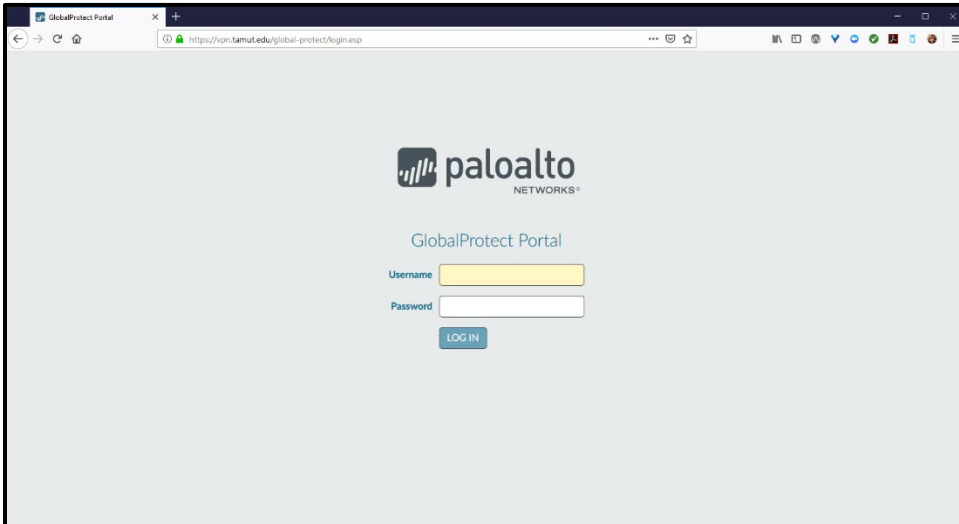


## Connecting to TAMUT's VPN

1. Using a web browser, navigate to the [GlobalProtect Portal](#), to install the GlobalProtect client. If the GlobalProtect client is already installed, skip to step 9, for the steps to log in.



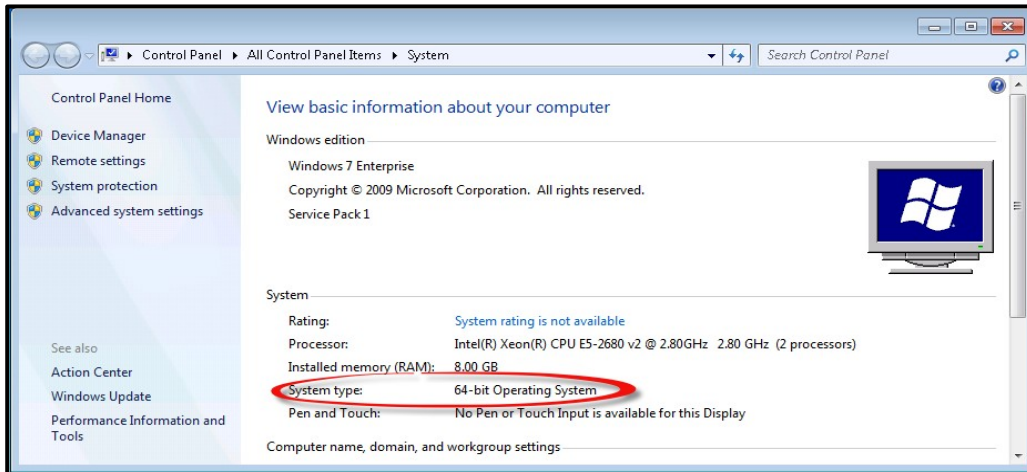
2. Sign in using your EagleID (the same credentials you use to log into your computer).



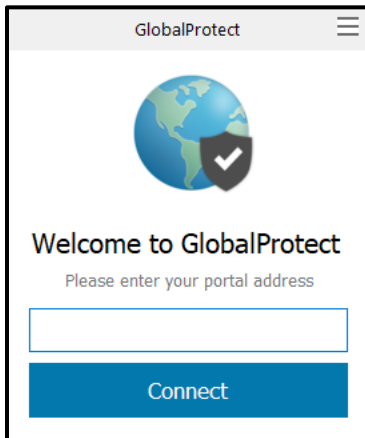
3. Download and install the appropriate client for your machine.



