Install and Connect to the Prisma Access VPN on MacOS

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On this page:

- Install
- Connect
- Disconnect
- See Also
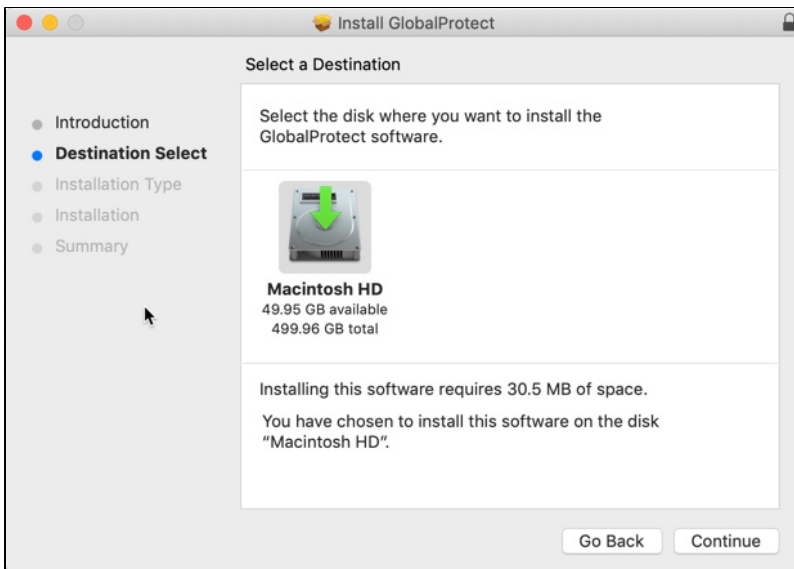
Install

