UNIVERSITÄT
SALZBURG

Setting up VPN – GlobalProtect for Employees

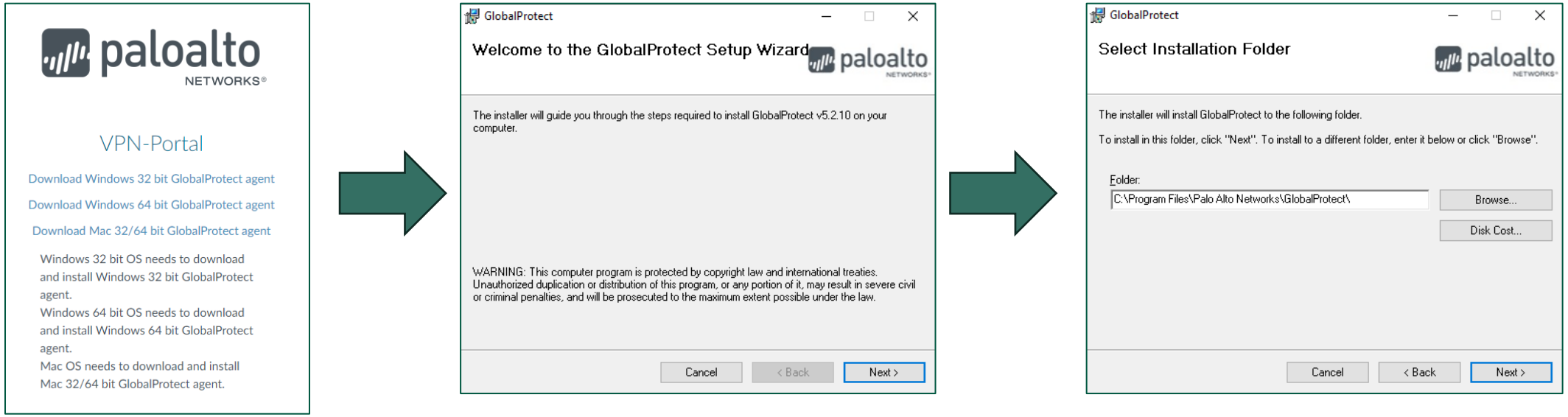
GlobalProtect VPN

The University of Salzburg provides its employees with the opportunity to work from computers that are not on the university network as if they were at their workplace in the university through their VPN access.

Installation

Via the link: https://access.sbg.ac.at you can install GlobalProtect.

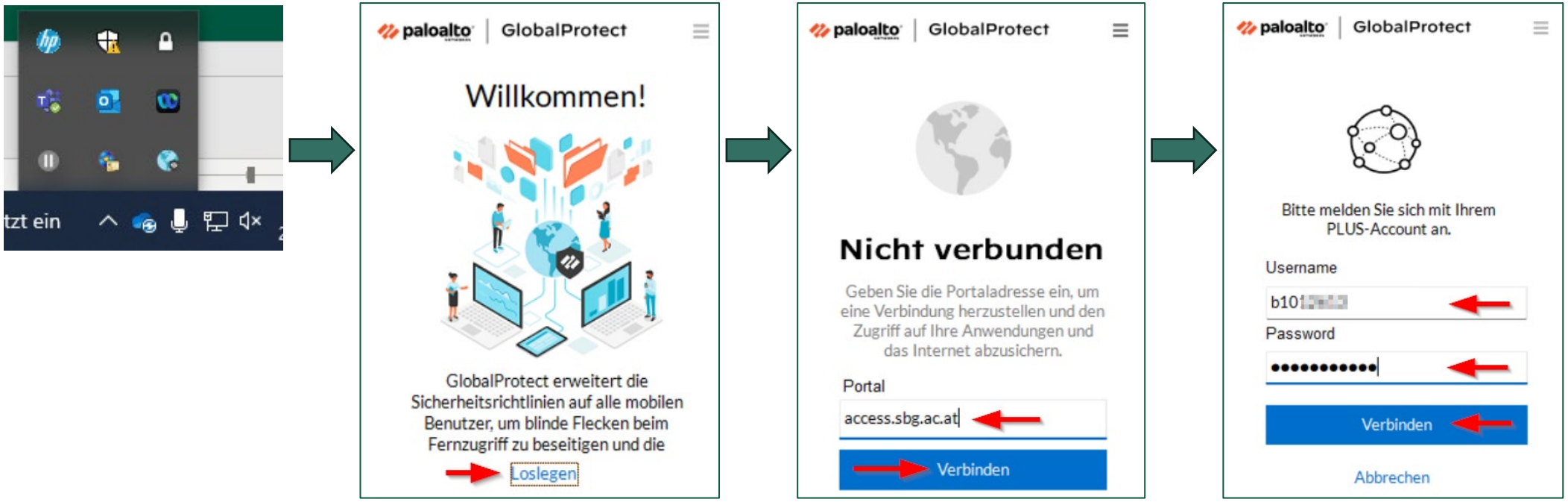
Select your operating system:



