

# Remote Access with Global Protect

The following instructions will walk through how to remotely connect through Global Protect using your Microsoft Authentication. Below are the steps to connect the first time as well as the steps to be followed in the future when connecting remotely to Avera.

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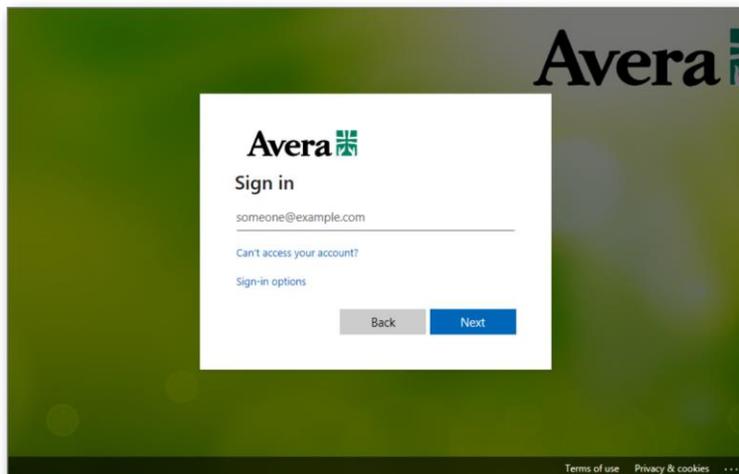
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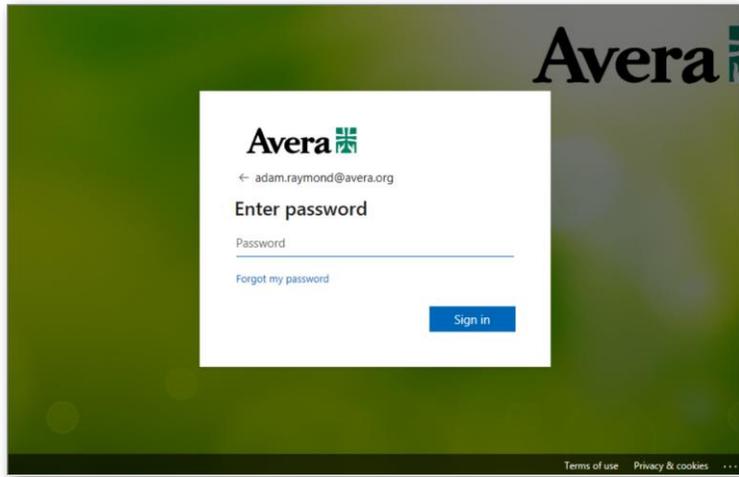
## Signing Into Microsoft

When you start your computer or attempt to connect to the internet you will be prompted to sign in through your Avera Microsoft Account. IT recommends for ease of use that staff setup the Microsoft Authenticator App on their mobile device.

- Click here to setup the [Microsoft Authenticator APP](#), if you have already setup the Authenticator App or Authentication via text code. You can continue with the steps below.
1. When signing in the first time or when starting up your computer you will receive the Microsoft sign in screen. Enter your Avera email then **Click Next**.



2. The following window will request your network password. Enter your password and **Click Sign In**.



3. The system will send you a notification to verify your log in based on which authentication method you have chosen to setup.

You will either receive a notification through the Microsoft Authentication App, tap Approve **OR** you will receive a text with your one time code, enter it on screen and Click Verify.

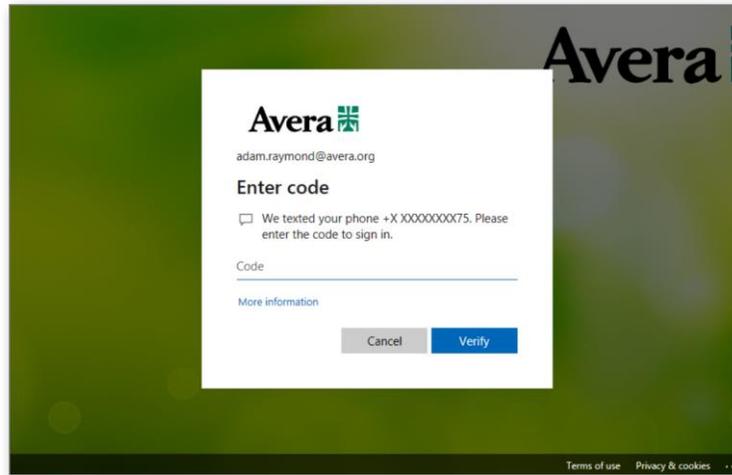
### App Notification

Check the Microsoft Authenticator App on your phone for notification and approval



## Code Entry Screen

Enter the temporary code that has been texted to you



You will need to follow this process every time you start up your computer from offsite. After a first time sign in the system will remember your account, following the startup of your computer the App or Security Code verification screen will pop up, this may vary on the speed of your computer so give it a bit of time.

