VPN (Global Protect)

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

- Connecting to VPN with Global Protect

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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.

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.

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

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: **gp_belg.pbr.org.au**

Need Help?

Contact IT Helpdesk at helpdesk@pbr.org.au or raise a ticket at helpdesk.pbr.org.au