



GlobalProtect VPN Update

VPN Instructions

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|  | RIVERSIDE COUNTY INFORMATION TECHNOLOGY | | |
| | All Agencies – GlobalProtect Auto Upgrade | | |
| VERSION: 1.1 | DATE: 10/19/2020 | FILENAME: Global Protect auto upgrade.docx | |

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| SHORT DESCRIPTION: | Shows how the GlobalProtect auto upgrade will take place. |
| DEPT or DIVISION AFFECTED: | All GlobalProtect Users |

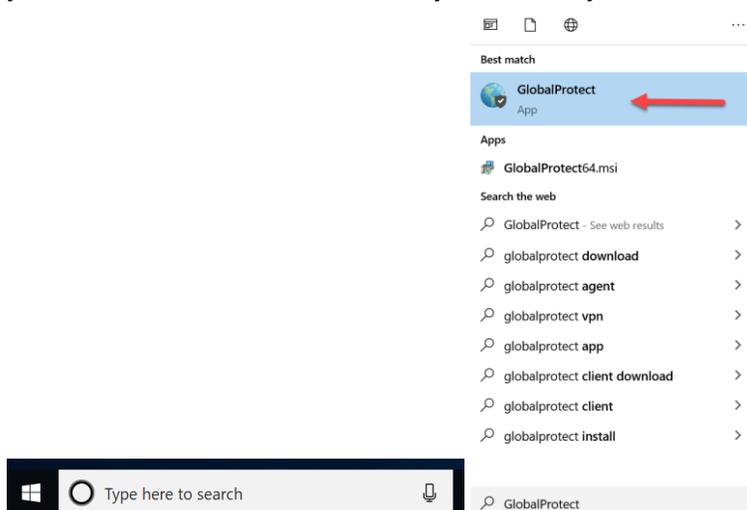
This document has been written to show users how the GlobalProtect client for Windows 10 operating system, including both 32- and 64-bit versions will automatically upgrade itself when a valid RCIT approved update is available.

VPN is a secure method of connecting to the Riverside County network remotely **through a County issued device or personal device**. This access requires login credentials and installation of the GlobalProtect software. These instructions are written for all major browsers such as Google Chrome, Firefox or Internet Explorer.

Note: It is recommended that you are using a hardline connection when working from home to help with network connectivity and speed. If you are unable to then you can connect to a wireless network.

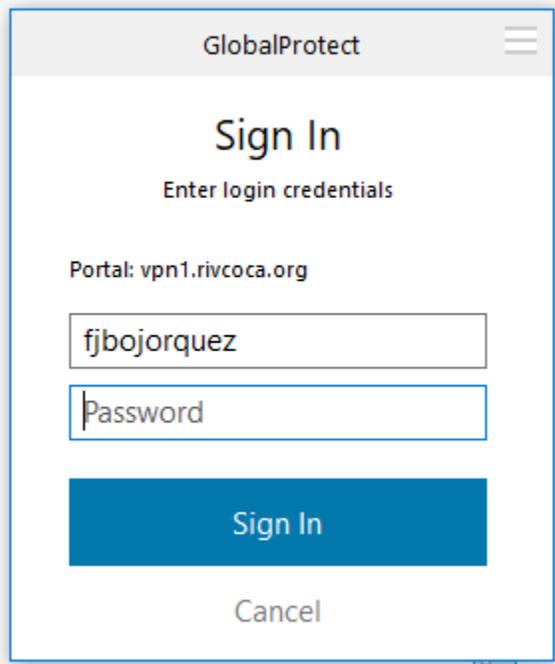
How to check to see if you already have the GlobalProtect Client installed

- **Step 1:** Go to the search bar in the lower left corner of your screen and type “GlobalProtect”. If you see the GlobalProtect Client you currently have GlobalProtect installed.

