How to Connect to the SOU VPN using GlobalProtect 6.0

Gordon Carrier - 2025-06-27 - Comments (0) - Remote Access

This guide will show you how to connect your computer to our campus network securely using the **GlobalProtect** agent. **VPN** access must be approved through the **Information Technology department** before you can use the service or properly follow along with the instructions in this article. If you think you need **VPN** access, *please contact* your Computing Coordinator or email helpdesk@sou.edu.

Note

You will not be able to load https://souvpn.sou.edu if you're on-campus. If you need to install the **VPN** client while on-campus, please ask your Computing Coordinator for assistance.

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FAQ

What is a VPN?

VPN stands for Virtual Private Network. A **Virtual Private Network** refers to a method of securely connecting remote computers to a host network over the Internet through a secure, **encrypted tunnel**. Computers connected to the **SOU** network over our **VPN** service appear on our network as though they were physically on campus even though they may be anywhere in the world, which makes all of our online campus resources available to them.

Is using the VPN service secure?

The traffic passing through the **VPN** connection between your computer and the university is secure, but there are multiple known attacks against **VPN** clients that an attacker on the same local network as you could abuse to coerce your computer into sending traffic *outside* of the **VPN** connection. These attacks affect all **VPN** clients, not just the one that we use, and they are difficult to guard against because they exploit legitimate network functions.

Warning

Weigh the benefits against the risks before doing any sensitive work on an untrusted network, such as a ***public Wi-Fi network*** at an airport or a coffee shop, even if you're planning to use the **VPN**. Sometimes you can't avoid it, and in those cases be ***especially attentive*** to any strange computer behavior like browser warnings when you try to visit websites (e.g. "***Your connection is not private***").

Consider alternatives when they're available such using a **mobile hotspot** to connect to the Internet before activating the **VPN**.

Is using the VPN service going to slow down my computer?

No, using the **VPN** service will not slow down your computer, but you may experience some **latency** as you carry out your tasks online because all of your data must travel over the Internet to our servers before anything else can happen. The **latency** should be unnoticeable if you have a fast Internet connection.

What should I do if my Internet connection is slow or unreliable?

We strongly recommend that you make arrangements to do your remote work where you can use the **VPN** service over a fast, reliable Internet connection. Talk to your Computing Coordinator if you need help with that.

What are the criteria for receiving approval to use the VPN service?

The **IT Department** evaluates requests for **VPN** access on a *case-by-case* basis. The following list of criteria is not exhaustive, nor is any single criterion both necessary and sufficient for approval, but hopefully the list will give you an idea of what we consider. Even if we determine that the **VPN** service is not the best solution for you, we will work with you to ensure that you have what you need to do your work remotely by other means.

1. Your job duties require you to have access to ***secure online systems*** that can normally only be accessed while on campus, such as ***Banner***, or to access your ***S and P drives*** (if you or a department you have access to, has not been migrated to **Box**). Ask your Computing Coordinator if your campus application requires **VPN** access from off-campus if you're unsure.

2. Your job duties require you to use specialized software that would be impractical or impossible for us to make available through our Remote Desktop environments.

3. Your job duties require you to use software that would not perform adequately on our **Remote Desktop** servers because of system requirements.

4. You have a laptop that is managed by the **IT Department** that you can use with the **VPN** service. *We are not authorizing **VPN** use from personal devices.*



How to Install the GlobalProtect Agent on Windows

Step 1 - Download the client from souvpn.sou.edu and install it

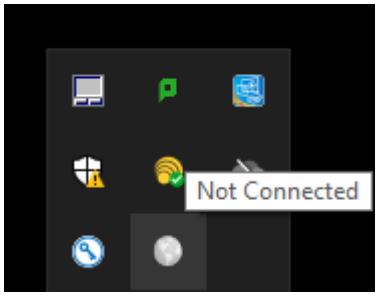
Navigate to https://souvpn.sou.edu in your web browser and authenticate with your **SOU *username*** and ***password***. If you are approved for **VPN** access, you will then be presented with the links to download the client.



