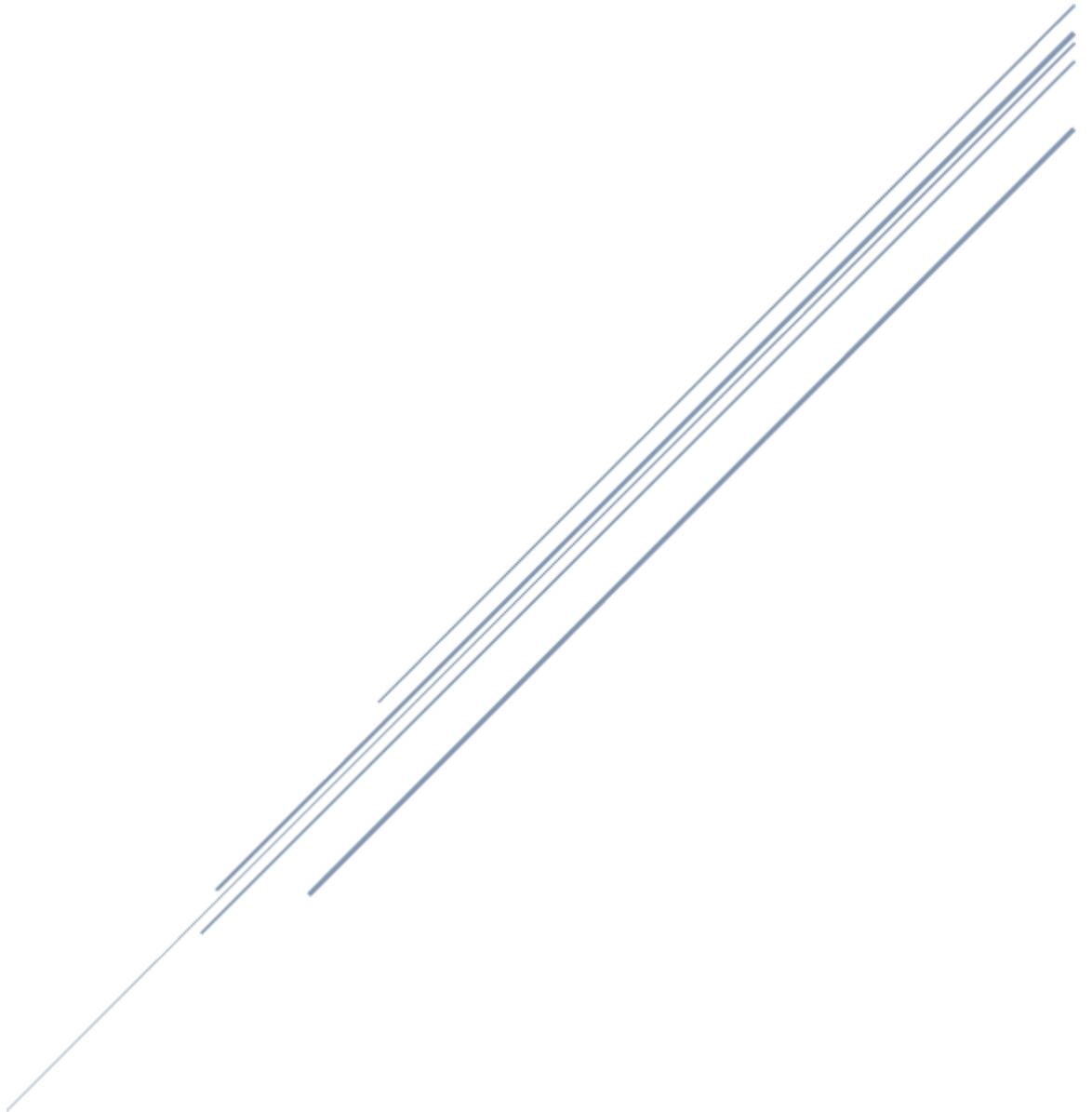


GLOBALPROTECT | VIRTUAL PRIVATE NETWORK (VPN) GUIDE

Version 2.0



DEFINITION

GlobalProtect Virtual Private Network (VPN) is a technology used to extend a private network (LAUSD Network) across a public network and enables users to send and receive data across shared or public networks as if their computing devices were directly connected to the private network. **With VPN, you can access District Applications from anywhere, day or night.**

This is a resource that is ideal for those who perform essential business functions to maintain business continuity during a disruption and may require the access to District applications outside of the LAUSD Network. The **GlobalProtect | Virtual Private Network (VPN) Guide** details step by step instructions on how to install and connect to VPN.

PREREQUISITE

1. Reset LAUSD Single Sign-on Password after 9/5/2022
2. Register for Multi-Factor Authentication (MFA)
3. Received notification that you have been given a VPN Account

MINIMUM SYSTEM REQUIREMENTS

- **Windows:** A supported version of Windows 10 or higher
 - Operating System updates should be enabled and not missing critical system updates.
 - Microsoft's Windows Defender or any other antivirus software enabled
 - Native or other firewall enabled
- **Mac:** MacOS Catalina 10.15 or higher
 - Operating System updates should be enabled and not missing critical system updates
 - Native or other firewall enabled

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4. How to Connect to VPN (Pages 22-25)
5. How to Disconnect from VPN (Page 26)
6. Troubleshooting/Tips and Tricks (Page 27)

NOTE: This guide is designed for Windows and Mac end-user devices.



1. HOW TO RESET LAUSD SINGLE SIGN-ON PASSWORD

You have three (3) options to reset your LAUSD Single Sign-on password.

Option 1

You may call the Helpdesk Agent between 7:30am – 5:30pm (Monday through Friday) at 213-241-5200.

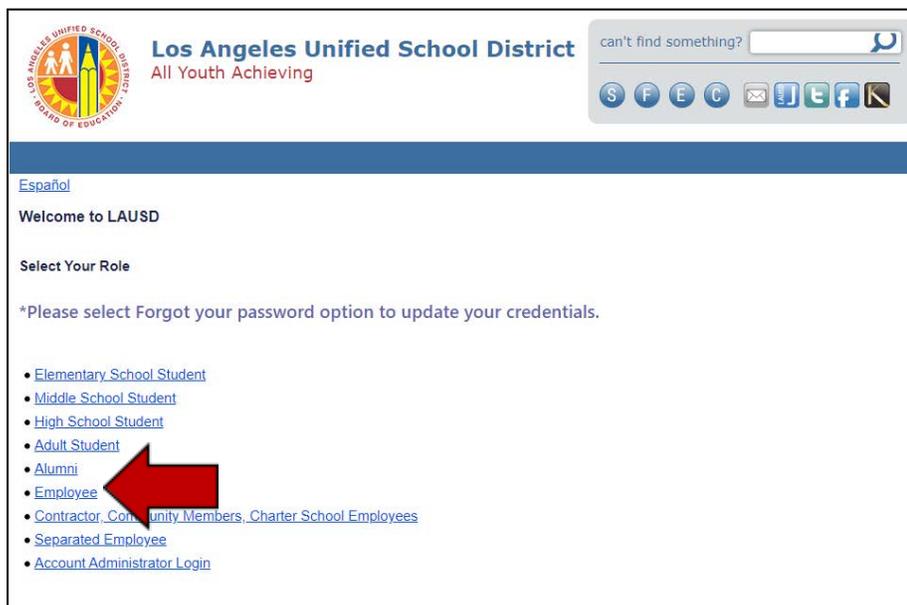
Option 2

You may chat with a Helpdesk Agent between 7:00am – 5:00pm (Monday through Friday) at <https://achieve.lausd.net/chat>.

Option 3

If you are connected to a LAUSD Network (hard wired or Wi-Fi), you may self-reset your password by going to <https://mylogin.lausd.net>.

You will be taken to the mylogin website home page where you first select your appropriate role (e.g. Employee)



Next, you will select the **Forgot your password or it has expired?** option.

Next, you will be prompted to review the **Responsible Use Policy (RUP) FOR District Computer and Network Systems**. Check the *I agree to the terms of the condition of LAUSD* checkbox and click on the **Accept** button.

Next, enter your username (e.g. firstname.lastname@lausd.net) and click the **Next** button.

LAUSD Account Activation and Password Reset

Employee Id (ex. 00123456)

Birth Date (ex. mm/dd/yyyy)

Last 4 SSN

Current or previous job title

Next **Cancel**

Next, you will enter your new password. Please make sure your new password meets all requirements. Click on the **Submit** button when done.

LAUSD Account Activation and Password Reset

Provide the required fields below.
Password strength must be good or strong and you **CANNOT** reuse the previous 5 passwords and must meet the password requirements indicated.

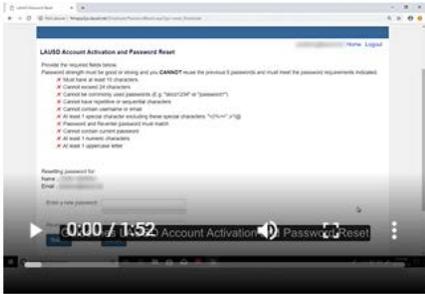
- ✓ Must have 10 - 24 characters.
- ✓ Must have at least 1 special character, excluding ' ` " < > and space
- ✓ Must have at least 1 numeric character
- ✓ Must have at least 1 uppercase letter
- ✓ Must not have commonly used passwords
- ✓ Must not have username or email address

Resetting password for:
Name :
LAUSD Account :
Email :

Enter a new password **Strong**

Re-enter the password

Submit **Cancel**



Click the maximize button to view the video in full screen

Congratulations. You have just reset your LAUSD Single Sign-on password.

