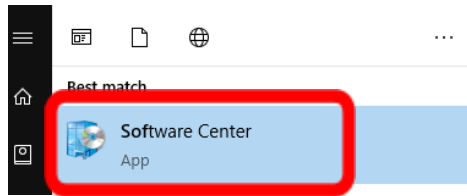


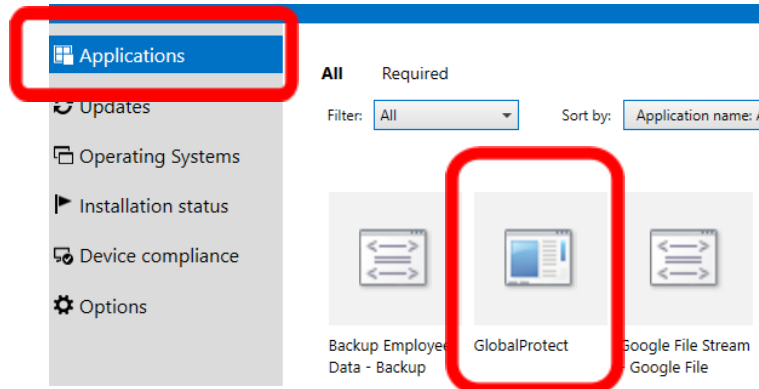
Installing GlobalProtect (WVU VPN)

1. Click the start button and search for “Software Center”.

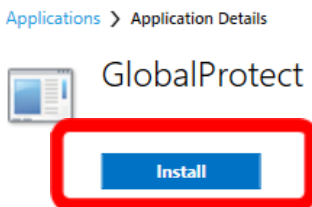
2. Select Software Center from the menu.



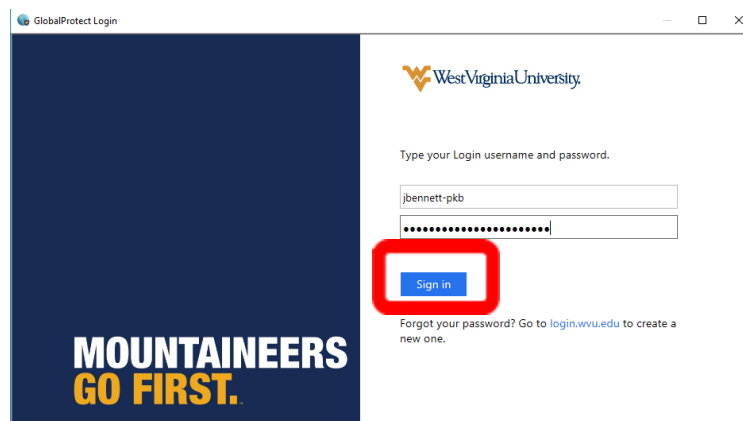
3. Under Applications, click on **GlobalProtect**



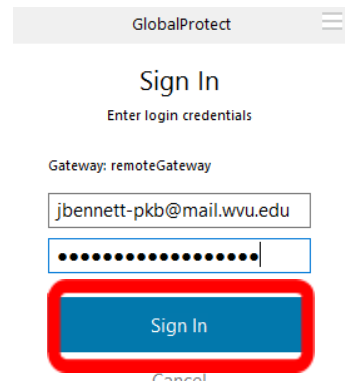
4. One the next screen, click **Install**



5. After the software installs, a login window will pop up. Enter your WVU username and password into the provided fields and click **Sign in**.



6. You will then be prompted to either enter a Duo Passcode or Send a Push to your Duo App. Once you have confirmed your identity using the duo push or passcode, you will be asked to confirm your login one last time in the GlobalProtect System.

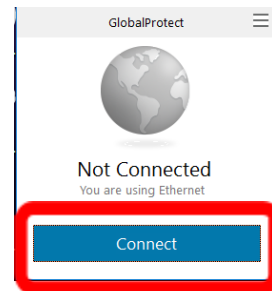
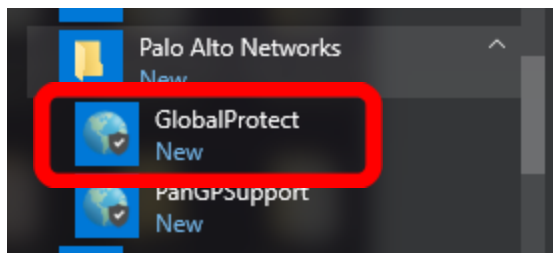


Using GlobalProtect:

IMPORTANT NOTE: Once you are done completing tasks in the WVU Faculty/Staff Portal, please make sure to disconnect from GlobalProtect VPN or you will not be able to access WVUP resources while it is connected.

CONNECT TO VPN:

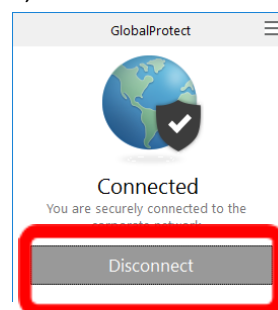
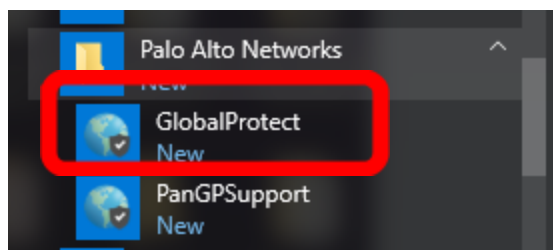
1. Go to Palo Alto Networks > GlobalProtect. In the pop-up window, click **Connect**



2. Now that you are connected to GlobalProtect VPN, you will access the WVU Faculty/Staff Portal the same way you had in the past.

DISCONNECT FROM VPN:

1. Go to Palo Alto Networks > GlobalProtect. In the pop-up window, click **Disconnect**



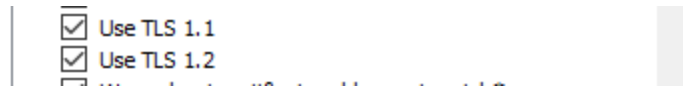
If you get the error message below:

This page can't be displayed

Turn on TLS 1.0, TLS 1.1, and TLS 1.2 in Advanced settings and try connecting to **https://remote.wvu.edu** again. If this error persists, it is possible that this site uses an unsupported protocol or cipher suite such as RC4 ([link for the details](#)), which is not considered secure. Please contact your site administrator.

Change settings

1. Open Internet Explorer and click on Tools > Internet Options.
2. Navigate to the Advanced Tab and make sure "Use TLS 1.1" AND "Use TLS 1.2" are checked.



3. Click **OK** at the bottom of the window to confirm the changes.