When prompted, you should choose the **64-bit Windows** installer unless you are using an older version of Windows that may only support 32-bit applications. You can verify 64-bit support on your Windows computer by following these instructions.

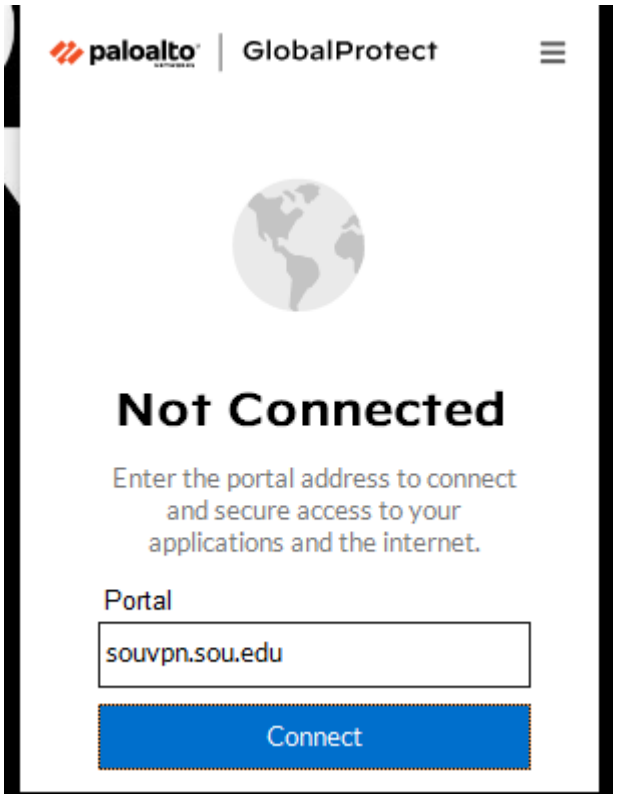
Install the client as you would install any software on your **Windows** computer. If you do not have administrator rights on your computer to install software, contact your Computing Coordinator for assistance.

Step 2 - Connect to souvpn.sou.edu using the GlobalProtect agent

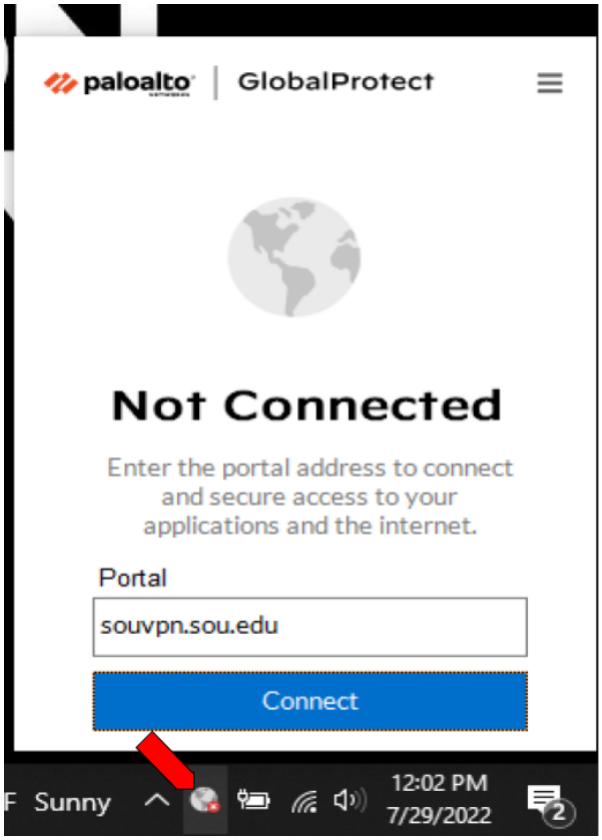


You will find the icon for the **GlobalProtect** agent in your **taskbar** while it is running, near the system **clock**. (You may need to use the ^ up-arrow icon to find it.) You can then drag it down to keep it "*pinned*" next to your clock.) You will also find shortcuts to the **GlobalProtect** agent in your list of programs in your **Start Menu** after you install it.