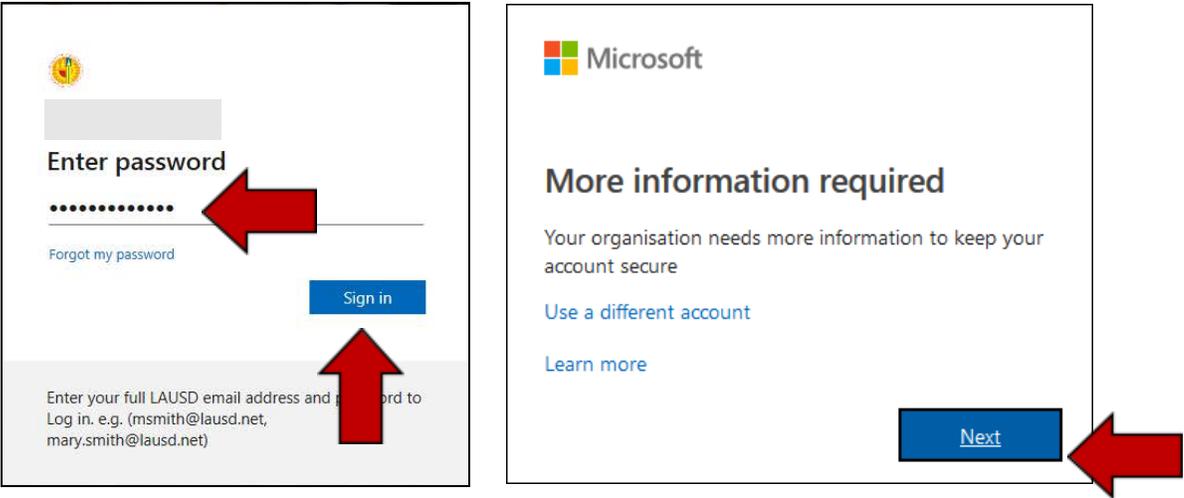
If you have any additional questions on resetting your password, please visit the ITD helpdesk website at <https://achieve.lausd.net/helpdesk>.

2. HOW TO REGISTER FOR A MULTI-FACTOR AUTHENTICATION (MFA) ACCOUNT (ONE TIME ACTIVITY)

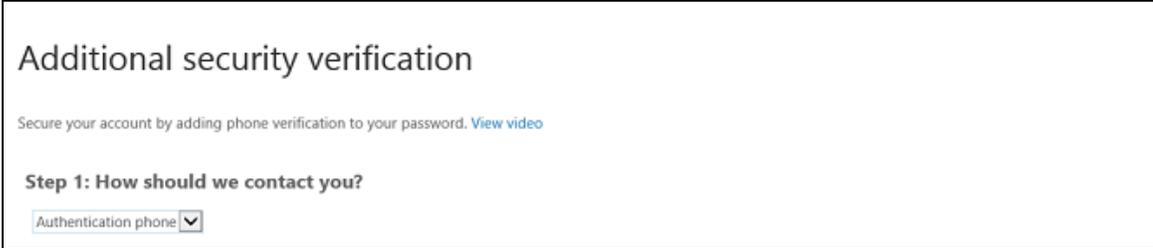
Go to the <https://aka.ms/mfasetup>. You will then be taken to the Microsoft Online Sign in screen. Enter your full LAUSD email address and click **next**.



Enter your LAUSD email **password** and click **Sign in**. Next, you will receive a new window for **More information required**. Click on **Next**.



The **Additional security verification** page will appear.



In the enrollment process, you will be able to specify your preferred method to verify your identity (**choose only ONE method**). This can be any of the following options listed in the table below.

Method		Description
1	Mobile Phone Call (Default)	Places an automated voice call to the authentication phone number. The user answers the call and presses # in the phone keypad to authenticate.
2	Mobile Phone Text Message	Sends a text message containing a verification code to the user. The user is prompted to either reply to the text message with the verification code or to enter the verification code into the sign-in interface.
3	Mobile App	Pushes a notification to the Microsoft Authenticator mobile app on the user’s smartphone or tablet. The user taps Verify in the app to authenticate.

For additional information, you may access the Microsoft page:

<https://docs.microsoft.com/en-us/enterprise-mobility-security/solutions/fasttrack-how-to-enroll-in-mfa#mobile-phone>

Method 1: Mobile Phone Call

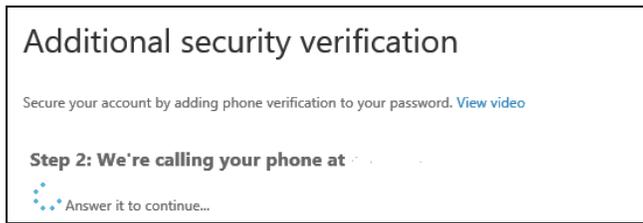
In the **Additional security verification** page. Under **Step 1: How should we contact you?** select **Authentication phone**.

In the **country or region** box, select **United States (+1)**. In the box next to the country or region box, type your **10-digit mobile phone number** (include the area code – no dashes).

Select **Call me** as the method and click the **Next** button.

The screenshot shows the 'Additional security verification' page. At the top, it says 'Secure your account by adding phone verification to your password. View video'. Below this is 'Step 1: How should we contact you?'. There are four red arrows pointing to specific elements: one to the 'Authentication phone' dropdown menu, one to the 'United States (+1)' dropdown menu, one to the empty input field for the phone number, and one to the 'Call me' radio button. A fifth red arrow points to the blue 'Contact me' button at the bottom right. At the bottom of the form, there is a small text box that reads: 'Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.'

Next, you will receive a phone call from a **1-855-XXX-XXXX** number to confirm the request.



The automated message will request you to **Press # key** to finish your verification. Once you have verified the request, the browser page will display **Verification successful!** Click the **next** button to complete the setup.



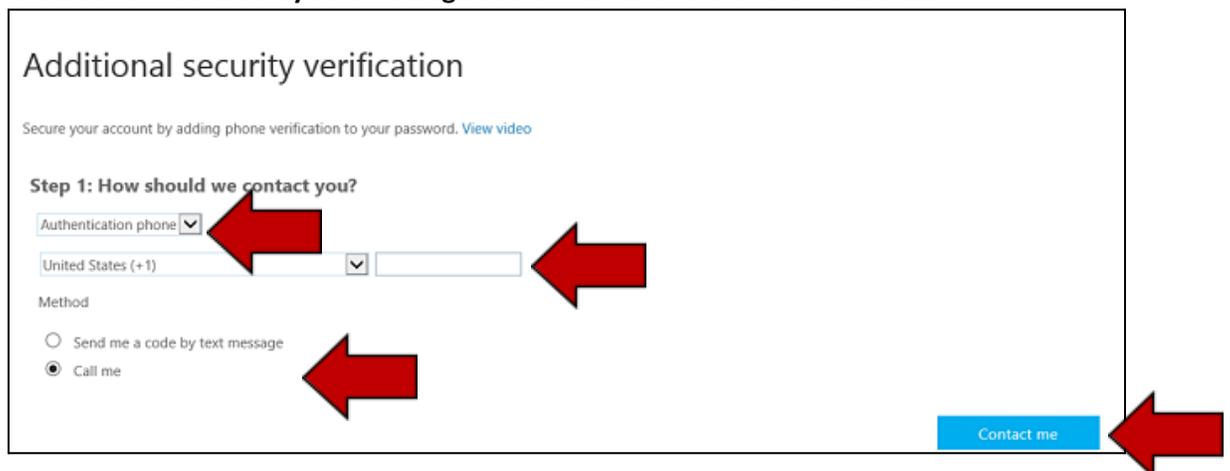
Congratulations! You are now configured to MFA through the mobile phone call method. **If this is the method you selected, you may now go to page 14 to download the GlobalProtect VPN application. If you want to change your method, go to page 13.**

Method 2: Mobile Phone Text Message

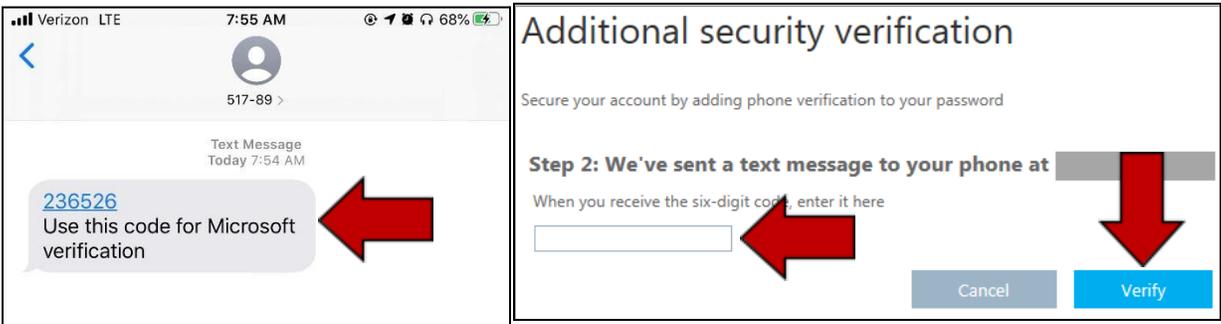
In the **Additional security verification** page. Under **Step 1: How should we contact you?** select **Authentication phone**.

