Stony Brook Medicine GlobalProtect VPN Initial Setup & Use Instructions

V23-12-11

Before you begin the GlobalProtect VPN client installation, please read these requirements!

1) You must have already set up Microsoft MFA (Multi-Factor Authentication). If you have not, please visit: MFA Setup Instructions

2) Make sure your computer complies with the requirements below:

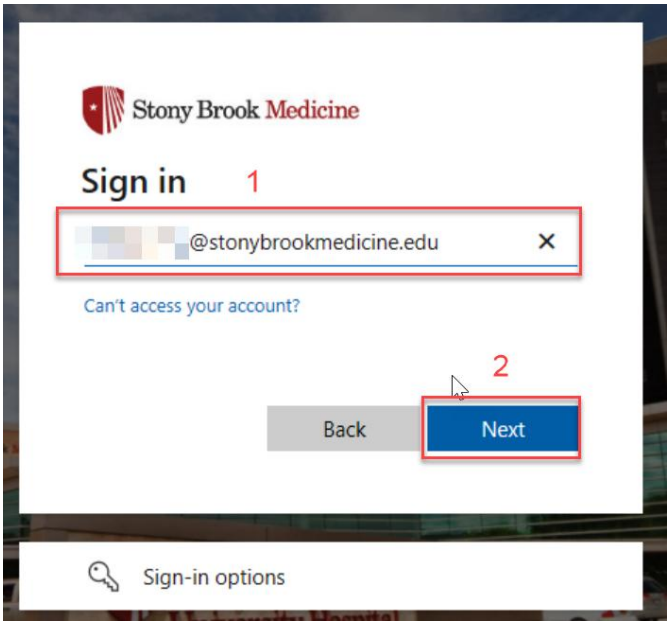
- Operating System: Windows 10 or above, MacOS 11 or above.
- You must have admin rights to your computer to complete the install.
- Required Anti-Malware Application: Real-time protection enabled, updated definitions and from one of the vendors below:
  - Palo Alto, Symantec, Avast, Bitdefender, CarbonBlack, Cisco, Crowdstrike, Cylance, Cybereason, Fortinet, Kaspersky, McAfee, Malwarebytes, Norton, Sophos, SentinelOne, Trend Micro, Webroot.
- Computer must be up-to-date with latest operating system patches and have its firewall enabled.

3) Important Note: When connected to the SBM VPN, all traffic (including Internet) will be sent to SBM for connectivity. This traffic is logged and subject to web-filtering rules just as if you were onsite. Please be mindful of this and disconnect when needing to access non-SBM resources.

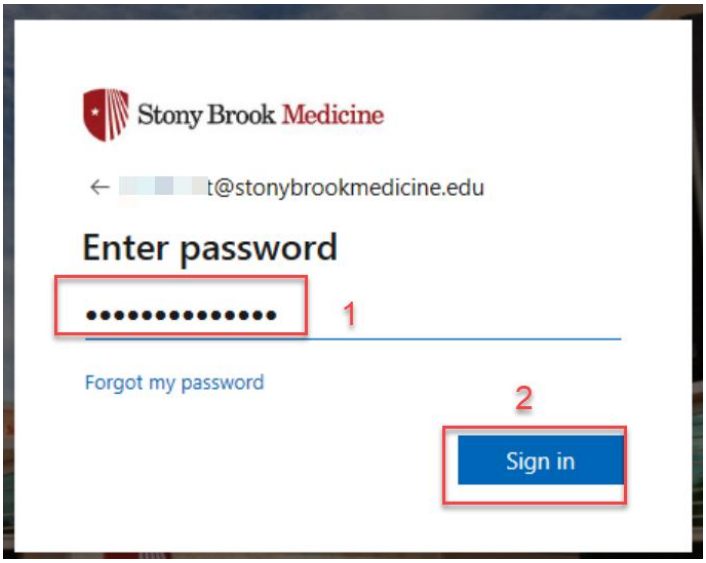
Installation of GlobalProtect Client

1) Please open a web-browser and visit: https://sbmvpn.stonybrookmedicine.edu

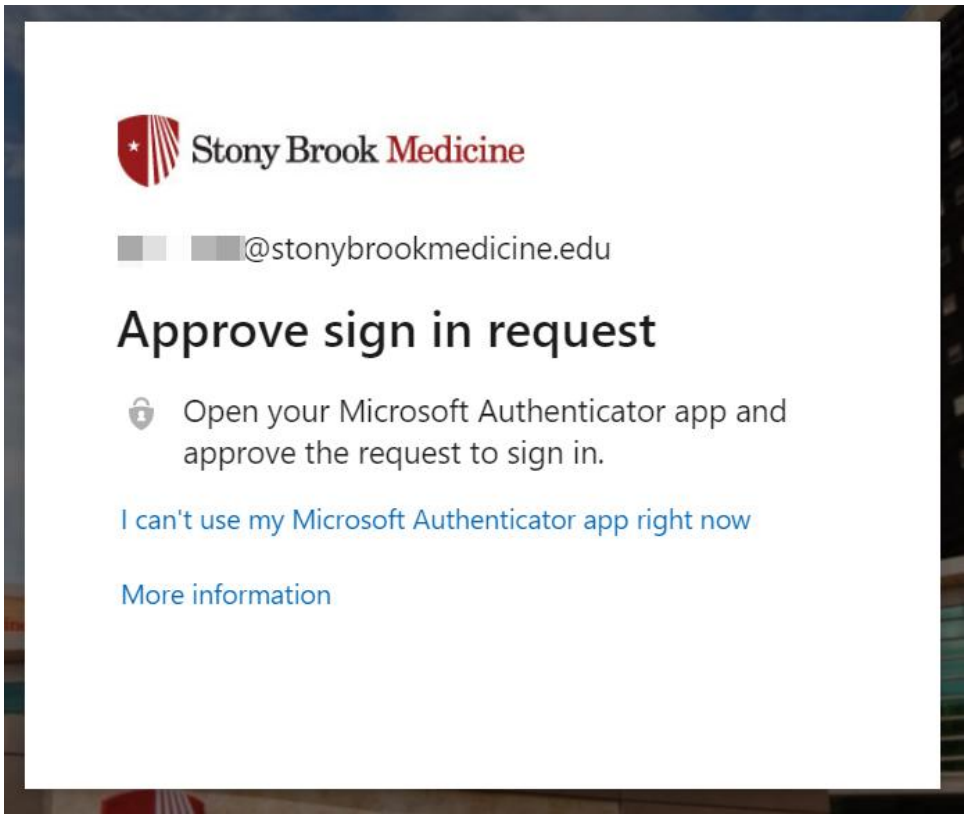
   You should see the screen below. Please enter your SBM e-mail address here and click “Next”.