After activating the agent via one of its shortcuts, you will be prompted to enter the **portal address** for the **VPN** connection. Enter **souvpn.sou.edu** as the address, then click **Connect**.



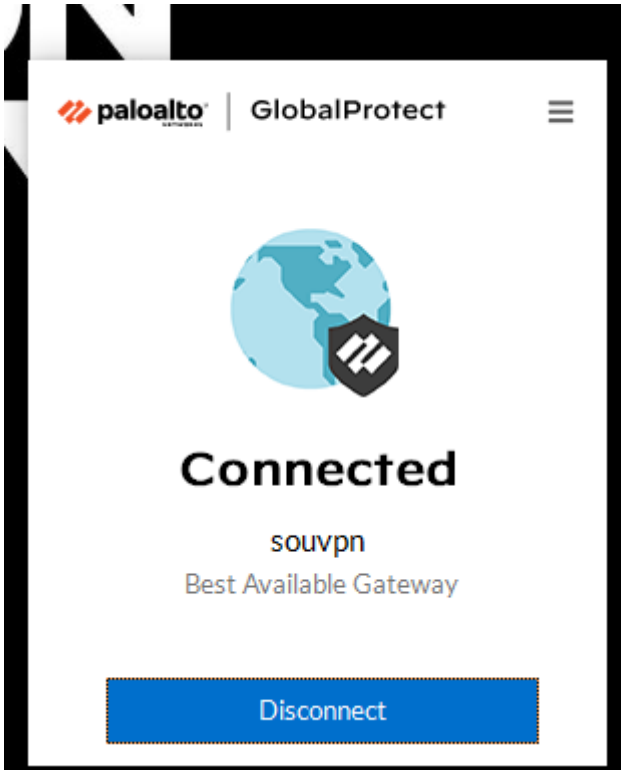
After you have connected with the agent once, it will remember **souvpn.sou.edu** for you. The next time you go to connect, you will only have to press the **Connect** button. Notice in the screenshot below how the ***globe icon*** is grayed out and missing the check mark. That is your visual cue that you are not currently connected to the **VPN**.



Step 3 - Authenticate

You must **authenticate** with your **SOU** credentials to access the **VPN** service. A browser window will open on your computer and take you to our **InsideSOU Login Services** webpage. Use your regular **SOU *username*** and ***password***, then complete your **multifactor authentication** as usual.

The agent will take a few seconds to complete the connection after you authenticate. When it is finished, the agent window will say **Connected** and the button will have changed to the **Disconnect** button, which you will use later to disconnect from our **VPN**. The ***globe icon*** in your taskbar will also change colors and gain a ***shield*** to indicate a successful connection to the **VPN**.

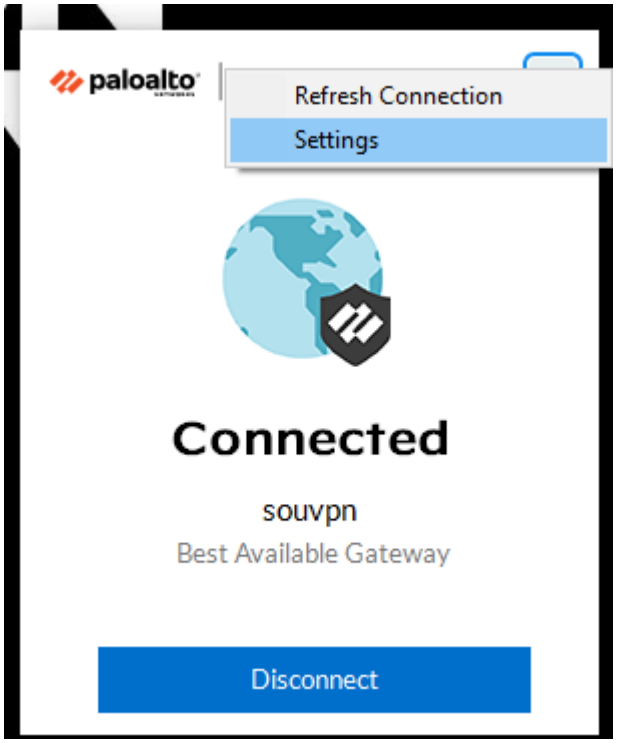


Step 4 - Disconnect

When you are ready to disconnect, activate the agent again and use the **Disconnect** button in the window to disconnect from the **VPN**.