In the **country or region** box, select **United States (+1)**. In the box next to the country or region box, type your **10-digit mobile phone number** (include the area code – no dashes).

Select **Send me a code by text message** as the method and click the **Next** button.



A 6-digit code will be texted to you. Enter this code in the box that is displayed in the browser.



Once you have verified the request, the browser will display **Verification successful!** Click the **next** button to complete the setup.

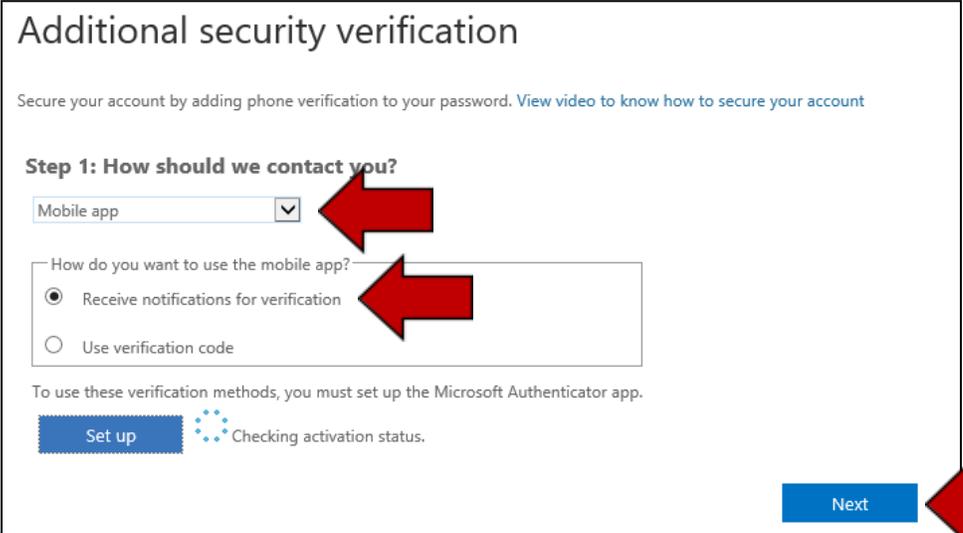


Congratulations! You are now configured to MFA through the mobile phone text message method. **If this is the method you selected, you may now go to page 14 to download the GlobalProtect VPN application. If you want to change your method, go to page 13.**

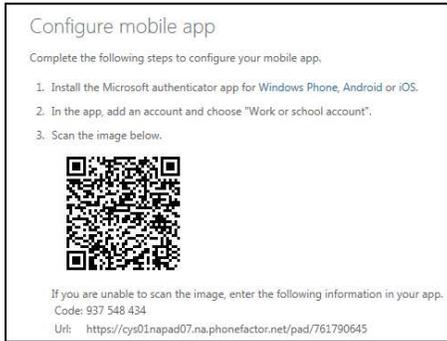
Method 3: Mobile App

In the **Additional security verification** page. Under **Step 1: How should we contact you?** select **Mobile app**.

Check the **Receive notifications for verification** and click **Next**.

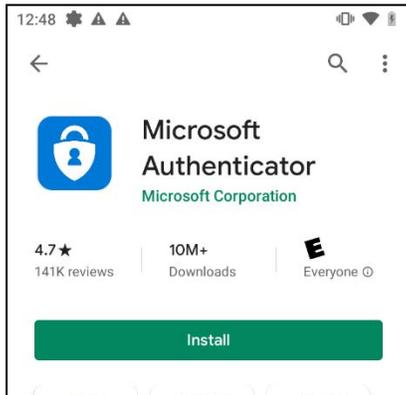


This will start the configuration for your account to use the mobile application. You will see a QR code you have to scan with your phone to setup the app.

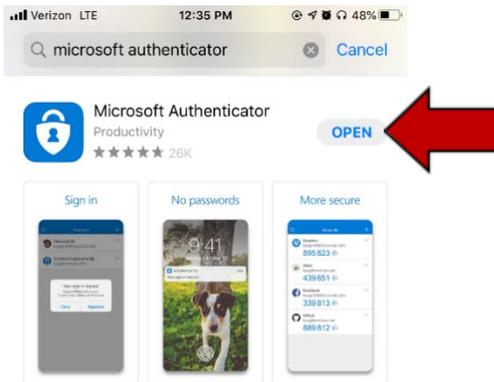


On your mobile device, open the App Store (Apple iOS) or Google Play store (Android) app and search for **Microsoft Authenticator**.

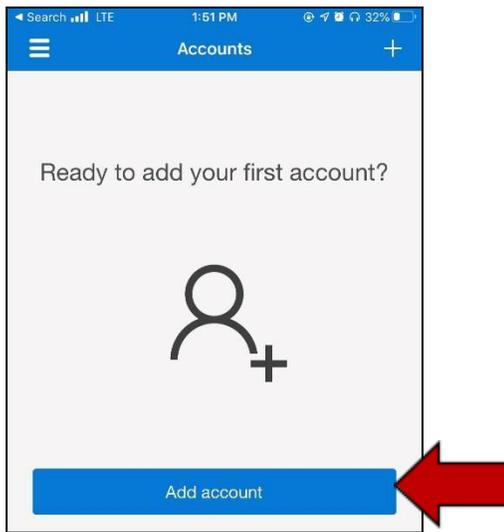
Download the **Microsoft Authenticator** application.



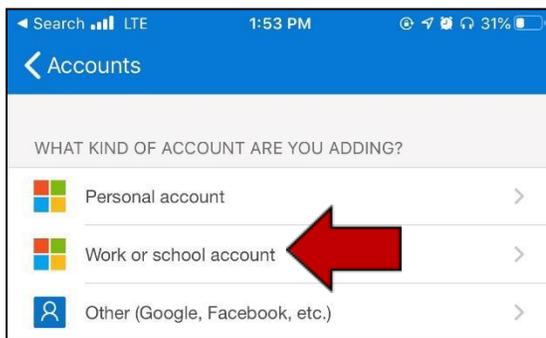
Open the **Microsoft Authenticator** mobile application.



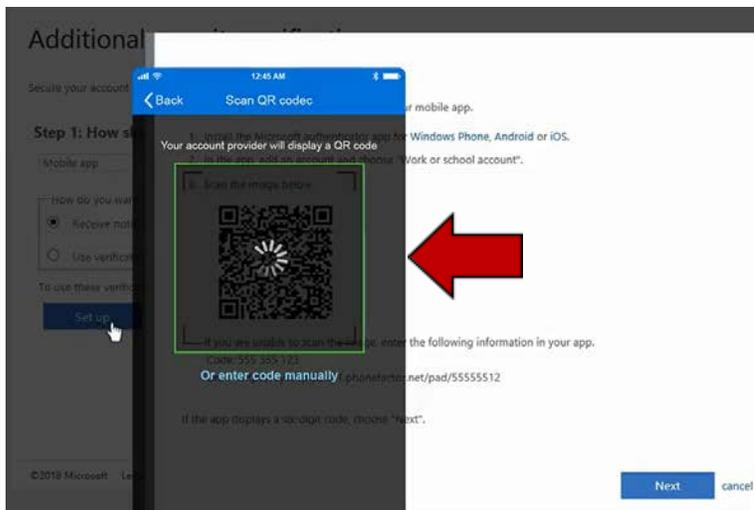
In the **Microsoft Authenticator** mobile application, press **Add account**.



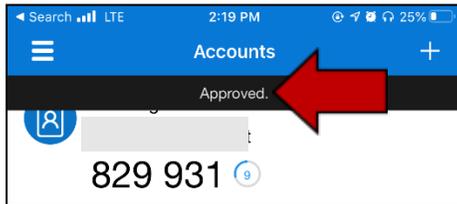
Next, press **Work or school account**.



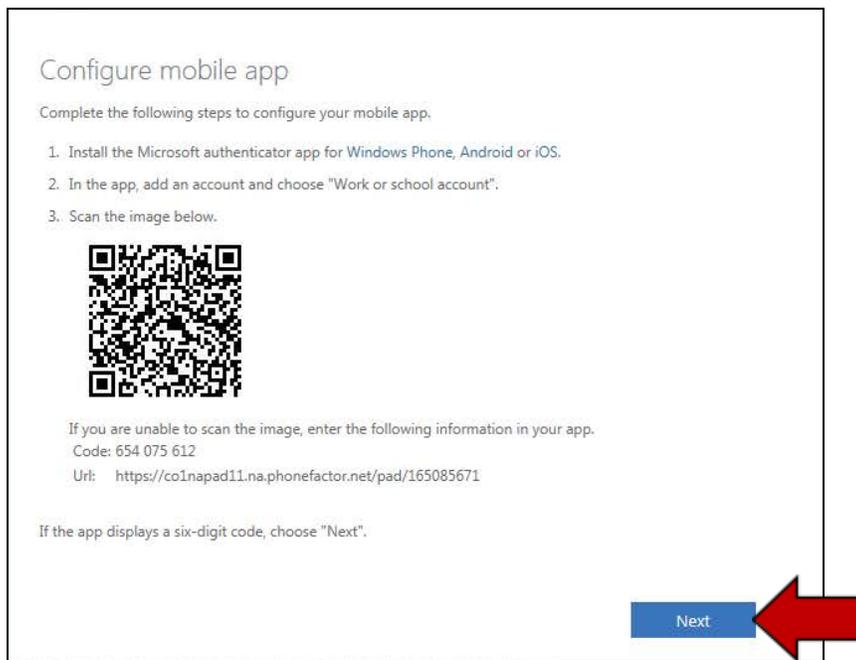
This will open the camera on your phone to scan the QR code on your computer screen.



