



# All Agencies

*VPN Instructions*

	RIVERSIDE COUNTY INFORMATION TECHNOLOGY		
	<b>All Agencies – GlobalProtect Installation</b>		
VERSION: 1.1	DATE: 3/18/2020	FILENAME: PaloAltoVPN.docx	

<b>SHORT DESCRIPTION:</b>	Guide to install GlobalProtect
<b>DEPT or DIVISION AFFECTED:</b>	All Agencies

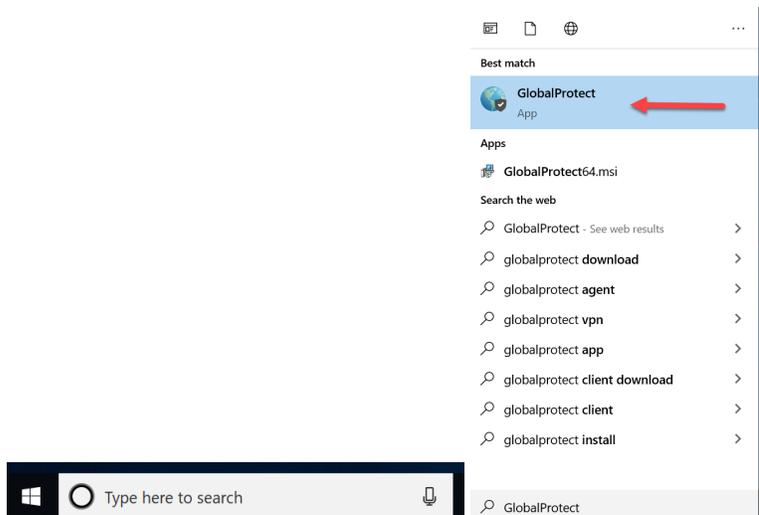
The following instructions have been written to assist users on how to install and connect to the GlobalProtect client for Windows 7, 8 & 10 operating system, including both 32- and 64-bit versions.

VPN is a secure method of connecting to the Riverside County network remotely **through a County issued device or personal device**. This access requires login credentials and installation of the GlobalProtect software. These instructions are written for all major browsers such as Google Chrome, Firefox or Internet Explorer.

Note: It is recommended that you are using a hardline connection when working from home to help with network connectivity and speed. If you are unable to then you can connect to a wireless network.

## How to check to see if you already have the GlobalProtect Client installed

- **Step 1:** Go to the search bar in the lower left corner of your screen and type “GlobalProtect”. If you see the GlobalProtect Client, then you can skip to the “How to Run the Program” section. If not, please follow the document in order.



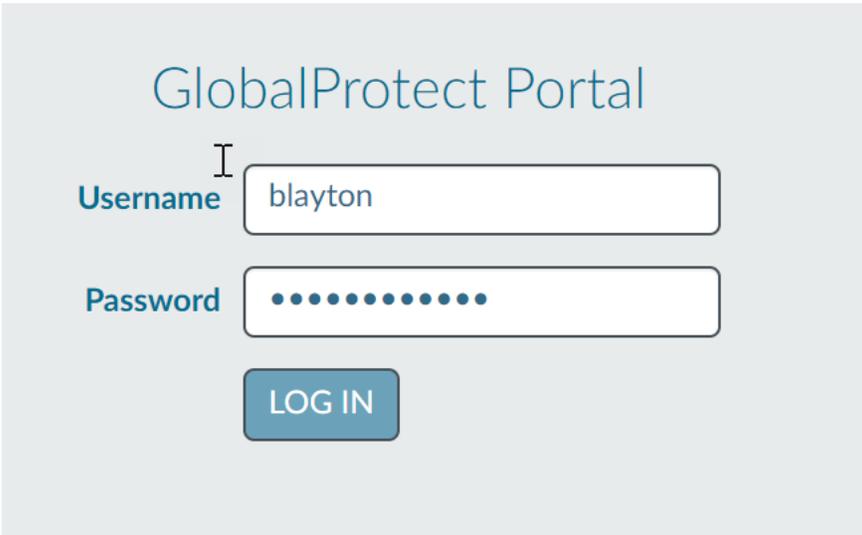
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## Installation of GlobalProtect Software

