

# VPN (Global Protect)

Connecting to PBR's VPN from home or off-site using Global Protect.

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# Connecting to VPN with Global Protect

## Overview

PBR uses **Global Protect** as its VPN client. The VPN allows you to securely access PBR network resources (such as shared drives and internal systems) when working from home or off-site.

Global Protect should be installed on your PBR-issued device. If it is not installed, contact IT Helpdesk at [helpdesk@pbr.org.au](mailto:helpdesk@pbr.org.au).

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## Connecting to the VPN

1. Make sure you are connected to the internet (home WiFi, mobile data, etc.)
  2. Find the **Global Protect** icon in your system tray (bottom-right of the taskbar). It looks like a small globe. Click it to open
  3. If you cannot find it in the tray, search **Global Protect** in the Windows Start menu and open the app
  4. If this is your first time opening Global Protect, you may see a Welcome screen — click **Get Started**
  5. The portal address should be pre-configured as **gp\_belg.pbr.org.au**. If it is not, type this in and click **Connect**
  6. A Microsoft sign-in window will appear — sign in with your PBR email and password
  7. Approve the MFA prompt on your Microsoft Authenticator app
  8. Once connected, the Global Protect icon will show a tick. You can now access PBR network resources as normal
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## Disconnecting

1. Click the Global Protect icon in the system tray
2. Click **Disconnect**

Disconnect when you are finished working remotely or return to a PBR site — the VPN is not required when you are on-site.

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# Connecting Before Windows Login (Start Before Logon)

If your network drives are disconnected after logging in remotely, you can connect to the VPN *before* Windows loads your profile. This ensures your drives map correctly.

1. Shut down your computer completely and wait 10 seconds
  2. Turn the computer on — **do not log in yet**
  3. On the Windows login screen, click the **network sign-in icon** in the bottom-right corner
  4. The Global Protect window will appear — enter the portal address **gp\_belg.pbr.org.au** if prompted and click **Connect**
  5. Sign in with your PBR credentials and approve the MFA prompt
  6. Once connected, proceed to log into Windows as normal
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## Troubleshooting

Issue	Solution
Global Protect not installed	Contact IT Helpdesk — do not attempt to install yourself
Cannot connect — connection timeout	Check your internet connection is working first; try disconnecting and reconnecting
MFA prompt not appearing	Check your phone has signal/internet; open Microsoft Authenticator manually to look for a pending approval
Network drives not appearing after connecting	Try the "Start Before Logon" method above, or contact IT Helpdesk
Prompted for a portal address	Enter: <b>gp_belg.pbr.org.au</b>

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## Need Help?

Contact IT Helpdesk at [helpdesk@pbr.org.au](mailto:helpdesk@pbr.org.au) or raise a ticket at [helpdesk.pbr.org.au](https://helpdesk.pbr.org.au)