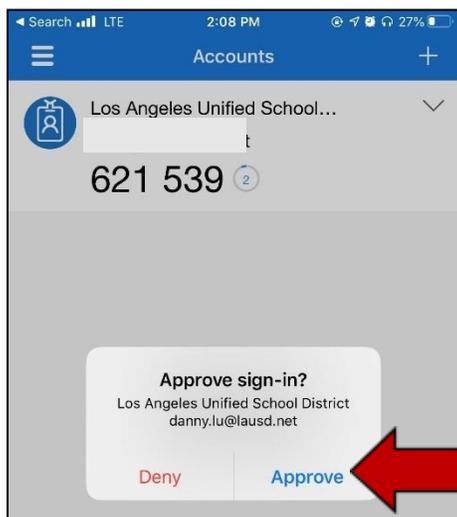
When the account has been added, the **Microsoft Authenticator** app will display an **Approved** message.



On the browser screen, click **Next**.



The system will then send a notification to your phone to approve the sign-in. Press **Approve**.



Last, enter a **phone number** in case you lose your mobile application. Click **Done** when finish.

The screenshot shows a web page titled "Additional security verification". Below the title is a sub-header "Step 3: In case you lose access to the mobile app" with a red arrow pointing to the phone number input field. The input field has a dropdown menu set to "United States (+1)" and a red arrow pointing to the text input area. At the bottom right of the page is a blue "Done" button with a red arrow pointing to it. A small disclaimer at the bottom reads: "Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply."

Congratulations! You are now configured to MFA through the mobile app method. **If this is the method you selected, you may now go to page 14 to download the GlobalProtect VPN Application. If you want to change your method, go to page 13.**

OPTIONAL: CHANGE SECURITY VERIFICATION METHOD

If you want to review or make changes to your security verification information, click on **Additional security verification** under the **manage account** profile. If you have already closed your browser, you can access the Additional security verification page here:

<https://aka.ms/mfasetup>

Profile

Email: [redacted]
Alternate email: [redacted]
Phone: [redacted]
Office: INFORMATION TECHNOLOGY, LOS ANGELES

Manage account
[Change password](#)
[Set up self service password reset](#)
[Additional security verification](#)
[Review terms of use](#)
[Sign out everywhere](#)

You will be taken to the **Additional security verification** page. In this page, you can update the verification option, authentication phone number or alternate authentication phone number. Press the **Save** button to confirm the request.

Additional security verification

When you sign in with your password, you are also required to respond from a registered device. This makes it harder for a hacker to sign in with just a stolen password.
[View video to know how to secure your account](#)

what's your preferred option?
We'll use this verification option by default:
Notify me through app [dropdown]

how would you like to respond?
Set up one or more of these options. [Learn more](#)

Authentication phone [country dropdown] [phone number input] [extension input]
 Office phone [country dropdown] [phone number input] [extension input]
 Alternate authentication phone [country dropdown] [phone number input] [extension input]
 Authenticator app or Token [Set up Authenticator app](#)

Authenticator app - iPhone [Delete](#)

restore multi-factor authentication on previously trusted devices
[Restore](#)

[Save](#) [cancel](#)

Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.

Updates successful
Your settings were configured successfully.

3. DOWNLOAD THE GLOBALPROTECT CLIENT SOFTWARE ON THE DEVICE YOU WILL BE CONNECTING THROUGH VPN (ONE TIME PER DEVICE)

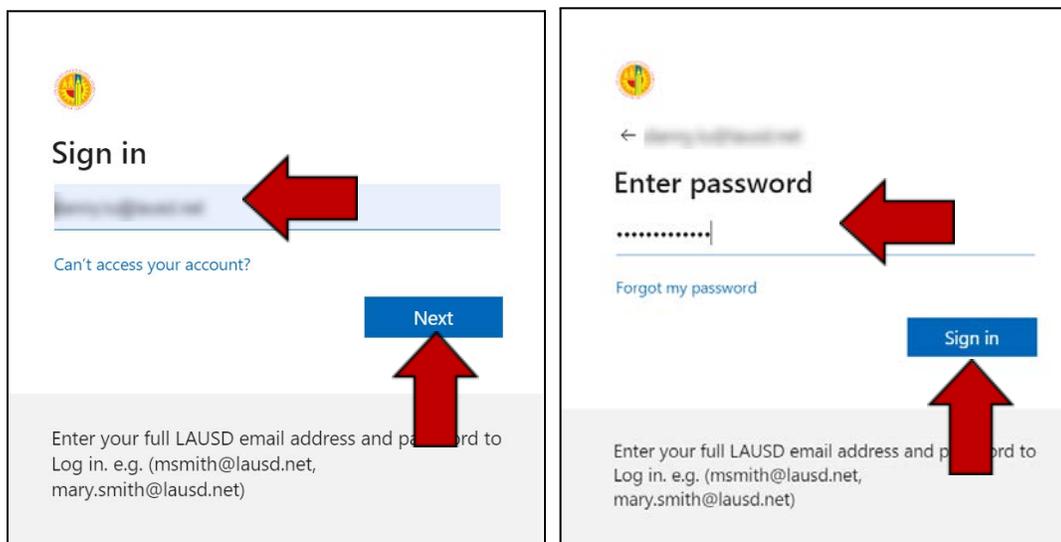
On a web browser (Chrome, Internet Explorer, Edge, Safari), type in or click the following URL to download **GlobalProtect** client software:

<https://lausd.gpcloudservice.com>

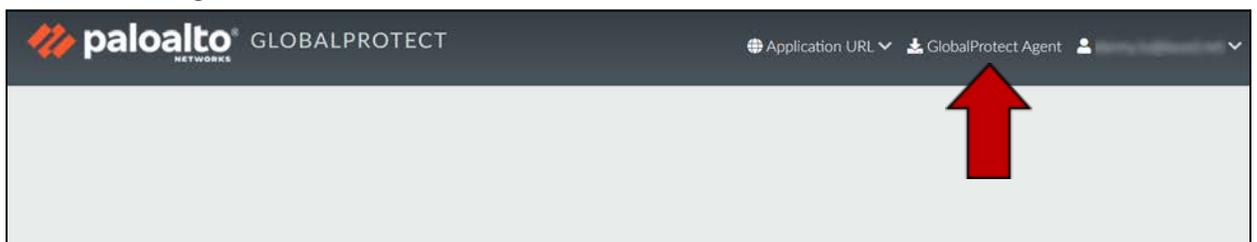


NOTE: You must be connected outside the District network to access this website.

The URL will take you to a window that prompts you to Sign in with your LAUSD email address and password.



After Sign in, you will then be taken to the **GlobalProtect** homepage. Next, click on the **GlobalProtect Agent** button.

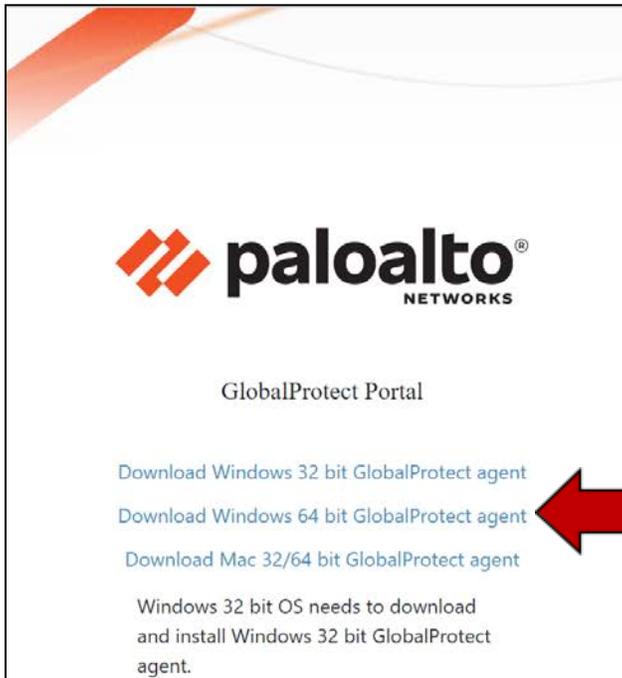


Next, you will be taken to the **GlobalProtect Portal** where you can select the appropriate agent based on your operating system.

Windows Users

Please select **Download Windows 64 bit GlobalProtect Agent**.

NOTE: For Apple (Mac) Users (Please proceed to page 19 for Mac installation instructions).



