



capVPN Instructions for Windows

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 Windows.

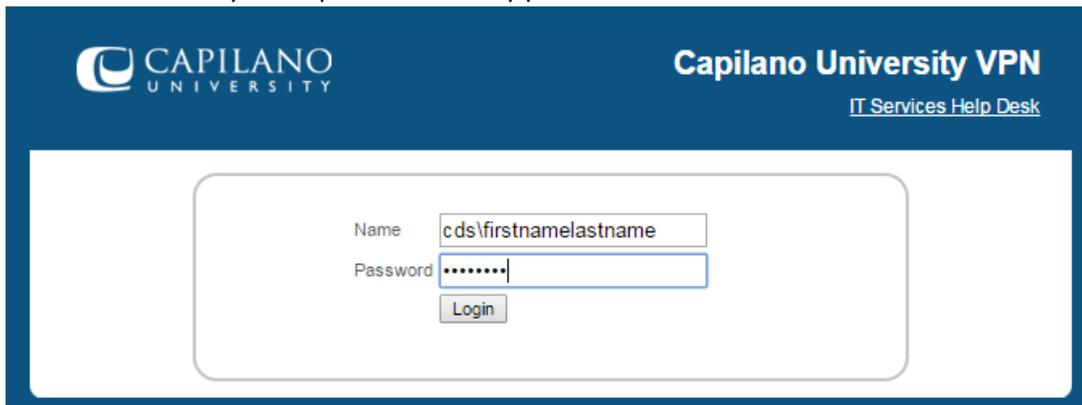
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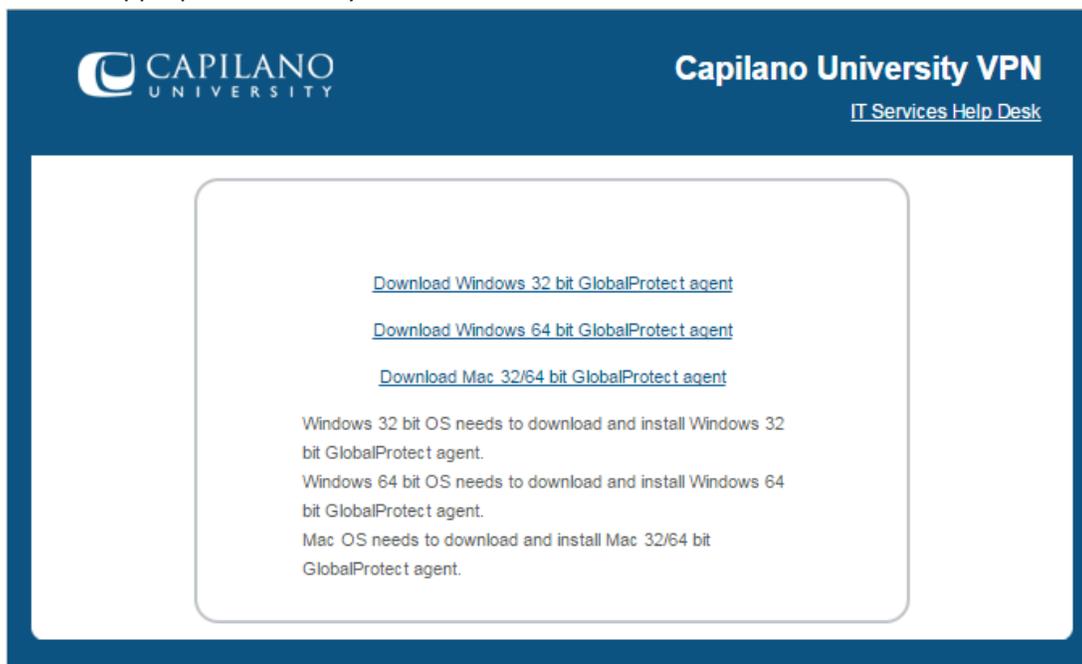
Download and Install the GlobalProtect software for Windows

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 the appropriate link for your version of Windows



