



# capVPN Instructions for Macs

---

Capilano University offers faculty and staff the capVPN service so they may access internal only resources such as Frontlines, Argos, and Banner from anywhere in the world. In order to offer this service, Capilano University offers the GlobalProtect software which runs on PCs and Macs. The capVPN service can only be used off campus and will not work while connected to Capilano University wireless or wired networks.

The following sections provide instructions for installing and using the GlobalProtect software for Macs.

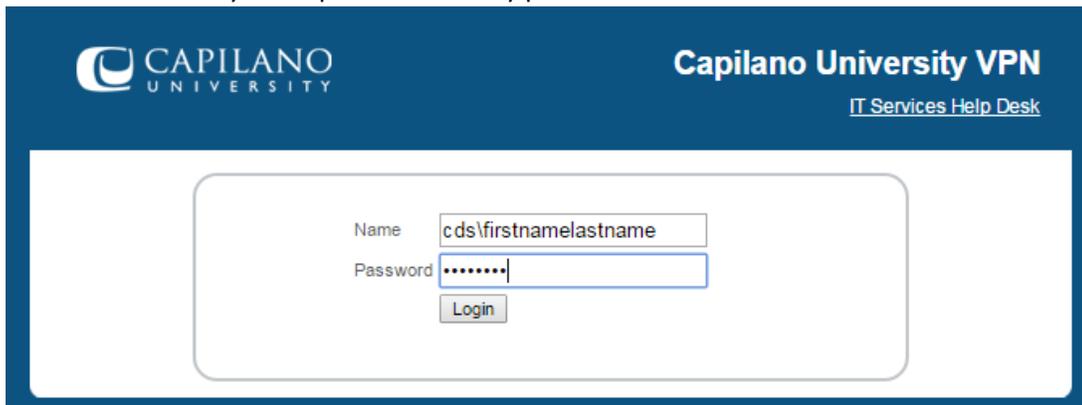
## Contents

Download and Install the GlobalProtect software for Macs .....	2
Set up capVPN (GlobalProtect) for the first time .....	5
Disconnect from the capVPN service.....	6
Connect to the capVPN service.....	7
Update the GlobalProtect software with a new password .....	8
Uninstall the GlobalProtect software .....	9

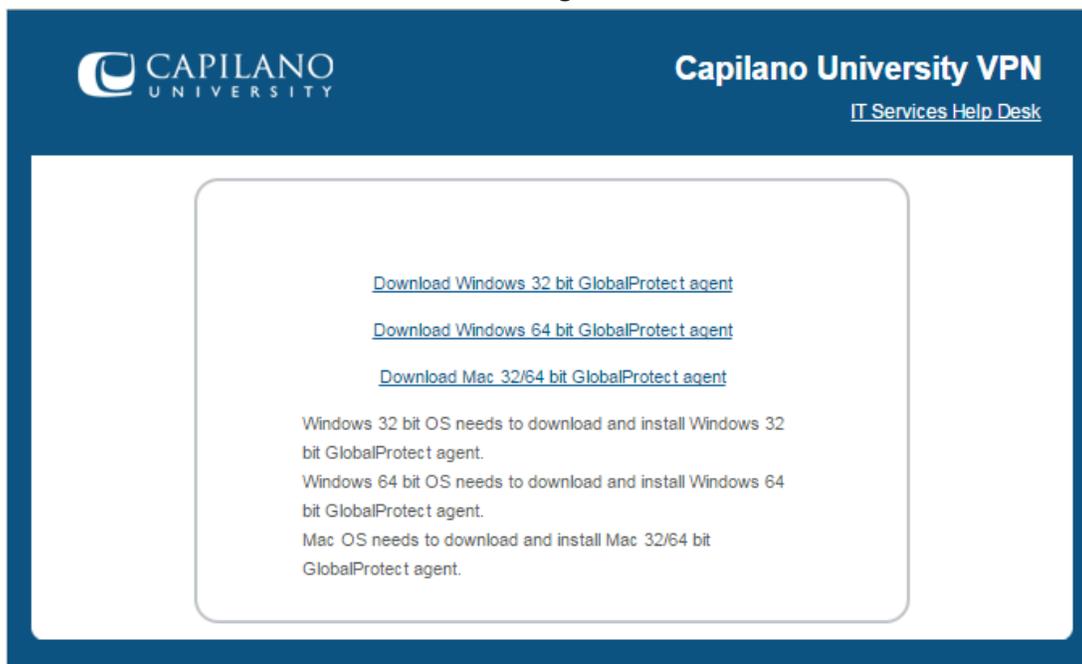
## Download and Install the GlobalProtect software for Macs

