



OCIO Knowledge

How to Connect to VPN on an HHS Laptop

VPN stands for **Virtual Private Network** and allows users to use a public internet connection to connect to the HHS network securely. While connected to VPN, your laptop will be able to access HHS network resources as well as be protected by HHS network security features. HHS uses Prisma GlobalProtect for its VPN service.

How to connect to GlobalProtect VPN:

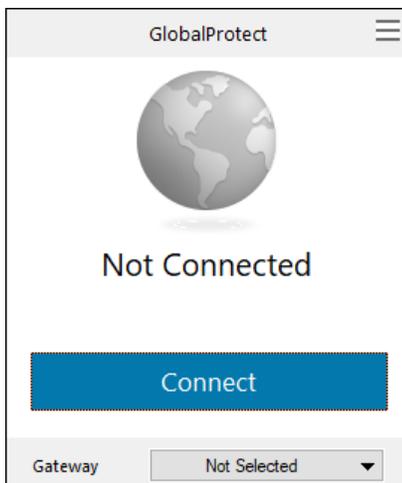
GlobalProtect VPN requires a PIV card to connect. If no PIV is available and you are on an active PIV exception, Azure Multi-factor Authentication (MFA) login will be required in place of a PIV login. There is no other change in the connection process. For more information, refer to [KB0011728 - How to Use Multi-factor Authentication with Microsoft 365](#). If you require a PIV exception, contact the [OCIO Service Desk](#) for assistance.

For a video tutorial on how to connect to the VPN service using GlobalProtect, please reference the [Connecting to the VPN Service Using GlobalProtect](#) guidance video.

1. Verify your system is connected to the internet. For more information, review [KB0010311 - How to Connect a Laptop to a Wi-Fi Network](#).
2. Locate the grey globe icon in the lower right of your screen. If it does not display there, click the Up Arrow icon to expand the displayed icons.



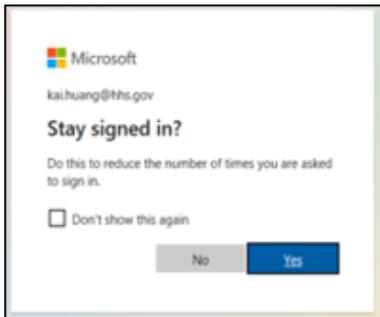
3. Click on the grey globe icon to open the GlobalProtect application and click the **Connect** button.



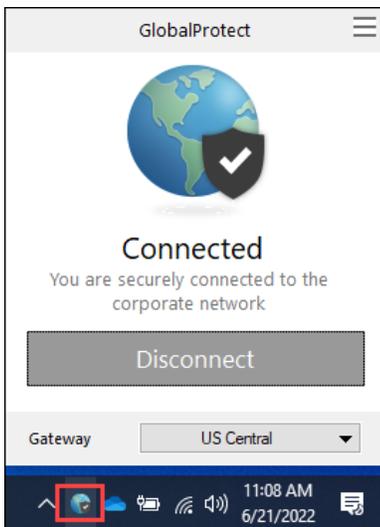
4. Enter your **HHS.gov** email address and select the option to **Sign in using a PIV card**. Enter your PIN when prompted.



5. If asked to stay signed in, click **Yes**.



6. If successful, the status screen will change to **Connected** and the globe icon will change color with a checkmark on it.



Troubleshooting VPN Connection issues:

If VPN fails to connect or fails to stay connected, you can do the following to troubleshoot connection issues.

Verify the internet connection is active. The easiest way to do so is to try and go to a public website like Google. If the site does not load, that can indicate the system is not connected to the internet. If the system shows it is connected to a Wi-Fi router, try restarting the router. If issues persist, contact the Internet Service Provider to troubleshoot internet connectivity issues or to determine if there is an outage in your area.

Try a different gateway. By default, GlobalProtect VPN will attempt to connect using the best available gateway. If there is an issue with the gateway it's trying to connect to, use the drop-down menu at the bottom of the connection window to select a different gateway.

If you have any questions or would like further assistance, please call the OCIO Service Desk at your convenience at 1-866-699-4872 or email the [OCIO Service Desk](#).