GlobalProtect VPN for Remote Caregivers Logging into Work Resources from Their Work PC

We have recently transitioned our central remote access solutions (commonly referred to as VPN) from the legacy tools, such as AnyConnect and Pulse Secure solutions, to the GlobalProtect VPN client. GlobalProtect VPN has been "pushed" to your PSJH laptop.

There are a few things you need to know before you leave your on-network work location to stay connected to all the applications you use.

While on-site on the company network, you must:

- Confirm you have the GlobalProtect VPN client installed on your PSJH-issued/managed device.
    - Check your Start menu or Software Center.
- Look for the GlobalProtect icon (lower right-hand tray of the main screen).

Unconnected status 🌑

Connected status 🌐

If you do not have GlobalProtect VPN on your PSJH-issued device, please contact the S Service Desk for assistance with installation. (See instructions at bottom of page.)

While remote:

For the initial connection, you should be remote. Please note that you can only connect to one VPN tool to avoid issues. Make sure all other VPN tools are disconnected before attempting GlobalProtect login.

If Portal information is not pre-populated for you, then use the following Portal address, depending on which region you connect from:
- gpnorth.providence.org - For PSJH employees in the PHS domains – wa.providence.org, or.providence.org, ak.providence.org, swedish.org, ca.providence.org.
- gpsouth.providence.org - For PSJH employees in the SJH and LSJH domains – stjoe.org and ad.providence.org.
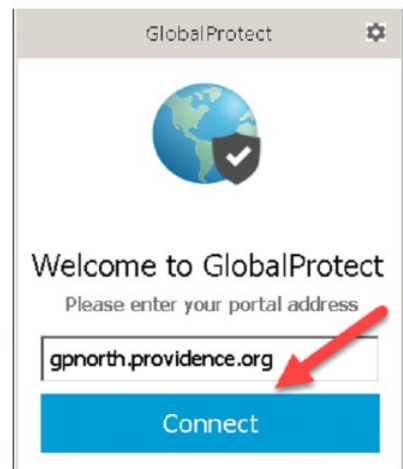
You may be asked to enter credentials upon the first connection. Authentication will be your Windows/Active Directory/Domain credentials. The Username field should contain your Username only. Domain\Username is not required here.

Once signed in you will be connected and able to access those applications that are only available while connected to the network.
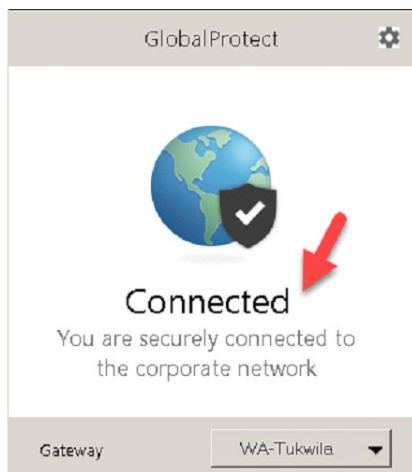
When to contact Service Desk at (844) 92-askIT or the IS Self-Service Portal (for SJH caregivers, include "SJHS-NT\" in front of your username).
- If you do not have this installed on your device
- If installed but receiving an error or not authorized to connect to Global Protect Portal
- If you are unable to access any PSJH VPN software on your system remotely

Email *SIE@providence4.onmicrosoft.com* for additional assistance.