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Connecting to Northwestern VPN for Mac OS

**Installing (Only do the installation once):**

The installer software is available for download at the following link:

1) Note that your Mac must be running macOS El Capitan (10.11) or later.
3) Within your computer's Downloads folder, double-click NU_GlobalProtect_Signed.pkg to begin installation. When prompted, click Continue, then click Install.

If your Mac is running macOS Catalina (v10.15) you may see a prompt about malicious software.

1) Go to Apple > System Preferences > Security and Privacy > General
2) If prompted, enter your computer's administrative user name and password, then click Open Anyway.

If you see a prompt about a PaloAlto system extension being blocked, click Open Security Preferences.

1) Click Allow, then close your preferences window.
2) If prompted, enter your computer's administrative user name and password, then click Install Software.
3) Restart your Mac.

When the installation finishes, you will be prompted to move the installer the trash.

1) Click Close.
2) GlobalProtect will appear in your menu bar at the top of your macOS desktop.

Connecting to GlobalProtect VPN

1) Click the GlobalProtect icon, then click Connect.
2) Enter your NetID and NetID password.
3) Confirm your identity with Duo multi-factor authentication.
4) To disconnect, click the GlobalProtect icon again, click Disconnect.
Connecting to Northwestern VPN for Windows, IOS, and Android

**Windows:**

**Installing (Only do the installation once):**
1) The installer software is available for download at the following link: [http://bit.ly/gpvpnwindows](http://bit.ly/gpvpnwindows)
2) From your computer’s Downloads folder, double-click GlobalProtect64-5.0.7.msi
3) Click Next to follow the installation instructions.
4) When prompted for a portal address, enter vpn-connect.northwestern.edu.

**Connecting to Windows GlobalProtect VPN**
1) Click the GlobalProtect icon in system tray located in the bottom right side of your screen by the Windows system clock
2) Click Connect.
3) GlobalProtect will automatically prompt you to connect to VPN.
4) Enter your NetID and NetID password.
5) Confirm your identity with Duo multi-factor authentication.
6) To disconnect, click the GlobalProtect icon again, then click Disconnect.

**IOS & Android:**

**Installing (Only do the installation once):**
1) From the App Store or Google Play, find and download GlobalProtect.
2) When you open the app, you will be prompted for a portal address.
3) Enter vpn-connect.northwestern.edu.
4) When prompted to allow GlobalProtect to set up a VPN configuration, tap Allow or Ok.

**Connecting to GlobalProtect VPN**
1) Open GlobalProtect and tap Connect.
2) Enter your NetID and NetID password.
3) Confirm your identity with Duo multi-factor authentication.
4) To disconnect, open GlobalProtect again, then tap Disconnect.

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**Data Best Practices**

**WiFi Access at Affiliate Schools (EDUROAM)**
- Set up EduRoam before traveling to ensure connecting will be automatic.
- Login Credentials for all NU Schools
  - ID: YourNetID@northwestern.edu
  - Password: Your NetID Password.
- Access to Northwestern-specific resources requires Northwestern VPN in order to receive on-campus-equivalent access.

For further information about EDUROAM, please go to: [www.It.Northwestern.Edu/oncampus/eduroam/index.html](http://www.it.northwestern.edu/oncampus/eduroam/index.html)

**Data on your Electronic Devices**
- Be sure that any device with an operating system and software is fully patched and up-to-date.
- Backup the data on your computer and mobile devices.
- Ensure your data is copied to your cloud storage (e.g. Box, DropBox, etc.) to reduce the chance of data loss.
- Depending on where you plan to travel to, electronic communication devices, when taken abroad, may be subject to involuntary official governmental review.

**Connecting to Public Networks**
- Use Northwestern’s Global Protect VPN when on WiFi to secure your password authentications and data.
- Do not access unknown WiFi hotspots.
- Avoid handling online financial transactions while on public WiFi.

**International Laws Against VPN**
- Use of secure websites and/or use of virtual private networks (VPNs) may be blocked by some countries including but not limited to Russia and China.
- If you are found to be using a product such as VPN, you may be warned, have your electronic devices confiscated, or become subject to criminal charges.

For further information about VPN including setup instructions, please go to: [http://www.it.northwestern.edu/oncampus/vpn](http://www.it.northwestern.edu/oncampus/vpn)
Personal Privacy Best Practices

Privacy when using Electronic Devices in Public
- Tape over any integrated laptop cameras.
- Disable all unnecessary network protocols (e.g., WiFi, Bluetooth).
- Install a privacy screen to discourage "shoulder surfing."
- Backup any data you may have stored on the device.
- Disable biometric authentication on devices that support it, so that a passcode is required to unlock them.

Sanitize your wallet, and Protect Identification that Incorporates Radio Frequency Identification (RFID)
- Clean out your purse or wallet of any financial information such as bank account numbers, logins and passwords.
- Any RFID cards such as Passports, Passport cards (including U.S. Government Nexus "trusted traveler" cards) should be carried inside an RF-shielded cover.

Northwestern Travel Tips and Resources
- Physical Device Security
  - Avoid using checked bags for transporting electronic devices.
  - Be wary of devices, such as flash drives, you receive as gifts; they could contain malware.
- Network Security
  - Be sure antivirus software is current and scans regularly.

For further information, please go to:
http://www.it.northwestern.edu/security/travel.html

Multi-Factor Authentication (DUO Mobile)
On your smartphone, install Duo Mobile from the App Store or Google Play.
On your computer, go to http://www.northwestern.edu/mfa-register

1) Login using your NetID and NetID password.
2) Click Begin Registration, then follow each registration steps as presented. Note: once you start the registration, you cannot stop!
3) Choose your phone type (iPhone or Android).
4) Check the box labelled Duo Mobile is installed.
5) Enter your phone number in both boxes. If the phone number is not within the United States, prefix your phone number with +1.
6) Click Next.
On your smartphone, you will receive a text message with a link in it. Click the link in the text message and choose Open with Duo Mobile.

International Voice & Data

Email Security
- Use VPN when on public networks.
- Change any and all passwords you may have used abroad.
- Do not send any sensitive information via email.

Access to Remote Data and/or Mobile Navigation
- Enable an international plan on your phone to make calls back to the U.S. when traveling abroad.
  - https://www.att.com/offers/international-plans.html
  - https://www.t-mobile.com/optional-services/international.html
- For local calling, consider purchasing a pay-as-you-go phone with a local number to get less expensive rates for local communication only.

Access to Streaming Services (Caution!)
- Read the terms of service carefully on the mobile device’s data plan so you are aware of your mobile data limits and overage responsibilities.
- Streaming online music or movie services such as Pandora and Netflix use a significant amount of data. If you are on a limited data plan, there is a risk of hitting your data limit. You may then find yourself either unable to access more data for a period of time, or responsible for expensive overage charges.

Voice Communications Security
- Voice calls or text messages need to be sent on a messaging platform that is end-to-end encrypted such as Apple’s FaceTime Audio, Apple’s iMessage, or Whisper System’s Apple IOS/Google Android Signal app.
- Both ends of the conversation must be communicating using the same app for the communications to be encrypted.

Zoom Conferencing
- Host a meeting of up to 150 participants.
- To join or create a meeting go to: https://northwestern.zoom.us

Blue Jeans Conferencing
- Host a meeting of up to 100 participants.
- To join or create a meeting go to: https://northwestern.bluejeans.com/
- Vendor Support: Call: 408-791-2830 Support hours: 2am-11pm CST, M-F (excluding holidays)