

How to Access VPN

For users with remote access for work.

PURPOSE

This document is a short guide to instruct you on setting up VPN connection for remote work.

You can always reach out to the Help Desk team with any questions or concerns by emailing helpdesk@rcc.mass.edu or calling 857-701-1555.

VPN (REMOTE ACCESS)

If you are approved to work remotely, you will need to download the Palo Alto VPN software. Use a web browser and browse to [GlobalProtect Portal \(mass.edu\)](#). You will be prompted to login to the site with your Active Directory credentials (Figure 1).



Figure 1 – Login prompt

Download the Palo Alto VPN client (OS appropriate – Figure 2) and click Next on all options in the download.



Figure 2 – GlobalProtect download page

Once the application is downloaded a new icon will be populated in your task bar hidden icons (small grey Earth). You can find this on the bottom right corner of your screen (Figure 3).

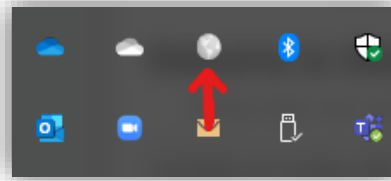


Figure 3 – GlobalProtect taskbar icon

Click on the icon and enter the portal address (remote.rcc.mass.edu) as you see in Figure 4 to connect. using the GlobalProtect software (Figure 4).

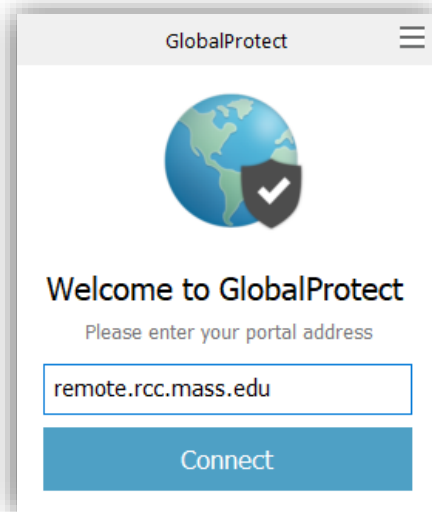


Figure 4 – GlobalProtect portal address

You will be prompted to enter your Active Directory credentials in Figure 5. Enter your username and password and click Sign In. You are now connected to the RCC network.

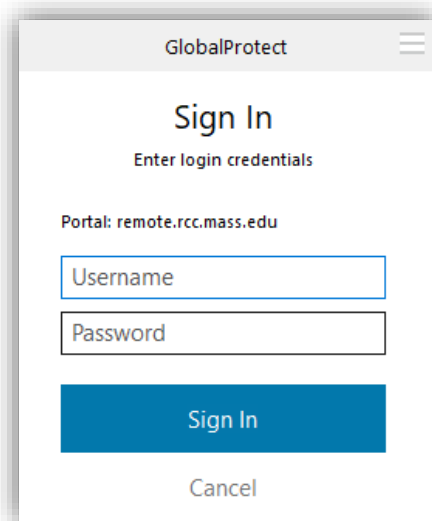


Figure 5 – GlobalProtect login credentials