*If you are unsure which version of Windows you are running, open the **Start Menu**, right-click on **Computer** and choose **Properties**. The new window will have a field called **System type** and this is where it will tell you if you are running 32 bit or 64 bit Windows.*



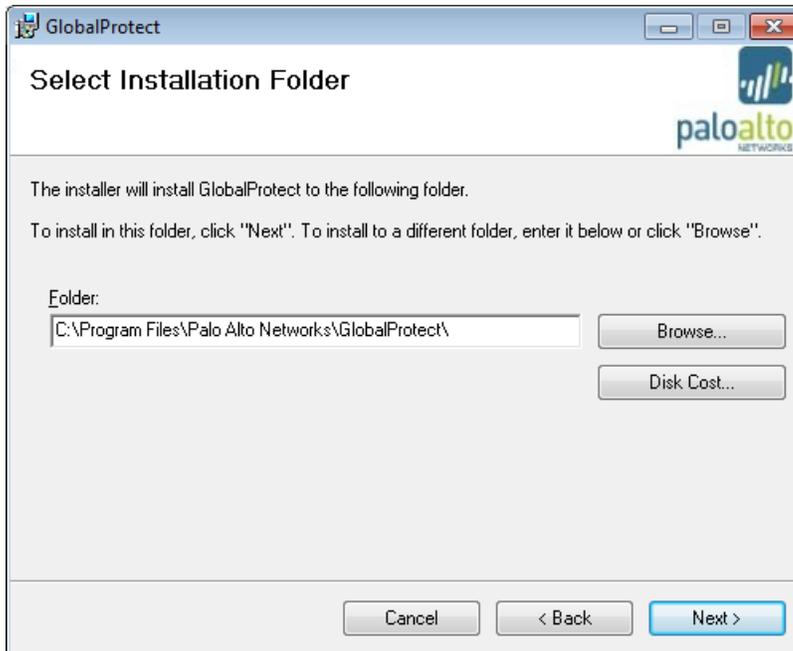
5. Locate **GlobalProtect.msi** or **GlobalProtect64.msi** file in your Downloads folder and run it by double-clicking on the file.

 GlobalProtect	1/12/2016 3:41 PM	Windows Installer Package	11,051 KB
 GlobalProtect64	1/12/2016 3:42 PM	Windows Installer Package	14,224 KB

