



Palo Alto GlobalProtect VPN

APP Installation Guides for
Android, iOS, Windows, MacOS

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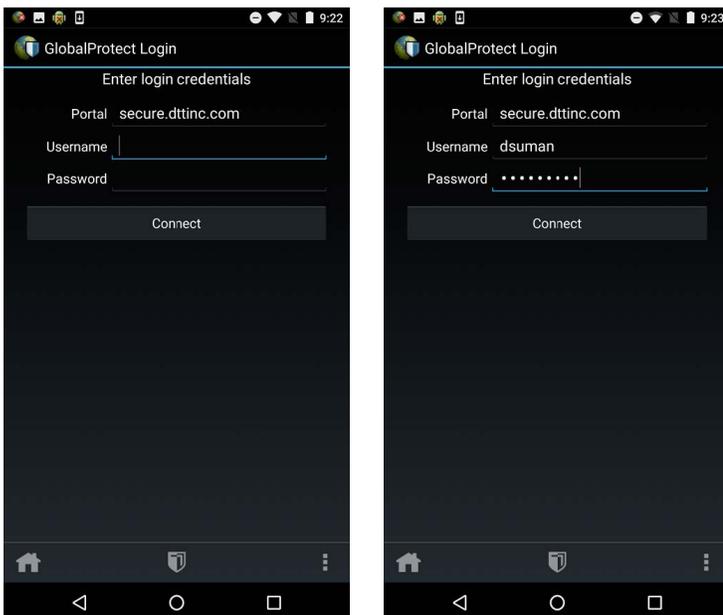
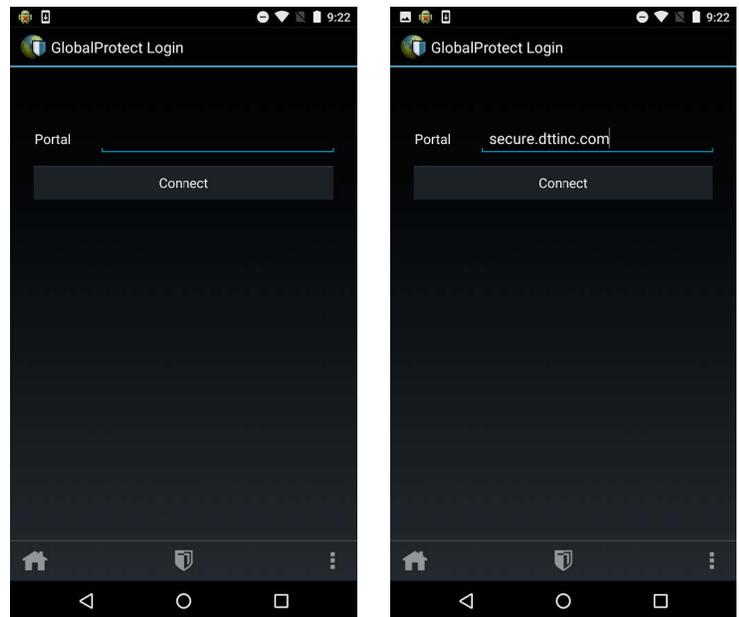
Andorid GlobalProtect

1 - Go to Play Store and search for "GlobalProtect" - [Play Store](#).