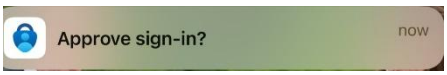
2) You should then be asked to enter your SBM Password and click “Sign In” (below):



3) This process should now show it is awaiting confirmation of the MFA (multi-factor authentication) you have configured on your mobile device (below)

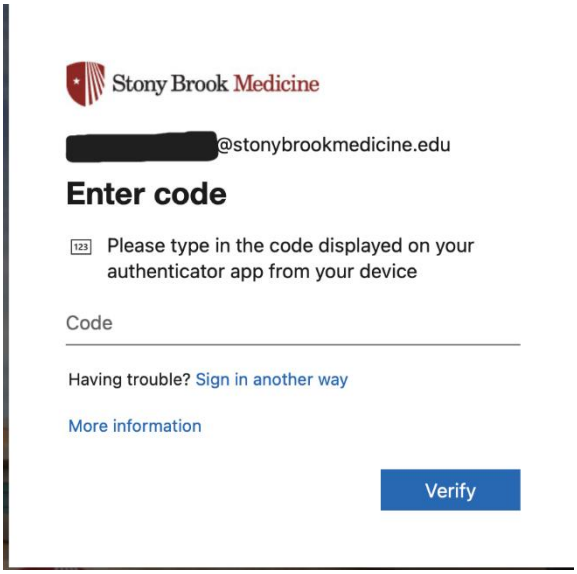


4) Please use your mobile device, where you should either see a notification to click on or open the Microsoft Authenticator app as shown below.

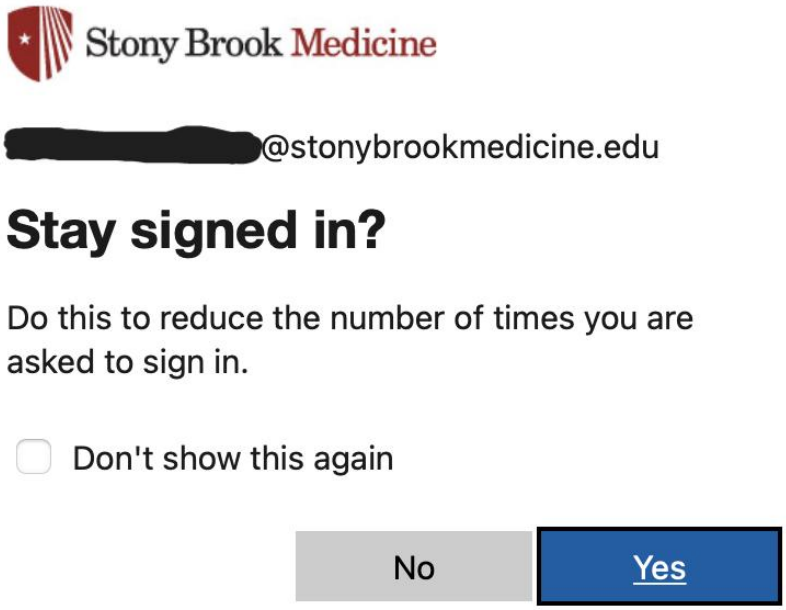


or

5) After you open the app, you should enter the security code shown on your mobile device:



6) Once you have entered the security code from the MFA app, the webpage on your computer should change to the screen below. Please choose "No" below.