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

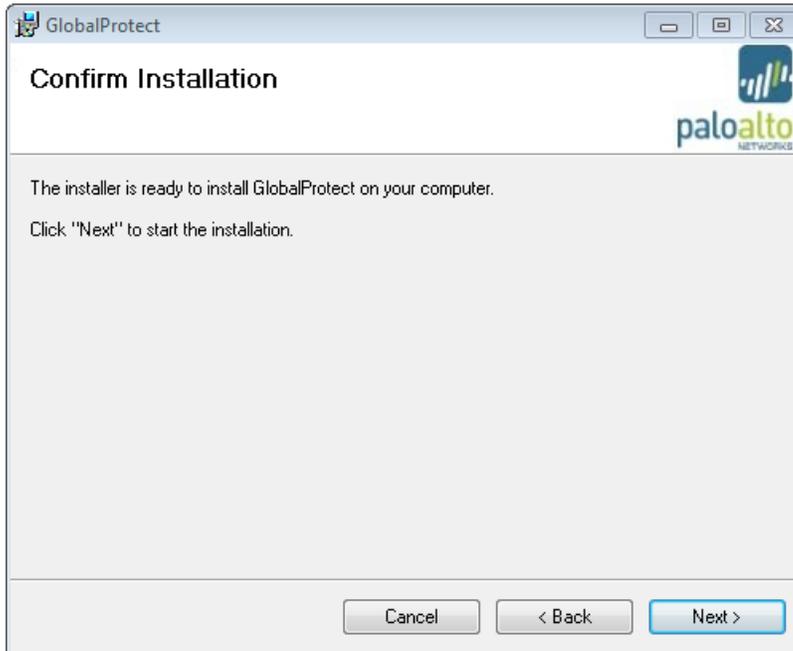


7. The installation will display the folder location for GlobalProtect, click **Next** to continue.

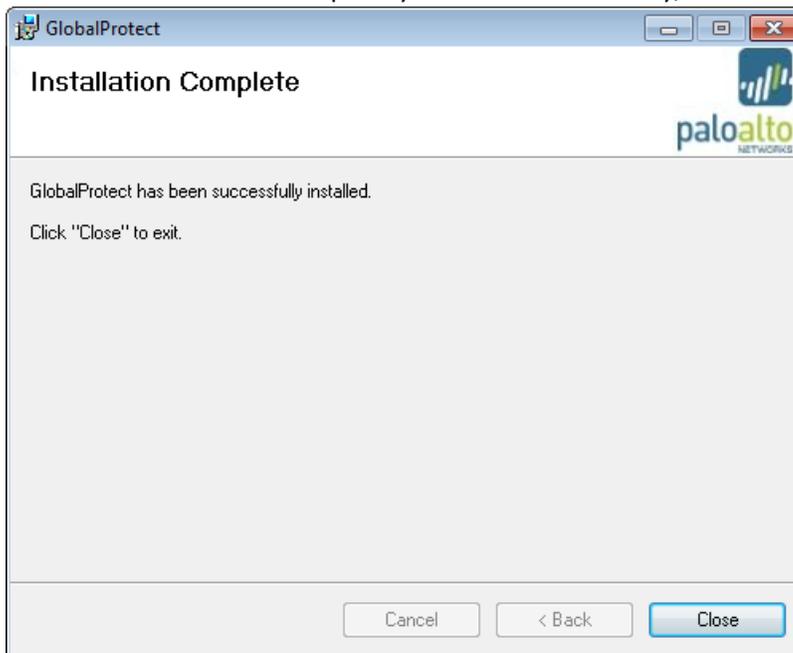




8. The installer will ask for confirmation, click **Next** again to continue.
*You may see the User Account Control and you need to click **Yes** in order to install the software.*



9. Once the installation is complete you will see a summary, click **Close** to exit the installation.



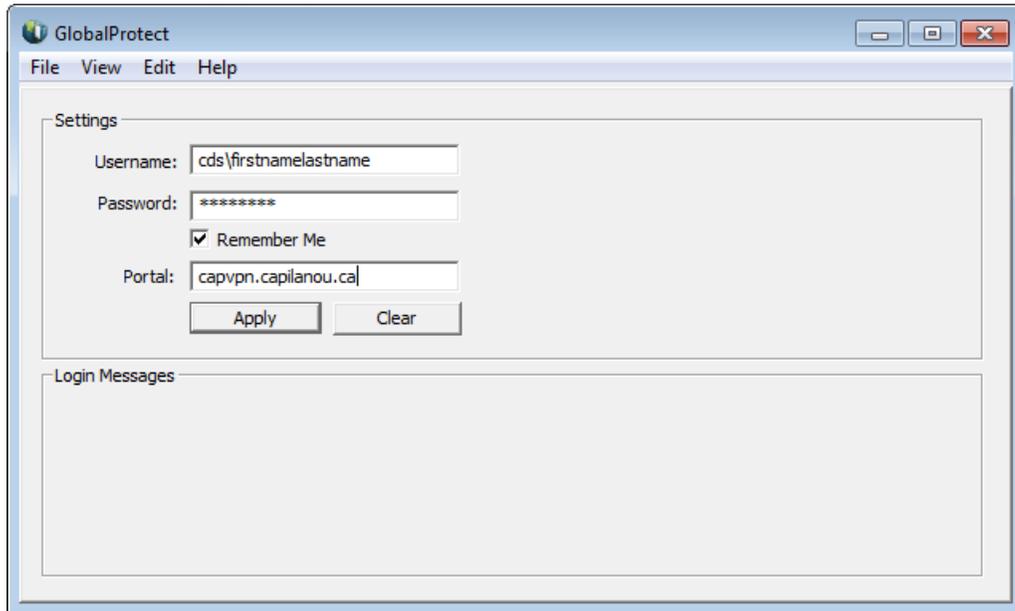
10. GlobalProtect will automatically start and present you with the **Settings** window.
The GlobalProtect icon may be hidden; click the white arrow in your Notification Area to see it.