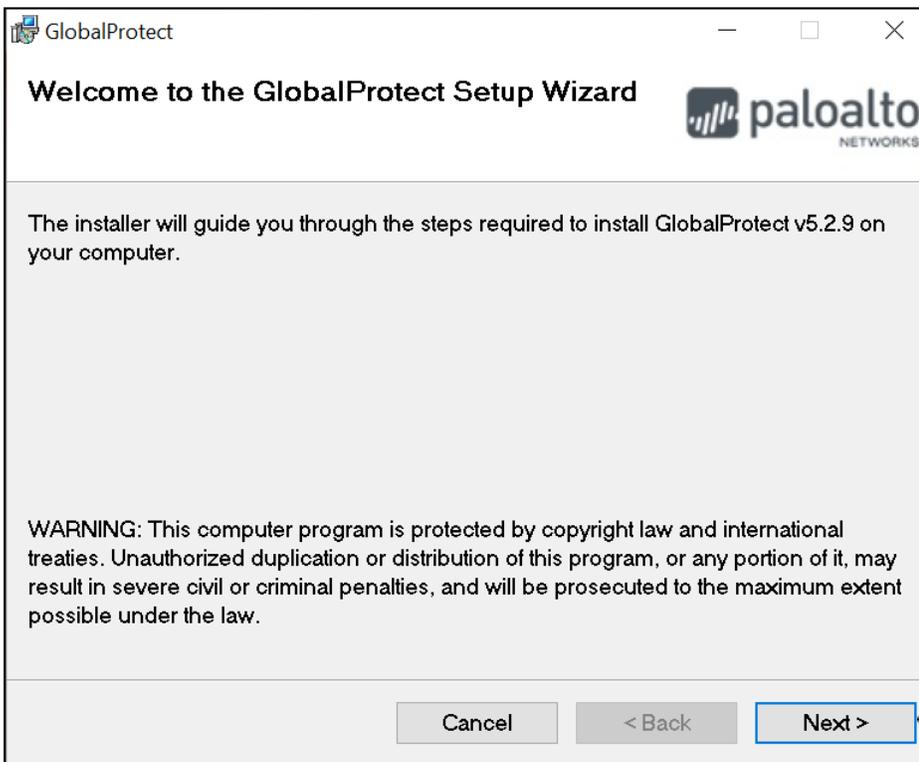
The file will begin to download.



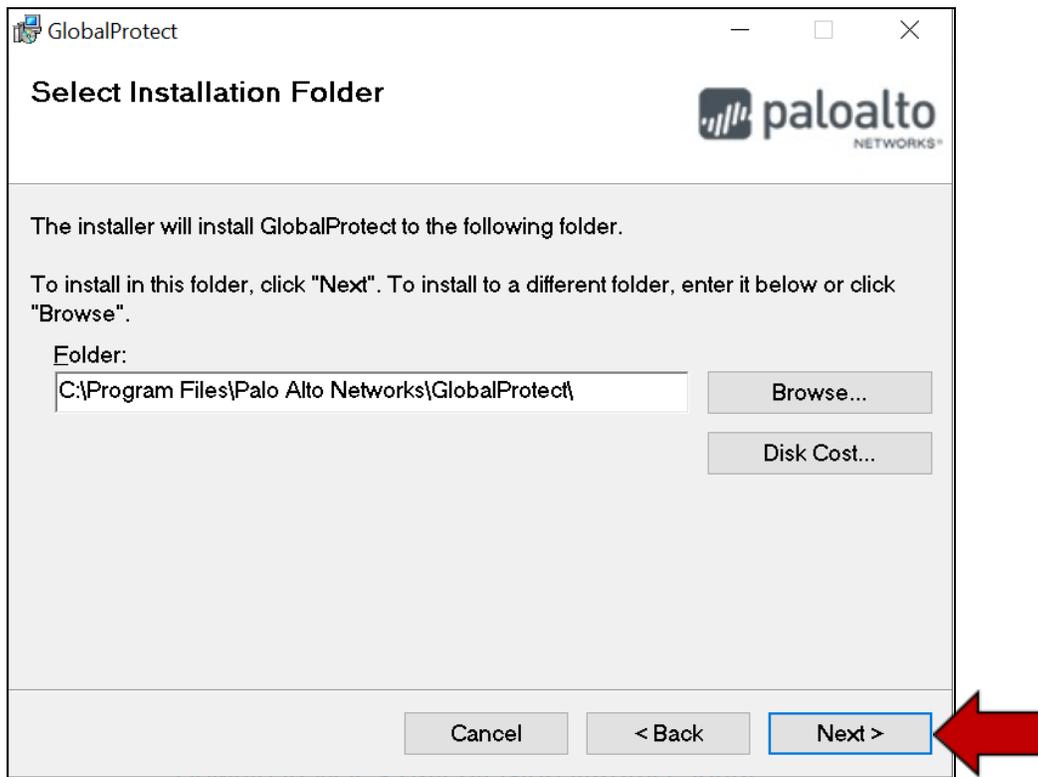
When the file download is complete, please click on the file (**GlobalProtect64.msi**) to open.



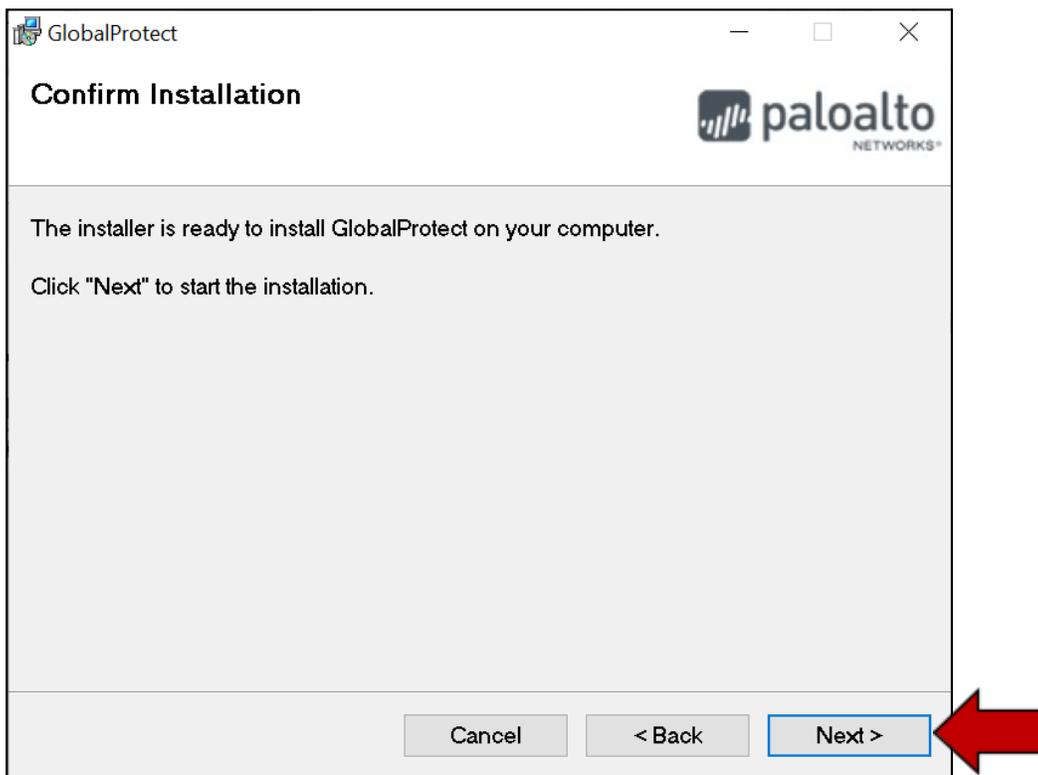
Next, the **Welcome Wizard** window will appear. Click on the **Next** button.



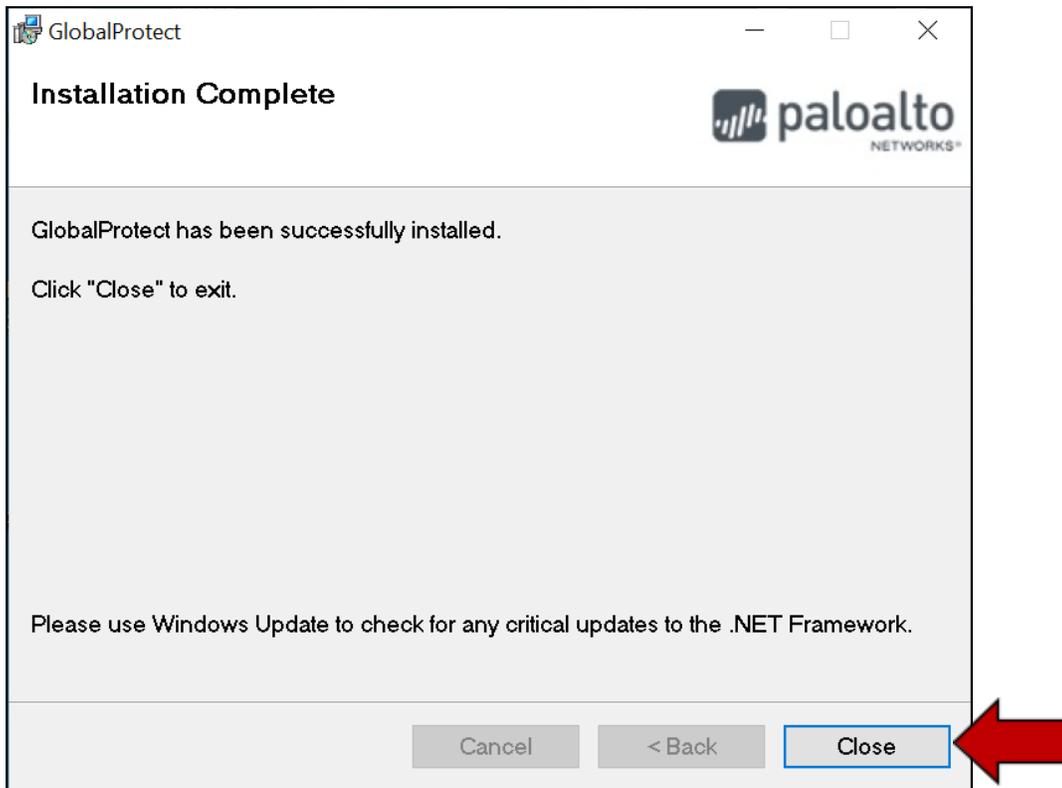
Next, the **Select Installation Folder** window will appear. Click on the **Next** button.