- Step 1:** Using any web browser (i.e. Google Chrome, Internet Explorer, etc...) navigate to the following web address (note the "S" in https): <https://vpn1.rivco.org>



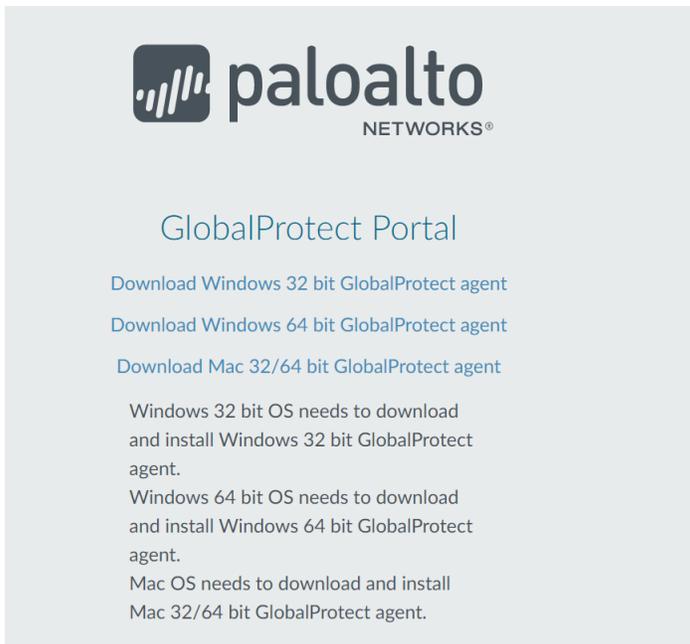
- Step 2:** When the page completes loading, enter your existing computer login username and password, then press **Login**. (Does not require including @rivco.org, just your username.)





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- **Step 3:** On the next screen you will see the different Download options.



- **Step 4:** Select the appropriate Download from the list. Most users will download the “Download Windows 64-bit GlobalProtect agent”. If you have a Mac please use “Download Mac 32/64 bit GlobalProtect agent”

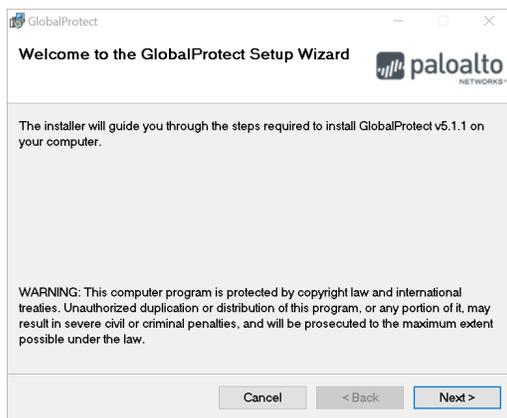


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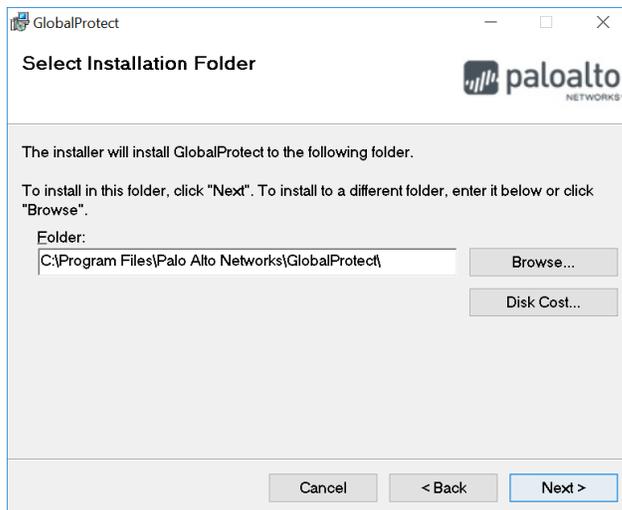
- **Step 5:** Once you have clicked “Download for Windows” you should see a pop up at the bottom of your browser with progress of the download. Once it has completed downloading click on the file.