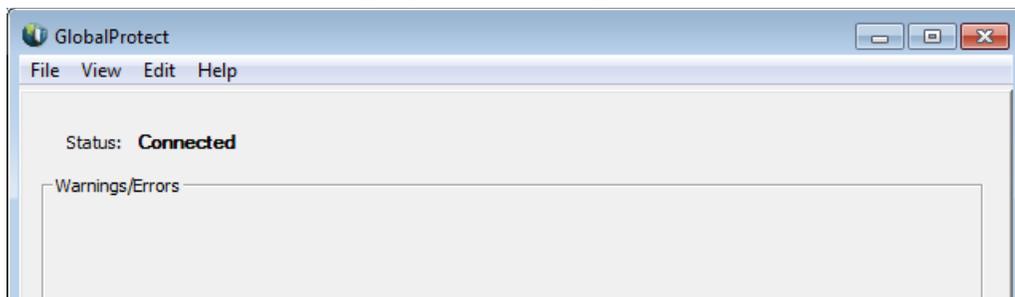
Set up capVPN (GlobalProtect) for the first time

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 will see a Status that changes from **Connecting** to **Connected**.*

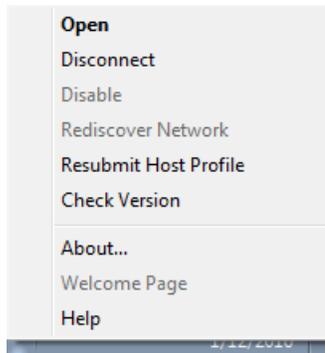


3. Close the GlobalProtect window once the Status is **Connected**. You are now using the capVPN service.

Disconnect from the capVPN service

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

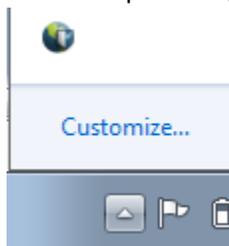
1. Right-click the GlobalProtect icon in the Notification Area.



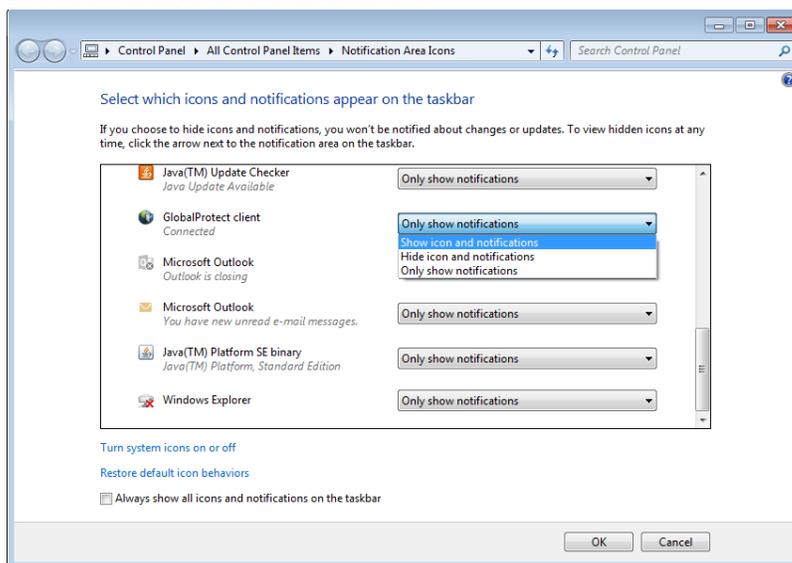
2. Click **Disconnect**.
3. After a few seconds the GlobalProtect icon will be in Disconnected status.

You can make it easier to locate the GlobalProtect icon in the Notification Area by ensuring that the icon is always displayed on your taskbar.

1. Click the up arrow (white) by the Notification Area.



2. Click **Customize**.
3. Locate the GlobalProtect client entry and change from **Only show notifications** to **Show icon and notifications** and then click **OK**.

