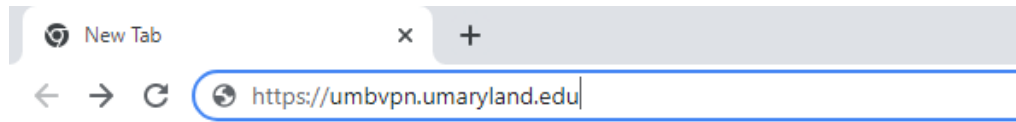


Palo Alto GlobalProtect Installation Instructions for Windows

1. Connect to <https://umbvpn.umaryland.edu>



2. You get redirected to WebAuth and are prompted to log in. Log in with your UMID and Password.

A screenshot of the University of Maryland Baltimore WebAuth login page. The header features the university's logo and name. Below the header, there are two input fields: 'UMID:' with the value 'thontz' and 'Password:' with masked characters. A large blue 'Login' button is centered below the fields. At the bottom, there are links for 'Forgot Password?', 'First Time User, Setup Your Password', and 'OneCard Guest Deposit'. A small text at the bottom reads 'This is shibprd4.'

3. A successful login takes you to the DUO Multi-factor Authentication (MFA) Prompt. Choose a method to complete DUO MFA

A screenshot of the Duo Multi-factor Authentication (MFA) Prompt page. The header features the University of Maryland Baltimore logo and name. The main content area is titled 'Choose an authentication method' and lists three options: 'Duo Push RECOMMENDED' with a 'Send Me a Push' button, 'Call Me' with a 'Call Me' button, and 'Passcode' with an 'Enter a Passcode' button. There is also a checkbox for 'Remember me for 7 days'. On the left side, there are links for 'What is this?', 'Add a new device', 'My Settings & Devices', and 'Need help?'. At the bottom left, it says 'Secured by Duo'.

4. This takes you to the GlobalProtect Client download page. Download the appropriate GlobalProtect agent for your Operating System. *Most users will choose the Windows 64 bit GlobalProtect agent.*



GlobalProtect Portal

[Download Windows 32 bit GlobalProtect agent](#)

[Download Windows 64 bit GlobalProtect agent](#)

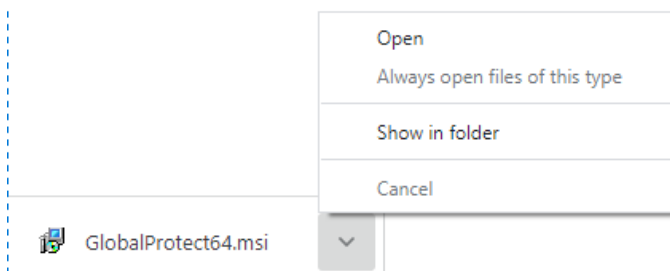
[Download Mac 32/64 bit GlobalProtect agent](#)

Windows 32 bit OS needs to download and install Windows 32 bit GlobalProtect agent.

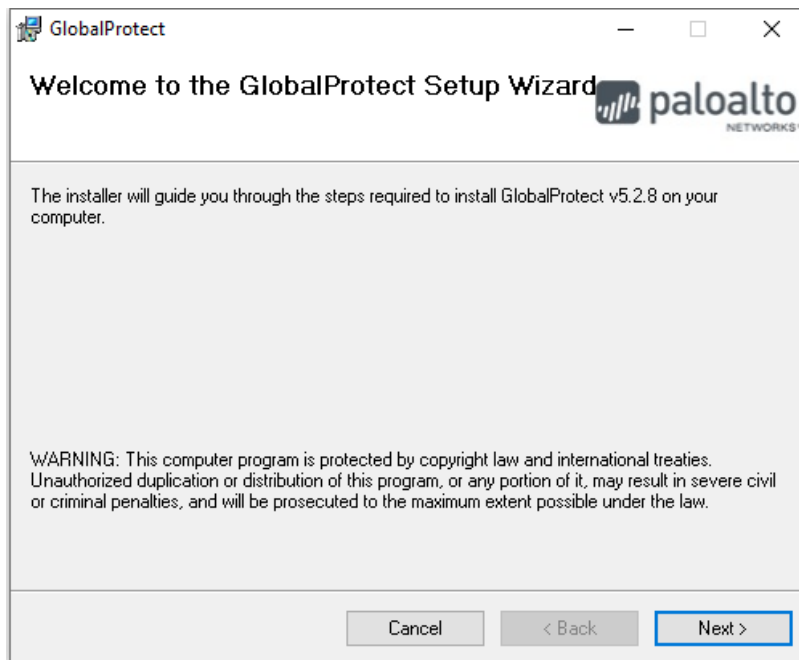
Windows 64 bit OS needs to download and install Windows 64 bit GlobalProtect agent.

