

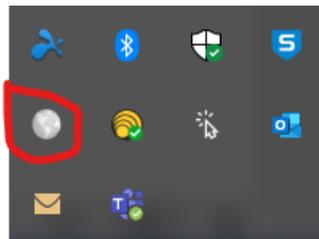
# REMOTE ACCESS TO RACINE COUNTY NETWORK USING GLOBALPROTECT FOR VPN FROM YOUR LAPTOP OR TABLET

## Scope

The purpose of this knowledge base (KB) document is to provide instructions on how to activate the GlobalProtect software on your PC (Laptop or Tablet) when accessing the Racine County network / resources while working remotely.

## Procedure

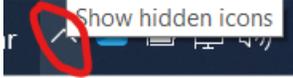
Click on Show Hidden icons  and the GlobalProtect icon



to activate your VPN connection – follow the instructions below to access certain Racine Co. applications, departmental printers and Shared network Drives

## Step by step instructions

Step 1 – on the right side of your Taskbar look for the **Show hidden icons** icon

and click on that  (see Figure 1)

Step 2 – your hidden icons appear – there is a grey global symbol which is GlobalProtect (see Figure 2)

Step 3 – click on the GlobalProtect icon and then click **Connect** (see Figure 3)

Step 4 – GlobalProtect shows connecting (see Figure 4)

Step 5 – enter your Racine Co. credentials – username (ex. DSchneider) and network password (see Figure 5)

Step 6 – Duo is waiting for a form of authentication (Push, Call or Passcode) (see Figure 6)

Step 7 – Duo authentication is waiting for an approval from user (see Figure 7)

Step 8 – mobile phone push notification for SAML – Palo Alto Networks (see Figure 8)

Step 9 – Connect status  appears after Duo authentication (see Figure 9)

Step 10 – Racine Co. applications, tools and resources are now available over a VPN connection (secure and encrypted). For example, start File Explorer and checked for your mapped network shares (e.g., M: drive)

## Figures

Figure 1 – Show hidden icons

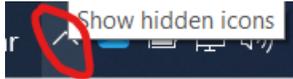


Figure 2 – hidden icons highlighting that GlobalProtect is not connected

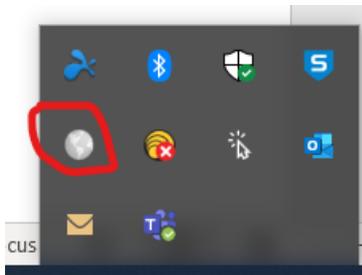


Figure 3 – click on GlobalProtect icon & Connect

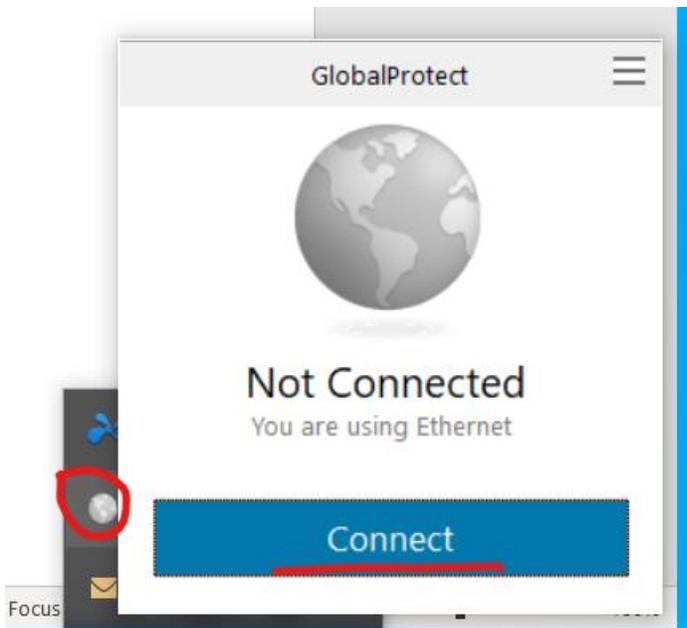


Figure 4 – GlobalProtect is connecting (takes a bit)

