

Updating Your GlobalProtect VPN App

This article covers how to update GlobalProtect, the campus VPN app, when prompted.

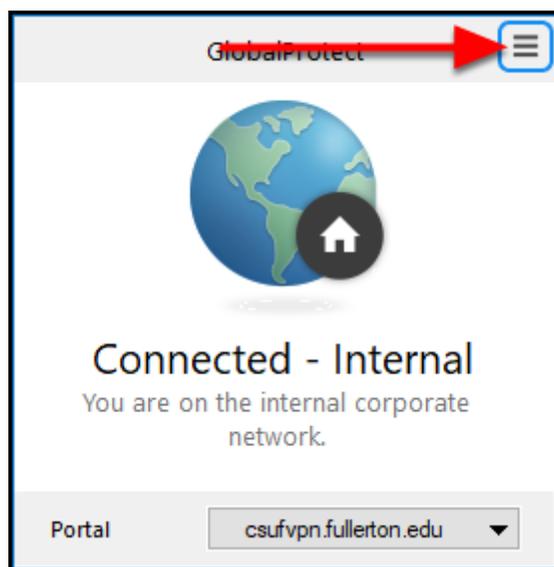
 Updates for GlobalProtect are reviewed by the Division of Information Technology before they are made available to end users.

When there is a new version of GlobalProtect available, you will see a pop-up window appear after you open and connect to GlobalProtect.

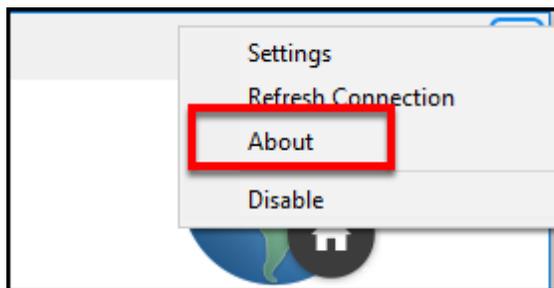
Don't see the pop-up window for the update?

View instructions on how to manually check for updates

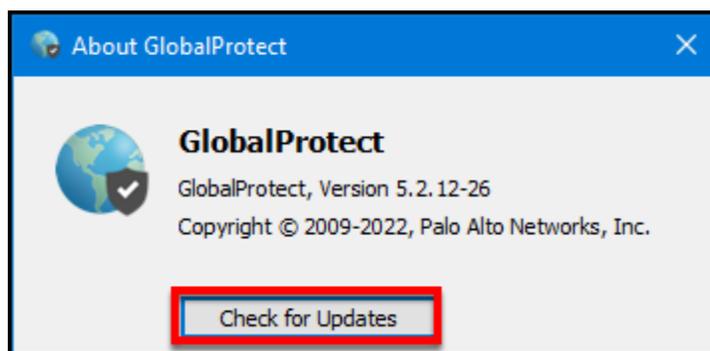
1. Click on the three dots menu.



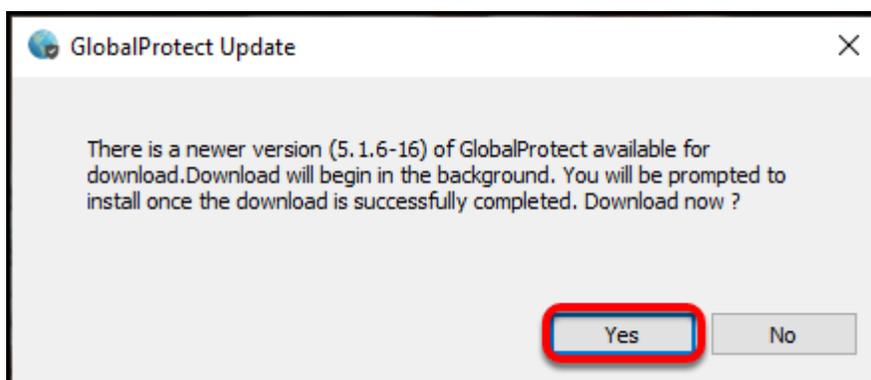
2. Select About.



3. Click Check for Updates.



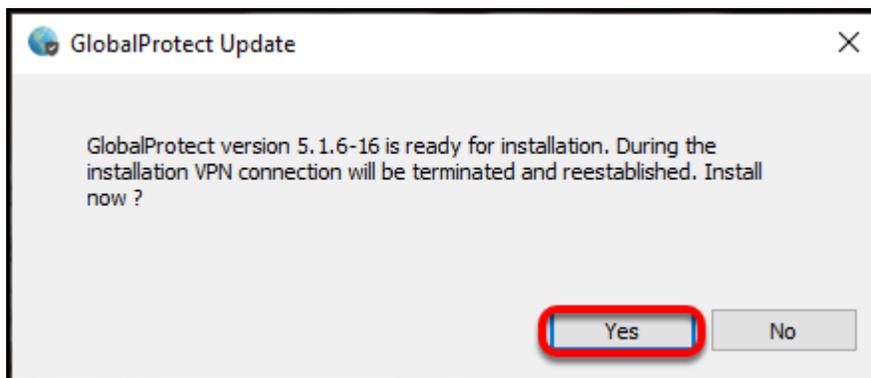
1. Click Yes to download the new version now. Or click No if you want to download it later.