Before you can connect your computer to the capVPN service, you must download and install the GlobalProtect software.

1. Use your web browser to go to our capVPN website, <https://capvpn.capilanou.ca>.  
*Please note that the website must be entered with https, not http.*
2. Type in your credentials:
  - a. **Name:** cds\firstnamelastname  
*Where firstnamelastname is your usual Capilano username that you use to login to on campus computer and is usually part of your email address*
  - b. **Password:** your Capilano University password



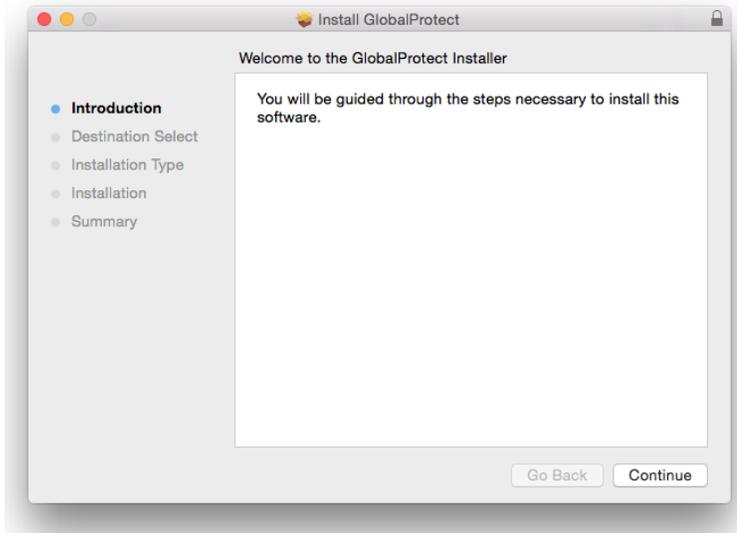
3. Click **Login**.
4. Click **Download Mac 32/64 bit GlobalProtect agent**.



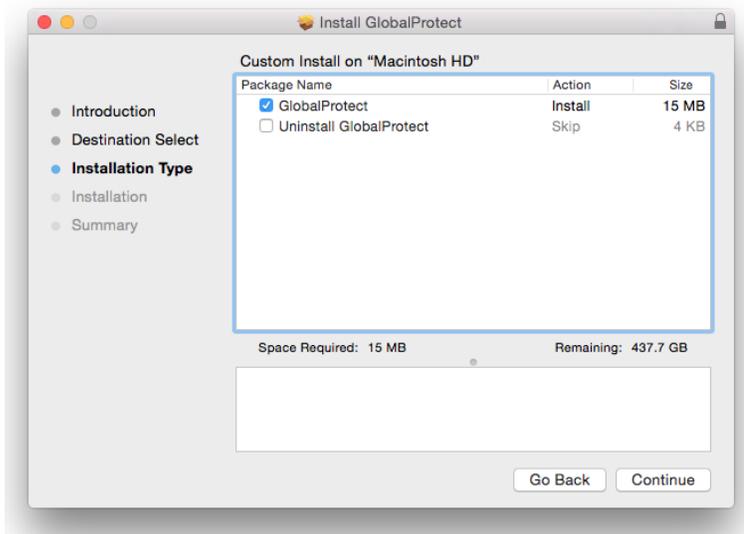
5. Locate **GlobalProtect.pkg** file in your Downloads folder and run it by double-clicking on the file.



