# 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.

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

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# Need Help?

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

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