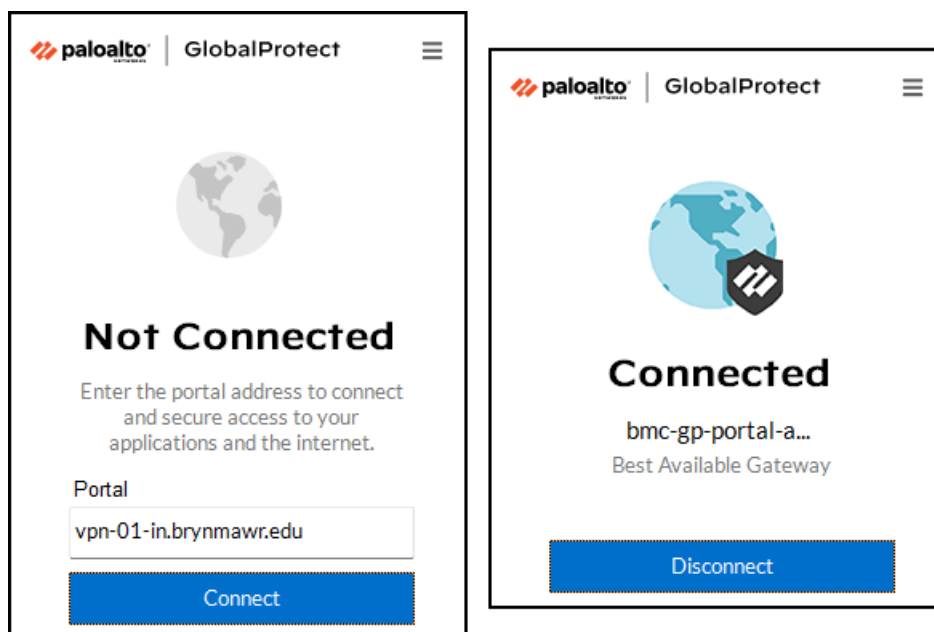# Palo Alto GlobalProtect VPN

Last Modified on 03/24/2025 2:32 pm EDT

This article reviews how to **install** and **connect** to the **College's VPN** software.

> **Warning:** You cannot use the VPN to access any region-locked content or bypass internet censorship.

What is the College VPN?

The College VPN allows Bryn Mawr College community members to access resources from off-campus that are otherwise only available on-campus, such as the College network drives.

The College VPN application is called **Palo Alto GlobalProtect**, and is configured with these settings:

- Stay connected for **up to 9 hours** at a time

- **Automatic logout** after 60 minutes* of inactivity
  *A warning message will appear after 50 minutes.

Uninstall the old VPN

If you have the College's previous VPN installed (**Ivanti Secure Access** or **Pulse Secure**), it will need to be uninstalled.

Windows ⊞

macOS 🍎 (College-owned)

macOS 🍎 (Personal)

macOS 🍎 (Personal) — Optional deep clean

Install: automatic

College computers can use Software Center to install GlobalProtect automatically!

> **Attention:** If the following process fails, follow the manual installation instructions instead.

Windows via Software Center ⊞

Off-campus? Follow the manual installation instructions instead!

1. Open Software Center
2. Click `GlobalProtect - Per-system unattended` and click **Install**
3. **Wait some time** for GlobalProtect to install

> **Optional:** Add GlobalProtect to the Windows taskbar
>
> 1. In the bottom-right corner of your desktop, click the **up caret** ⌃ to open the **system tray**
> 2. Click-and-drag the **globe icon** 🌐 to the taskbar (such as next to the **network icon** 📶)

macOS via Software Center 🍎

1. Open Software Center
2. In the left-hand menu, click **Browse** > **Security & Privacy**
3. Find `Palo Alto GlobalProtect VPN` and click **Install**
4. **Wait some time** for GlobalProtect to install

Install: manual

Manual installations works for **personal and College computers**, whether you're on or off-campus!