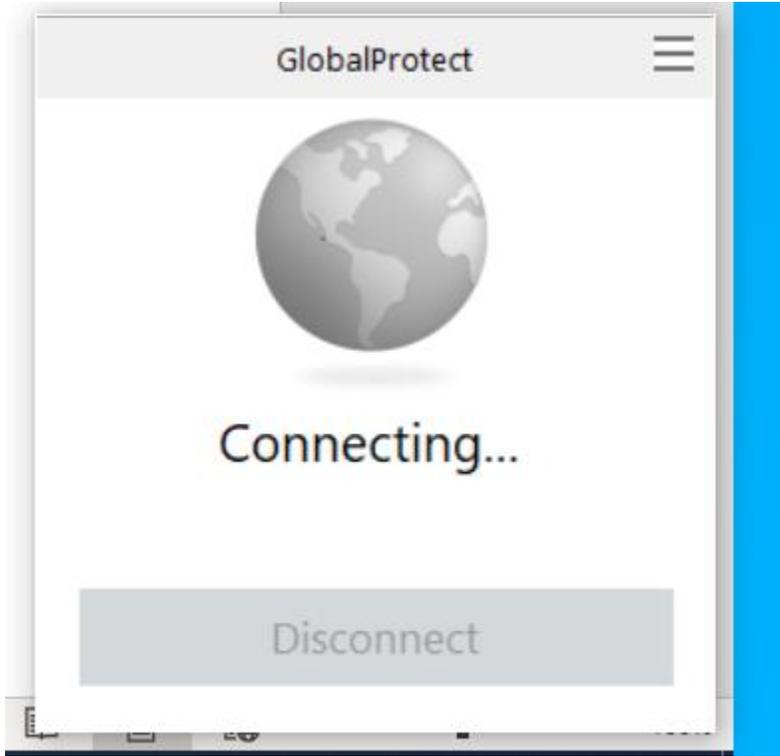


Figure 5 – GlobalProtect Racine Co credentials entered

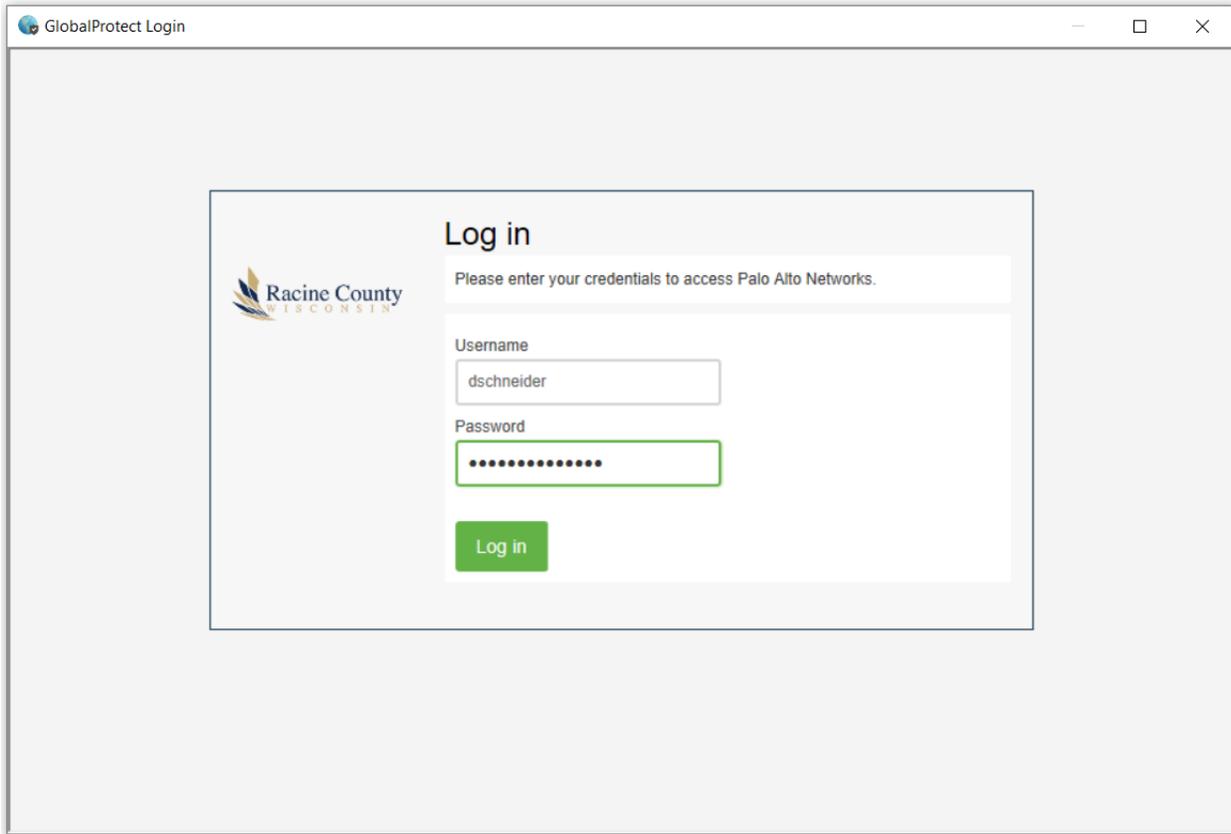


Figure 6 – Racine Co. authentication options (Duo)