- **Step 6:** Now a window will come up to install the software. Click Next.

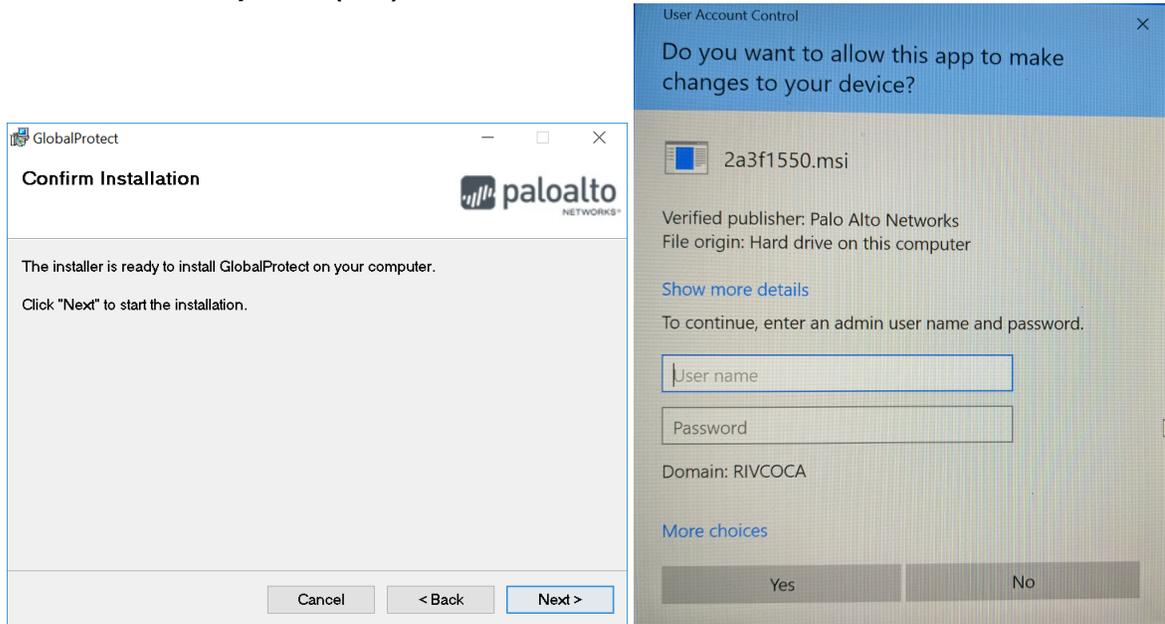


- **Step 7:** On the next window click “Next” to continue the installation.

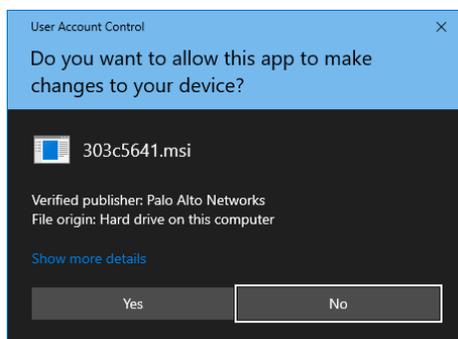


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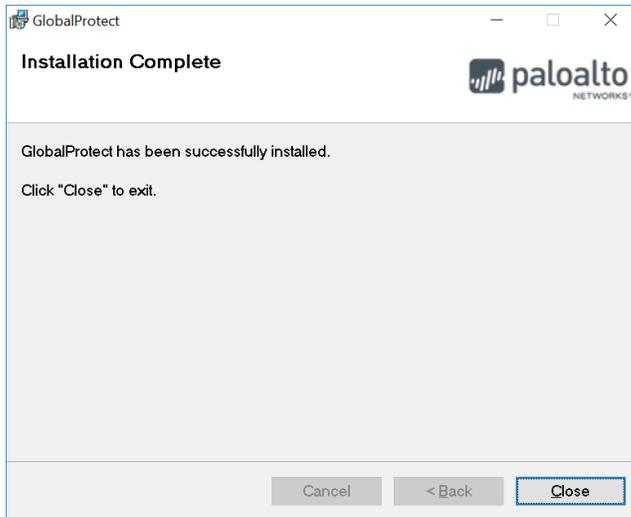
- **Step 8:** On the next window click “Next” to start the final step in the installation process. **After clicking “Next,” if you get a prompt asking for an admin username and password please call the RCIT HelpDesk (951)955-9900.**



- **Step 9:** If you receive the below prompt click Yes to continue the installation. You may not receive a prompt at all.

