CONNECTING TO SDSU VPN

I. SETTING UP VPN

STEP 1
Browse to https://vpn.sdsu.edu and log in with your SDSUid identifier (do not append "@sdsu.edu" to your username). For example, if your SDSUid is "john.doe.test@sdsu.edu", use "john.doe.test" to log in.

STEP 2
Download the appropriate GlobalProtect client for your platform.
STEP 3
Locate the GlobalProtect Software downloaded on the previous step and install it.

STEP 4
When you are installing the program, accept all the default values by clicking Next, and when the installation is complete, click Close. **Note: You may need to reboot your computer.**
STEP 5
If you do not see a pop-up for the GlobalProtect program, click on the system tray to display the icon list and select the GlobalProtect icon (globe). Enter the portal address of vpn.sdsu.edu in the box and click on Connect (You do this step only once).

![GlobalProtect icon and sign-in screen](image)

STEP 6
At the Sign In, type your SDSUid without the “@sdsu.edu” part and the password. Click on Sign In.

![Sign In page](image)

STEP 7
You are ready to access campus resources via the SDSU VPN. When you are connected to the VPN, you will have access to all campus resources that are not protected by an internal campus firewall. In addition, you should be able to access all resources that are available to the SDSU community at-large or the public Internet (like www.sdsu.edu, police.sdsu.edu, newscenter.sdsu.edu, etc.). Access to resources that are behind internal firewalls may require additional coordination with your IT support staff.

Contact Info

For Faculty and Staff

- **Information Technology User Services (ITUS) Help Desk** - Faculty and staff can get help from your department IT support staff or ITUS at 619-594-5261. ITUS will offer extended hours, and staffing, during the week of March 5th from 8 am to 5 pm.

- **Submit a Ticket** - If you are having problems, please submit a ticket through [SDSU ServiceNow](https://servicenow.sdsu.edu).

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● **Virtual FIT Center** - Any faculty, staff, or student employee with a question or need of immediate assistance can visit the Virtual FIT Center at [http://sdsu.zoom.us/my/sdsuits](http://sdsu.zoom.us/my/sdsuits), M-Th, 8 am to 5 pm, and Friday 8 am to 4:30 pm.

**For Students**

● **Hub Help Desk** - For student support, please contact the Hub Help Desk by phone at 619-594-3189, email at hub@sdsu.edu, or chat at [library.sdsu.edu/askhub](http://library.sdsu.edu/askhub).