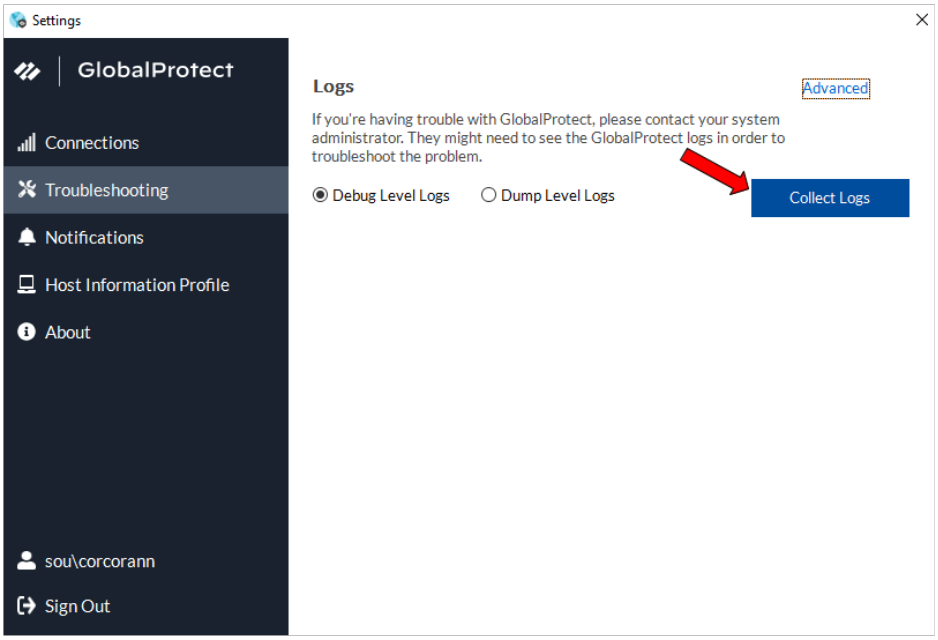
Troubleshooting

If you have problems with the **GlobalProtect** agent, our support ***technicians*** may ask you to collect logs from your agent to assist with **troubleshooting** the issue.



Activate the agent as though you were going to **connect** or **disconnect**, then click on the **three parallel lines** in the ***top-right corner*** of its window to bring up a ***short menu*** of options. Click the entry for **Settings** to bring up the **GlobalProtect Settings** window.

Within the **GlobalProtect Settings** window, click on the tab for **Troubleshooting**. Under that tab, you will find the buttons that will enable us to best assist you, including the button to **Collect Logs**. The technician assisting you will walk you through what to do next.



