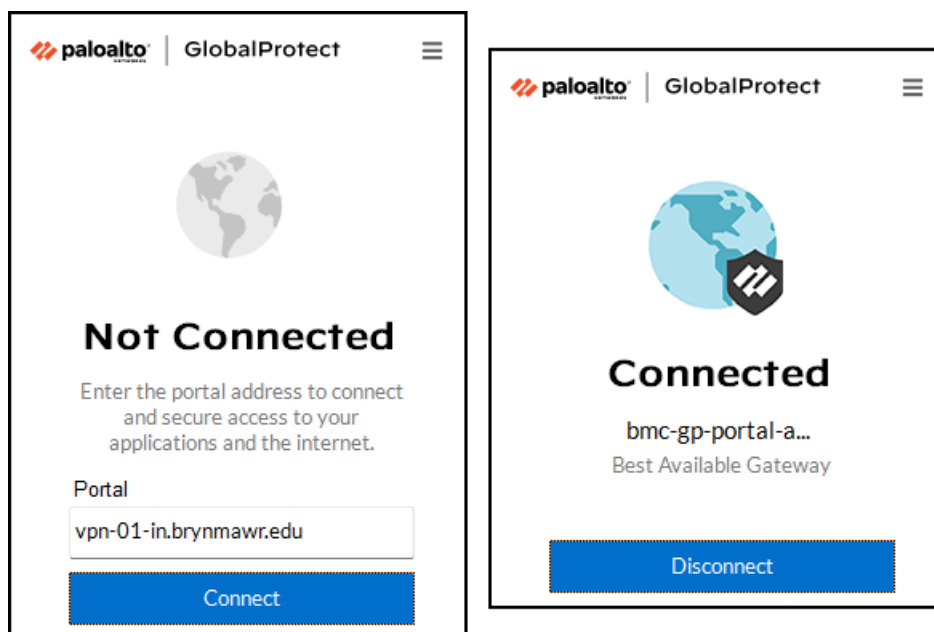


Palo Alto GlobalProtect VPN

Last Modified on 02/26/2025 10:05 am EST

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

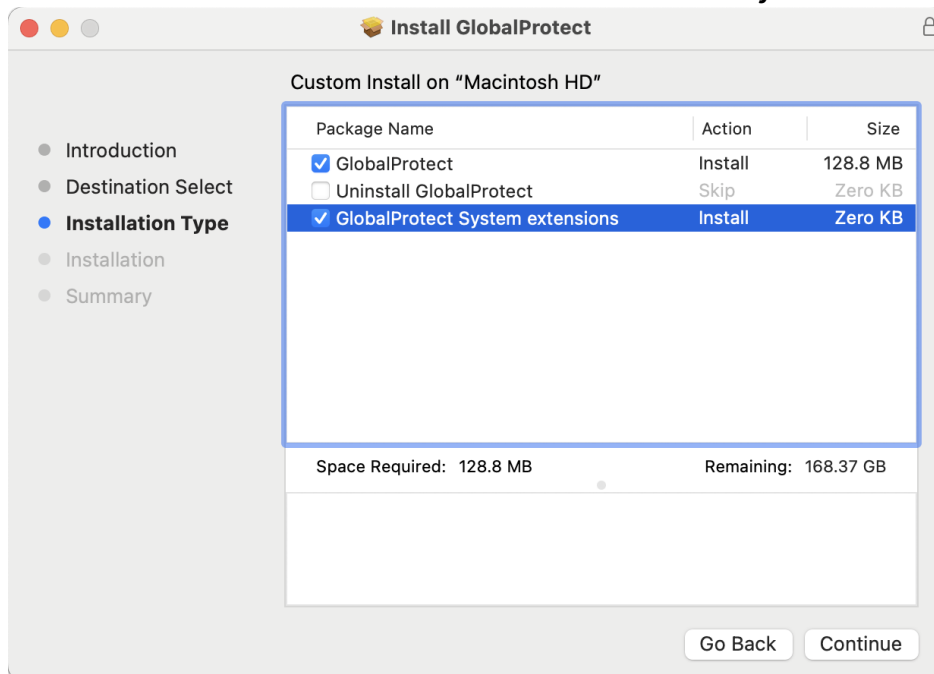
Manual installations works for **personal and College computers**, whether you're on or off-campus!