2 - Download

3 - Open

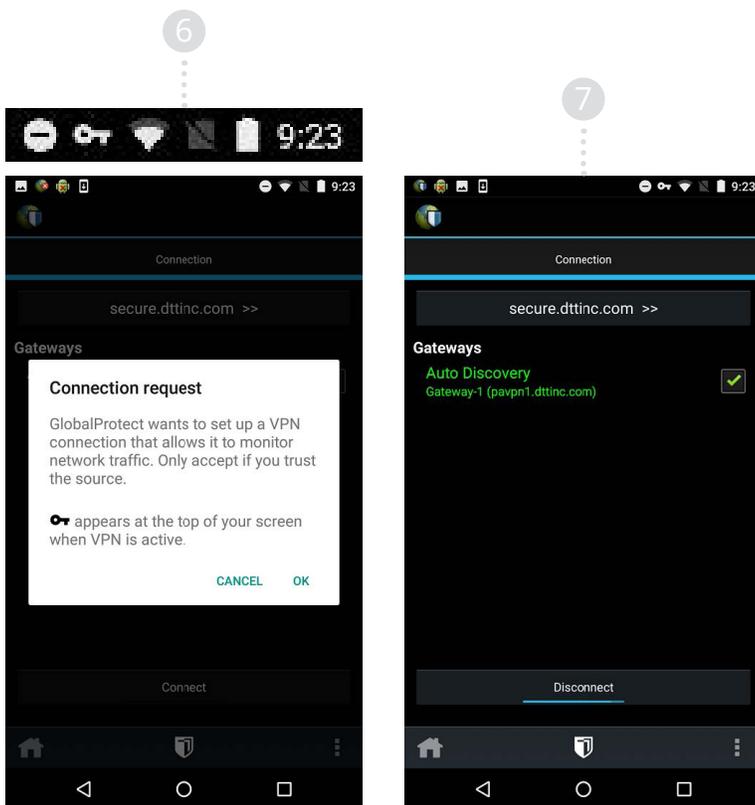
4 - If it's the first time opening the app you'll be prompted to input the server address - secure.dttinc.com



5 - Click on connect. It will now prompt for credentials. The credentials will be the MyDTT credentials (username NOT email address).

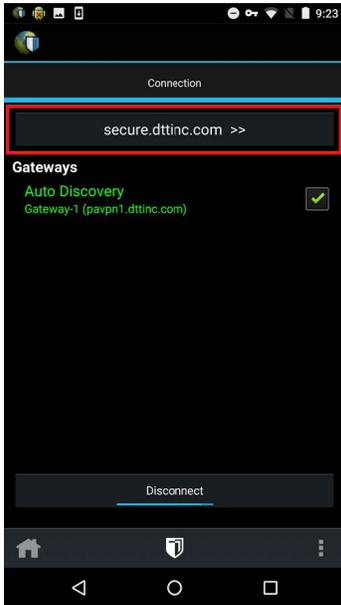
6 - Click on **Connect** again. This time it will attempt to connect using the input credentials. If successful you will see a notification asking to approve the VPN connection. This also letting you know when the VPN is connected you will see a key symbol at the top of the phone.

7 - You will now see that you're connected to the VPN. This is the Home Screen, you can click **Connect/Disconnect**.

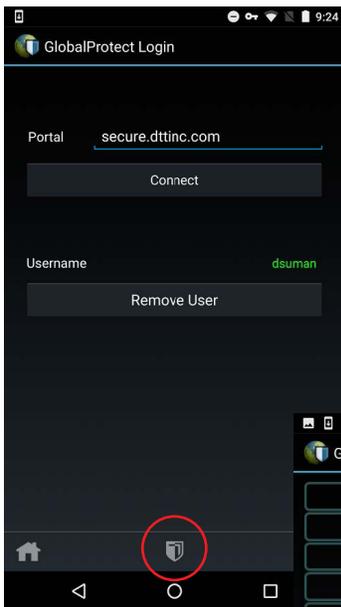


8 - GlobalProtect will automatically save the server address (secure.dttinc.com) and the users credentials. From this point on the customer will only need to make sure they're connected (look for the key at the top of the screen) and if they're not just hit **Connect**.

If the customer has changed their password or the server address was input incorrectly follow the steps below.



a) Click on the **Connection** button.



b) Here you can change the server address or remove the users credentials. Credential removal is important if the customer changes their password.



You can also get more information about the connection by clicking on the **Shield** icon.

iOS GlobalProtect

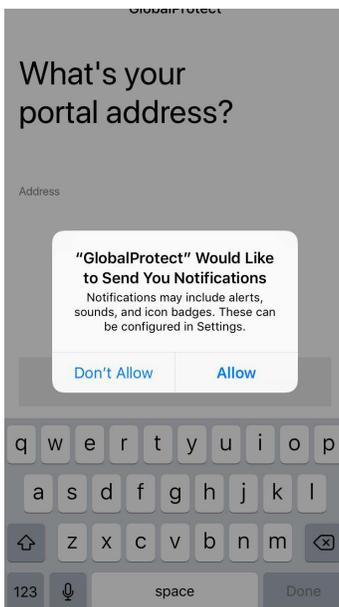
1 - Go to App Store and search for "GlobalProtect" - [App Store](#)



