

# GlobalProtect VPN - Set Up and Use on a PC

**Note:** For additional information, see this FAQ page on our website: [www.agcompass.com/vpn-conversion-faqs](http://www.agcompass.com/vpn-conversion-faqs). Or contact us at 844-424-2568 or [support@agcompass.com](mailto:support@agcompass.com).

## How to Install GlobalProtect VPN

1. Open your web browser and go to <https://vpn.agcompass.com>.
2. You'll be asked to authenticate through our Online Services. Put in your AgCompass user ID and password.



**paloalto**  
NETWORKS®

GlobalProtect Portal

Username

Password

LOG IN

3. At the Palo Alto Networks GlobalProtect portal, click on the download link of your choice to download the VPN client. (For the majority of PCs, you would choose Windows 64 bit.)



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NETWORKS®

GlobalProtect Portal

Download Windows 32 bit GlobalProtect agent

Download Windows 64 bit GlobalProtect agent

Download Mac 32/64 bit GlobalProtect agent

Windows 32 bit OS needs to download and install Windows 32 bit GlobalProtect agent.

Windows 64 bit OS needs to download and install Windows 64 bit GlobalProtect agent.

Mac OS needs to download and install Mac 32/64 bit GlobalProtect agent.

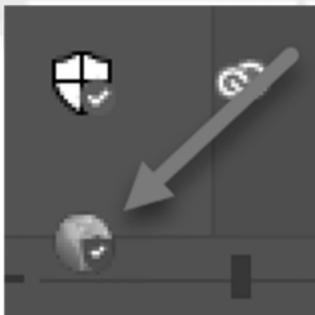
4. Run the GlobalProtect installation file you just downloaded.

# How to Connect to VPN

1. Once the application is installed, the window below will appear typically at lower right of screen (this may take a few moments). In the blank field, type **vpn.agcompass.com** and click **Connect**.



2. You'll be asked to authenticate again. You will use the same user ID and password you used at the login screen of [vpn.agcompass.com](http://vpn.agcompass.com).
3. A new icon for GlobalProtect will appear in the system tray, indicating that you are connected.



4. A message saying "Your connection has been secured" will pop up to confirm your connection.



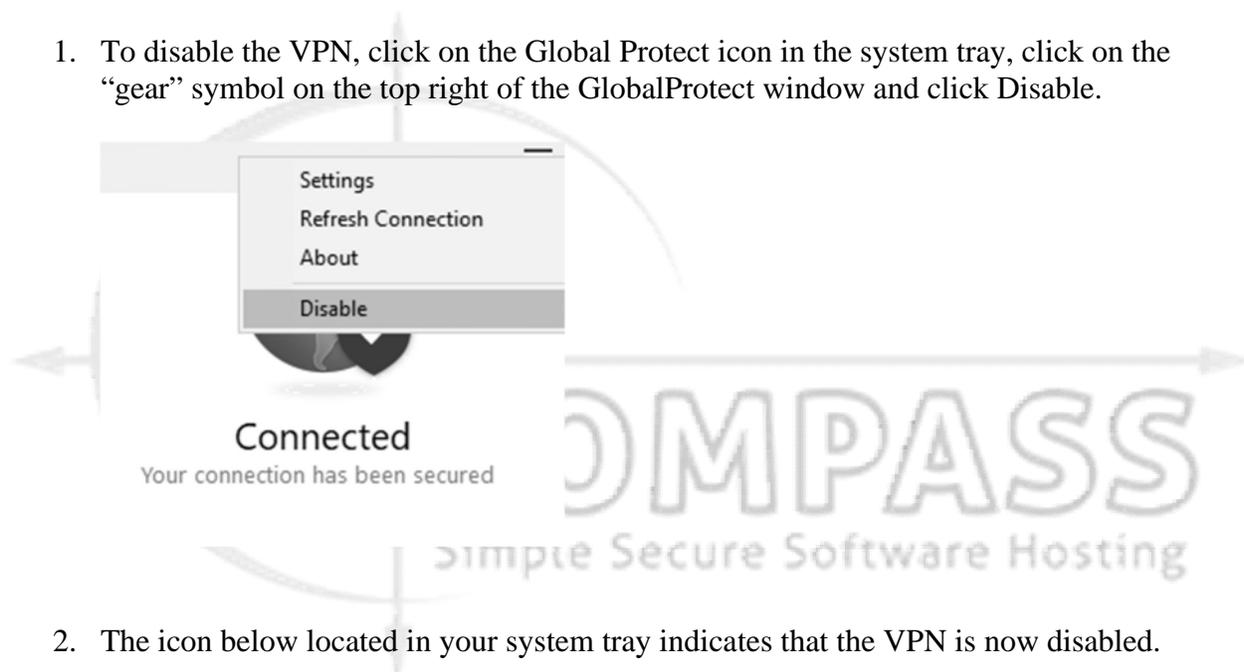
## Add GlobalProtect VPN Icon to Task Bar

1. To add the VPN icon to the taskbar, click on the Windows Search at bottom left side of the desktop.
2. Type Global Protect, and a menu for that application will appear.
3. Click on “Pin to Taskbar”.

