GlobalProtect VPN
Remote Access Guide

This guide provides installation and connection procedures for GlobalProtect Virtual Private Network (VPN). VPN is a secure remote access solution for TriMet network users. Use this guide to set up your TriMet-issued laptop to connect to the TriMet network.

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What is VPN?
VPN is a secure remote access solution used by TriMet.

Who should use this guide
Use this guide if you have both of the following:

  1. A TriMet network account
  2. Existing authorization to use TriMet’s VPN solution
System and user requirements
To connect from outside of TriMet, make sure you have:

1. A TriMet-issued laptop computer
2. A mobile device at hand, which could be a TriMet-issued phone or a personal phone, and...
   a. You can receive SMS messages on this device.
   b. Or, you are able to install Okta Verify from an app store, in the case of a personal device, onto this device.
3. A reliable Internet connection at home.

How to set up GlobalProtect VPN and connect remotely
GlobalProtect VPN installation involves three setup tasks:

1. Enable multi-factor authentication
2. Install the GlobalProtect VPN Client software
3. Connect to the TriMet network

Enable multi-factor authentication
IMPORTANT: If you already set up multi-factor authentication (MFA) for another tool in Okta (for example, VDI), you can skip ahead to the next section, Install the GlobalProtect VPN Client software.

1. On your personally owned laptop or desktop PC, open your web browser of choice.
   
   ![Browser options](Firefox, Google Chrome, Microsoft Edge)

   **NOTE:** Avoid Internet Explorer. Some users report that it does not work with Okta.

2. Go to https://trimet.okta.com/.
3. Type your username and password, check the Remember me box, and then click Sign In.

   ![Sign In form]

4. Click the Palo Alto Networks - GlobalProtect VPN button.
The first time you try to run GlobalProtect VPN, Okta will require you to set up multi-factor authentication (MFA). There are three methods. Okta Verify is the recommended method, however SMS Authentication will be documented because it is the simplest method.

5. Click the **Setup** button next to **SMS Authentication**, and then follow the instructions to set up an additional authentication method.

6. Click the **Setup** button under **SMS Authentication**.
7. Type in your mobile phone number, and then click **Send code**.

8. You will receive the code by text message to your phone.

   Your verification code is 829297.
9. Type in the code, and then click Verify.

Phone number

Enter Code
82929?

Verify

10. Click Finish.

Enrolled factors

SMS Authentication

Additional optional factors

Okta Verify
Enter single-use code from the mobile app.

Google Authenticator
Enter single-use code from the mobile app.

Finish

IMPORTANT:

- After you complete setting up MFA, you might end up at a GlobalProtect download page, or with an error that the site cannot be reached. These two things are dead ends. Disregard them, and then move to the next section, Install the GlobalProtect VPN Client software.
- Likewise, you cannot use the Palo Alto Networks - GlobalProtect VPN button (shown in step 4 above) to connect to the TriMet network under any circumstances. That is also a dead end. For more about how to connect to the network, see the Connect to the TriMet network section later in this guide.

Install the GlobalProtect VPN Client software

NOTE: GlobalProtect VPN Client is supported by two types of TriMet-issued laptop computer:

1. Laptops that are enrolled in Workspace ONE (also known as AirWatch), typically a Microsoft Surface
2. Laptops that are not enrolled in Workspace ONE (AirWatch), typically a Dell laptop

If your laptop is not enrolled in Workspace ONE, skip ahead to step 2 of this procedure. If you’re not sure, start on step 1.

IMPORTANT: To download and run the GlobalProtect Setup Wizard in step 2 below, your TriMet-issued laptop computer must be connected to the TriMet network. That means you must be either:

- At a TriMet facility, connected to the network by Wi-Fi or Ethernet or...
- At a remote location, connected to the network by using the existing Cisco AnyConnect VPN solution

1. If your laptop is enrolled in Workspace ONE, TriMet IT has pre-installed the GlobalProtect VPN Client on your laptop. To confirm pre-installation, check:
   a. View two icons on your System Tray:
      ![GlobalProtect VPN Client](image1) ![Workspace ONE app](image2)
   b. If step 1a did not work, open Control Panel > Uninstall or change a program, find the following item, and then restart your computer:
      ![GlobalProtect](image3)
   c. After you confirm installation, skip ahead to the next procedure, Connect to the TriMet network.

2. If your TriMet-issued laptop is not enrolled in Workspace ONE, on the Start menu, type Software Center then click the Software Center icon.
3. In **Software Center**, click the **GlobalProtect VPN Client** icon.

4. Click the **Install** button.

5. After the **GlobalProtect VPN Client** installs, a dialog box opens near the System Tray on your Windows desktop.

6. For best results, restart your TriMet-issued laptop before continuing to the next procedure.
Connect to the TriMet network

1. Make sure you have successfully completed:
   a. Setup of multi-factor authentication on your mobile phone
   b. Installation of GlobalProtect VPN Client on your TriMet-issued laptop
2. In the System Tray on your Windows desktop, click the GlobalProtect VPN Client icon.

3. A GlobalProtect dialog box opens. If the dialog box requests a portal address, type net.trimet.org, and then click Connect. Otherwise, just click Connect.

4. A browser window opens showing https://trimet.okta.com. Type in your TriMet credentials, check the Remember Me box, and then click Sign In.

5. Complete the multi-factor authentication steps.
6. After you complete multi-factor authentication, on your Windows desktop, the GlobalProtect VPN Client displays your connection status.

