

# Download and Install the GlobalProtect App for Windows

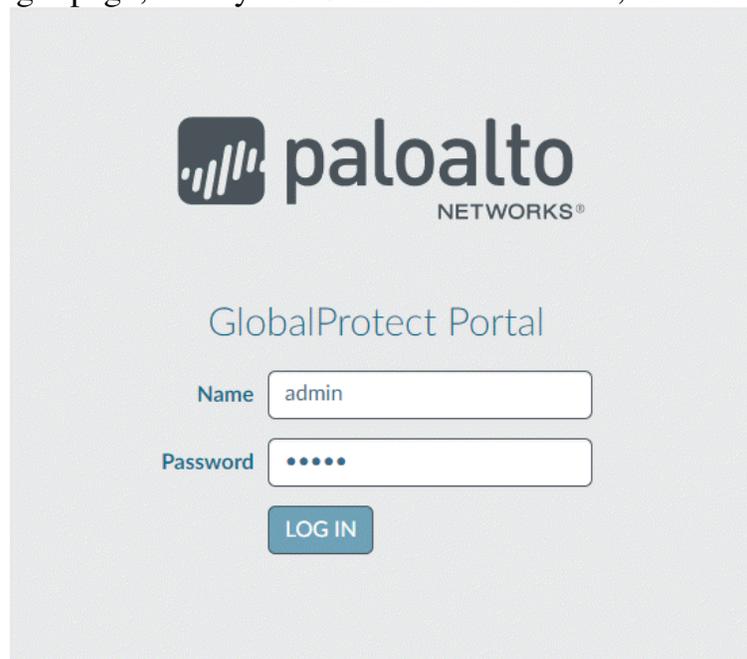
Before connecting to the GlobalProtect network, you must download and install the GlobalProtect app on your Windows endpoint.

Use the following steps to download and install the app:

*To run GlobalProtect app 5.0, Windows endpoints require Visual C++ Redistributables 12.0.3 for Visual Studio 2013. If you have not already installed any redistributable packages on your endpoint, the GlobalProtect app installs Visual C++ Redistributables 12.0.3 automatically. If you have already installed Visual C++ Redistributables 12.0.2 or an earlier release, you must either uninstall the existing redistributable packages from your endpoint or upgrade to Visual C++ Redistributables 12.0.3 prior to installing the GlobalProtect app.*

**STEP 1** | Log in to the GlobalProtect portal.

1. Launch a web browser and go to the following URL:  
**`https://vpn.usf.edu`**
2. On the portal login page, enter your **NetID** and **Password**, and then click **LOG IN**.



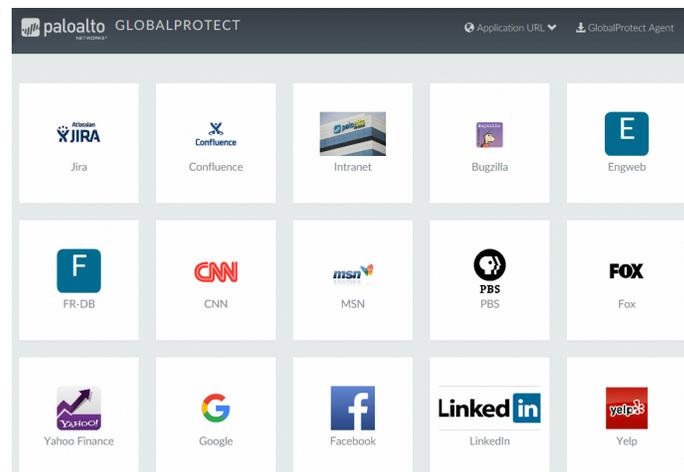
The screenshot shows the login interface for the Palo Alto Networks GlobalProtect Portal. At the top left is the Palo Alto Networks logo. Below it, the text 'GlobalProtect Portal' is displayed. There are two input fields: 'Name' with the value 'admin' and 'Password' with five dots. A 'LOG IN' button is located below the password field.

**STEP 2 |** Navigate to the app download page.

In most instances, the app download page appears immediately after you log in to the portal. Use this page to download the latest app software package.



If your system administrator has enabled GlobalProtect Clientless VPN access, the applications page opens after you log in to the portal (instead of the app download page). Select **GlobalProtect Agent** to open the download page.



### STEP 3 | Download the app.

1. To begin the download, click the software link that corresponds to the operating system running on your computer. If you are not sure whether the operating system is 32-bit or 64-bit, ask your system administrator before you proceed.



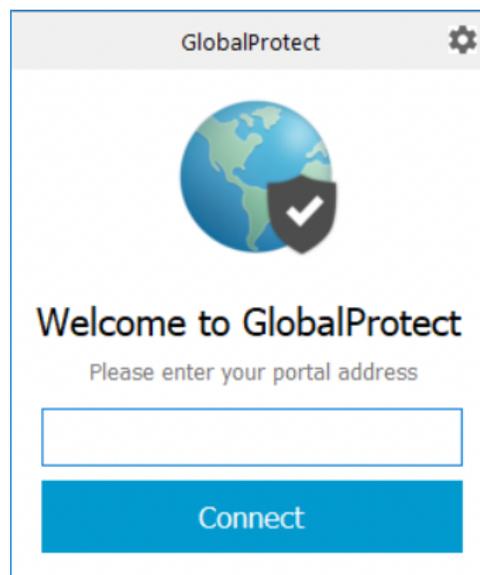
2. Open the software installation file.
3. When prompted, **Run** the software.
4. When prompted again, **Run** the GlobalProtect Setup Wizard.

### STEP 4 | Complete the GlobalProtect app setup.

1. In the GlobalProtect Setup Wizard, click **Next**.
2. Click **Next** to accept the default installation folder (C:\Program Files\Palo Alto Networks\GlobalProtect), or click **Browse** to select a new location and then click **Next** twice.
3. After installation is complete, **Close** the wizard.

## STEP 5 | Log in to GlobalProtect.

1. Launch the GlobalProtect app by clicking the system tray icon. The status panel opens.
2. Enter vpn.usf.edu, and then click **Connect**.



3. **(Optional)** By default, you are automatically connected to the **Best Available** gateway, based on the configuration that the administrator defines and the response times of the available gateways. To connect to a different gateway, select the gateway from the **Gateway** drop-down (for external gateways only).  
*This option is only available if your administrator enables manual gateway selection.*
4. Click **Connect** to initiate the connection.
5. **(Optional)** If prompted, enter your **Username** and **Password**, and then click **Sign In**. If authentication is successful, you are connected to your corporate network, and the status panel displays the **Connected** or **Connected - Internal** status. If your administrator sets up a GlobalProtect welcome page, it displays after you log in successfully.