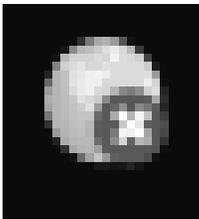
## How To Disconnect from VPN

**Note:** *If the VPN connection is enabled but not connected, the application will repeatedly pop up to indicate that you need to connect. To remove that reminder, disable the VPN.*

1. To disable the VPN, click on the Global Protect icon in the system tray, click on the “gear” symbol on the top right of the GlobalProtect window and click Disable.



2. The icon below located in your system tray indicates that the VPN is now disabled.



3. To re-enable the VPN connection, click on the icon, and click Enable.

**Note:** **if you sign out of or shut down your computer, you may need to click on the GlobalProtect, then click Connect to re-connect to the VPN.**

# GlobalProtect VPN - Set Up on a mobile device

## How to Install GlobalProtect VPN app:

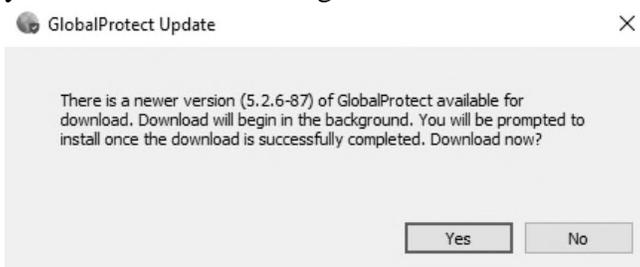
1. Go to the app store for your device's operating system (Apple App Store or Google Play Store), search for "Global Protect" and download the app. Be sure it is titled GlobalProtect™ and has the globe icon with a blue shield and white checkmark.
2. Open the app. In the Portal field, enter: [vpn.agcompass.com](https://vpn.agcompass.com).
3. You'll be asked to authenticate through our Online Services. Put in your AgCompass user ID and password.
4. Tap "Complete Form to Sign In".
5. You should see a blue background with a green shield inside a white circle, which verifies you are connected.



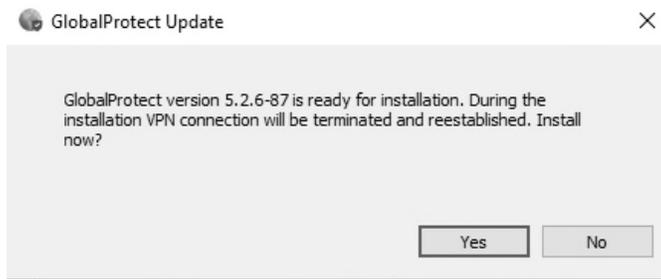
6. Log in to AgCompass as you normally do from this device; you are securely accessing through the VPN.

## How to Update GlobalProtect VPN application:

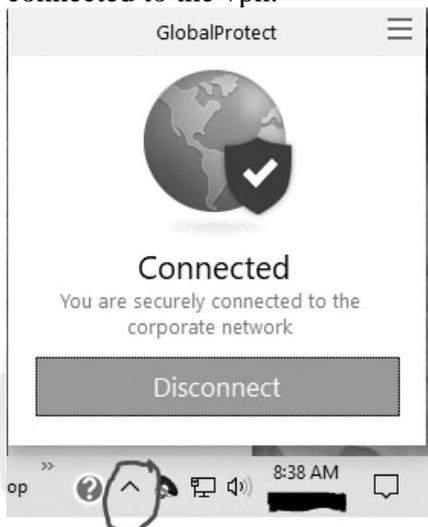
1. Periodically, GlobalProtect may roll out updates to its application. If there is an update you will receive a message similar to this:



2. Click Yes to download the update, then click Yes when you see a message similar to this:



3. It may take a minute or two for the update to install. At bottom left of your screen, click the up arrow, circled in red below, then look for the GlobalConnect icon. If it has an 'x', in the icon, click the icon then click Connect. If you see the check mark, you are already connected to the vpn.



4. Log in to AgCompass as you normally do.
  - a. Note: it is recommended that you save and close all application on the AgCompass server prior to updating the GlobalProtect application.