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**

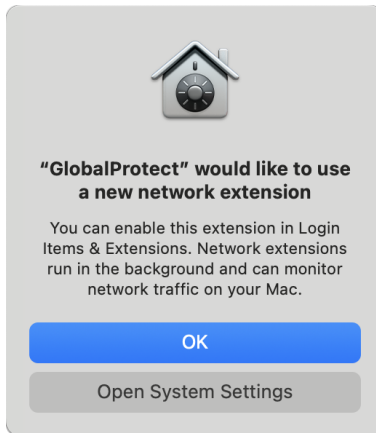
macOS

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**

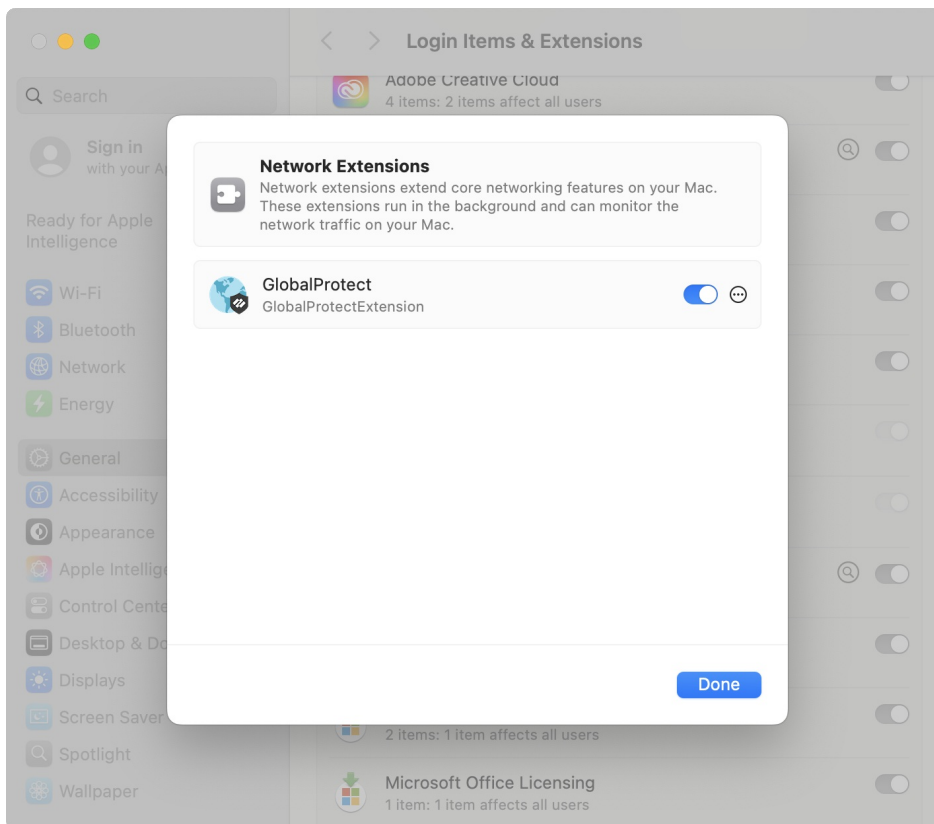


8. Click **Continue > Install**
9. Click **Open System Settings**

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



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



Connect

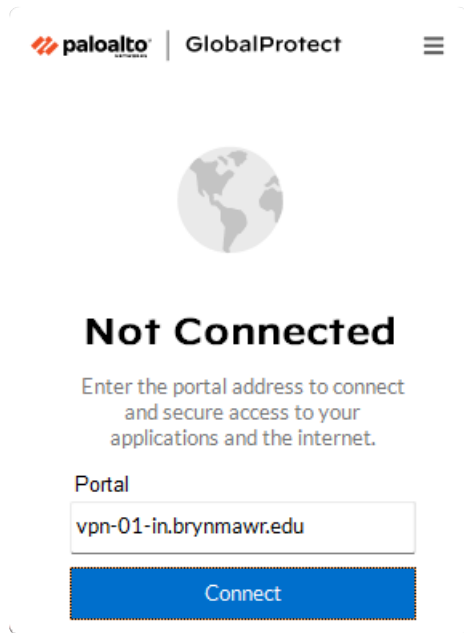
1. Open **GlobalProtect**

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


Attention: First time connecting?