How to Install the GlobalProtect Agent on MacOS

Step 1 - Download the client from souvpn.sou.edu and install it

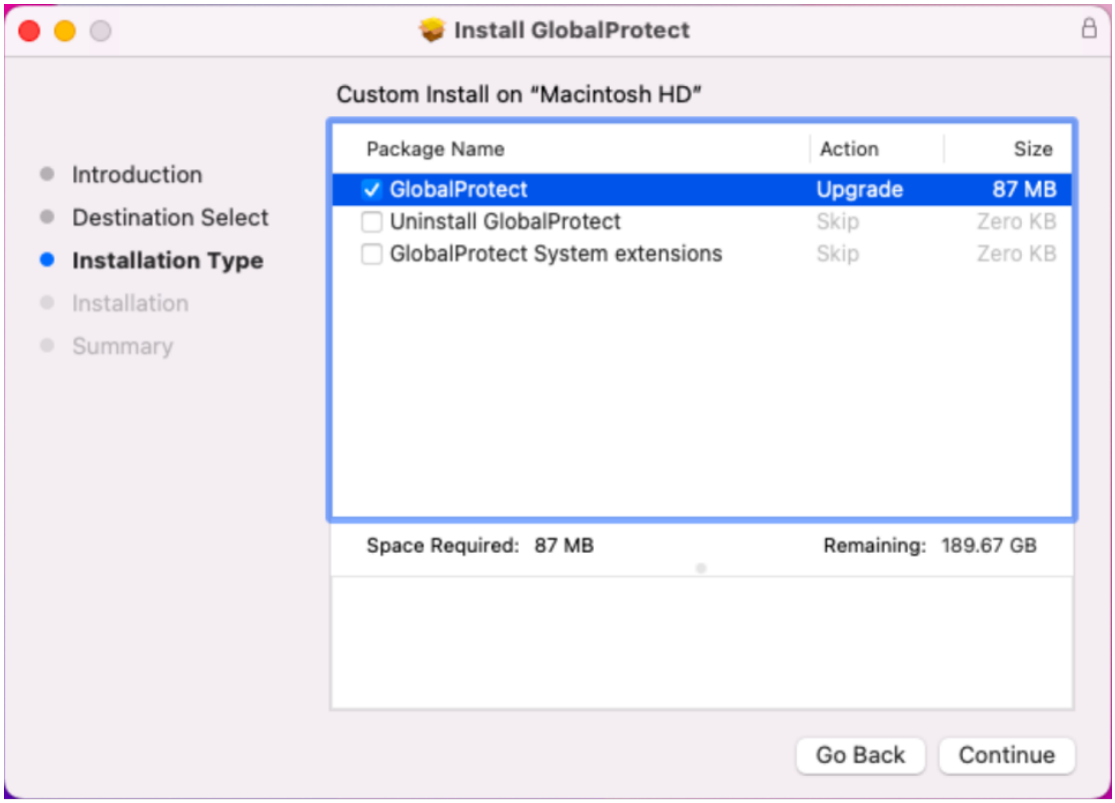
Navigate to https://souvpn.sou.edu in your web browser and authenticate with your **SOU *username*** and ***password***. If you are approved for **VPN** access, you will then be presented with the links to download the client.



When prompted, you should choose the **Mac 32/64 bit** option.

Install the client as you would install any software on your **Macintosh** computer. If you do not have administrator rights on your computer to install software, contact your Computing Coordinator for assistance.

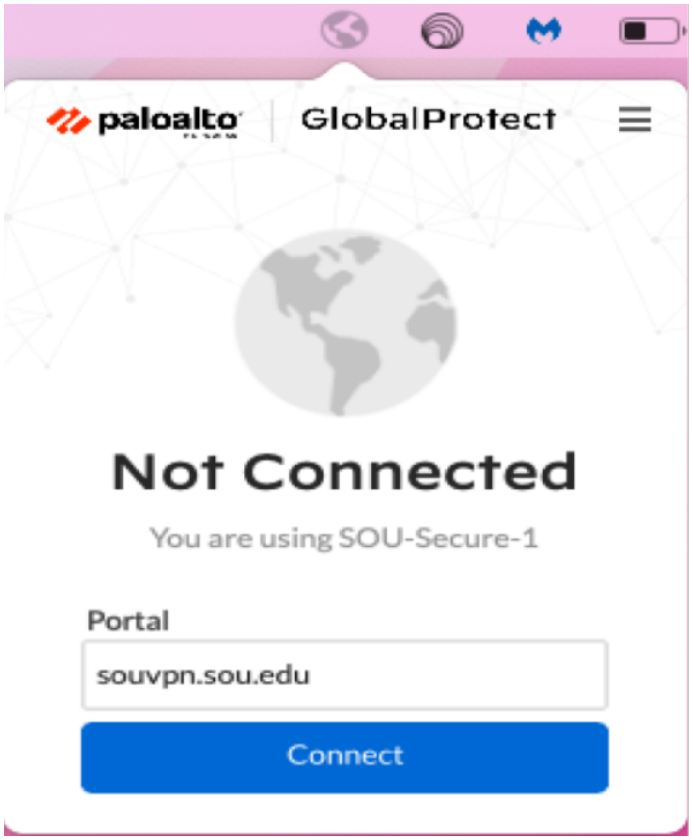
When prompted by the installer to choose which components of the **GlobalProtect** agent to install, **you only need to install the default option for "GlobalProtect."** You will not harm your system by installing the **GlobalProtect System** extensions, but they are unnecessary at this time.