Windows ⊞

1. Open **Google Chrome**
2. Navigate to https://vpn-01-in.brynmawr.edu/ 📄
3. Log in with your **College email and password**
4. Click **Download Windows 64 bit GlobalProtect agent**
5. Run the downloaded `GlobalProtect64.msi` file
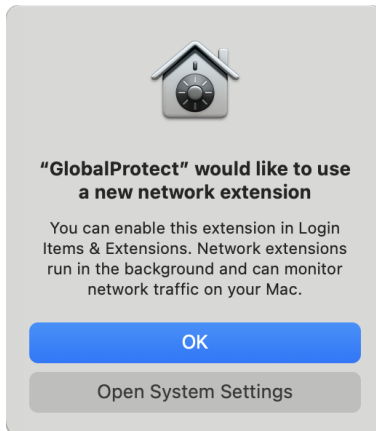6. Click **Next** > **Next** > **Next** > **Yes** > **Close**

macOS

1. Open **Google Chrome**
2. Navigate to https://vpn-01-in.brynmawr.edu/ 📄
3. Log in with your **College email and password**
4. Click **Download Mac 32/64 bit GlobalProtect agent**
5. Run the downloaded `GlobalProtect.pkg` file
6. Click **Continue**
7. Select the checkboxes for **GlobalProtect** and **GlobalProtect System extensions**
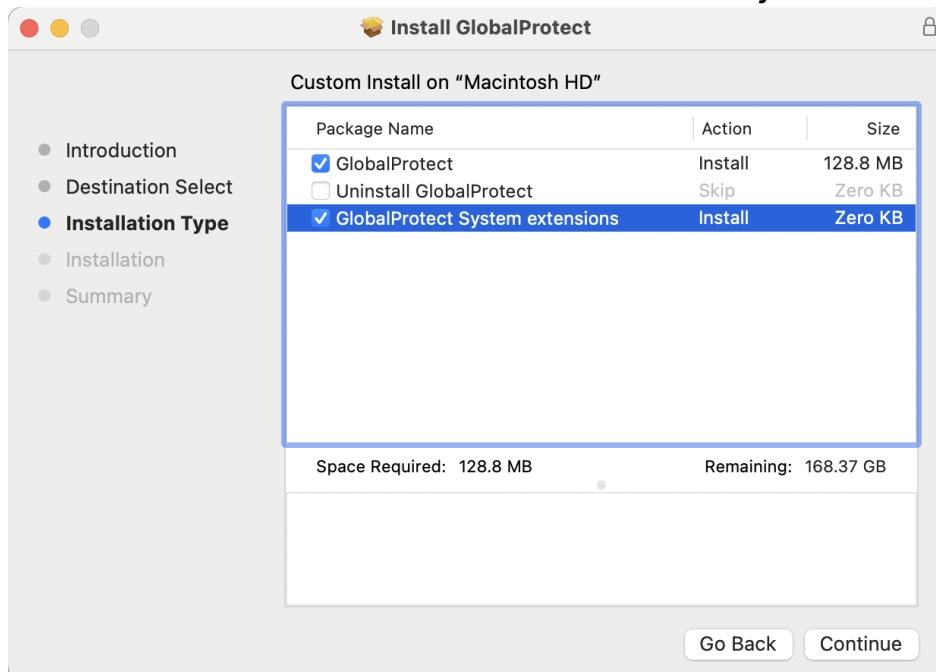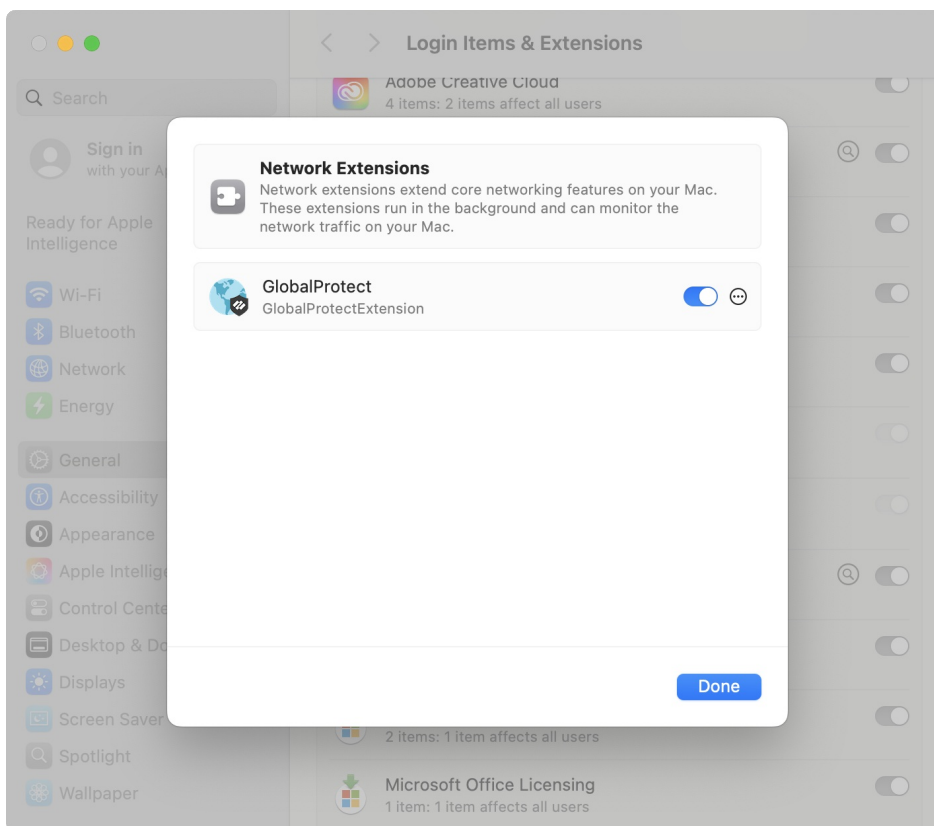