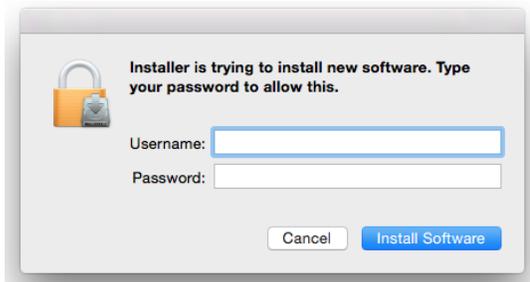
6. The installation will start with a Welcome screen, click **Continue** to continue.



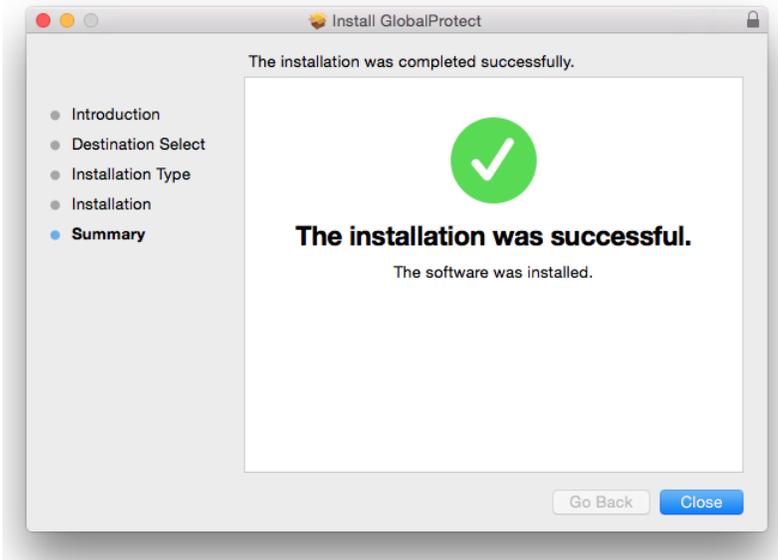
7. The installation will display options to either install GlobalProtect or Uninstall GlobalProtect. Make sure to only check **GlobalProtect** and then click **Continue** to continue. *You may be asked if you wish to install the software for all users, choose to install for all users and click **Continue**.*



8. The software will also ask you to login with your computer username and password.



9. Once the installation is complete you will see **The installation was successful**, click **Close** to exit the installation.



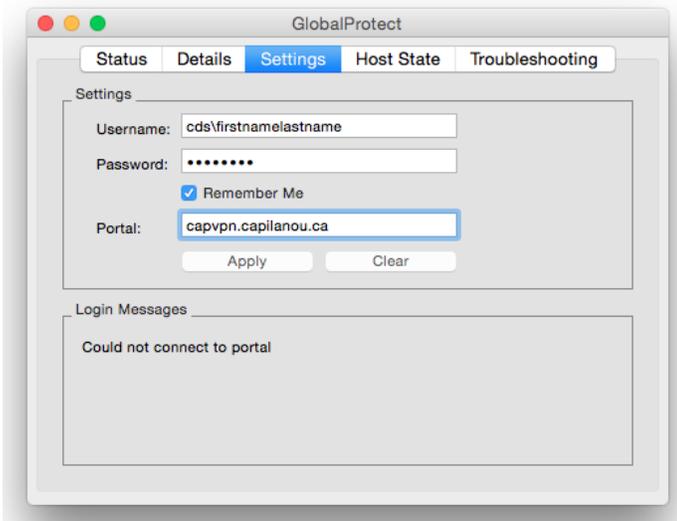
10. GlobalProtect will automatically start and present you with the **Settings** window.



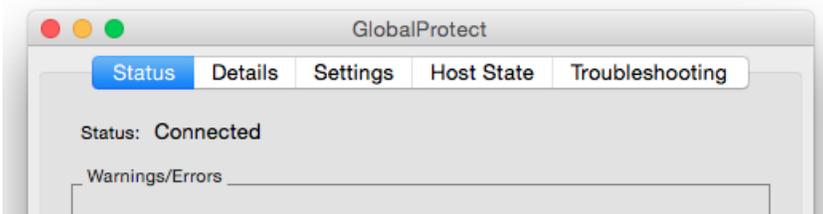
## Set up capVPN (GlobalProtect) for the first time

After the GlobalProtect software is installed, GlobalProtect must be set up the first time it runs. Usually the software automatically starts and opens up the **Settings** window.