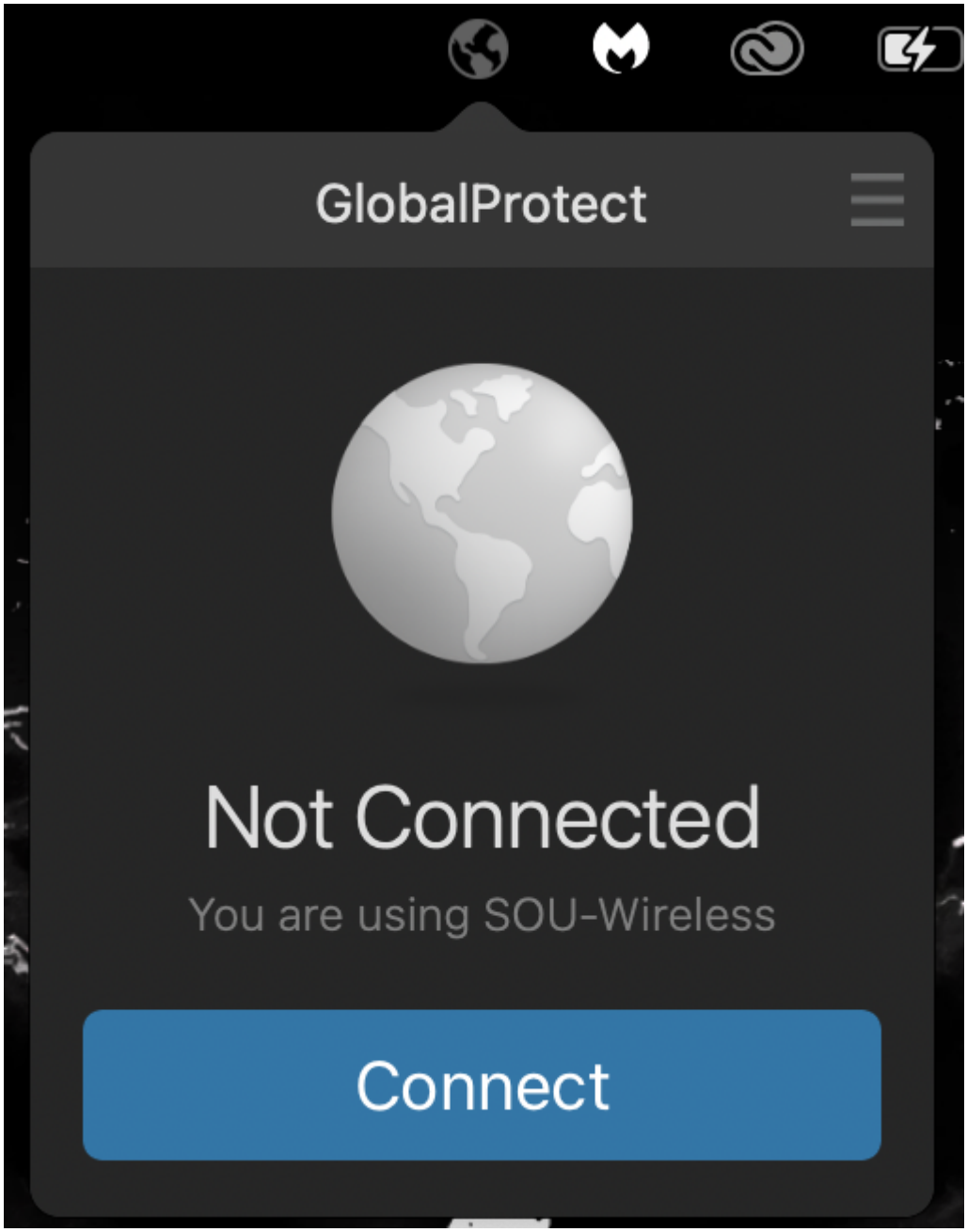
Step 2 - Connect to souvpn.sou.edu using the GlobalProtect agent

You will find the icon for the **GlobalProtect** agent in your menu bar while it is running, near the system **clock** in the ***top-right region*** of your screen. You will also find a shortcut to the **GlobalProtect** agent in your **Applications** folder.