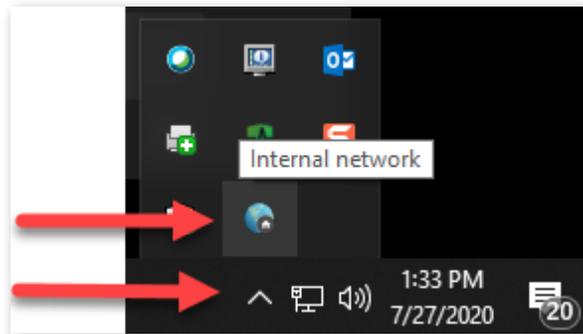
## Troubleshooting the Global Protect Connection

If your computer does not provide the sign in or verification prompt for remote connection Global Protect may need to be refreshed. To refresh this connection follow the steps below.

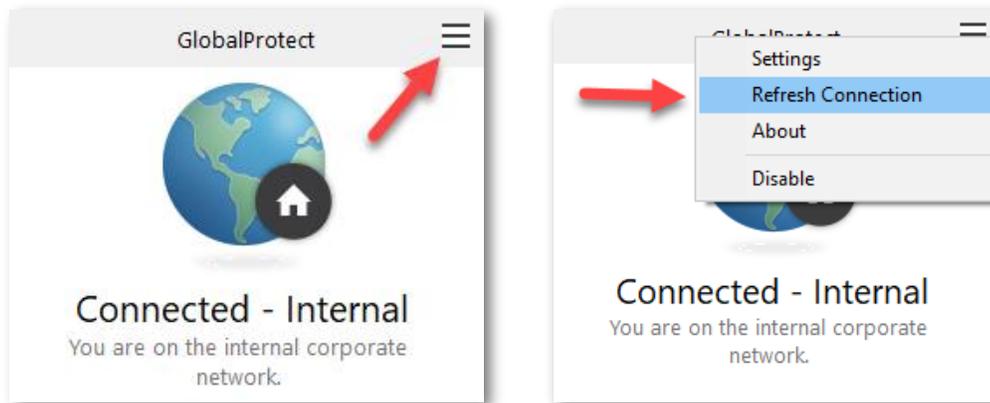
1. First verify that your computer is connected to the internet or wifi at home or at your remote location by locating the internet icon down by the clock. Once connected scan to the left looking for the program dock indicated by an up arrow. This may also be referred to as the dock arrow, chevron, or carrot. If you have no internet connection Global Protect will show as a gray globe with a red X.



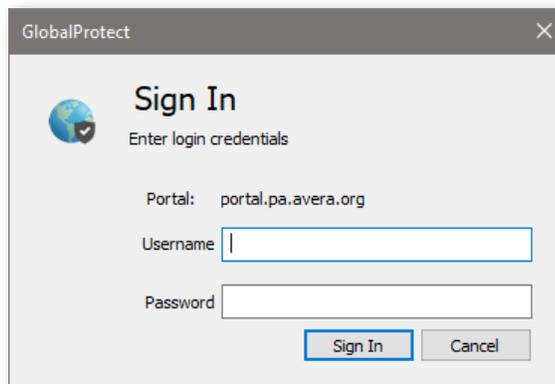
2. Once the computer has an internet connection return to the program dock to verify that Global Protect is now active which should be indicated by a blue globe. Hovering your mouse over the globe will give you the text "Internal Network".



3. Double click the globe icon to open the Global Protect window. Once the window is open go to the upper right menu (3 lines), click to open, then select **Refresh Connection**.



- Following the refresh Global Protect should now recognize remote access. There will be no indicator or notification from Global Protect, however if it does prompt you to sign in use your Avera network credentials (computer sign in).



- Once you have internet connection and Global Protect is connected your computer should prompt for your Microsoft sign and verification from the first part of this document.

If you have you have questions or need additional assistance please contact IT at (605)322-6000 or submit a ticket on line at <http://avera.it>.