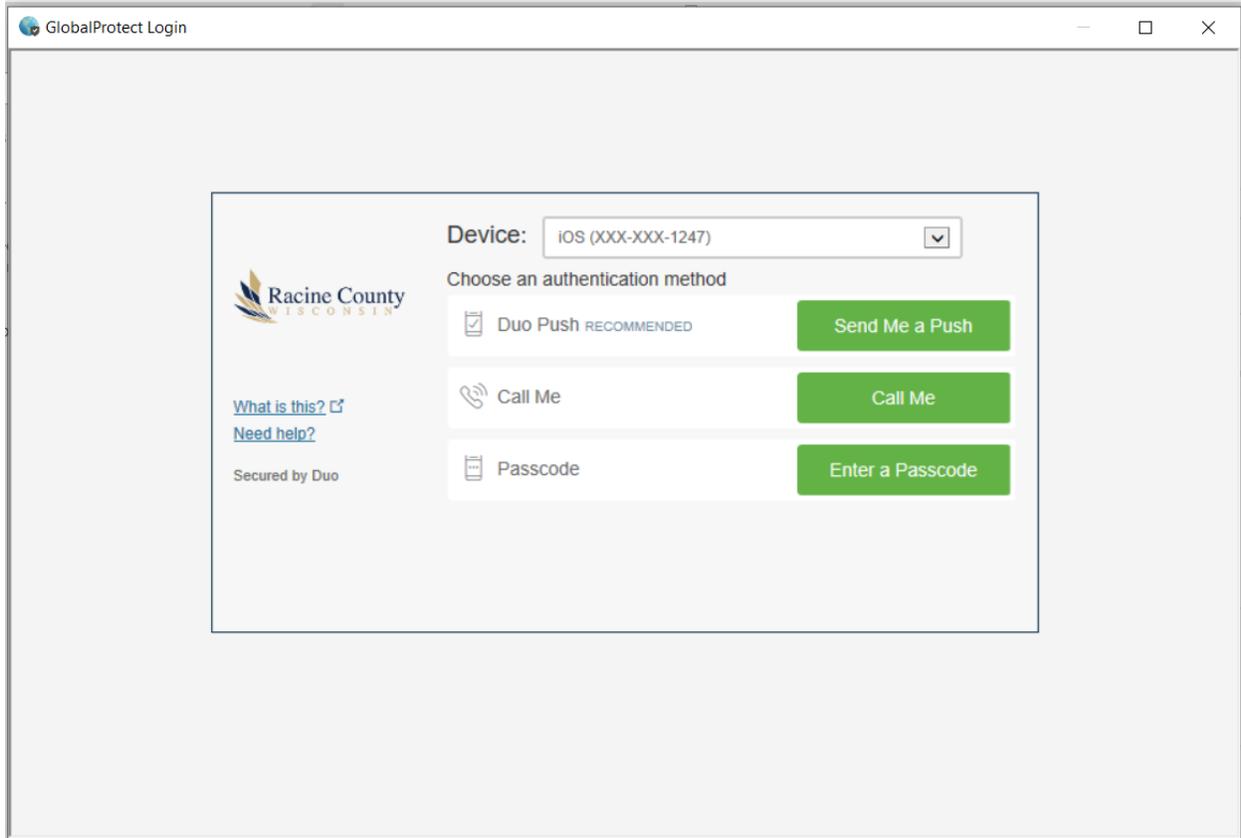


Figure 7 – authentication waiting for response from user