After activating the agent via one of its shortcuts, you will be prompted to enter the **portal address** for the **VPN** connection. Enter **souvpn.sou.edu** as the address, then click **Connect**.



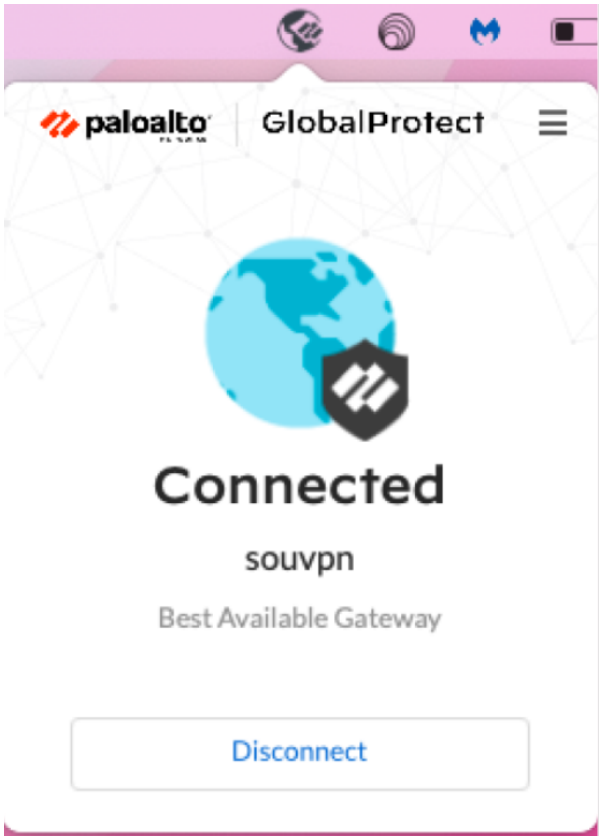
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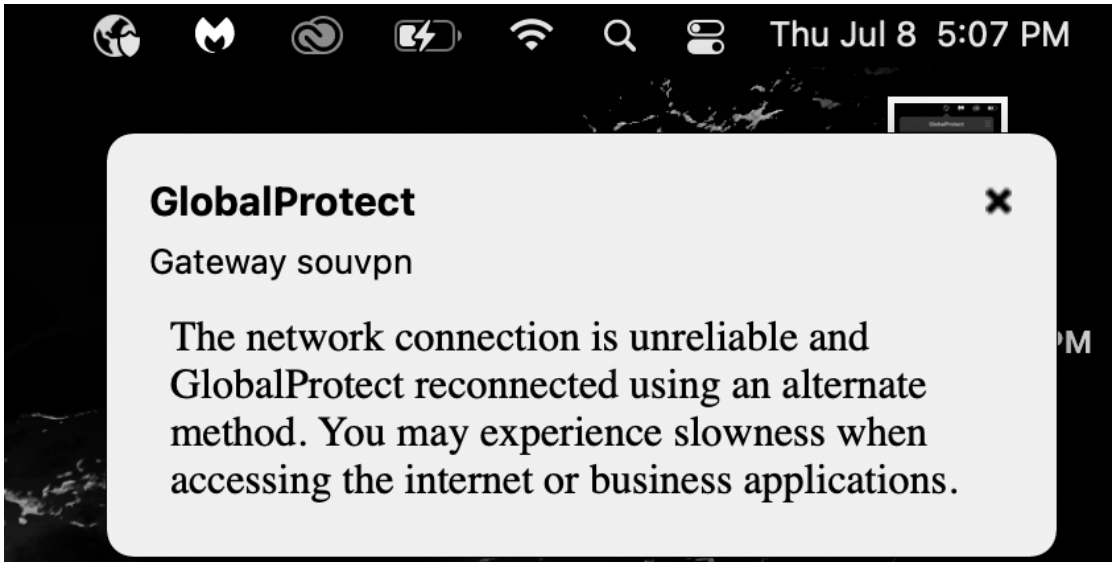
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The agent will take a few seconds to complete the connection after you authenticate. When it is finished, the agent window will say **Connected** and the button will have changed to the **Disconnect** button, which you will use later to disconnect from our **VPN**. The ***globe icon*** in your taskbar will also change colors and gain a ***shield*** to indicate a successful connection to the **VPN**.