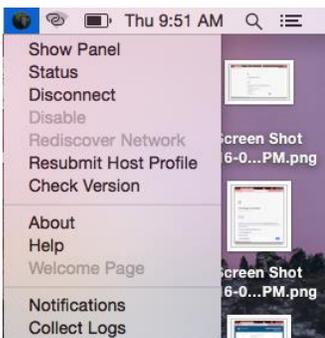
1. Enter the information requested:
  - a. **Username:** cds\firstnamelastname  
*Where firstnamelastname is your usual Capilano username that you use to login to on campus computer and is usually part of your email address*
  - b. **Password:** your Capilano University password
  - c. **Portal:** capvpn.capilanou.ca



2. Click **Apply** when all the information has been entered.  
*You can see the status of your connection by clicking on the **Status** tab.*



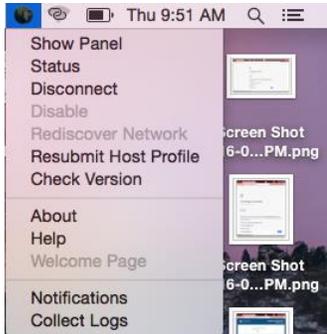
3. Close the GlobalProtect window once the Status is **Connected**. You are now using the capVPN service.



## Disconnect from the capVPN service

Please remember to disconnect from the capVPN service when you no longer require it.

1. Click on the GlobalProtect icon in the top-right corner of your screen.



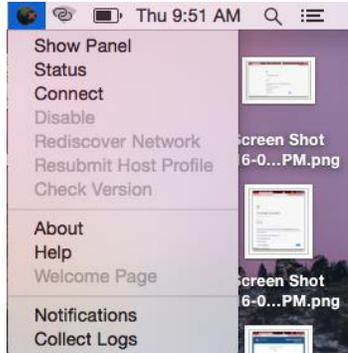
2. Click **Disconnect**.
3. After a few seconds the GlobalProtect icon will be in Disconnected status.



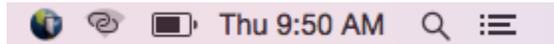
## Connect to the capVPN service

After the initial setup, the GlobalProtect software will remember your credentials and the portal information and therefore you are not required to enter the information every time.

1. Click the GlobalProtect icon in the top-right corner of your screen.



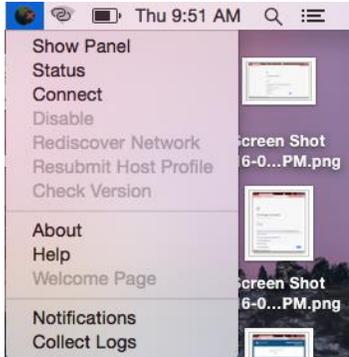
2. Click **Connect**.
3. After a few seconds the GlobalProtect icon will be in Connected status.



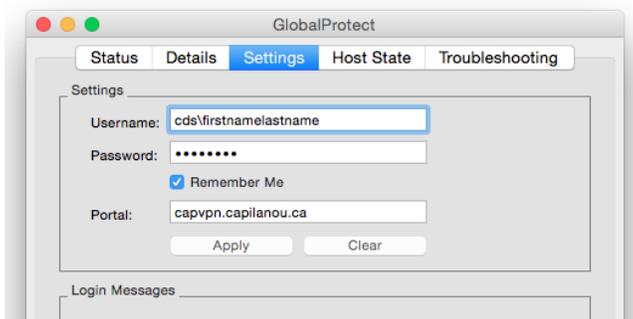
## Update the GlobalProtect software with a new password

Whenever you change your Capilano University password for any reason (due to expiration, for example), the GlobalProtect software settings must be updated with the new password.