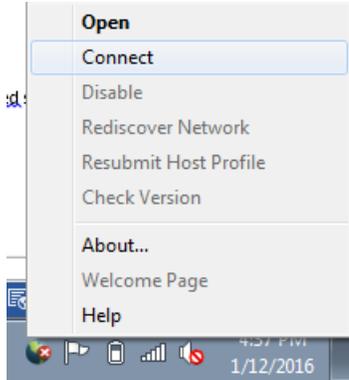


4. The GlobalProtect icon is now always visible when the software is running.

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. Right-click the GlobalProtect icon in the Notification Area.

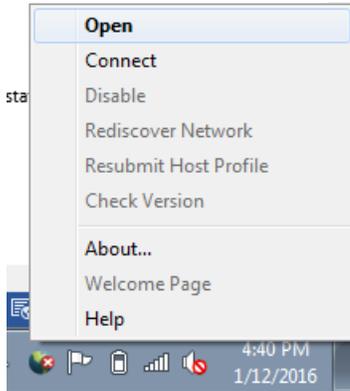


2. Click **Connect**.
3. After a few seconds the GlobalProtect icon will be in Connected status.

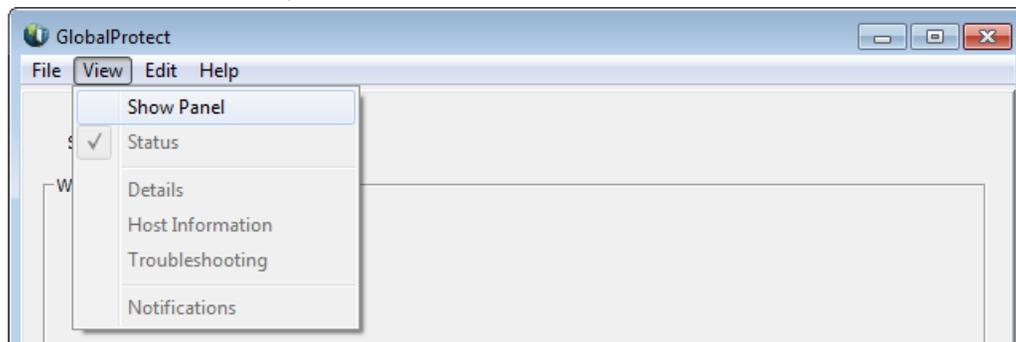
Update the GlobalProtect software with a new password

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.

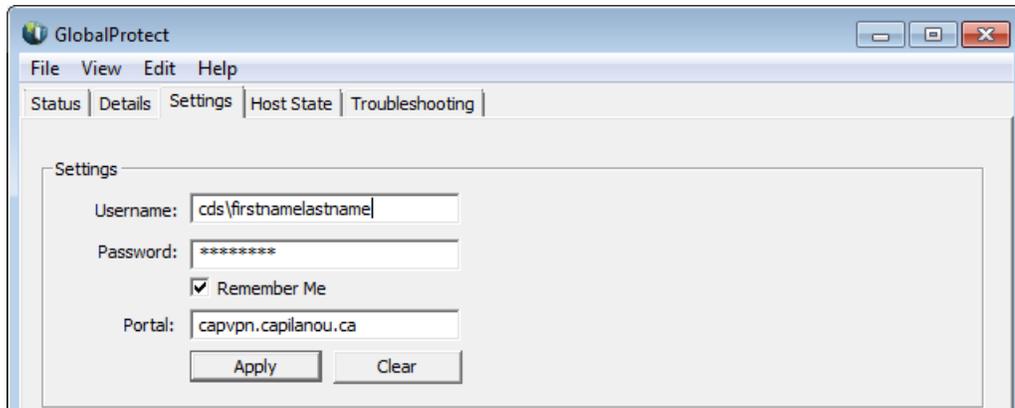
1. Right-click the GlobalProtect icon in the Notification Area.