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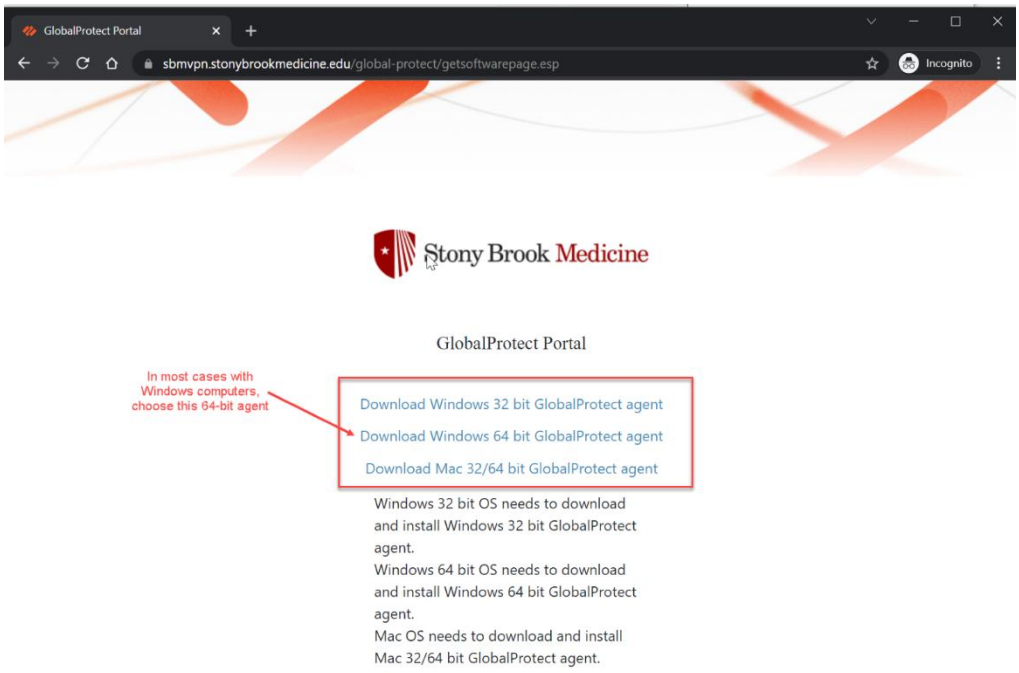
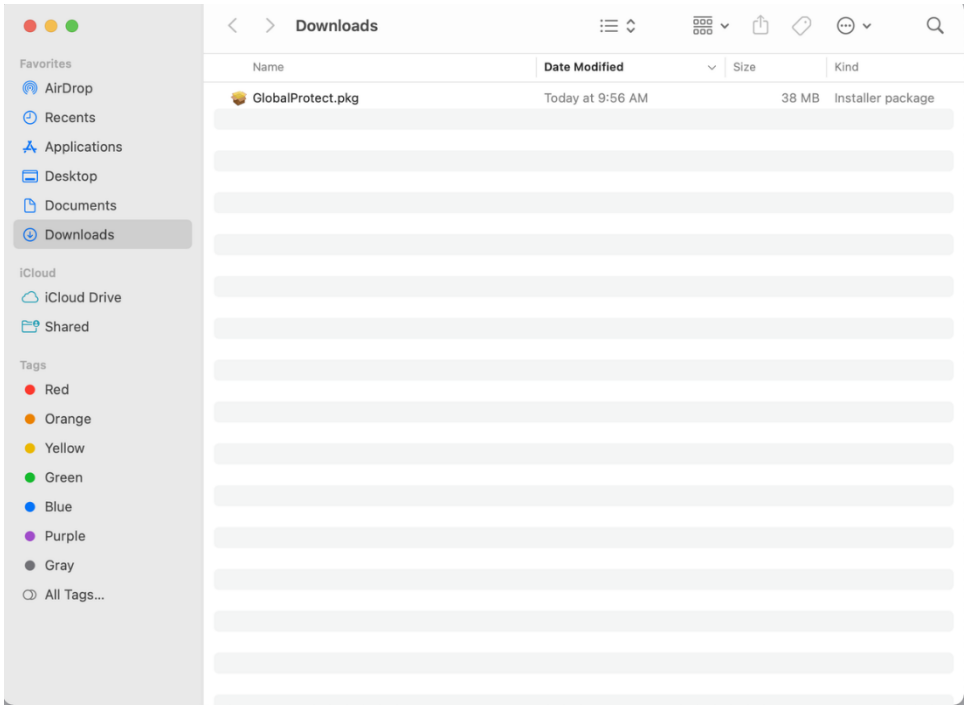
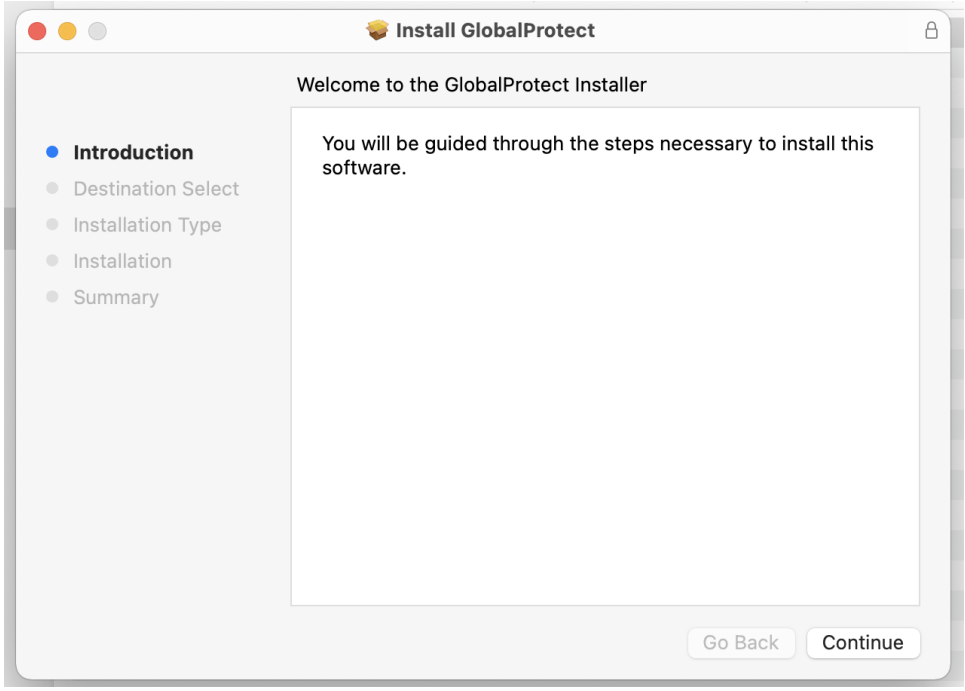
7) At this point you have authenticated to the GlobalProtect portal that allows you to download the client (below). You will choose the client you wish to download by choosing the appropriate link. Please click the "Download Mac 32/64 Ink GlobalProtect agent" option.