8. Click **Continue** > **Install**
9. Click **Open System Settings**

> **Attention:** You may not see this window. If that is the case, **GlobalProtect has finished installing!**

"GlobalProtect" would like to use
a new network extension

You can enable this extension in Login
Items & Extensions. Network extensions
run in the background and can monitor
network traffic on your Mac.

OK

Open System Settings

10. Click the switch next to **GlobalProtect** to toggle it **on** ⬤, and click **Done**
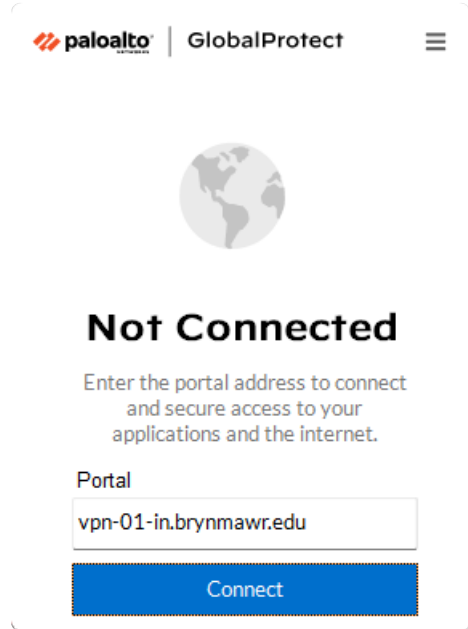

Connect

1. Open **GlobalProtect**
   - Windows (⊞): Click the **Windows Search bar** and type in `GlobalProtect`
   - macOS (): In the menu bar (top-right of your screen), click the **globe icon**

2. Click **Connect**

paloalto | GlobalProtect   ☰

Not Connected

Enter the portal address to connect
and secure access to your
applications and the internet.