Mac OS needs to download and install Mac 32/64 bit GlobalProtect agent.

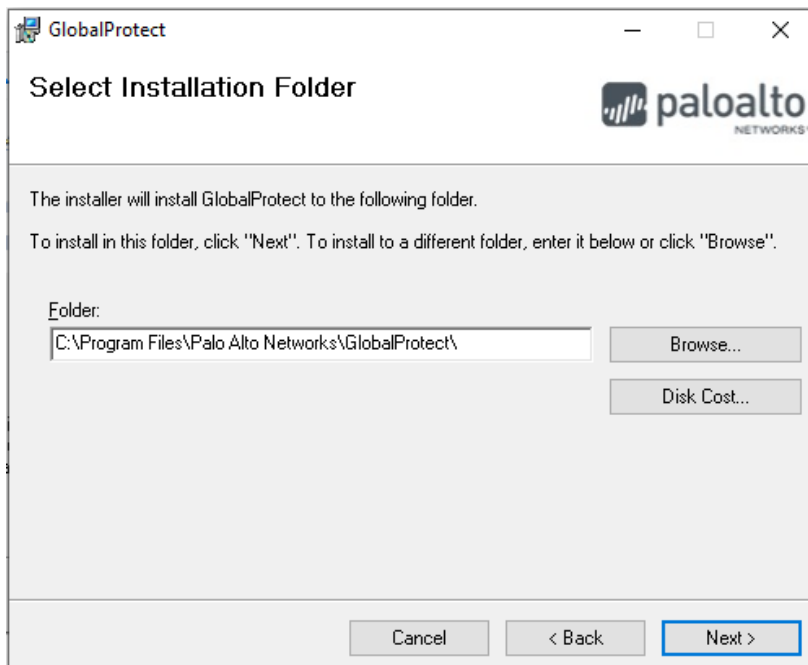
5. After the file downloads, Click on the arrow next to the downloaded file and click on Open.



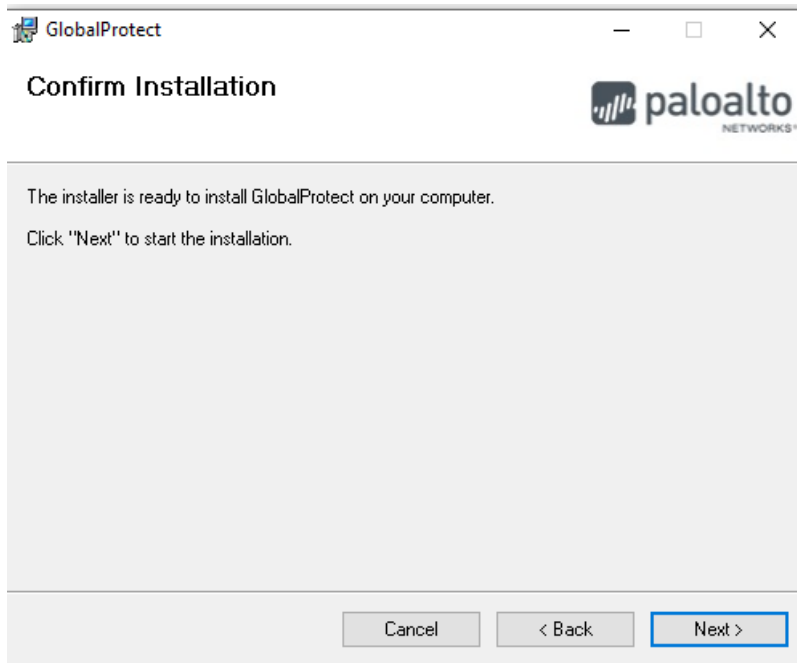
6. The installer begins. Click Next when prompted.



