



HOW TO USE GLOBAL PROTECT – NEW VPN

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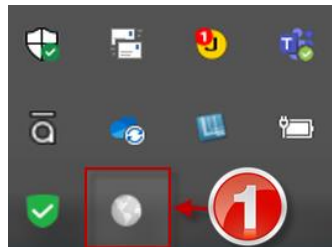
How to use the Global Protect - new VPN.

Over the last number of months, SJOG ICT has made some significant changes to provide a more secure service throughout the organization. We are now moving away from our old VPN client, Fortinet and introducing a new VPN called Global Protect.

This VPN client introduces various improvements in terms of usability, stability, and security, one of which includes the implementation of Multi-Factor Authentication (MFA). MFA is a security process that requires more than one method of authentication from independent sources to verify the user's identity, thus enhancing the protection of both user identities and the resources they access.

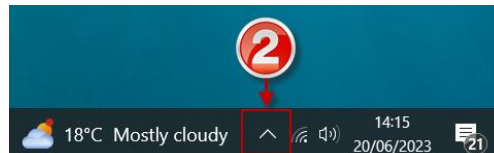
Step 1: Introducing the new VPN.

1. The new VPN will automatically be installed onto SJOG machines.

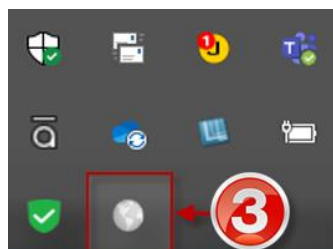


Please Note: You do not need to uninstall FortiClient or install Global Protect, the MHIS ICT team will manage all of this for you. The new VPN is located down on the righthand side of your screen.

