

VPN Install Guide

A VPN, or Virtual Private Network, creates a secure tunnel between your device and the on-campus network of the University of Hartford allowing access to resources blocked by our firewall, such as Remote Desktop or access to shared drives.

This guide will walk you through the download, installation, and setup of the VPN software specific to the University of Hartford network.

A few things to note:

- Your desktop computer needs to be powered on in order to be able to remotely connect to it.
- For Mac users, the VPN allows connection to only shared network drives. To remote into their desktop computers, Mac users need to download and Microsoft Remote Desktop (free from the app store).

Download the software

- Open a web browser and go to <https://vpn.hartford.edu>. You should see this on the screen:



The screenshot shows the Palo Alto Networks GlobalProtect Portal login page. At the top left is the Palo Alto Networks logo, which consists of a square icon with four vertical bars of increasing height, followed by the word "paloalto" in a bold, lowercase sans-serif font, and "NETWORKS®" in a smaller, uppercase sans-serif font below it. Below the logo, the text "GlobalProtect Portal" is displayed in a blue, sans-serif font. Underneath this, there are two input fields: the first is labeled "Name" and the second is labeled "Password". Both labels are in a blue, sans-serif font. Below the password field is a blue button with the text "LOG IN" in white, uppercase, sans-serif font.

- Enter your credentials:
 - Name: Use your email username, WITHOUT the @hartford.edu
 - Password: Use your email password
 - If these credentials do not work, contact the Help Desk at helpdesk@hartford.edu or 860.768.4357
- Select the software you need and click the link to download
 - Windows 32-bit or Windows 64-bit, (See note below)
 - Mac OS X
 - Other devices are not currently supported

* Note: To determine if you need Windows 32-bit or 64-bit:

- If you are using Windows 8.1 or Windows 10:
 - Select the **Start** button, then select **Settings > System > About**
 - At the right, under **Device Specifications**, see **System Type**
- If you are using Windows 7:
 - Select the **Start** button, right-click **Computer**, then select **Properties**
 - Under **System**, see the **System Type**

Install the software

- Windows: Run the Microsoft Installer software (MSI)
 - You will need administrator privileges. Contact the Help Desk if you cannot install: helpdesk@hartford.edu or (860) 768-4357.
- Mac OS X: Install the “pkg” file

Connect to the VPN

- Once the software is installed, you will see an icon in your notification area next to your clock in Windows, or on the top bar on Mac OS X.
 - Click to Connect or Disconnect
 - When you connect for the first time, it will ask for three things: Username, Password and Portal
 - Portal: **vpn.hartford.edu** (no https, colons or forward slashes)
 - Username: your email username (no @hartford.edu)
 - Password: your email password.
- Once you are connected, the icon will change and you will see you are connected. You should now be able to Remote Desktop into your Windows computer on campus or connect to your network drive shares.