You can continue to use GlobalProtect while the download is processing.

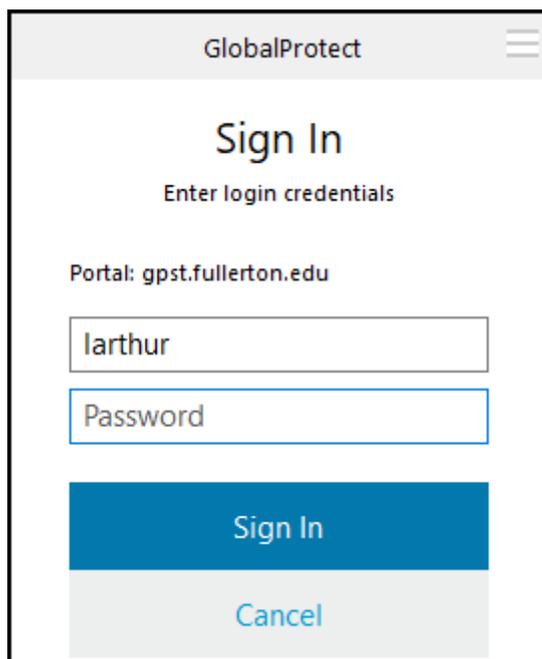
2. Once the update has been downloaded, click Yes to start the installation.

⚠️ Your GlobalProtect VPN connection will be disconnected and re-connected during the installation process.

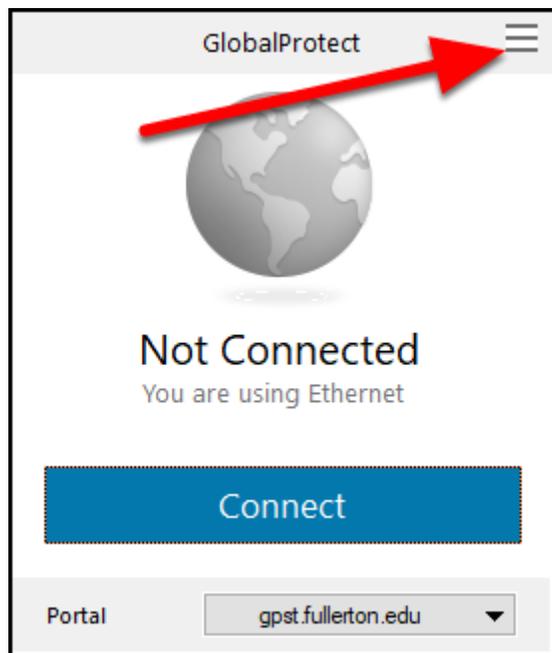


3. After the installation is complete, you will be prompted to enter your password to sign in to GlobalProtect again.

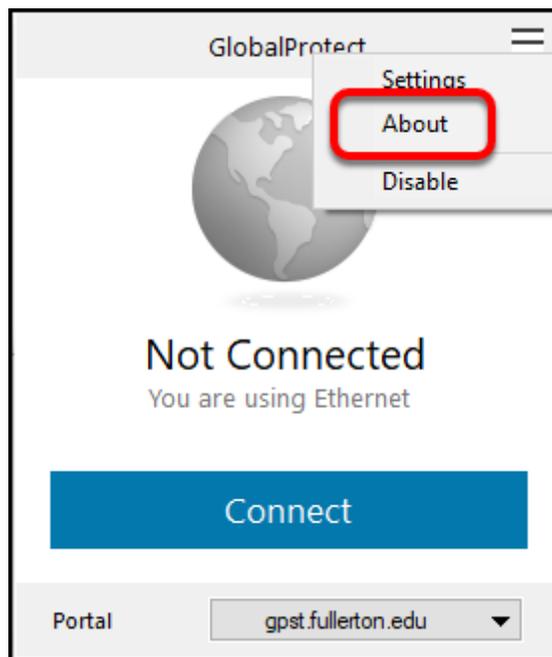
 You will also need to authenticate with Duo 2FA again.



4. Want to double check your version? Click on the menu at the top right.



4.1. Click About.



4.2. The version of GlobalProtect is listed on this screen.



Need More Help?

Faculty/Staff: contact the IT Help Desk at helpdesk@fullerton.edu or 657-278-7777.

Students: contact the Student IT Help Desk at StudentITHelpDesk@fullerton.edu or 657-278-8888.