2. Click on the up arrow to show hidden icons.

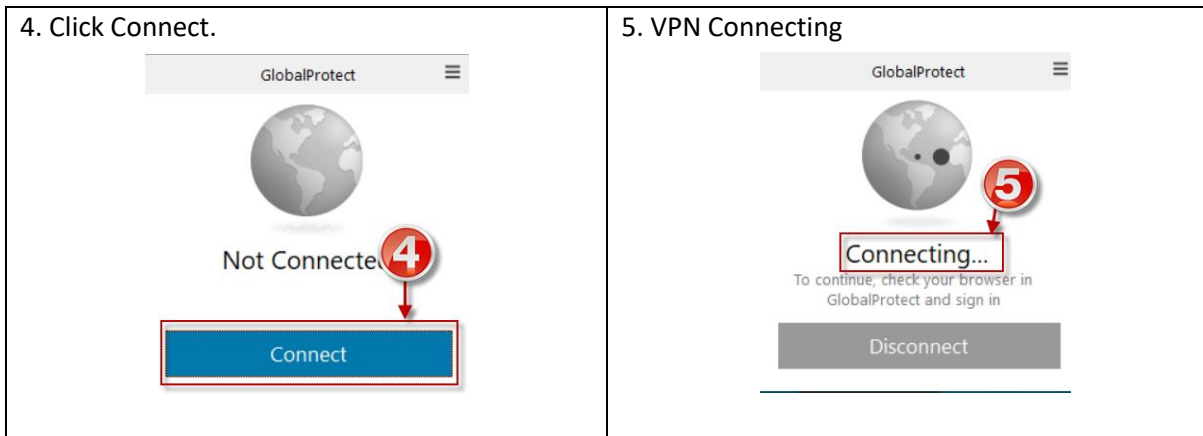


3. Click on the Globe to open the new VPN.

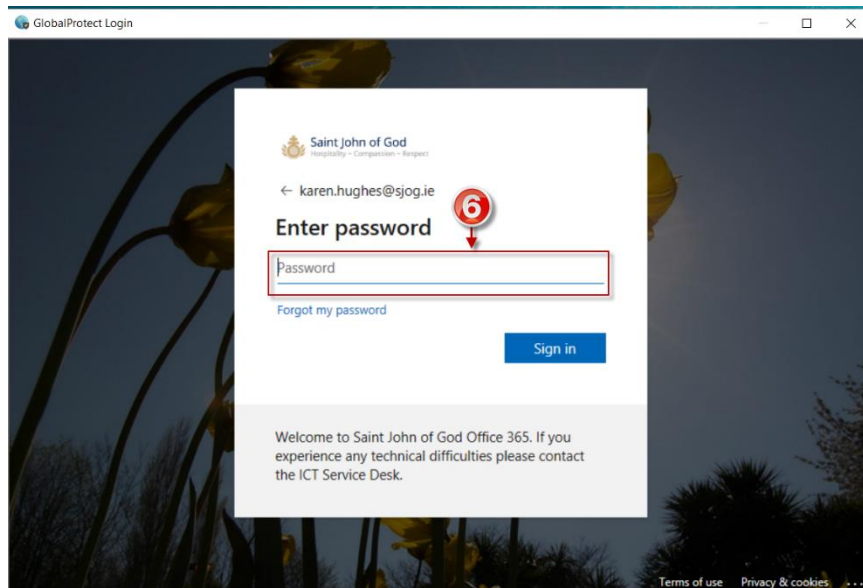




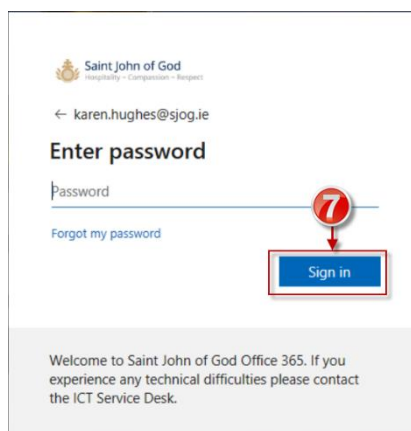
Step 2: Connecting to the VPN.



6. Enter your SJOG password, this is the password you use to log into the computers.

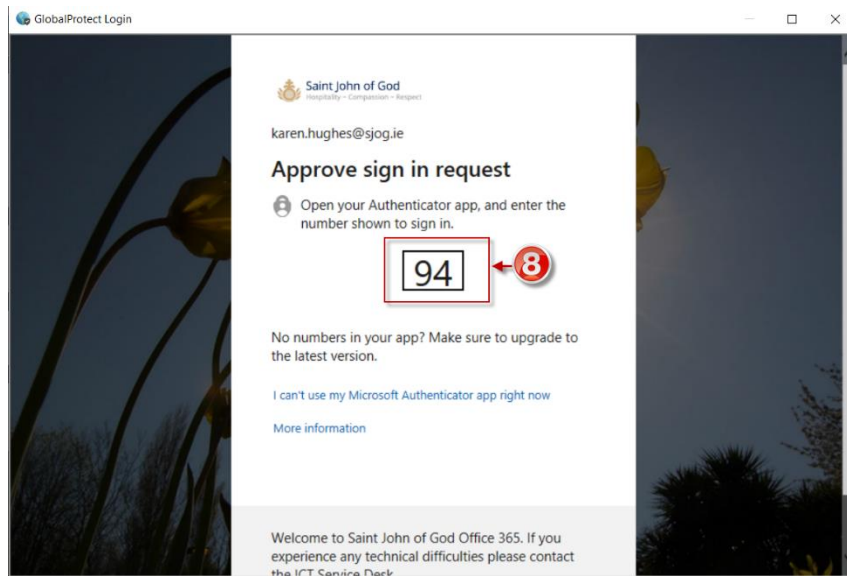


7. Click Sign in.

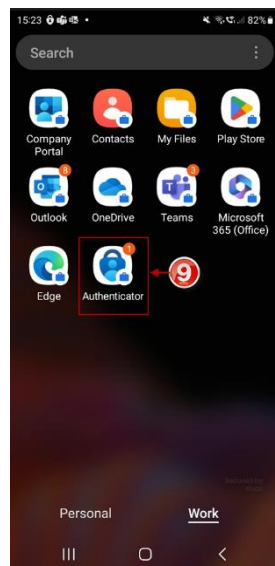




8. You will be asked to approve the sign in request using the MS Authenticator on your work phone.

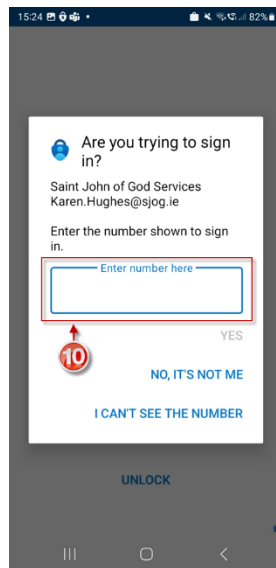


9. On the work side of your mobile phone, click on Authenticator.

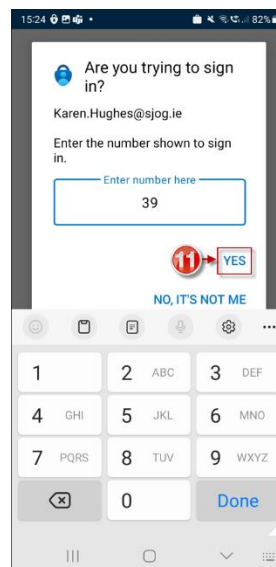




10. Click into the box to bring up the keyboard and type the figure on your screen.



11. click on Yes when you enter the number.

