VPN FAQs

ITD

What is VPN?

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**.

Do I need to use a VPN?

If you are trying to access one of these district applications like MiSiS, Welligent, SAP, etc. from outside the LAUSD network, you will need VPN access.

Do I need to do anything on my computer before installing VPN?

No. As long as your computer is running a supported operating system you will be able to install VPN. Minimum operating system requirements are below.

- *Windows computers should have Windows 10 installed. Operating System (OS) should have critical system updates installed.*
- *Apple computers should have Mac OS 10.15 or above. OS should have critical system updates installed.*
- *LAUSD Multifactor Authentication is required in order to login to VPN.*
- *Your LAUSD SSO password should have been reset after September 5, 2022.*

Will I be able to use VPN in my ChromeBook or tablet?

No. See system requirements listed above.

Do I need to use VPN while logged in an LAUSD School or office?

No, VPN is only needed while outside of the District network.

Who can I contact to help me install VPN on my District computer?

For assistance on installing VPN please contact:

- *ITD Helpdesk at: (213)241-5200. Phone lines are open from 7:30 a.m.-5:00 p.m. Monday through Friday, excluding holidays.*
- *Chat with an ITD Remote Support Technician: https://chat.lausd.net*
- *Submit a ticket in Remedy: https://lausd-myit.onbmc.com*