2 - Download

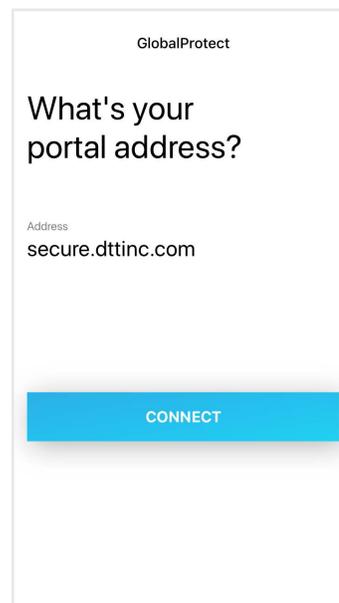
3 - Open

4 - If it's the first time opening the app, it will prompt to click on on the notification about setting up a VPN. Click **Allow**.



5 - Now click on Server and input the server address secure.dttinc.com

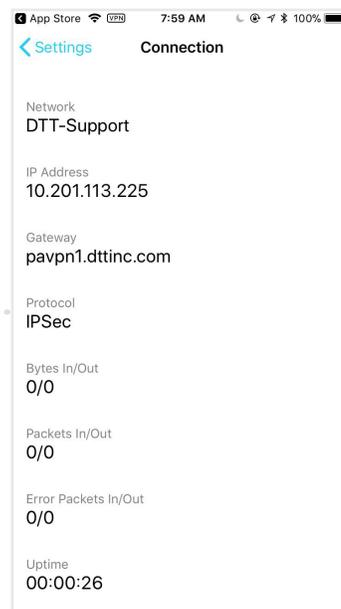
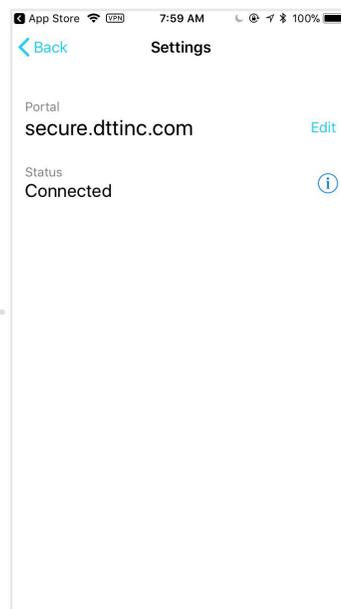
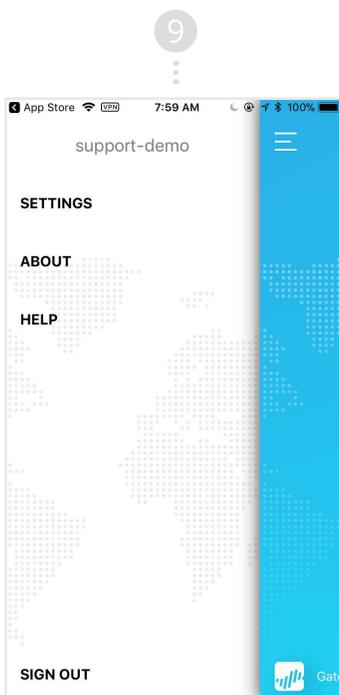
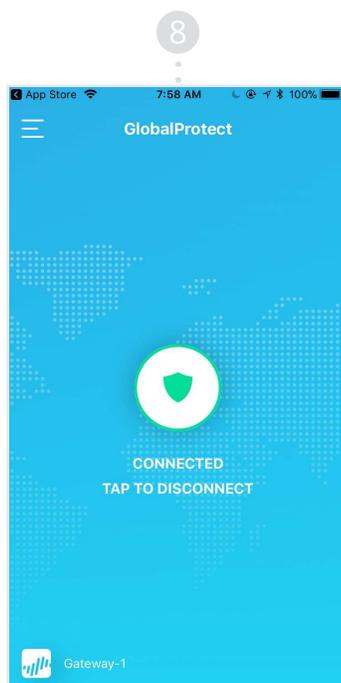
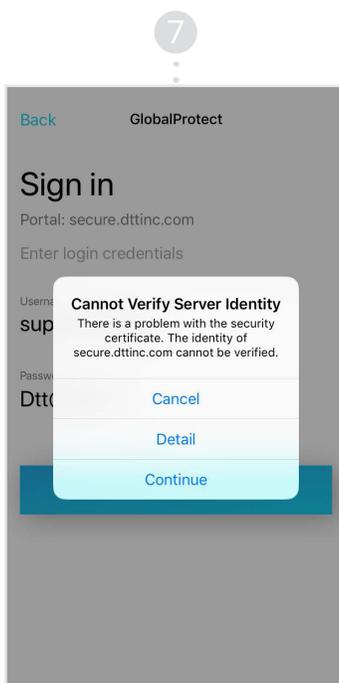
6 - Click **Connect**.