Next, the **Confirm Installation** window will appear. Click on the **Next** button.



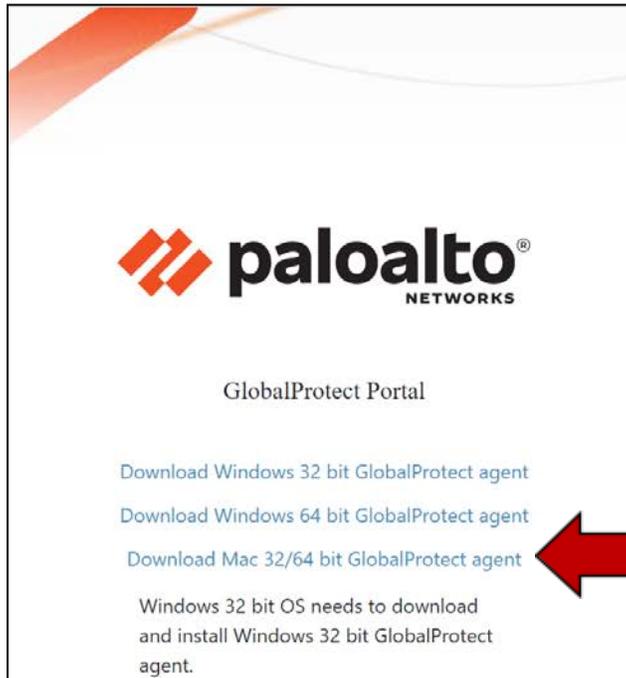
Finally, the **Installation Complete** window will appear. Click on the **Close** button.



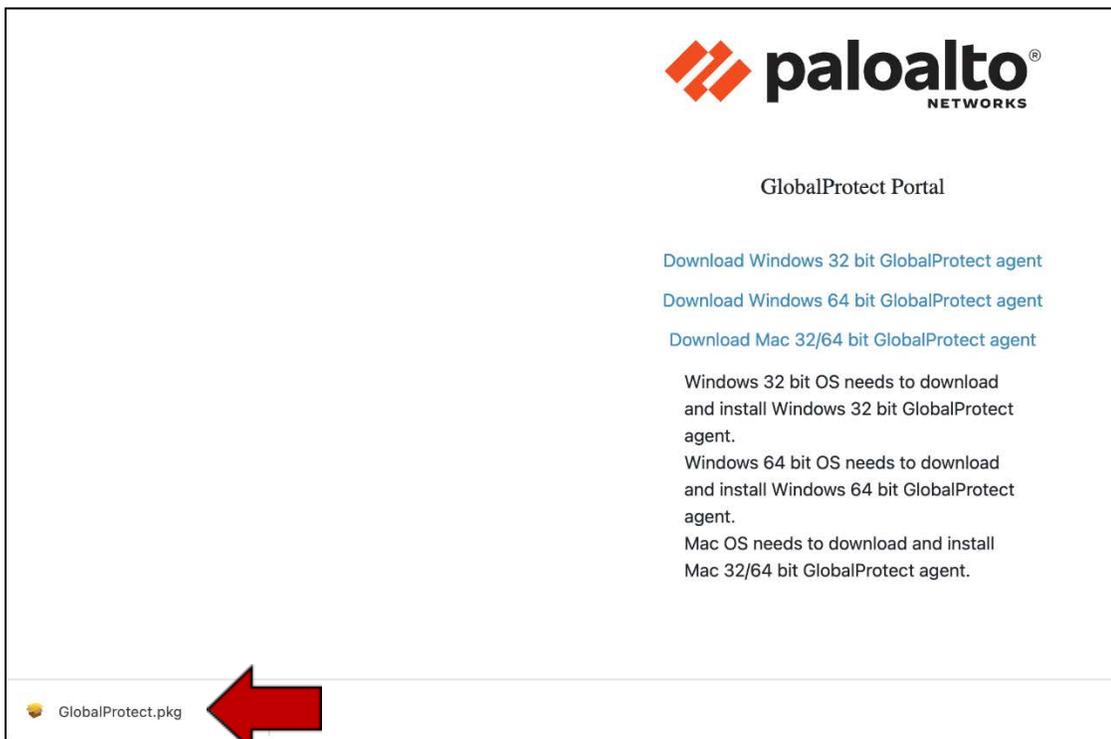
Congratulations! You have just downloaded and installed the **GlobalProtect** VPN Client on your Windows machine.

Apple (Mac) Users

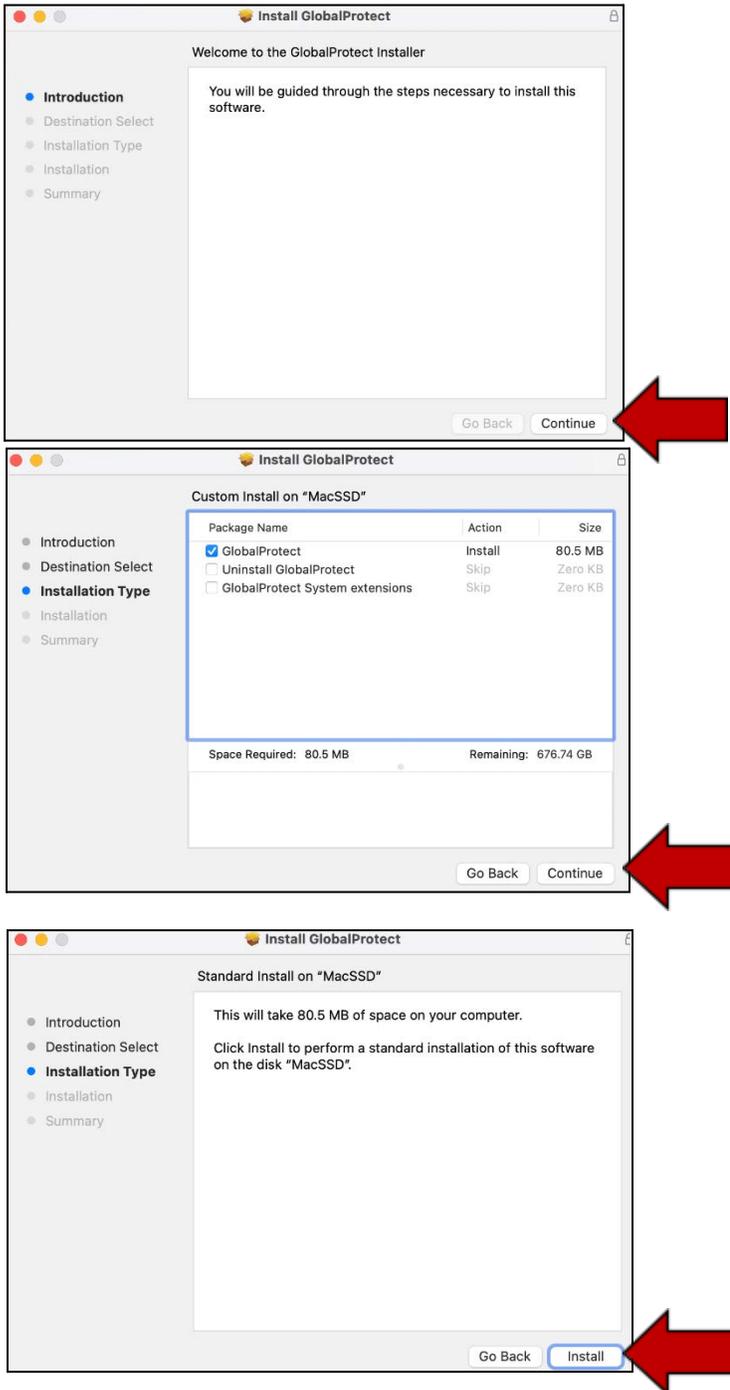
Please select **Download Mac 32/64 bit GlobalProtect Agent**.



The file will begin to download, open the file (**GlobalProtect.pkg**) when complete.



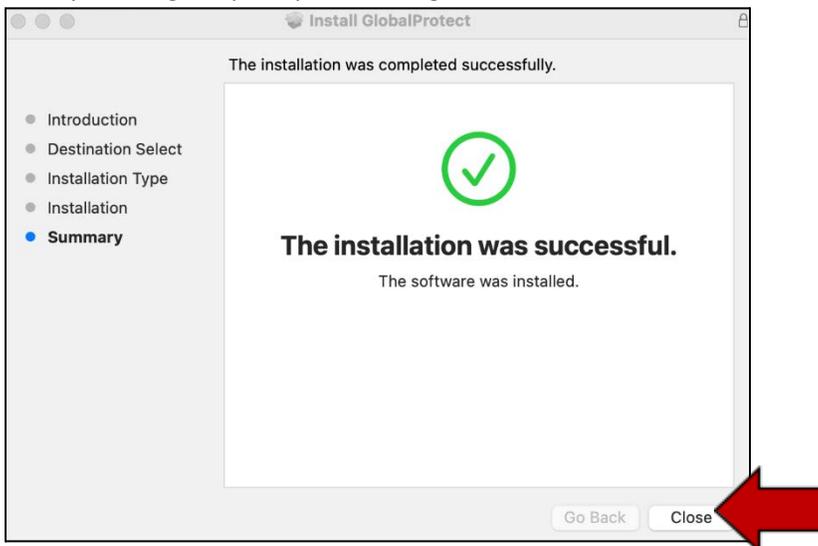
The **Install GlobalProtect** window will appear. Click on the **Continue** button(s) and the **Install** button.



