



State Employee User Guide for GlobalProtect VPN Agent for Windows

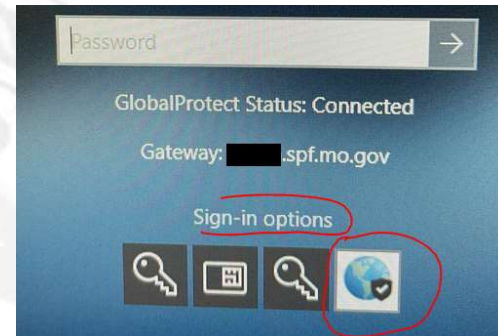
Connect using Global Protect

You will need the following information:

Portal Address: **vpn.spf.mo.gov** (should be preconfigured by your IT)

Domain Login: **Username & Password**

MFA: **Okta issued by the State**

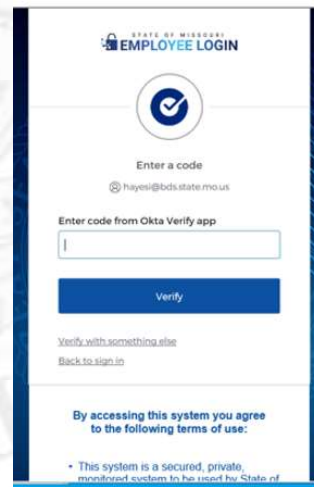
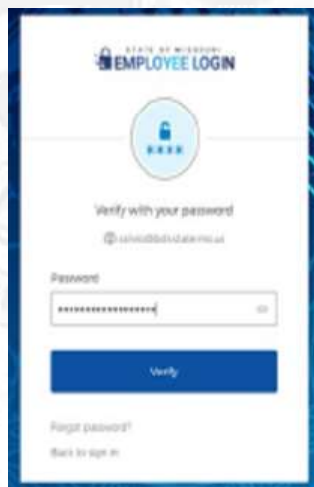
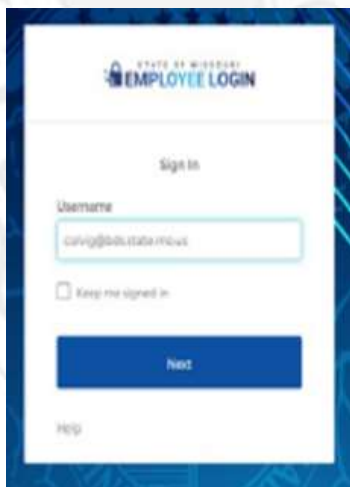


1. After booting the laptop & pressing CTRL+ALT+DEL, click the 'Sign-in options' text, then click the **GlobalProtect icon** (Globe on white background).

You should see "GlobalProtect Status Connected" shortly. If not verify you have connected to WiFi by clicking the Windows WiFi icon in the lower right and connect to a network first.

Doing this step will ensure that you can sign into the laptop even if you have not logged into it before, or have changed your password from another device. This eliminates the need to have the laptop cache (remember) your login credentials from inside the office network prior.

2. **Sign in to windows** using your username & password.
3. Once at your desktop, after a few seconds you should get the Okta dialog boxes to sign into MFA (multi factor authentication). **Complete the Okta prompts** (UserID / Password / MFA challenge). After this point you will be connected to the State network. Refer to the Okta documentation for details and enrollment if needed.



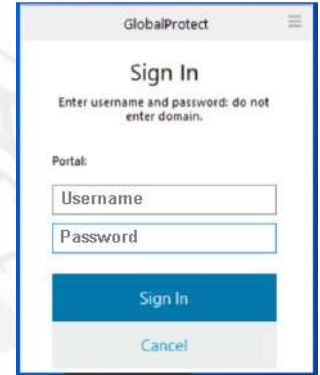
4. At any time you can go to the Windows taskbar and click the GlobalProtect icon to bring it up if needed for example to check the connection.

Notes

1. You cannot access the internet until the VPN has been connected.
2. If there is a captive portal (walled garden/terms of service/etc) on the WiFi you connect to, Global Protect will detect and give a notice for you to open a window and complete the WiFi's acceptance page.
3. When directly connected from inside a State office, VPN will detect this and 'disconnect' to save resources.

Troubleshooting (contact your helpdesk if you need help, or you can check the following items first)

1. Is the portal not defined? Enter **vpn.spf.mo.gov** as the portal and click connect.
2. Windows single sign on failure– GlobalProtect might prompt for username/pass and look like the image to the right. If so enter in your username only (no domain) then password. Then it should take you to the Okta prompts.



3. How to collect logs if asked:
 - a. **Right-click** the GlobalProtect icon in the taskbar:
 - b. Then click **Settings**
 - c. Then click the **upper right button**
 - d. Then click the **Troubleshooting** tab and **Collect Logs** button. Your IT staff can then collect the generated .zip file.