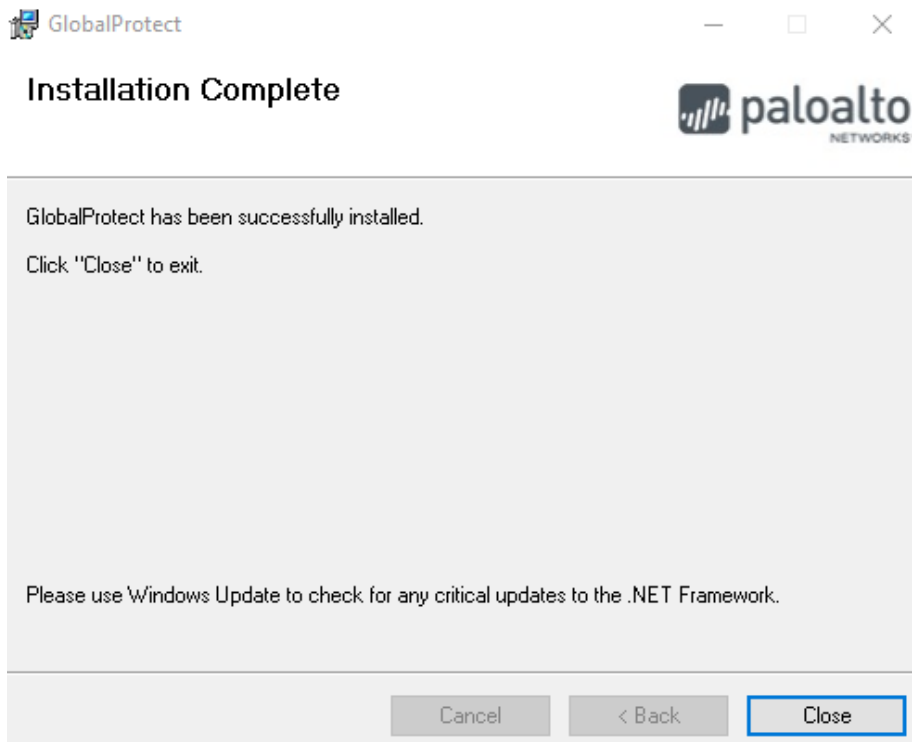
7. Leave the installation folder at the default and click Next



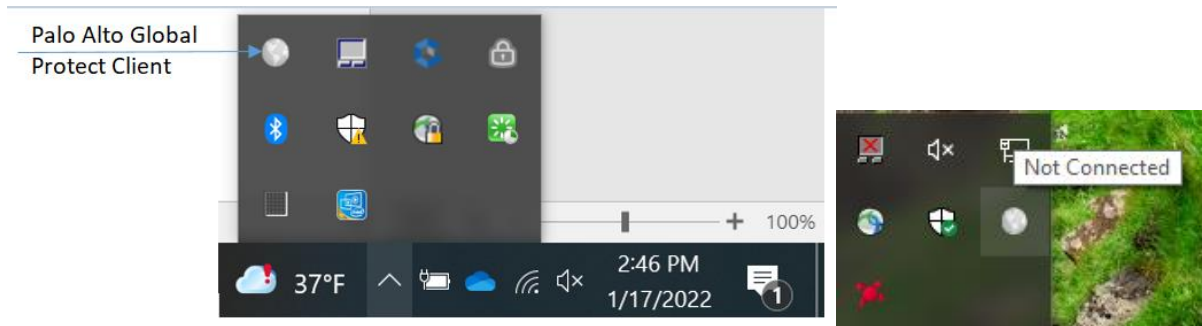
8. Click Next to Confirm the Installation.



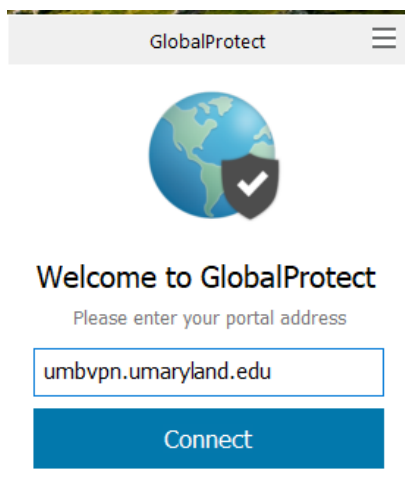
9. Click Close when the installation completes.