Note: If you get an Installer prompt, you will need to enter your computer login username and password. If you don't have administrator privileges, please reach out to ITD for assistance.



Next, you will get a prompt indicating the installation was successful. Click on the **Close** button.



Next, you will get a prompt to either keep or move the installer files to the trash. Click **Move to Trash**.



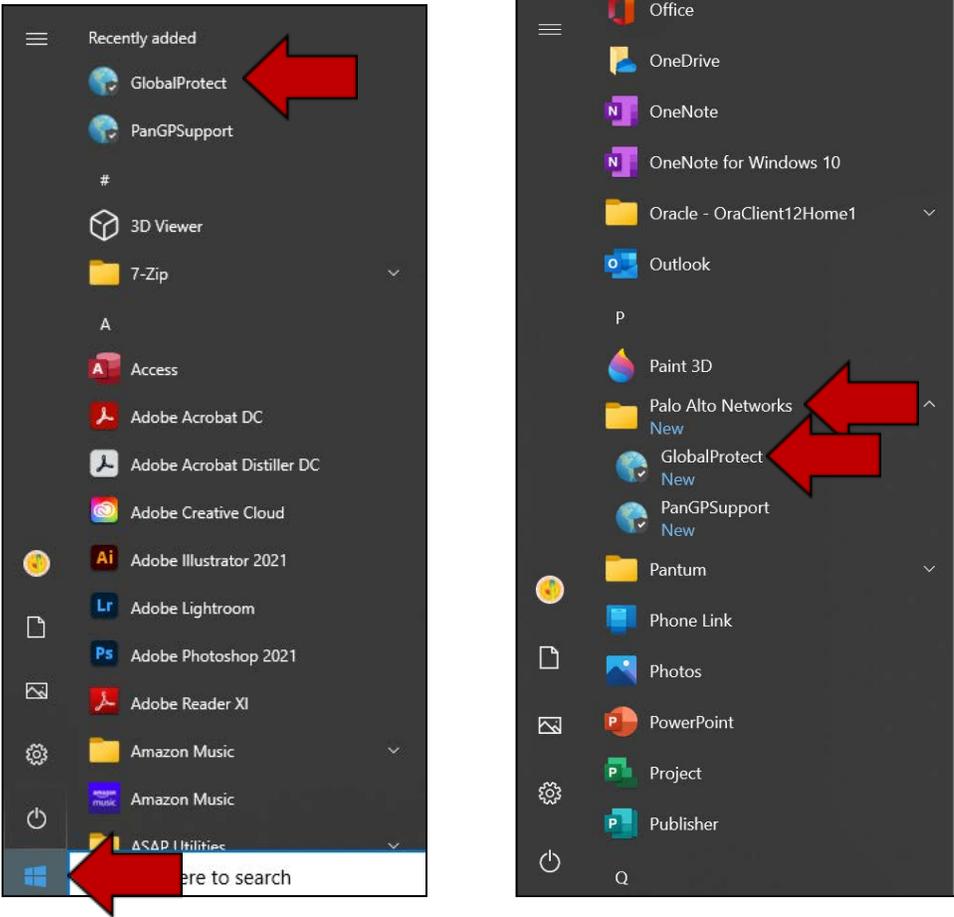
Congratulations! You have just downloaded and installed the **GlobalProtect** VPN Client on your Apple (Mac) machine.

4. CONNECT TO VPN

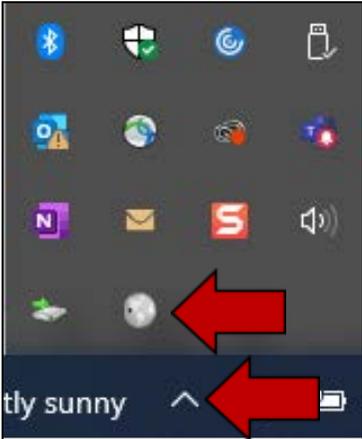
Open the **GlobalProtect** application.

WINDOWS OPERATING SYSTEM USER

Click on the **Start** button and look for the **GlobalProtect** application from your Recently added applications. The application can also be found in the **Palo Alto Networks** folder.

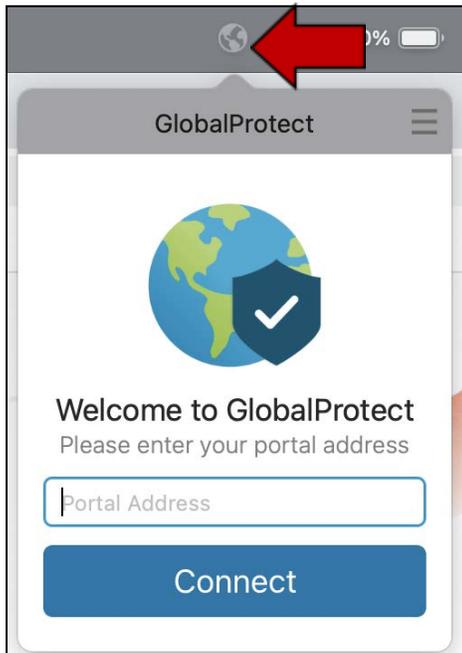


You may also access the application by hovering your mouse over the show hidden icon in the task bar. The **GlobalProtect** application is the icon with the grey/white globe.



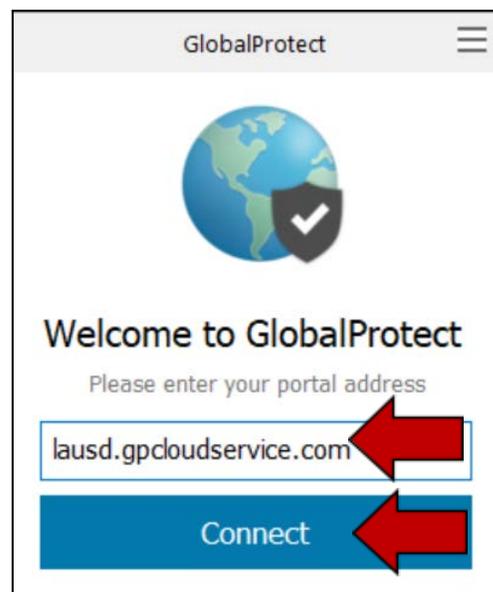
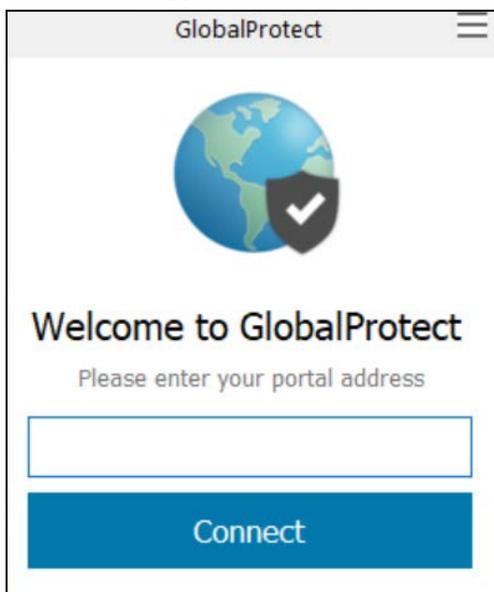
APPLE (MAC) OPERATING SYSTEM USER

Click on globe icon on your taskbar.

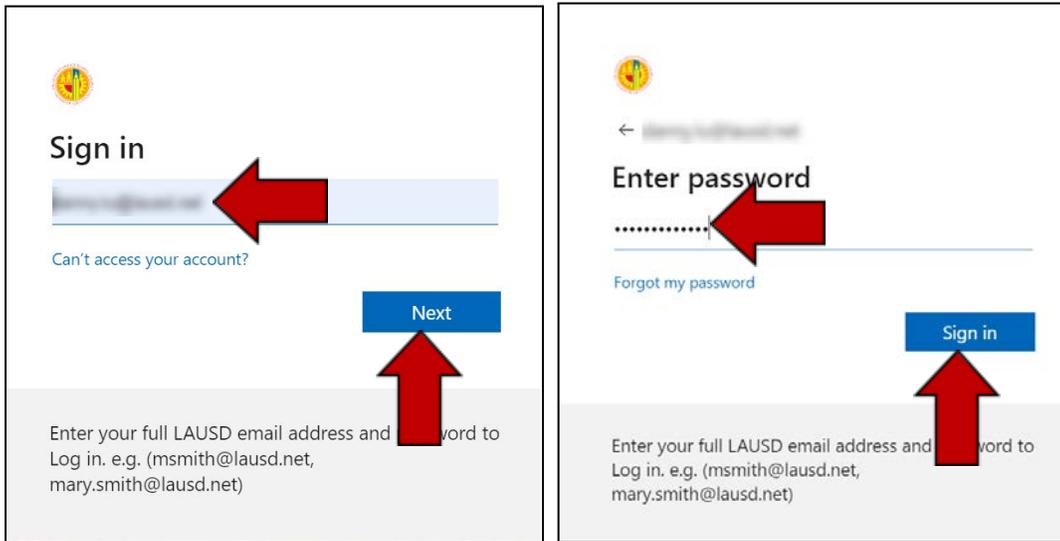


Next, the **GlobalProtect** application window will appear.