2. Click **Open**.
3. From the Status window, click the **View** menu and select **Show Panel**.



4. Click the **Settings** tab where you should see the Username, Password and Portal fields.

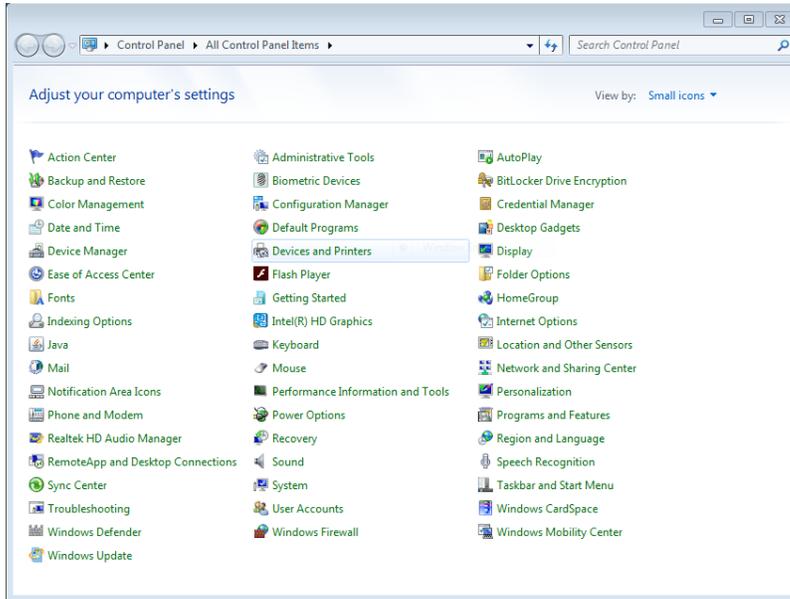


5. Click inside the **Password** field and type your new password.
6. Click **Apply** to submit the new password.
7. Close the GlobalProtect panel and GlobalProtect will connect you to the capVPN service.

Uninstall the GlobalProtect software

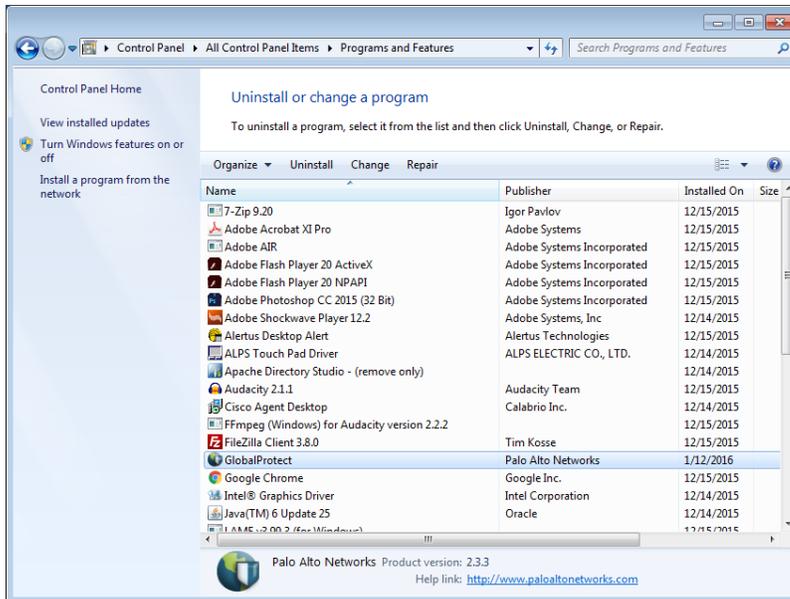
Uninstalling the GlobalProtect software will remove your ability to use the capVPN service.

1. Open **Control Panel** from the Start Menu and go to **Programs and Features**.



Please ensure that you are viewing by Large icons or Small icons so you can easily locate Programs and Features.

2. Find **GlobalProtect** in your list of installed software and click on it.



3. Click **Uninstall** at the top of the list after **GlobalProtect** is selected.
*You may be asked **Are you sure you want to uninstall GlobalProtect?** and you need to choose **Yes**. You may see the User Account Control and you need to choose **Yes** in order to uninstall.*
4. When Windows has completed the uninstallation, you will no longer see **GlobalProtect** in your list of software. You will also notice that the GlobalProtect icon in the Notification Area disappears.