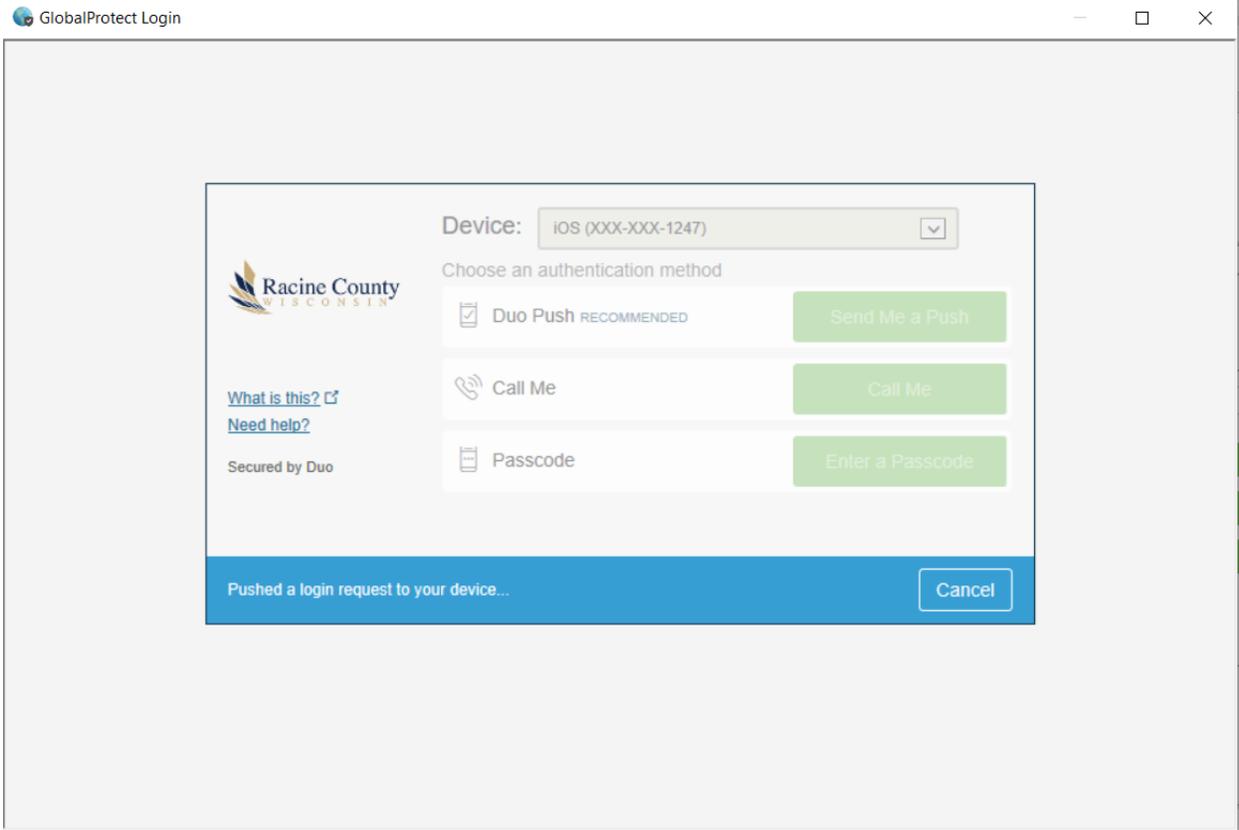
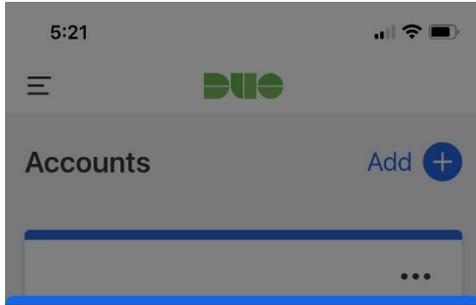