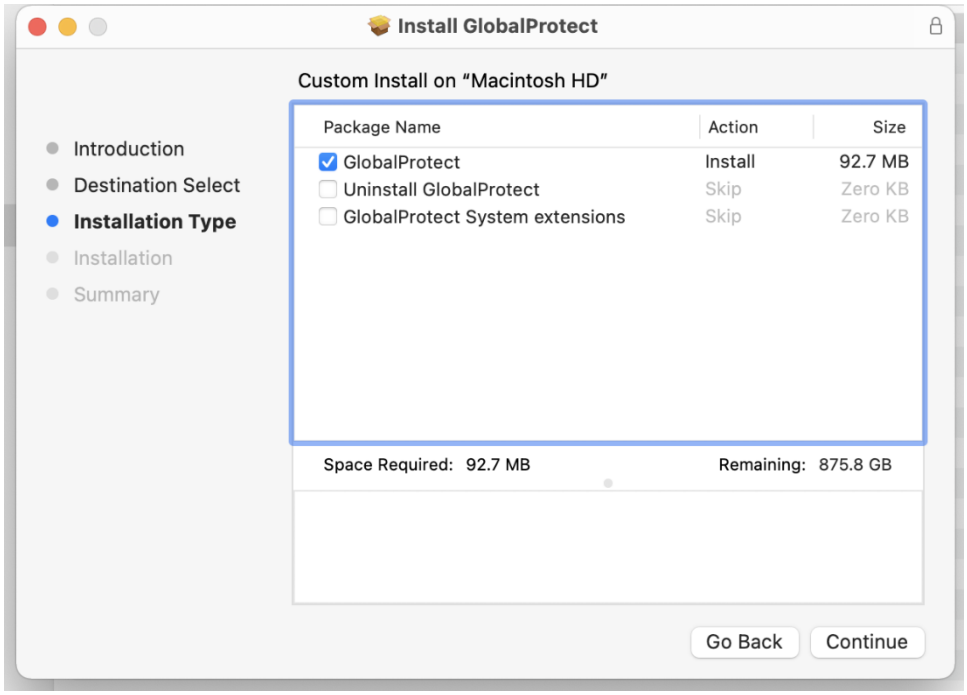


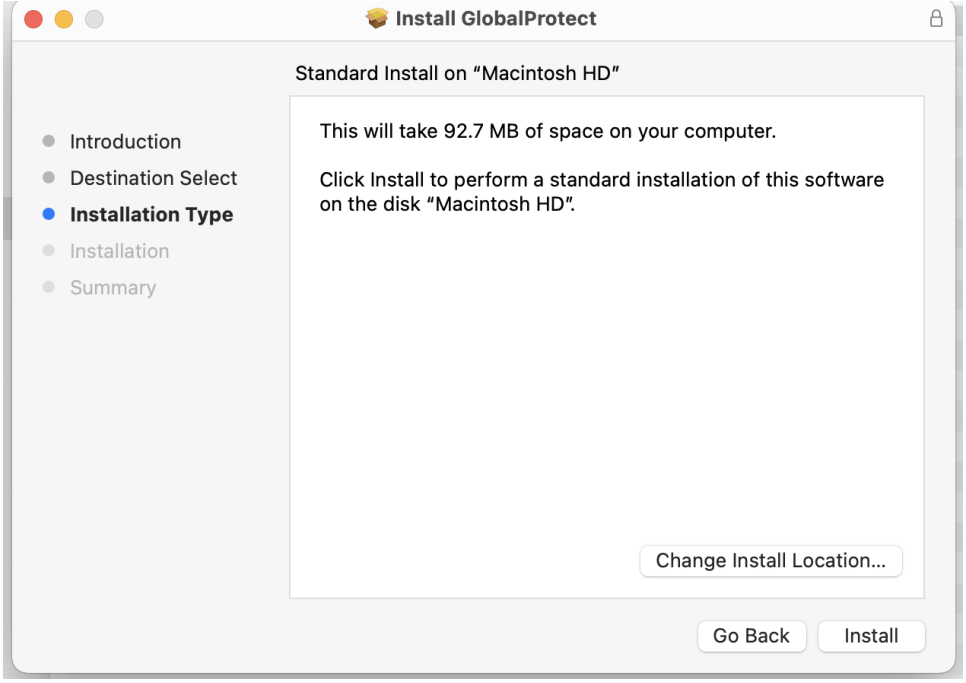
8) After the file downloads, use the method your browser or file manager provides to run this file (GlobalProtect.pkg). See below for example:



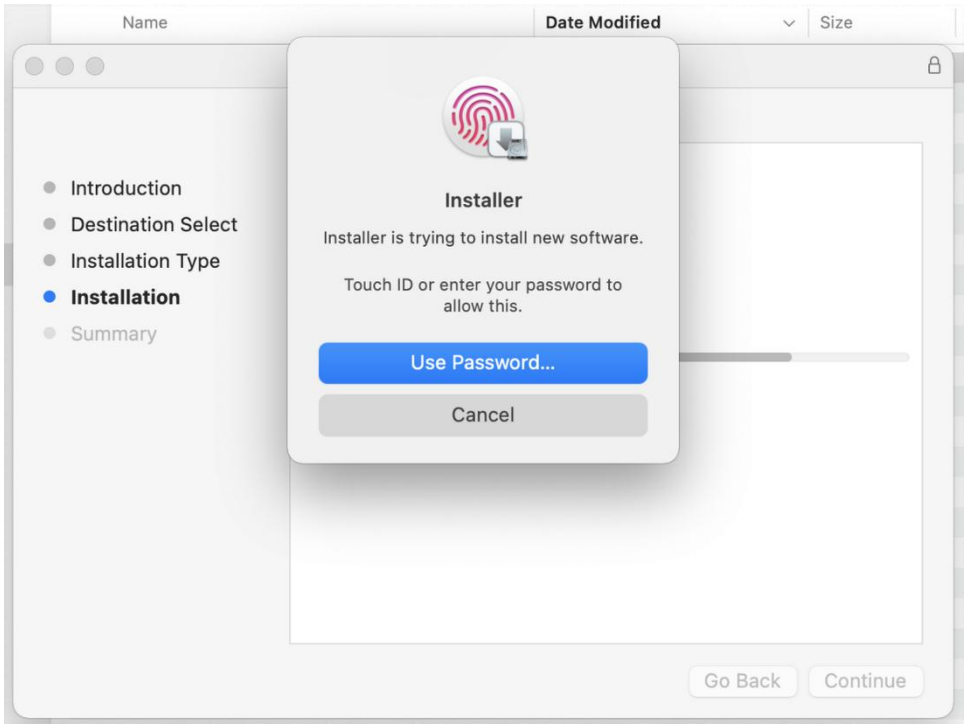
9) Please follow through the installation of the GlobalProtect client by clicking on Continue through each of the steps (summary below):

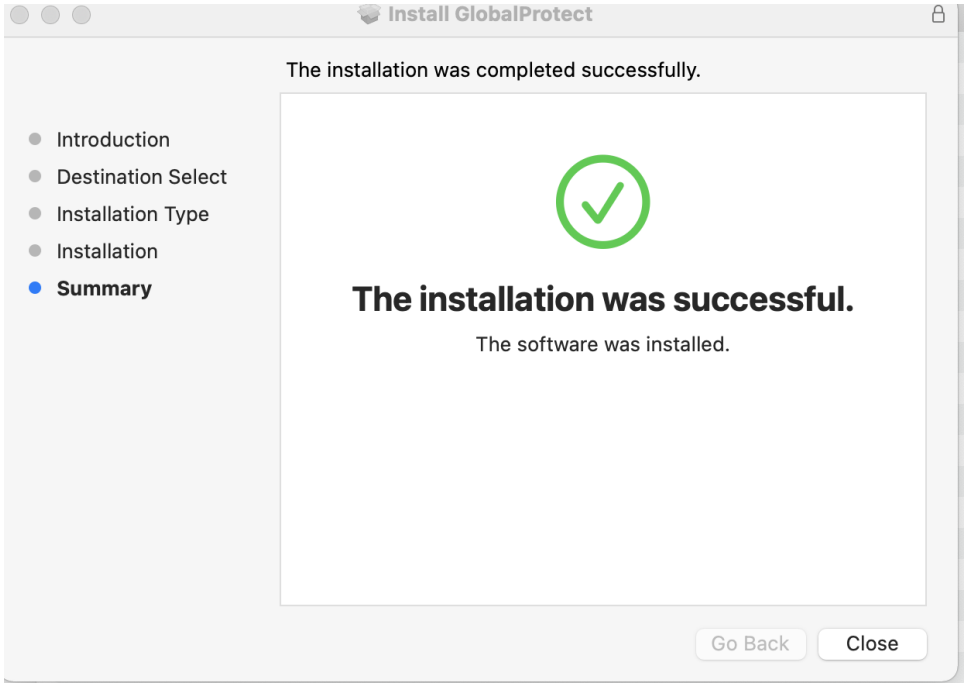

Install GlobalProtect
Welcome to the GlobalProtect Installer
Introduction
Destination Select
Installation Type
Installation
Summary
You will be guided through the steps necessary to install this software.
Go Back
Continue


Install GlobalProtect
Custom Install on "Macintosh HD"
Introduction
Destination Select
Installation Type
Installation
Summary
Package Name
Action
Size
GlobalProtect
Install
92.7 MB
Uninstall GlobalProtect
Skip
Zero KB
GlobalProtect System extensions
Skip
Zero KB
Space Required: 92.7 MB
Remaining: 875.8 GB
Go Back
Continue