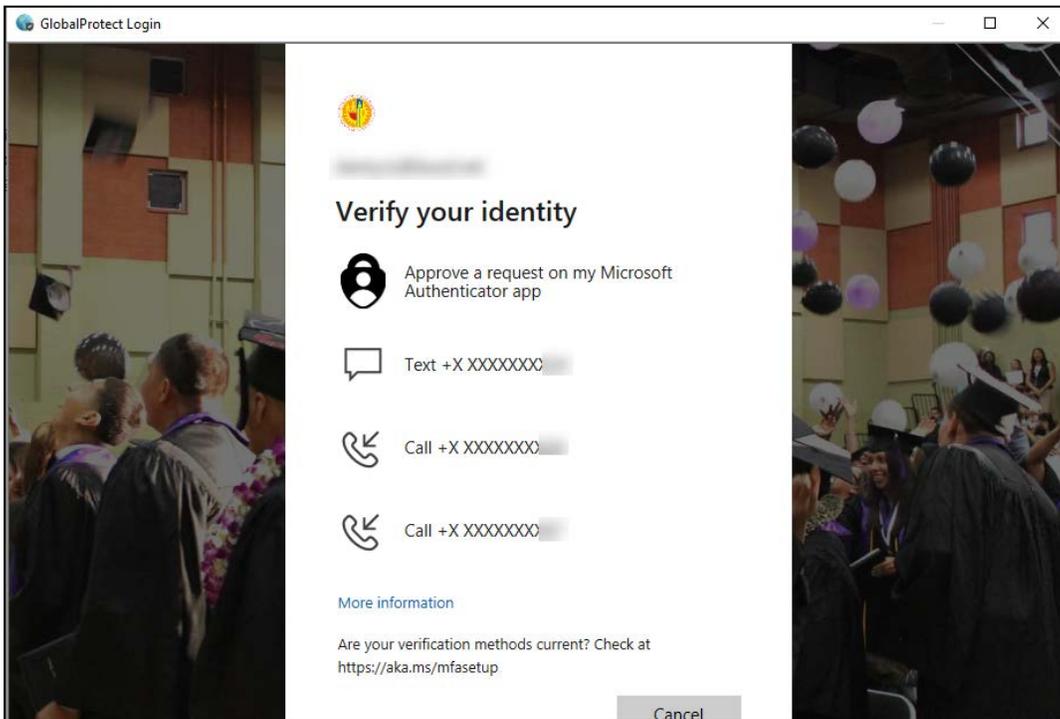
Enter **lausd.gpcloudservice.com** as the portal address and click on the **Connect** button.



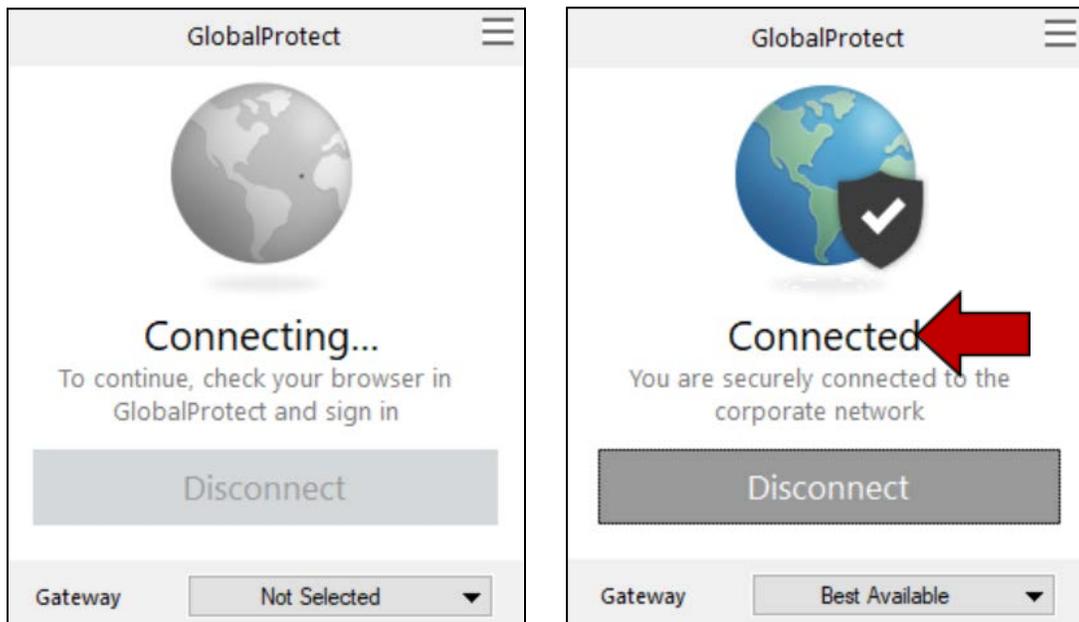
Next, you will be prompted to Sign in with your LAUSD SSO account/password.



Next, you may be prompted to verify your identity through your Multi-Factor Authentication (MFA) preferred option.



After completing the MFA validation, **GlobalProtect** will go through the process to connect. If successful, you will see the **Connected** message.

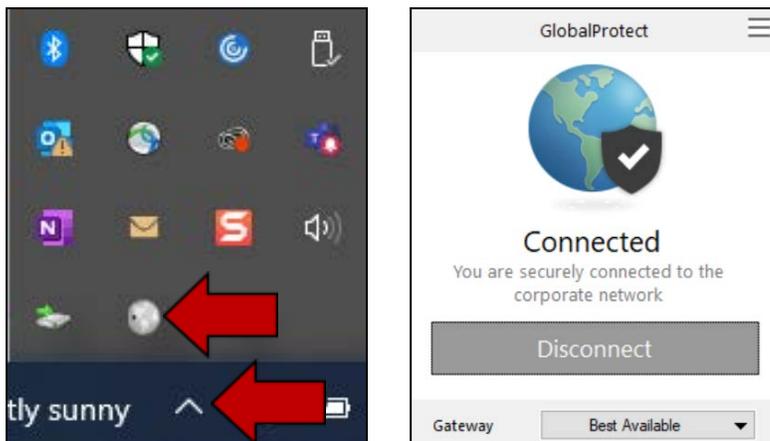


Congratulations, you have just successfully connected to the LAUSD Network through VPN. You may now access District application(s) that are in the district firewall.

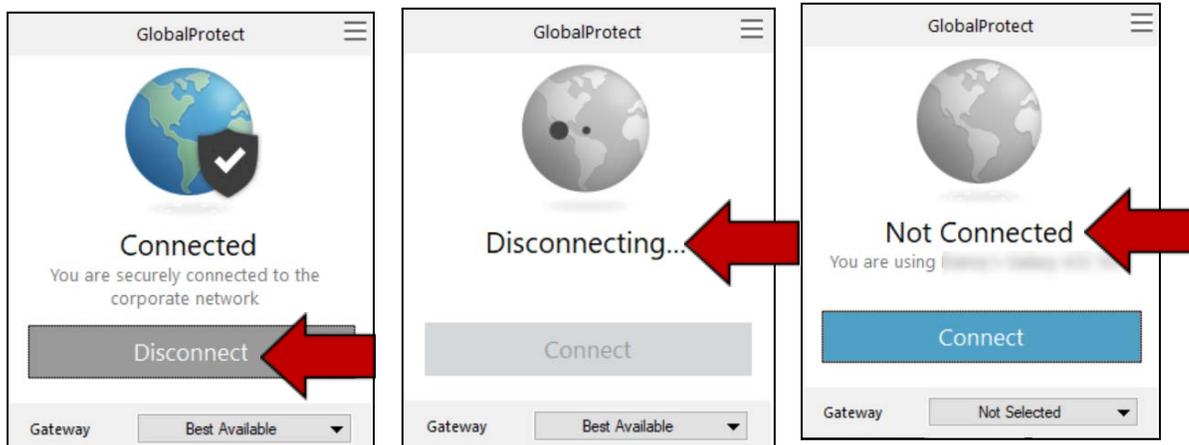
5. HOW TO DISCONNECT FROM VPN

NOTE: Prior to disconnecting VPN, please first **log out/sign out** of all District applications.

To disconnect the VPN, please go back to your original network connection, click on the **GlobalProtect** icon on your tool bar to open the **GlobalProtect** application window.



Click on the **Disconnect** button.



6. TROUBLESHOOTING/TIPS AND TRICKS

- 1. If you are unable to access District applications even after you are connected, please restart your machine and try again.
- 2. If you have a Mac, please make sure your Firewall is turned **on**.

Step 1: Click on the **Apple icon** on the top-left corner of the screen and select **System Preferences**.



Step 3: Click on **Security & Privacy**.



Step 4: Click on the **Firewall** tab



Step 5: To enable the firewall, click on the **Lock icon** at the bottom-left corner of the window. This will prompt you to verify your identity.



Step 6: Once the Firewall settings are unlocked, click **Turn on Firewall** to enable it.



Should you have any questions on this guide or have issues connecting to VPN and/or accessing District Applications after connecting, please contact the ITD Helpdesk at 213-241-5200 or the ITD Helpdesk Chat (Monday-Friday, 7:00am-5:00pm) at <https://achieve.lausd.net/chat>.