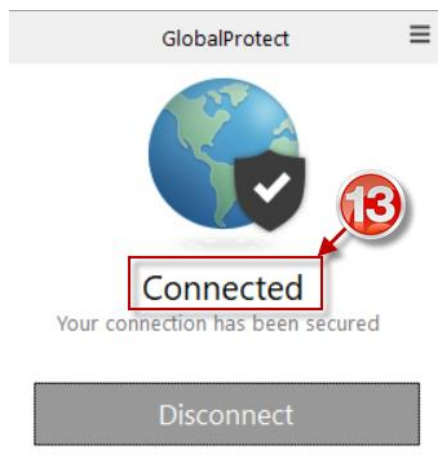




12. You will receive a notification on your mobile saying it has been approved, the VPN will then connect after a few seconds.



13. VPN Connected.

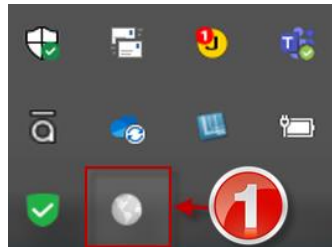




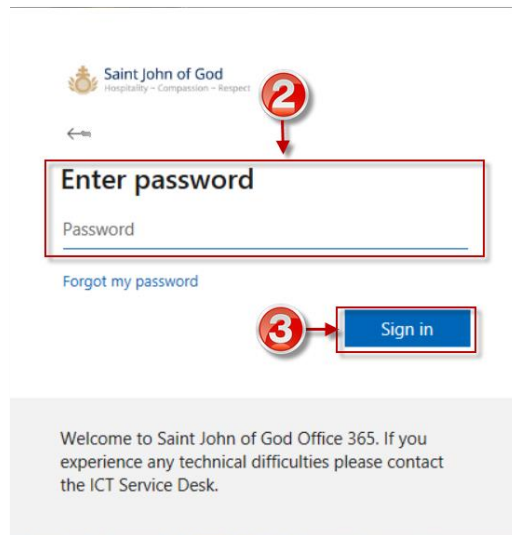
If you do not have the MS Authenticator install onto your work phone, do not worry you can use the SMS functionality as part of the multi-factor authentication (MFA). The following step will guide you into use this feature.

Step 3: Connecting to the VPN using SMS.

1. Click on the Globe to open the new VPN.



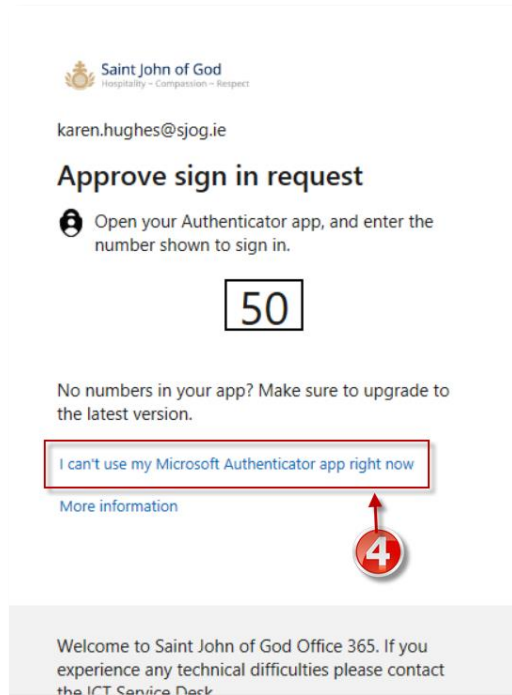
2. Enter your password, this is the password you use to log into the computers.