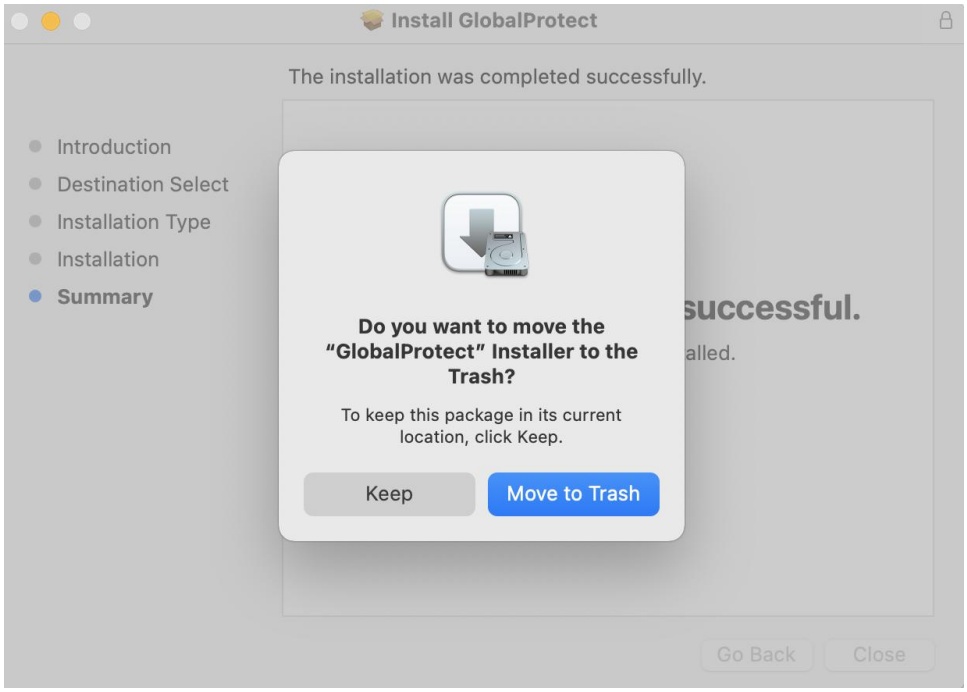


NOTE: Depending on your Mac, it may ask you to use Touch ID or enter your password before installation:





You may move GlobalProtect Installer to the Trash.

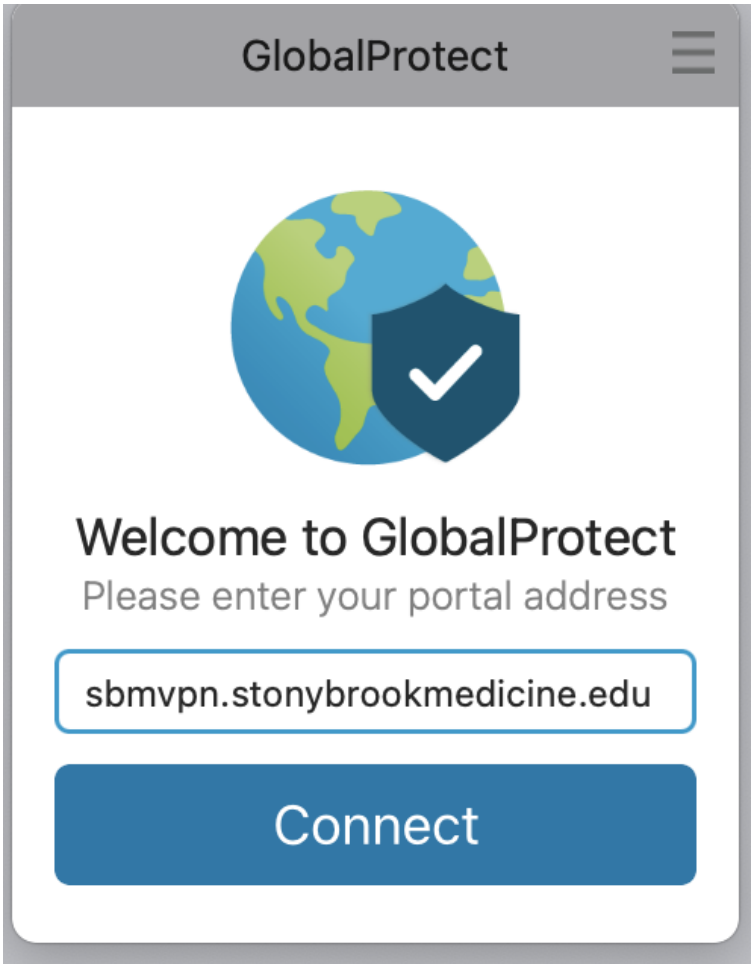


10) You can now proceed to the use instructions below.

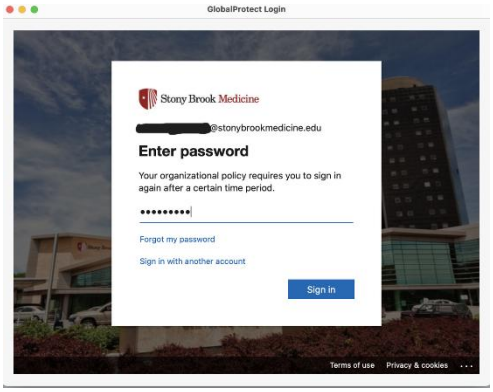
GlobalProtect Use Instructions

The GlobalProtect VPN client is designed in our environment to be used on-demand (only when needed). Therefore the client should only be enabled when actual SBM resources are needed. Do not leave running all the time. This is especially important because all Internet and home network traffic will be passed through Stony Brook Medicine when connected. This may impact certain Internet or home sites you can reach from your computer when connected. Please disconnect the VPN if you wish to reach these sites.