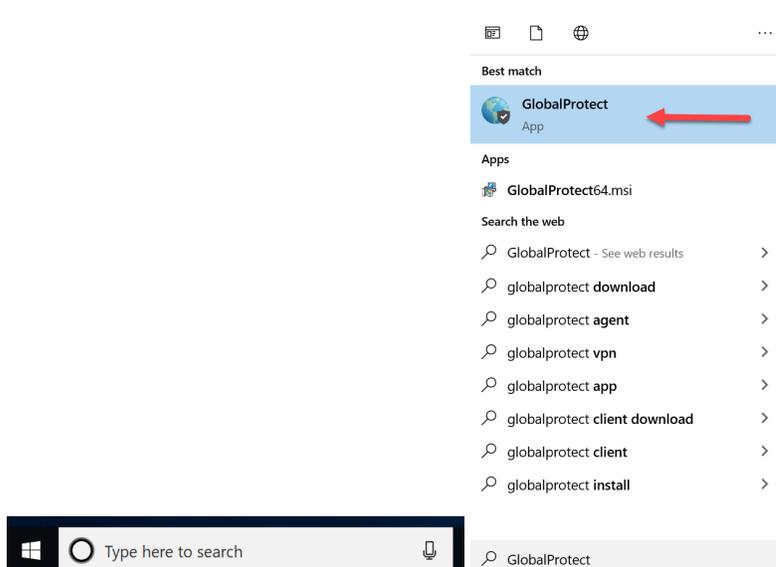


- **Step 10:** GlobalProtect will now install. Once the last window comes up click Close.



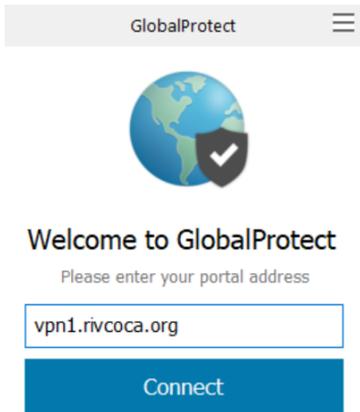
## How to run the program

- **Step 1:** Now that GlobalProtect is installed go to the search bar in the lower left corner of your screen and type “GlobalProtect”. Now click on the program to launch it.

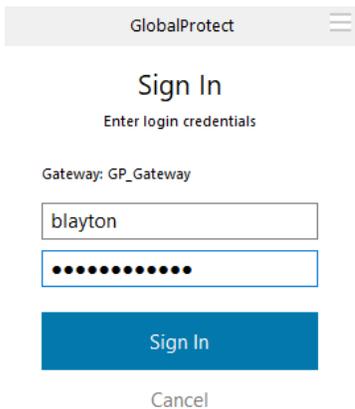


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- **Step 2:** You will now get a window that will come up. On the window there is an address box. If the address box is empty enter **vpn1.rivcoca.org** and then click connect.



- **Step 3:** You will now receive a pop up asking for your username and password. Enter your computer login information and then press OK.



- **Step 4:** You should get a pop up saying “Welcome to GlobalProtect”. Press the “X” to close the pop up. You are now connected to the GlobalProtect VPN.



- **Step 5:** Start working like normal. Your shared folders and all the applications should now be accessible.

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- **Step 6:** If you are on a home PC, the next step is to follow the “**Remote Desktop Instructions**” attached to the email. This will allow you to connect directly to your work computer as if you were sitting behind it in the office

Note: Remote Desktop requires that you leave your computer sitting at work on to function so make sure you leave it on before leaving.

**In you need any help, please call the RCIT HelpDesk (951)955-9900**