Portal

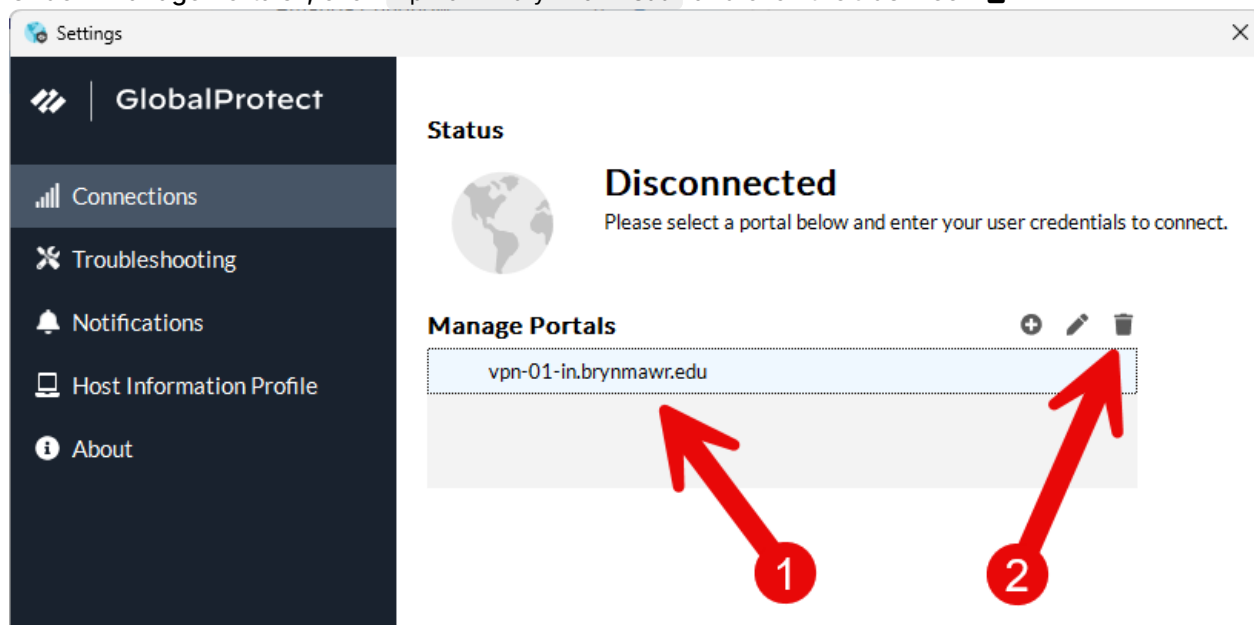vpn-01-in.brynmawr.edu

Connect

3. Type in your **College email and password**
4. Wait until GlobalProtect is **connected**
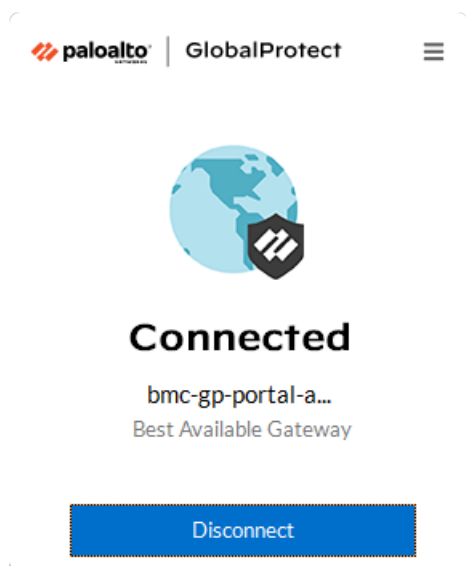
Troubleshooting

If you are having trouble connecting to the VPN, please **remove and re-add** the connection:

1. Open **GlobalProtect**
2. Click the **menu icon** ☰
3. Click **Settings**
4. Under "Manage Portals", click `vpn-01-in.brynmawr.edu` and click the **trash icon** 🗑

5. Click **Delete** and **close the window**
6. Open **Global Protect**
7. In the **Portal** field, type in `vpn-01-in.brynmawr.edu`
8. Retry connecting to the VPN

Questions?

If you have any additional questions or problems, don't hesitate to reach out to the **Help Desk!**

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