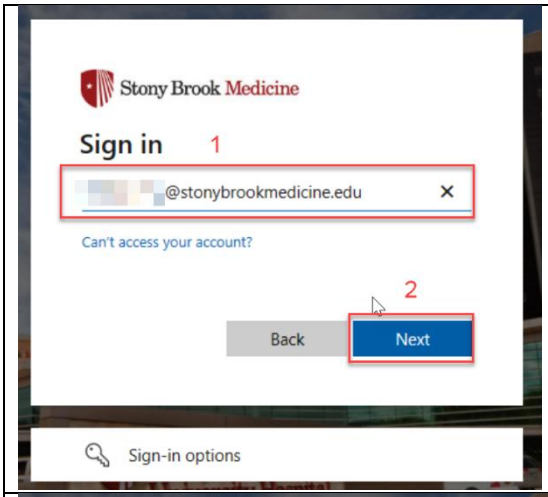
1) The main GlobalProtect window should pop-up on the north toolbar of your computer by the task bar (shown below). Please enter, **sbmvpn.stonybrookmedicine.edu in the box and click "Connect".**



2) You should now receive a pop-up window asking for your credentials. Depending on how your computer is configured, you may find that the proper email address is in this field. In this case you can click “Next”, if it is not your proper SBM email, choose the “use different account” selection to enter the correct account (see samples below). (If you opted to Stay Signed In, it will only prompt you for your password).



Correct SBM E-Mail	Incorrect SBM E-Mail

<table>
<tr>
<td> 
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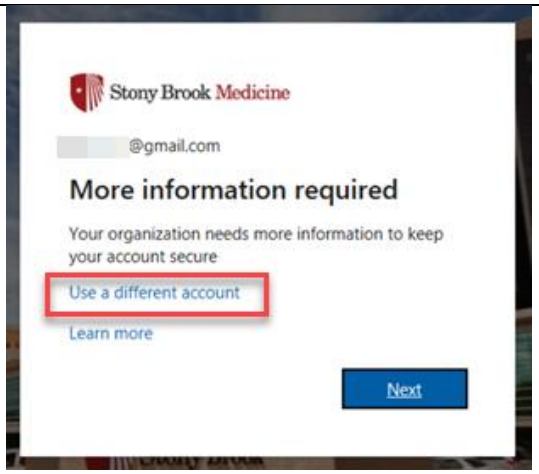
<td> 
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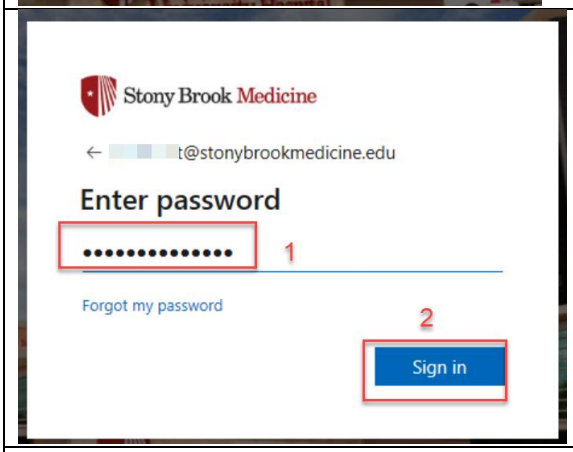
<td> 
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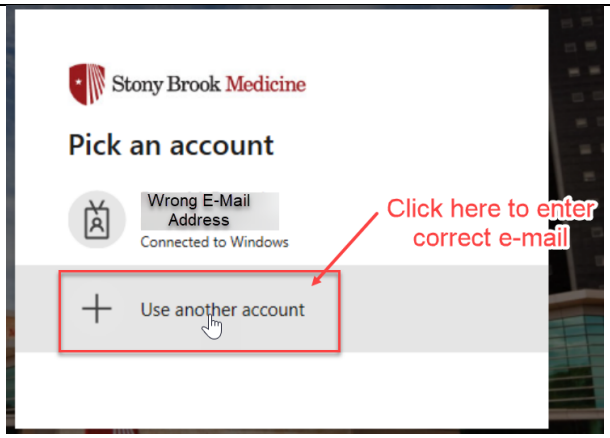
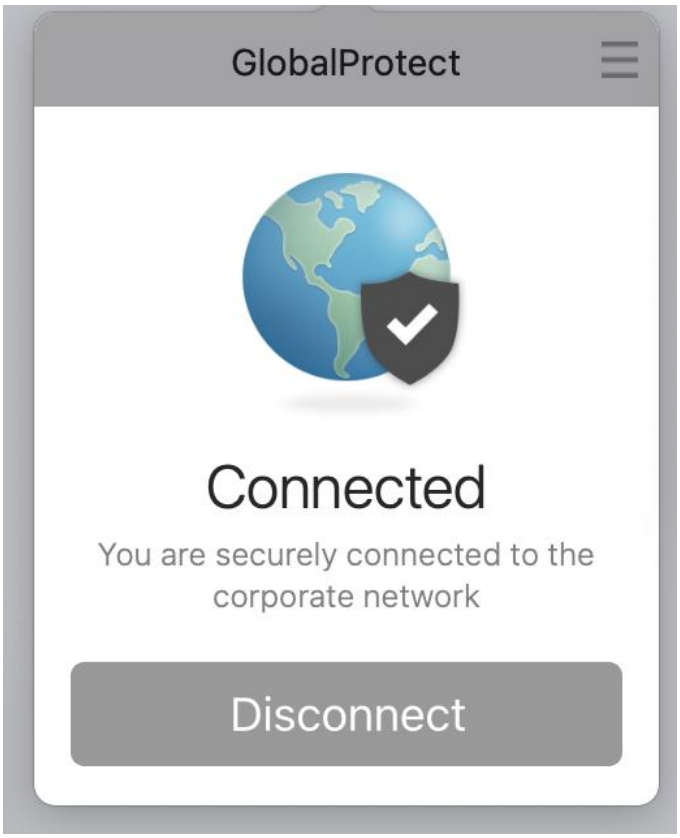
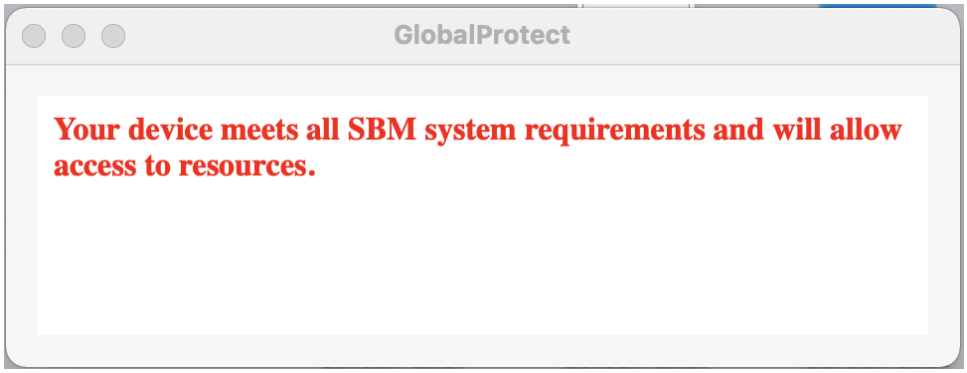
<td> 
</td>
</tr>
<tr>
<td></td>
<td>Follow instructions in Correct E-Mail Column above left now.</td>
</tr>
</table>

