UTSA VPN SERVICE: GLOBALPROTECT

HOW TO CHANGE THE PORTAL ADDRESS ON THE GLOBALPROTECT APPLICATION

Note: These instructions are only for people who accessed the new UTSA VPN service ahead of the official launch on July 19, 2023.

1. On your computer, open Global Protect either by typing "Global" in your Windows Start Menu, or clicking the globe icon in your Windows or Mac System Tray.

2. Once you have clicked to open the application, replace the URL in the portal field with vpn.utsa.edu and click "Connect"
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!

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