7 - It will now prompt for credentials. The credentials will be the MyDTT credentials (username NOT email address.) If it warns “cannot verify server identity, click **Continue**.

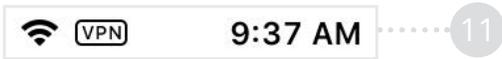
8 - You will now see that you’re connected to the VPN.

9 - To see the connection details, click the **Menu** icon in the upper left > click **Settings** > click the ! icon next to the Connected status.



10 - To connect/disconnect from the VPN, click the **menu button** and click **Sign Out**.

11 - You always see if you're connected to the VPN by looking for the VPN icon at the top left.

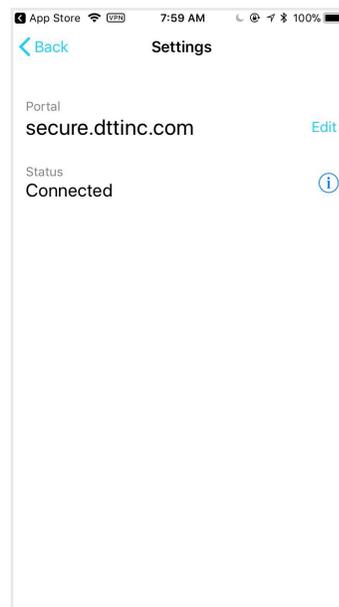


12 - GlobalProtect will automatically save the server address (secure.dttinc.com) and the users credentials. From this point on the customer will only need to make sure they're connected (look for the VPN icon at the top of the screen) and if they're not just hit **connect**.

If the customer has changed their password or the server address was input incorrectly follow the steps below.