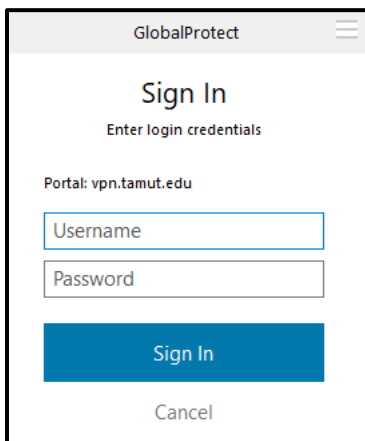
- (To determine if you have a 32-bit or 64-bit Windows computer, from your Start button, right click on Computer or This PC, click on Properties and look under second paragraph – System/System Type)



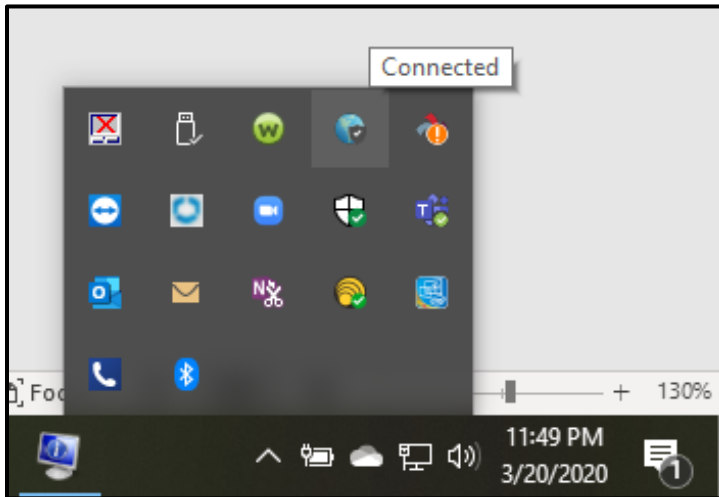
- Once you download and install Global Protect, you may be prompted to enter the portal address. Please enter vpn.tamut.edu.



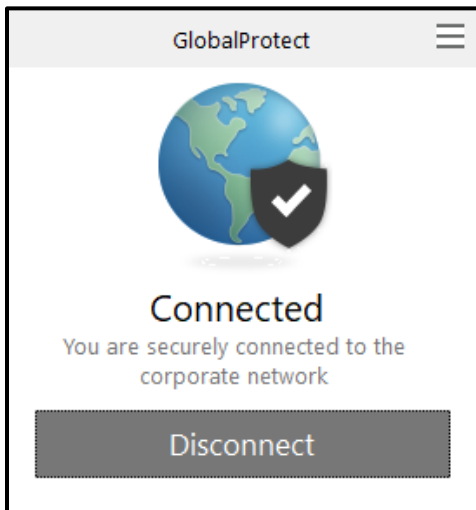
- You may also be prompted to enter your login credentials. Enter your EagleID (the same credentials you use to log into your computer).



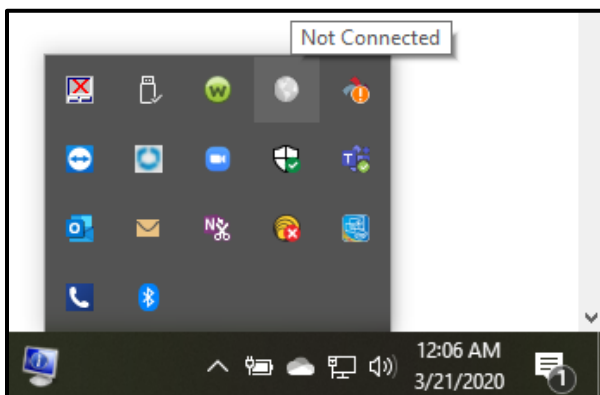
- To disconnect from VPN, navigate to GlobalProtect in your System Tray and open GlobalProtect. To open the System Tray, click the up arrow in the lower right corner of the task bar.