7. Whenever you want to disconnect, repeat step 2 to open the GlobalProtect VPN Client, and then click Disconnect.

Troubleshooting tips
Here are a few things to watch out for and what to do about them.

<table>
<thead>
<tr>
<th>Issue</th>
<th>What to do</th>
</tr>
</thead>
<tbody>
<tr>
<td>You log in to Okta, but do not see the GlobalProtect icon</td>
<td>Contact TriMet IT Help Desk as described later in this guide</td>
</tr>
</tbody>
</table>
| Your TriMet-issued laptop is enrolled in Workspace ONE, but the GlobalProtect VPN Client is not visible in the System Tray of your Windows desktop | 1. Log in to Okta at https://trimet.okta.com/. By logging in to Okta, you authenticate yourself, which can allow the GlobalProtect VPN Client to install.  
2. You should see a dialog box like the one shown in step 5 of Install the GlobalProtect VPN Client software earlier in this guide.  
3. Restart your laptop, and then look for the GlobalProtect VPN Client icon ( ) in your System Tray.  
4. If steps 1 through 3 fail, contact TriMet IT Help Desk as described later in this guide. |
<table>
<thead>
<tr>
<th>Issue</th>
<th>What to do</th>
</tr>
</thead>
<tbody>
<tr>
<td>In Okta, after setting up multifactor authentication (MFA), you get</td>
<td>After you complete setting up multi factor authentication (MFA), you might end up with an error message that the site cannot be reached. Disregard that message, and then:</td>
</tr>
<tr>
<td>an error message saying net.trimet.org cannot be reached.</td>
<td>▪️ If you haven’t installed the GlobalProtect VPN Client, follow the steps in the <a href="#">Install the GlobalProtect VPN Client software</a> section earlier in this guide.</td>
</tr>
<tr>
<td></td>
<td>▪️ If you want to connect to the TriMet network, follow the steps in the <a href="#">Connect to the TriMet network</a> section earlier in this guide.</td>
</tr>
<tr>
<td>In Okta, after setting up MFA, you are sent to a GlobalProtect</td>
<td>Do not download GlobalProtect from that page. Instead, follow the steps in the <a href="#">Install the GlobalProtect VPN Client software</a> section earlier in this guide.</td>
</tr>
<tr>
<td>download page.</td>
<td></td>
</tr>
<tr>
<td>In Okta, after clicking the Palo Alto Networks - GlobalProtect</td>
<td>The error message looks like this:</td>
</tr>
<tr>
<td>VPN button, you get an Authentication Failed error.</td>
<td><img src="image.png" alt="Image" /></td>
</tr>
<tr>
<td></td>
<td>You cannot use the Palo Alto Networks - GlobalProtect VPN button to connect to the TriMet network under any circumstances. After GlobalProtect VPN Client is installed on your TriMet-issued laptop, you can connect by clicking its icon in your Windows desktop System Tray. Follow the steps in the <a href="#">Connect to the TriMet network</a> section earlier in this guide.</td>
</tr>
<tr>
<td>You want to use a personally owned computer to connect to the</td>
<td>You cannot use GlobalProtect VPN on your personally owned computer. You must use the other solutions documented on the <a href="#">Employee Remote Work Resources</a> page of TriMet.org:</td>
</tr>
<tr>
<td>TriMet network</td>
<td>▪️ Web-based email (Outlook Web Access) paired with messaging and teleconferencing (Webex Teams)</td>
</tr>
<tr>
<td></td>
<td>▪️ Virtual Desktop Infrastructure (VDI)</td>
</tr>
<tr>
<td>You need to update the phone number for SMS authentication</td>
<td>This setting lives in Okta, not in Horizon Client. When you open TriMet VDI in Okta, that’s when SMS authentication is required.</td>
</tr>
<tr>
<td></td>
<td>1. Go to the <a href="#">Account</a> page at <a href="https://trimet.okta.com/enduser/settings">https://trimet.okta.com/enduser/settings</a>, and then click <a href="#">Edit Profile</a>.</td>
</tr>
<tr>
<td></td>
<td>2. Request an SMS authentication code, enter the received code, and then click <a href="#">Verify</a>.</td>
</tr>
<tr>
<td></td>
<td>3. On the <a href="#">Account</a> page, go to <a href="#">Extra Verification</a> section, and then click the <a href="#">Remove</a> button next to <a href="#">SMS Authentication</a>.</td>
</tr>
<tr>
<td></td>
<td>4. Click the <a href="#">Setup</a> button next to <a href="#">SMS Authentication</a>, and then enter the phone number at which you want to receive authentication requests.</td>
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</table>
Contact TriMet IT Help Desk
If you are blocked with GlobalProtect VPN installation or usage, contact TriMet IT Help Desk.

While connected to the TriMet network
- Open a service request in IT Service Desk and describe your question or issue

While offline and not connected to the TriMet network
**Preferred method:** Send email to remoteaccess@trimet.org from your TriMet email (via Outlook Web Access at https://trinet.trimet.org/owa/). A HELPDESK ticket will be created in your name for IT. Be sure to include these details in your email:
  - Best callback number
  - The PC number of your TriMet desktop computer at the office, if you know it
  - Operating system on your home computer
  - Overall nature of the issue – what have you tried, any error messages

  Screen captures are optional but helpful

  **Warning:** Email sent from your personal email account will not work

**Secondary method:** Call the IT Help Desk hotline at 503-962-5818. Leave a message and be sure to include your callback number. But email to remoteaccess@trimet.org is better.

**For more information**
- For more information, see Use the GlobalProtect App for Windows.

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