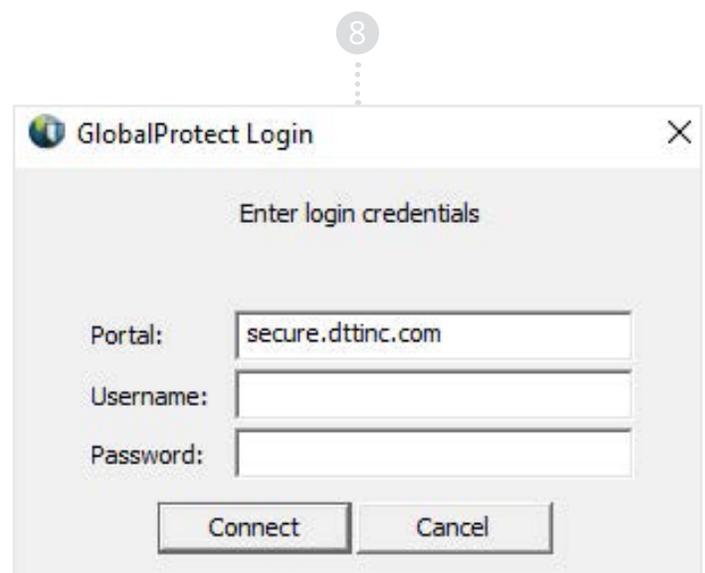
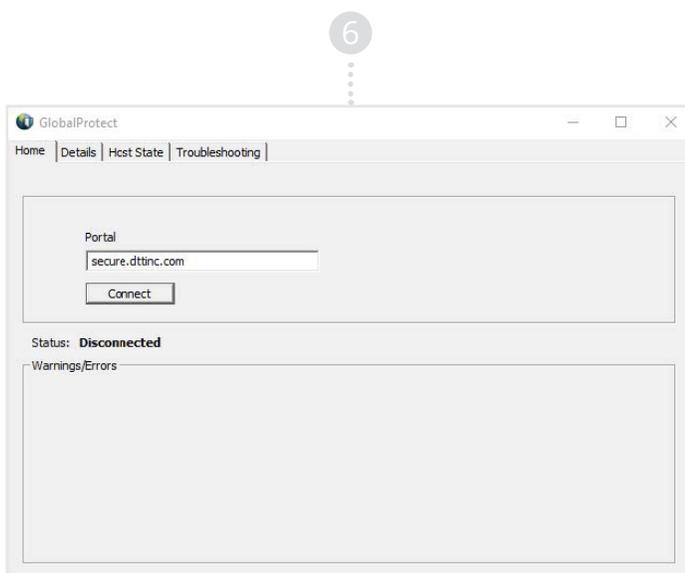
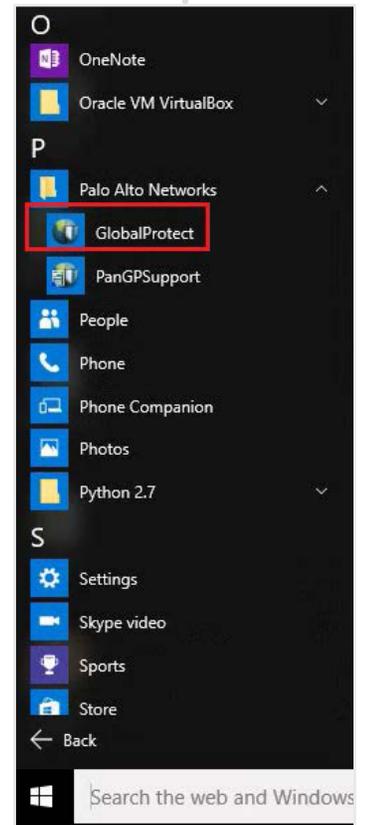
a) Click on the **Menu** button, **Settings**, then **Edit** to modify the server address.

b) Click on the **Menu** button and **Sign Out** to re-login with the proper credentials.

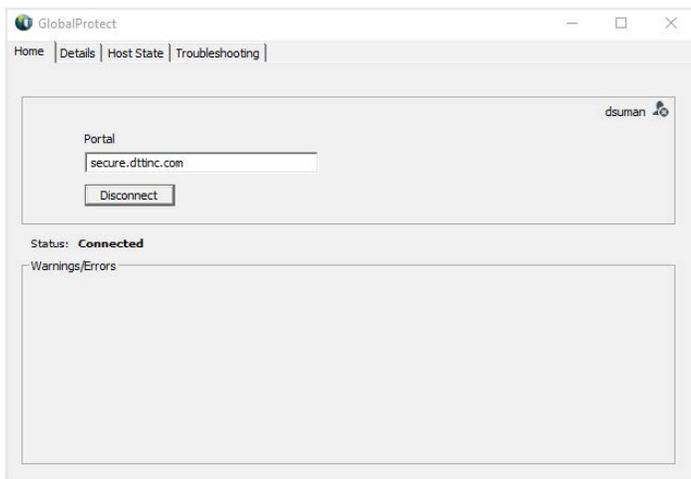


Windows

- 1 - Navigate to <https://secure.dttinc.com>
- 2 - Login using the MyDTT credentials you setup earlier.
 - a) Remember to use Username NOT email address.
- 3 - Download the GlobalProtect software.
- 4 - Install the GlobalProtect software.
- 5 - Launch GlobalProtect.
 - a) GlobalProtect doesn't add a desktop icon. You can launch it by viewing all applications and navigating to Palo Alto Networks then GlobalProtect.
- 6 - Input the VPN address which is secure.dttinc.com
- 7 - Click on **Connect**.
- 8 - Input the MyDTT credentials you setup earlier. Remember to use Username NOT email address.