1. Download the app for MacOS from the GlobalProtect Portal.
2. Open the installer you just downloaded. It's called `GlobalProtect.pkg`. It is probably in your **Downloads** folder, if not use the spotlight search to find it.
3. If you get an error about the installer not being from the App store or not from a developer identified by Apple, see GlobalProtect app can't be opened because it was not downloaded from the App Store
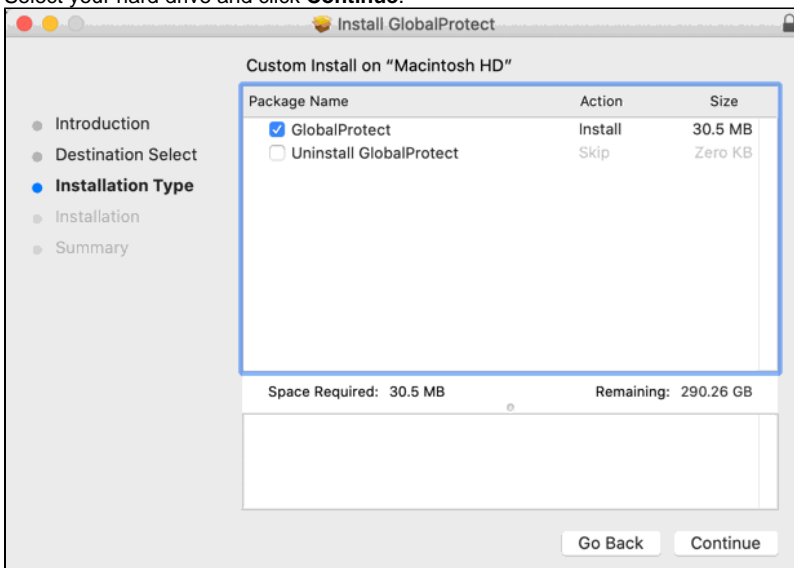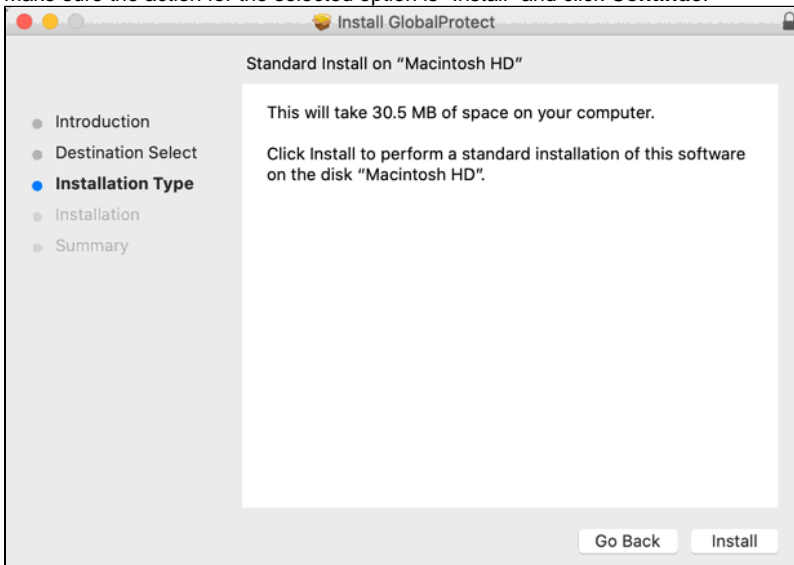   *Result: The Installer Opens*
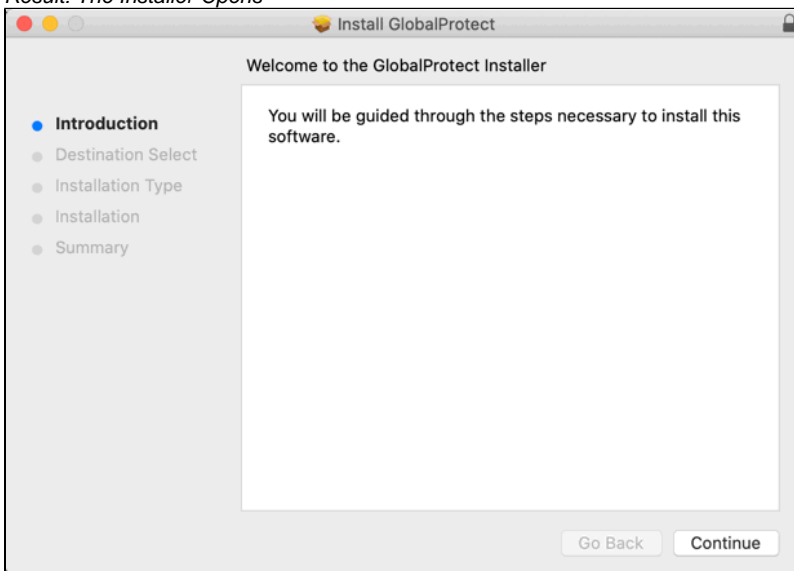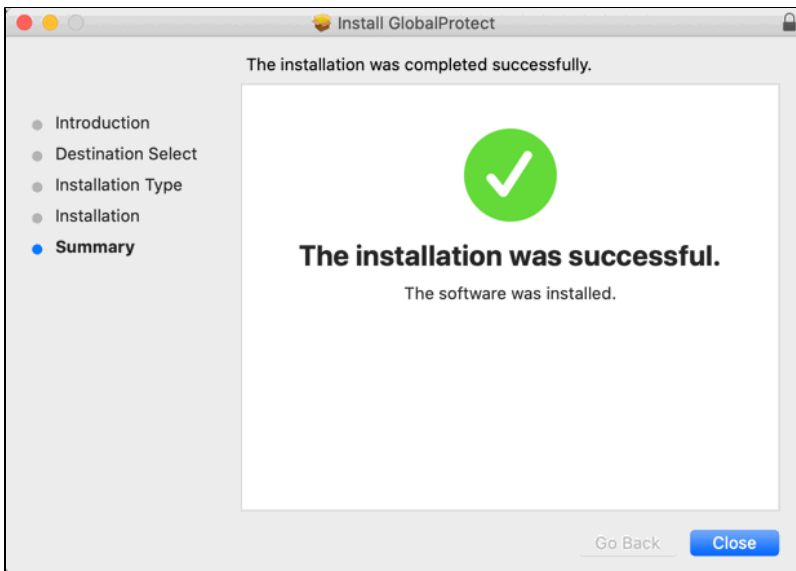