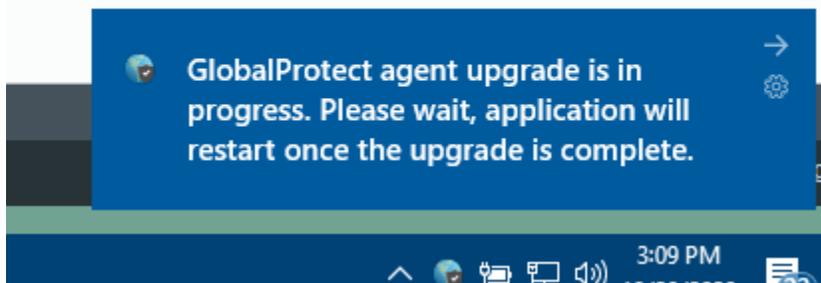


How To Update The GlobalProtect Software

- **Step 1:** Login to Global Protect like you do today.

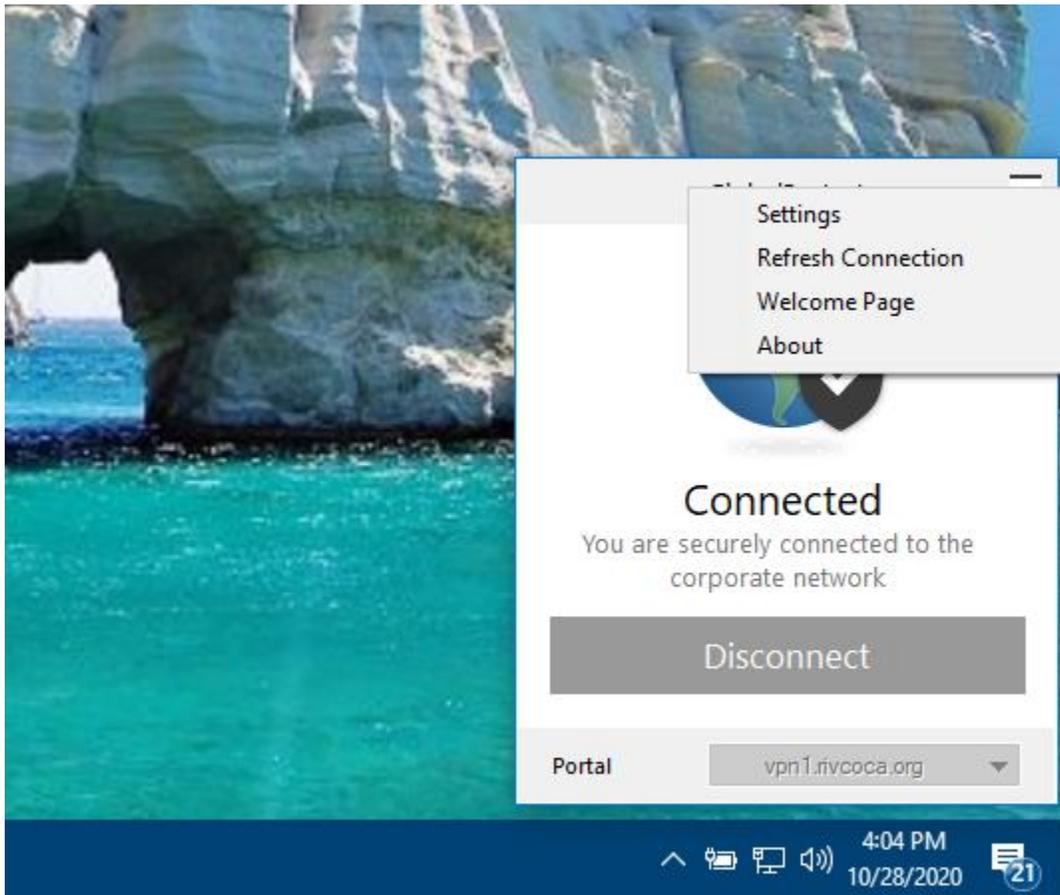


- **Step 2:** Once authenticated you will get a popup screen in the lower righthand corner of your screen.



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- **Step 3:** The upgrade process will take approximately 3 minutes. After the three minutes has passed please login to your GlobalProtect client again.
- **Step 4:** Your GlobalProtect has now been updated to the latest version. You can verify by selecting the three lines on the upper righthand corner of your GlobalProtect client and selecting about.



Verify that the client is running version 5.2.4-21.



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