need to visit vpn.utsa.edu on this device!** To get started, On your UTSA-issued Windows computer, click the Start button and type "global" to bring up the UTSA VPN agent, called GlobalProtect. Click to open the app.
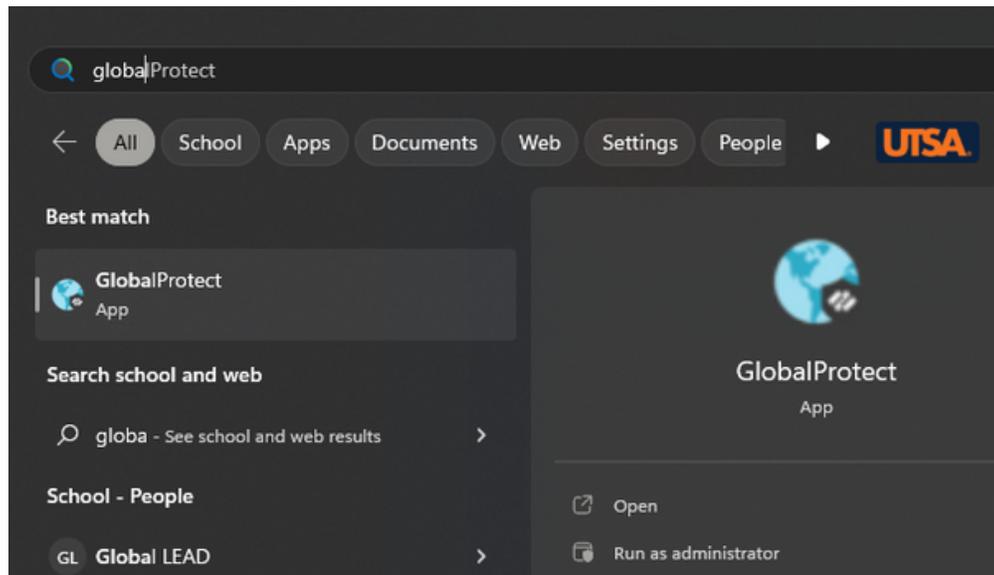

If you do not see the GlobalProtect app, you will need to download it here and open the download to install it before proceeding.

Remember, to ensure optimal performance and information security, your UTSA computer needs to complete a regular "check-in" on the VPN to connect to the UTSA Microsoft licensing server and receive other security updates. When telecommuting or bringing UTSA devices off campus for extended periods, please make it a habit to connect to VPN for around an hour once a month.

2. Once you have clicked to open the application, click "Connect."
Note: there should be an auto-filled URL in the Portal field. If not, type in vpn.utsa.edu
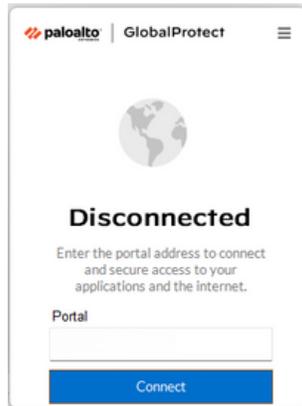
3. A browser window with a UTSA login screen should appear. Sign in with your myUTSA ID and Passphrase. If you are prompted to Open the Global Protect Agent, click "Open."

6. A screen that looks like the one below should appear. Congratulations, you are now connected to the new UTSA VPN service!

Welcome to UTSA's Virtual Private Network

You are now successfully connected to the UTSA network and may close this window.

If at any point, you encounter issues accessing the UTSA VPN, please contact Tech Café (techcafe@utsa.edu, 210-458-5555) for assistance.

UTSA
Tech Solutions