1. Click the GlobalProtect icon in the top-right corner of your screen.



2. Click **Show Panel**.
3. Ensure that you are on the **Settings** tab where you should see the Username, Password and Portal fields.

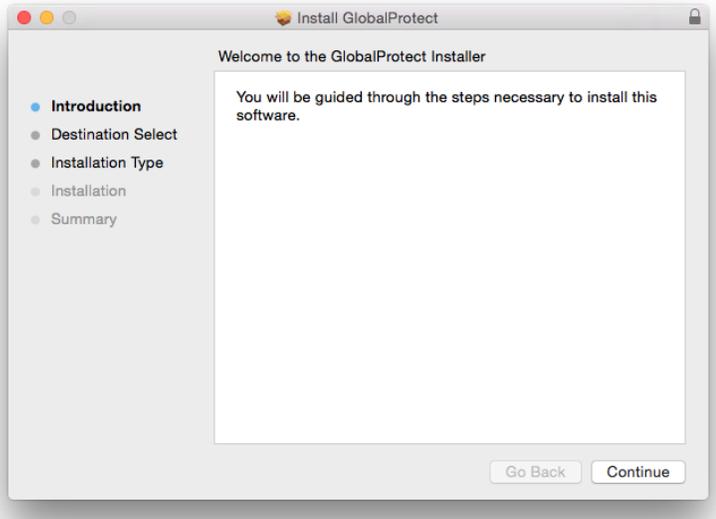


4. Click inside the **Password** field and type your new password.
5. Click **Apply** to submit the new password.
6. Close the GlobalProtect panel and GlobalProtect will connect you to the capVPN service.

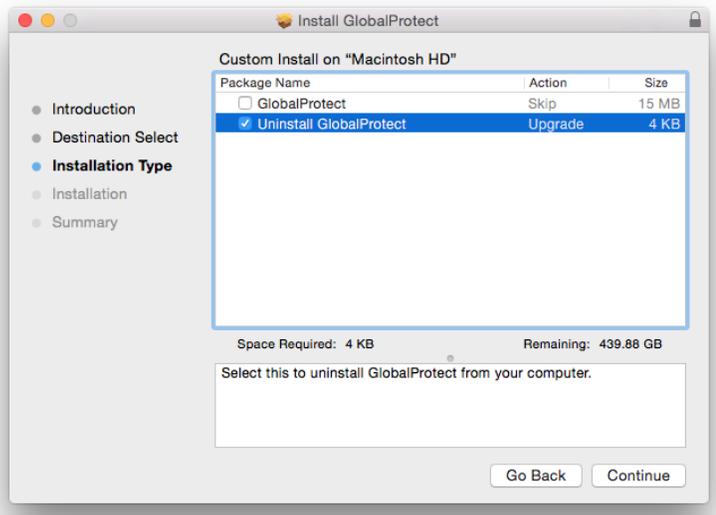
## Uninstall the GlobalProtect software

Uninstalling the GlobalProtect software will remove your ability to use the capVPN service.

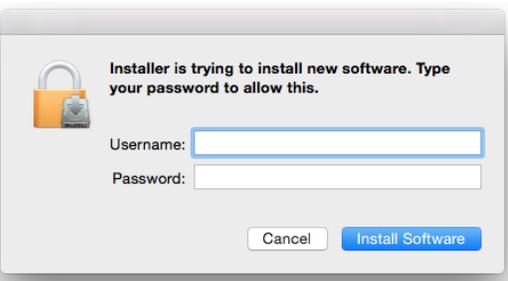
1. Locate the **GlobalProtect.pkg** file that you used to install the GlobalProtect software or browse to <https://capvpn.capilanou.ca>, login with cds\firstnamelastname and download the file anew. Run the **GlobalProtect.pkg** file by double-clicking on it. Click **Continue** at the Welcome screen.



2. Uncheck **GlobalProtect** and check **Uninstall GlobalProtect**, then click **Continue** to continue.



3. The software will ask you to login with your computer username and password.



4. The uninstall will end with **The installation was successful**, click **Close** to close the window.