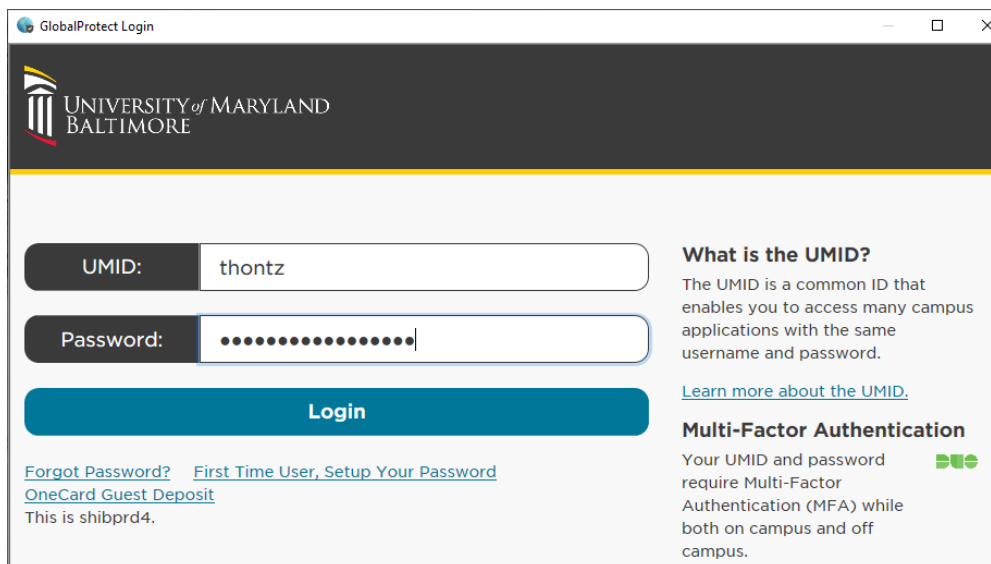
10. Click on the Global Protect icon in your lower right system tray. You can also open Global Protect from Program Files



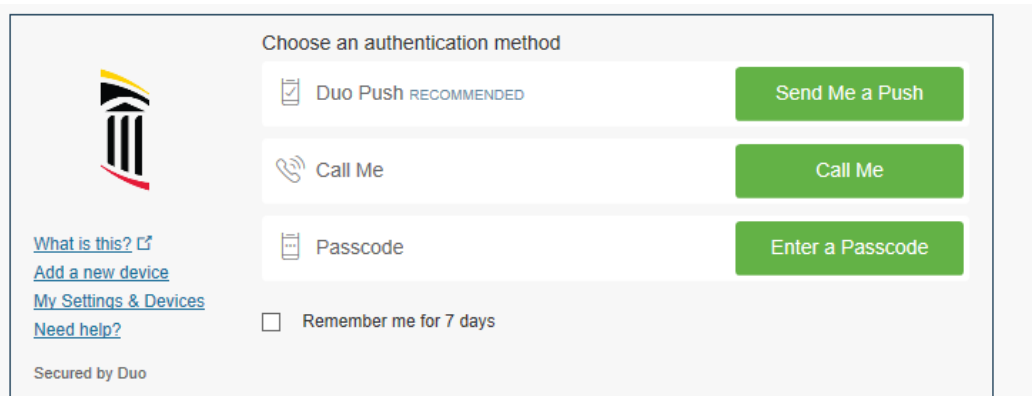
11. Enter umbvpn.umaryland.edu as the portal address and click Connect



12. Log in with your UMID and Password.



13. If you are prompted, choose a method to complete DUO MFA



The image shows a Duo MFA authentication interface. On the left is a logo consisting of a stylized building with a yellow and red flag above it. Below the logo are four links: "What is this?", "Add a new device", "My Settings & Devices", and "Need help?". At the bottom left, it says "Secured by Duo". The main area is titled "Choose an authentication method". It contains three rows of options, each with a radio button icon, a text label, and a green button. The first row is "Duo Push" (marked as RECOMMENDED) with a "Send Me a Push" button. The second row is "Call Me" with a "Call Me" button. The third row is "Passcode" with an "Enter a Passcode" button. At the bottom of the main area, there is a checkbox labeled "Remember me for 7 days".

Choose an authentication method

☒ Duo Push RECOMMENDED [Send Me a Push](#)

☐ Call Me [Call Me](#)

☐ Passcode [Enter a Passcode](#)

☐ Remember me for 7 days

[What is this?](#) [Add a new device](#) [My Settings & Devices](#) [Need help?](#)

Secured by Duo

14. You should now be connected to the Palo VPN