Connecting

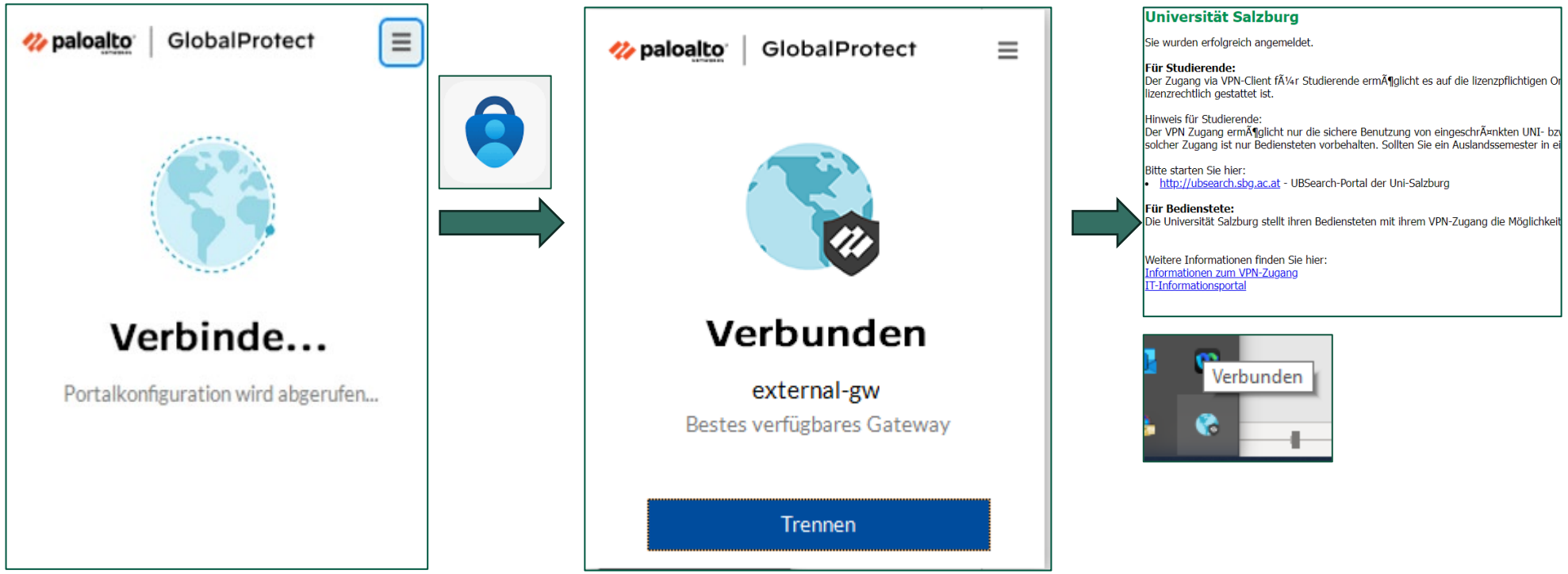
After installation, click on the GlobalProtect icon in the taskbar and enter „access.sbg.ac.at“in the empty field. Enter your university access data and click „Connect“.

Your username is your b-Number.



Connecting

You will be prompted to perform two-factor authentication via your Authenticator (or other selected method). Upon successful connection, a browser window will open, and the GlobalProtect icon will turn light blue.



FAQs

Q: The VPN connection is not working ? what should I do?

A:

1. If you have multiple VPN clients installed, make sure only GlobalProtect is active. Using multiple VPN clients simultaneously causes problems.

2. Check for available system updates and install them. Then restart your device.

3. On the Palo Alto Networks website, you can find out which operating systems are compatible with the GlobalProtect VPN client.

4. Make sure the correct portal address is entered.

Q: I am using an Apple device

A: On MacOS, you can check under – System Preferences – Security – General if loading software from “Palo Alto Networks” is allowed.

Questions? Problems?

If you encounter any problems, please feel free to contact the IT Service Desk directly!

+43 662 8044 2222
ticket@plus.ac.at

Regular hours:
Mo-Do: 07:30 – 16:30
Fr: 07:30 – 12:00

Hours of operation – no classes:
Mo-Do: 07:30 – 15:30
Fr: 07:30 – 12:00

