UTSA VPN SERVICE: GLOBAL PROTECT

HOW TO ACCESS THE NEW UTSA VPN USING A PERSONAL COMPUTER

1.To access the new UTSA VPN service, you will need to perform a one-time install of the GlobalProtect app. To get started, Please click this link and sign in with your UTSA email and passphrase. Authenticate with Duo as usual.

Please note that use of the UTSA VPN is not supported on mobile devices.

2.Click the link to download the appropriate version of the UTSA VPN Global Protect agent for your operating system.

Note: If you are not sure whether you are using a 32- or 64-bit Windows OS:
1. Click on the Start button,
2. Type "about"
3. Click "About your PC" and look at your "System type."
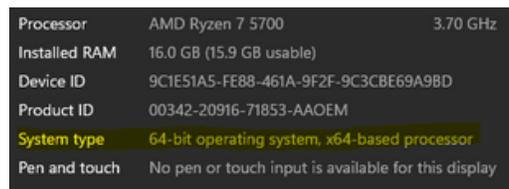
Processor	AMD Ryzen 7 5700	3.70 GHz
Installed RAM	16.0 GB (15.9 GB usable)	
Device ID	9C1E51A5-FE88-461A-9F2F-9C3CBE69A9BD	
Product ID	00342-20916-71853-AAOEM	
System type	64-bit operating system, x64-based processor	
Pen and touch	No pen or touch input is available for this display	

3.Open the downloaded file to install it.

Note: If you receive a prompt that reads "Windows protected your PC," click "more info" and then click "Run anyway."

4. A browser window will pop up prompting you to log in with your myUTSA ID and Passphrase. Log in. You may be asked to click to to Open Global Protect. If so, click to open. Then, the screen below will appear.

Welcome to UTSA's Virtual Private Network

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

Congratulations, you are connected to the new UTSA VPN service.
This is the only time you will need to visit vpn.utsa.edu on this device!

From now on, you can use this device to connect to the UTSA VPN service via the GlobalConnect app by accessing it via the Start menu or system tray.
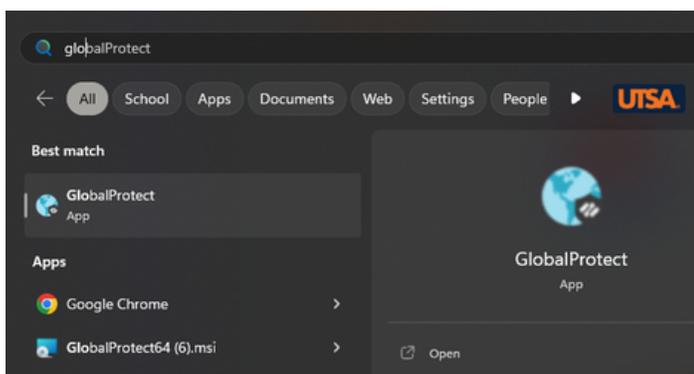
start menu
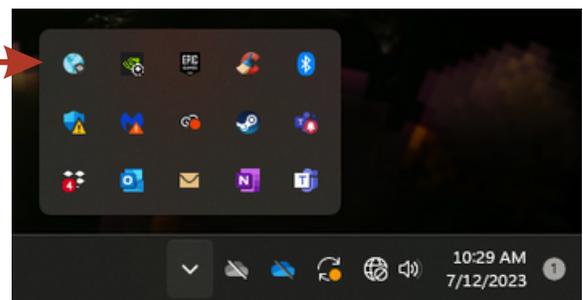
system tray Windows/Mac

If at any point, you encounter issues that make you unable to proceed with the install and use of the new UTSA VPN agent, please contact Tech Café (techcafe@utsa.edu, 210-458-5555)