You can ***safely ignore*** an error message you might see after connecting stating that "***the network connection is unreliable...***" Your **VPN** connection should work fine, but if you do experience slowness, call our IT Helpdesk at 541-552-6900.

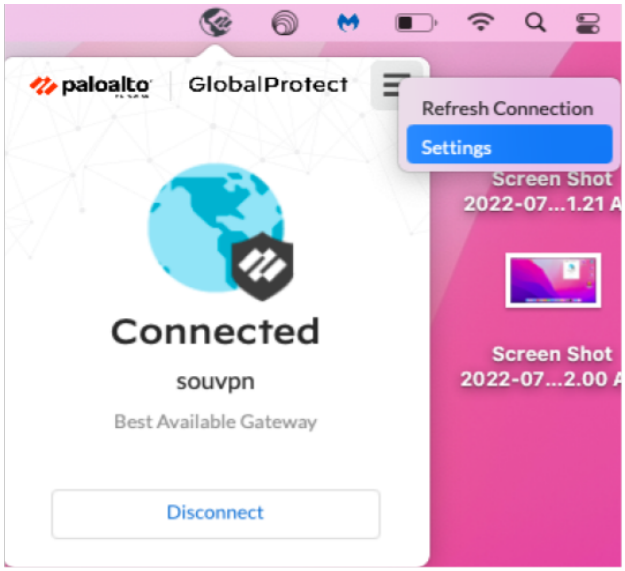


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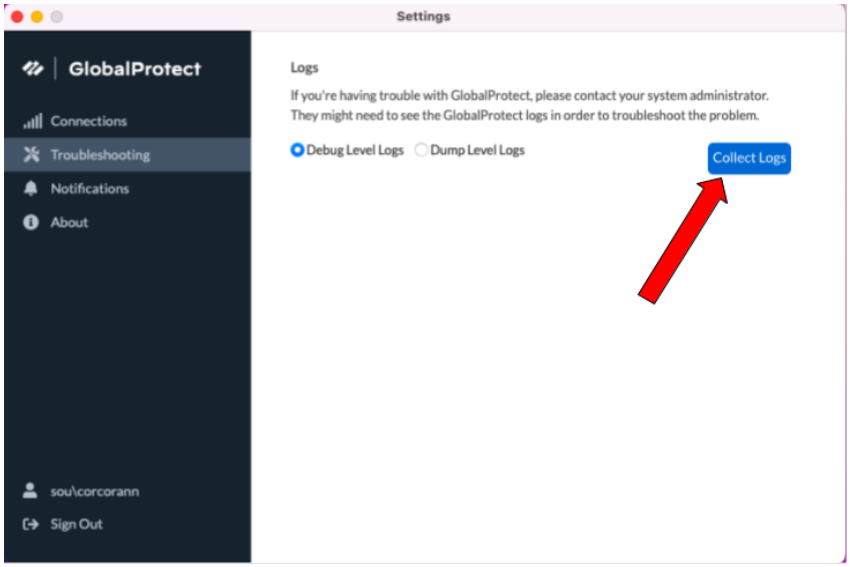
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Need Additional Assistance?

Contact your Computing Coordinator for help, call the IT Helpdesk at 541-552-6900, or email the IT Helpdesk at helpdesk@sou.edu.