Figure 8 – mobile phone push notification for SAML – Palo Alto Networks



Are you logging in to SAML - Palo Alto Networks?

- 📍 Racine, WI, US
- 🕒 5:21 PM
- 👤 david.schneider



Deny



Approve



Figure 9 – Connect status  appears after Duo authentication

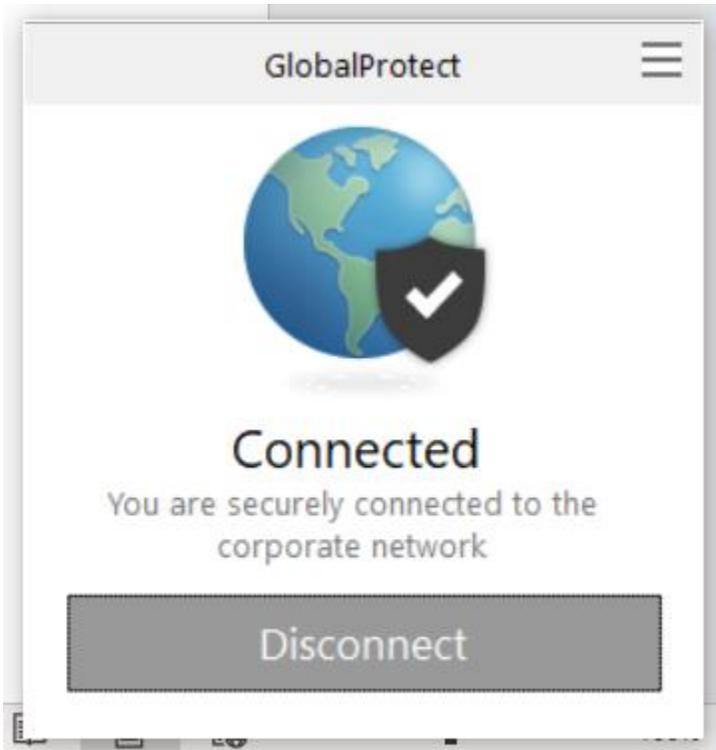


Figure 10 – Racine Co. applications, tools and resources are now available over a VPN connection (secure and encrypted)

- ▼  Quick access
  -  Desktop 
  -  Downloads 
  -  Documents 
  -  Pictures 
  -  Computer-Replacement
  -  Custom Office Templates
  -  Dell quotes
  -  KB-KnowledgeBase
  
- ▼  OneDrive - Racine County
  - >  Desktop
  - >  Documents
  - >  Pictures
  
- ▼  This PC
  - >  3D Objects
  - >  Desktop
  - >  Documents
  - >  Downloads
  - >  Music
  - >  Pictures
  - >  Videos
  - >  Local Disk (C:)
  - >  CoExecutive (\\courtf) (M:)
  - >  Network