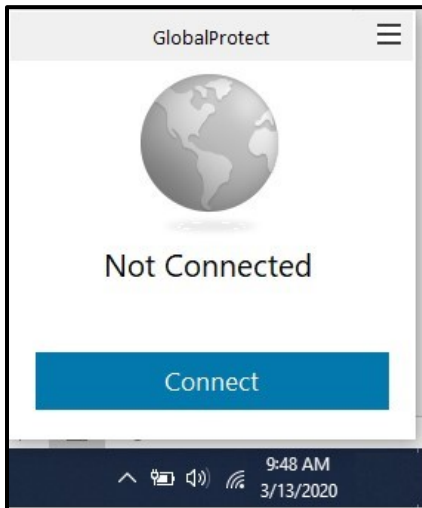
- Click on the GlobalProtect icon (the globe) to open the dialog box and click disconnect.



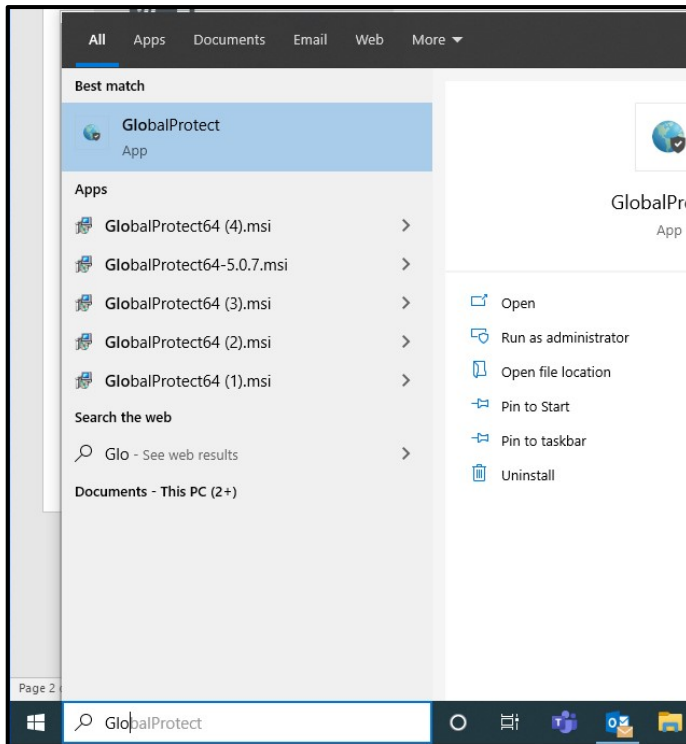
- To connect to VPN, open your computer's System Tray and click the GlobalProtect icon to open the GlobalProtect sign on dialog box. When not connected, the GlobalProtect icon is grayed out, and may have a red x. To open the System Tray, click the up arrow in the lower right corner of the task bar.



10. When the GlobalProtect sign on dialog box opens, click Connect.



11. You can also locate GlobalProtect from the search bar to open the sign on dialog box.



Please remember, during the COVID-19 campus closure, the IT Service Desk will maintain its normal hours. The IT Service Desk hours of operation are:

- Monday through Thursday 8:00 a.m. – 8:45 p.m.
- Friday 8:00 a.m. – 5:00 p.m.
- Saturday 9:00 a.m. – 1:00 p.m.



**For support, please contact the IT ServiceDesk:**

Email: [isite@tamut.edu](mailto:isite@tamut.edu)  
Submit a Support Request Ticket:

Phone: 903.334.6603  
<https://isite@tamut.edu>