1. Click **Get Started**
2. In the **Portal** field, type in

2. Click **Connect**

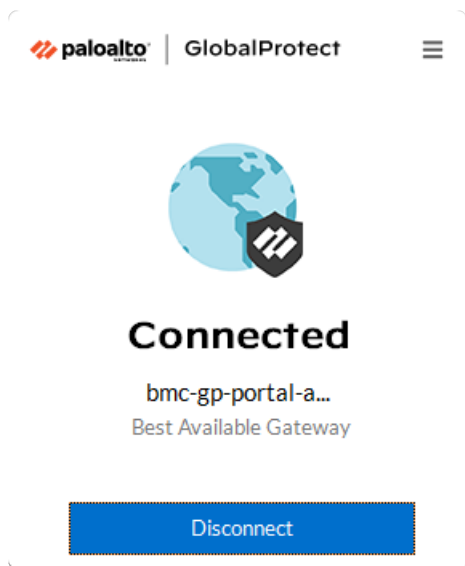


Attention: If your default browser doesn't open, you may need to change your .HTML file association.

Windows 

macOS 

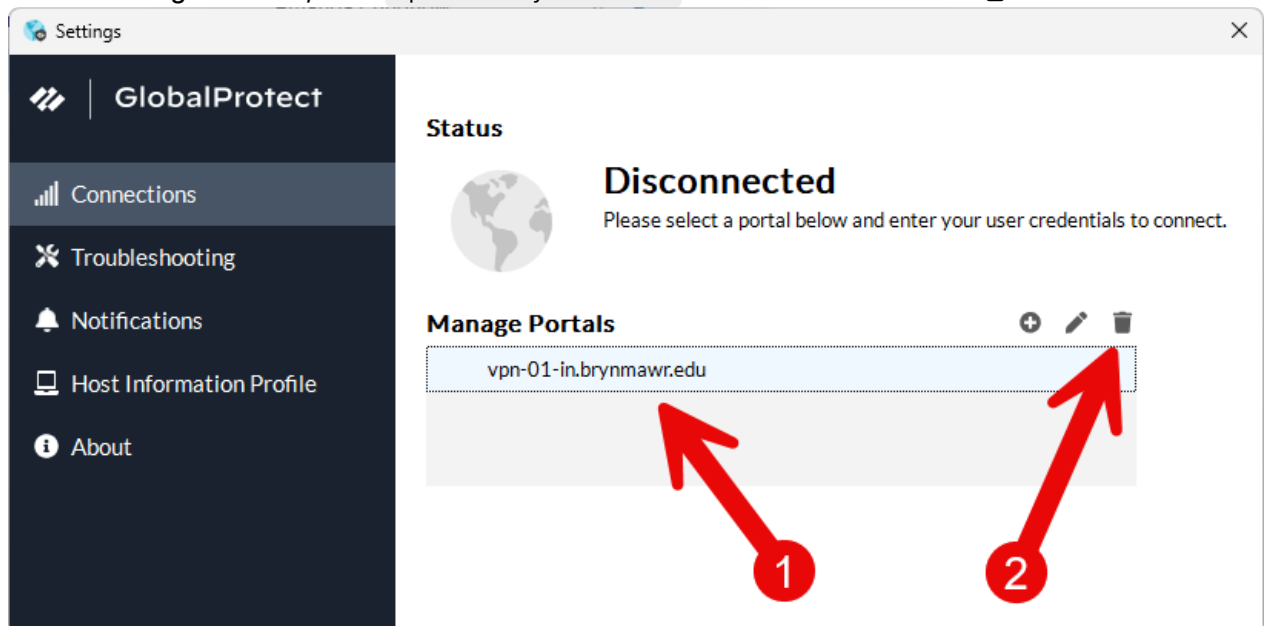
3. Type in your **College email and password**
4. Wait until GlobalProtect is **connected**



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!**

Phone: 610-526-7440 | [Library and Help Desk hours](#) 📞

Email: help@brynmawr.edu | [Service catalog](#) 📧

Location: Canaday Library 1st floor