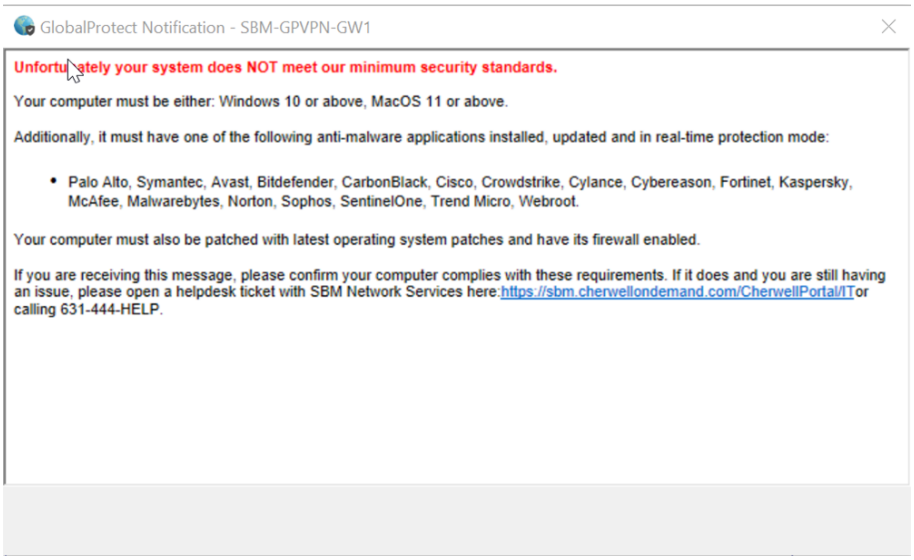
3) After clicking "Sign In" above, the GlobalProtect app should now change to "Connected" in the north taskbar. A welcome to GlobalProtect window should pop up, as well as a window stating you Connected to the corporate network.



4a) A pop-up will appear to show the security status of your computer. If you see the message to the bottom, you are ready to access all resources; however, if you see a different message, see 4b.

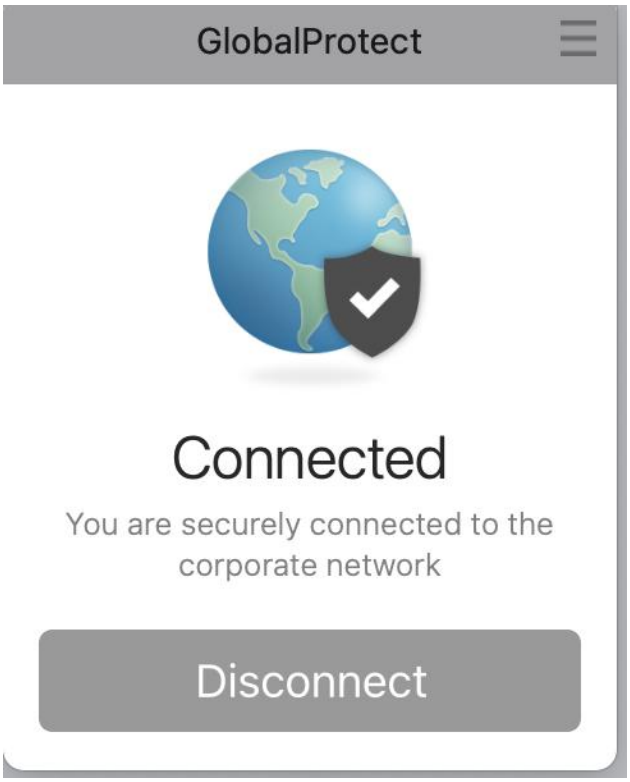


4b) If you see the message below, your system does not meet the minimum security standards and will **not** be able to access most resources. Please see the requirements at the beginning of this document and make sure your system meets these requirements before connecting again.



5) At this point, the VPN is connected and should be able to access necessary resources. If you want to check the status you can click the GlobalProtect symbol in the north taskbar to open the client and see the status.

6) When you open the client you will see the menu to the right which will allow you to disconnect the SBM VPN and restore direct access to the Internet. We strongly recommend disconnecting when done working with SBM resources.
NOTE: The VPN will timeout after 2 hours of inactivity and force reauthentication after 8 hours.



If you have any questions or issues, please open a helpdesk ticket at:
https://sbm.cherwellondemand.com/CherwellPortal/