4. Click **Continue**.

5. Select your hard drive and click **Continue**.

6. Make sure the action for the selected option is "Install" and click **Continue**.
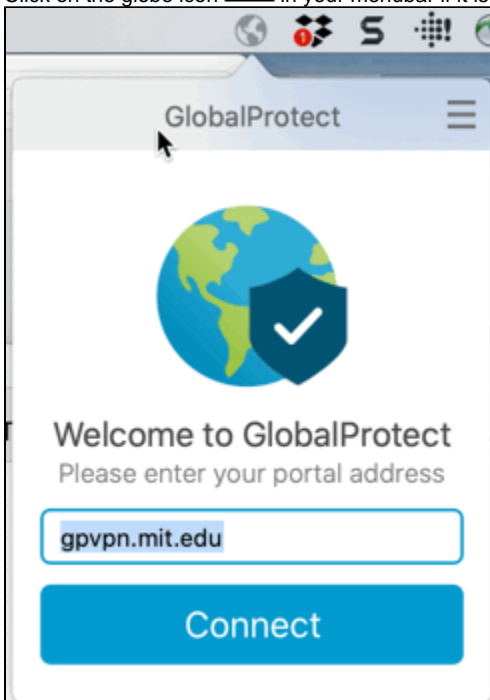

7. Click **Install**.

Result: The GlobalProtect App is installed and immediately prompts you to connect (continue below).

Connect

⚠ If you encounter issues connecting using your certificate, please follow the instructions here: Authenticating to GlobalProtect using Certificates on macOS

1. Click on the globe icon [icon] in your menubar if it is not already open.

2. Enter the address: **gpvpn.mit.edu**
3. Click **Connect**.
4. Authenticate using Touchstone Authentication.
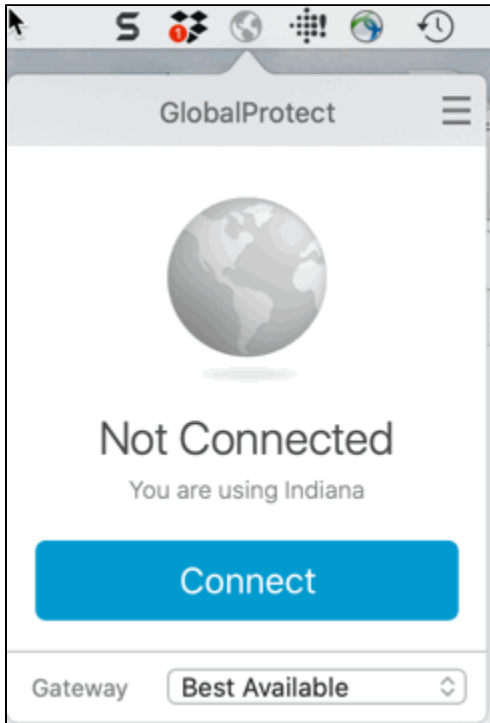   Result: You're connected to MIT GlobalProtect VPN service and may go about your computing activities normally. The globe icon now includes a shield. [icon]

⊖ If GlobalProtect is stuck on "Connecting" please follow the directions in this article to allow security exemptions from System Preferences
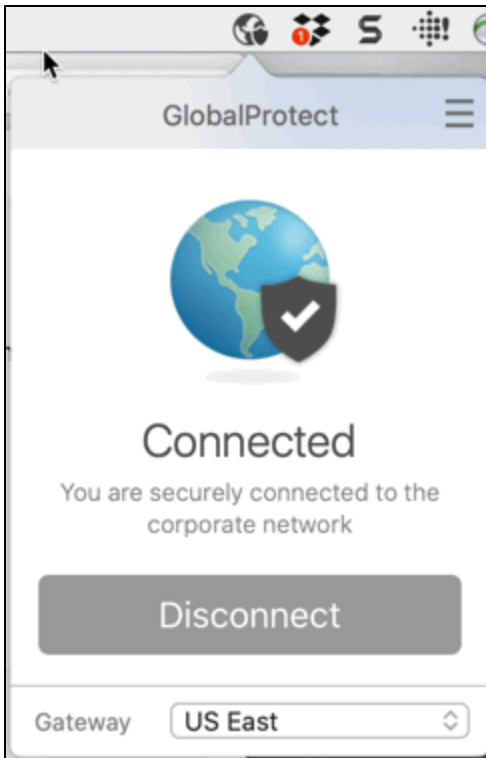
ⓘ After the first time you connect, simply click on the globe icon 🌐 in your menubar and tap the **Connect** button to connect. You may be prompted to authenticate again depending on how long it has been since your last connection.

Disconnect

1. Click on the globe and shield icon 🌐 in your menubar.

2. Click the **Disconnect** button.
   Result: You have been disconnected from the MIT GlobalProtect VPN service.

See Also

- Prisma Access VPN Landing Page
- GlobalProtect app can't be opened because it was not downloaded from the App Store