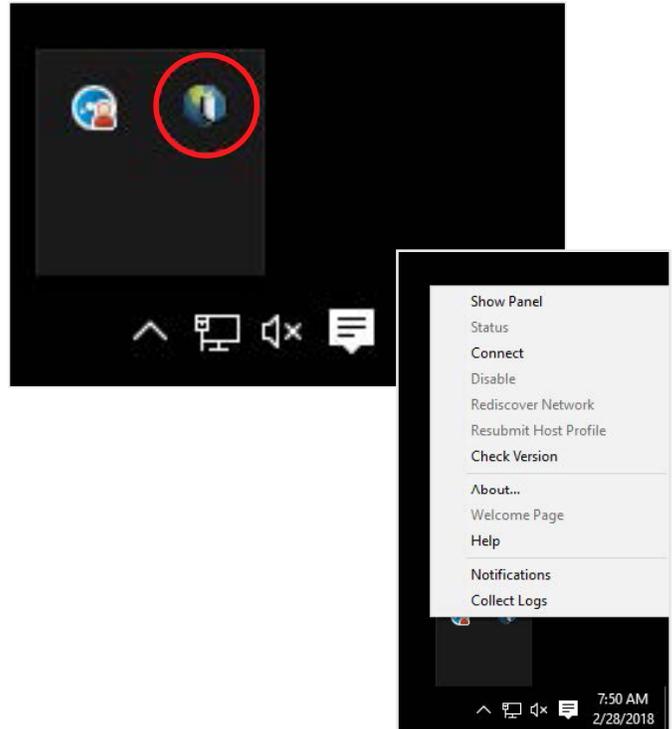


9 - You will now see a status of **Connected**.



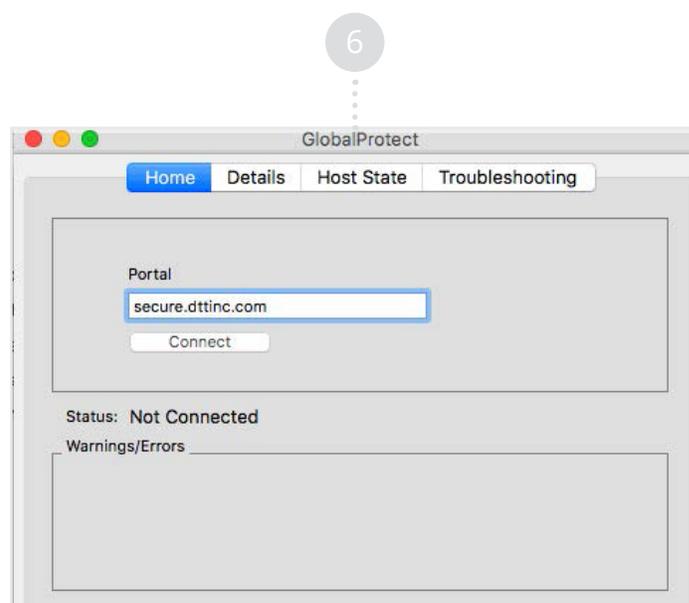
10 - You can close the window and it will continue running in the background.

11 - If you want to view the panel go to the system tray and right click on GlobalProtect then click on **Show Panel**.



MacOS

- 1 - Navigate to <https://secure.dttinc.com>
- 2 - Login using the MyDTT credentials you setup earlier.
 - a) Remember to use Username NOT email address.
- 3 - Download the GlobalProtect software.
- 4 - Install the GlobalProtect software.
- 5 - Launch GlobalProtect.
 - a) GlobalProtect doesn't add a desktop icon. You can launch it by opening the Finder and going to the Applications folder.
- 6 - Input the VPN address which is secure.dttinc.com
- 7 - Click on **Connect**.



8 - Input the MyDTT credentials you setup earlier. Remember to use Username NOT email address.

9 - You will now see a status of Connected.

10 - You can close the window and it will continue running in the background.

11 - If you want to view the panel go to the task bar and click on **GlobalProtect** then click on **Show Panel**.