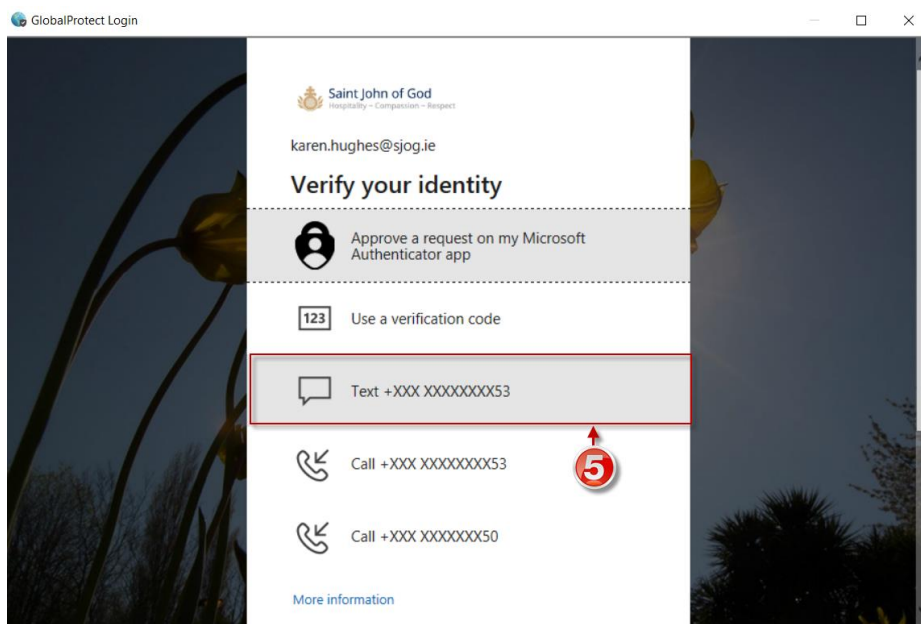
3. Sign in when done.



4. Click on I can't use my Microsoft Authenticator app.

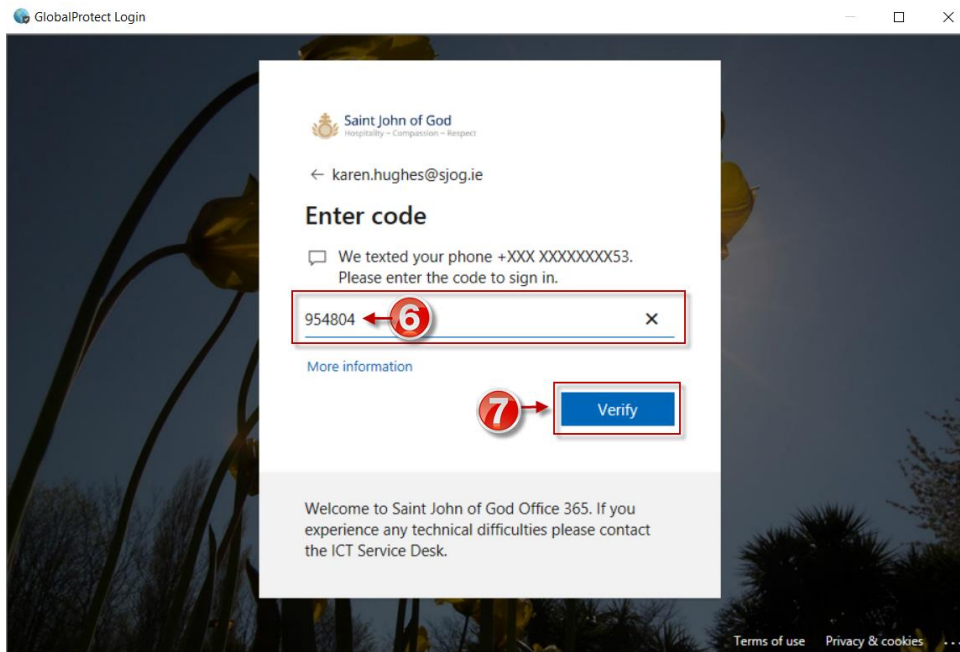


5. Select Text, this will send a six-digit one time access code to your phone.



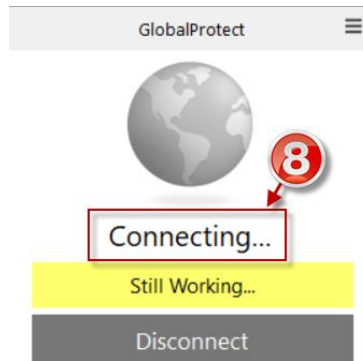


6. Enter code.



7. Click Verify

8. Connect to the VPN.



9. After a few seconds the VPN will connect.

