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How to Connect and Disconnect to VPN (with OKTA Verify as MFA)

Revised by Ashish Seth

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3d ago • 136 Views • ★★★★★

Before you begin:

IMPORTANT:

- Due to non-compliance with the Access Control Policy and Standard, actions are being taken to ensure only Vertiv-owned and managed devices will be permitted to use the Global Protect client to access the Vertiv internal network and its resources. Actions will be taken to remove non-Vertiv devices accessing Global Protect.
- If a user contacts the GSD with a non-Vertiv device to connect to the Vertiv network, a self-service ticket is created for 3rd Party VPN Access, which routes to the Hosting team.

In order to connect to the VPN, you must have the following applications. If you do not have one or both applications configured, contact the Service Desk for assistance.

1. **Global Protect** - an application that is installed on the end-user systems and enables access to the network resources from outside of the Vertiv facility. Windows/AD account and OKTA Verify as the authentication credentials for each session.
2. **OKTA Verify** - provides a push notification or a unique one-time security code to key in when connecting to Global Protect. Click [here](#) to set up your OKTA Verify.

To connect to VPN:

1. From your taskbar, double-click on the **Global Protect icon** to show the connection panel.

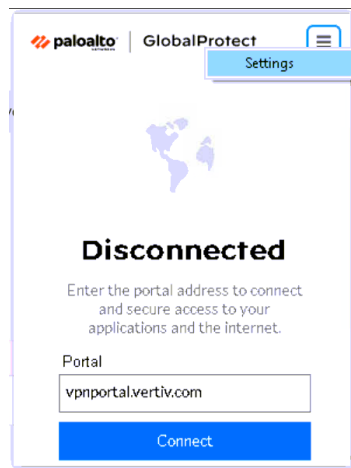


2. The default portal is **vpnportal.vertiv.com**. For users in China, change the settings to the new China VPN portal: **chinaportal.vertivco.com.cn**.

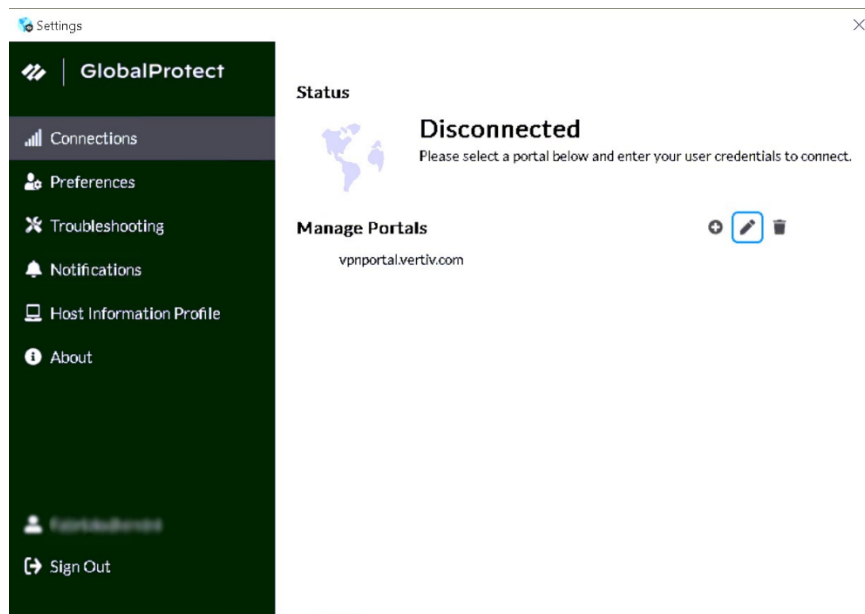
- i. Go to the **"More Options"** icon, then select **"Settings"**.

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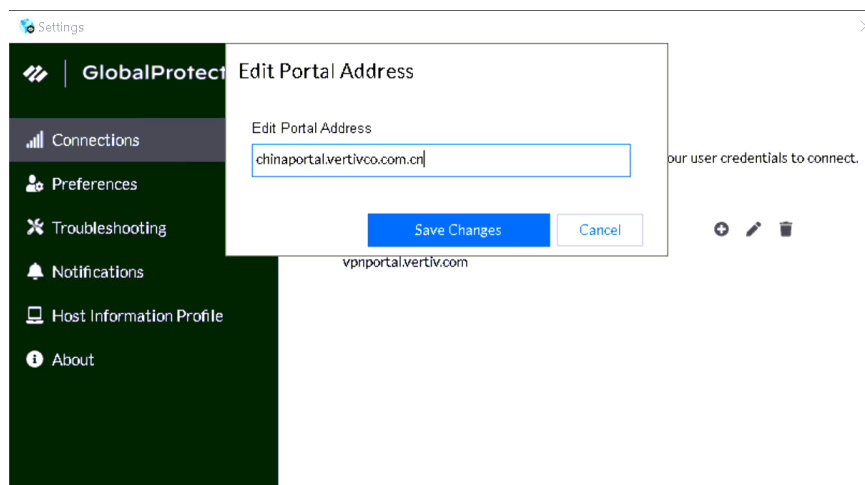




ii. Select the existing portal in the list to highlight it and click on the “**Edit**” symbol.



iii. Enter the China VPN portal on the Portal Address box: **chinaportal.vertivco.com.cn**, then click “**Save**”.



3. Click **Connect**.

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Disconnected

Enter the portal address to connect and secure access to your applications and the internet.

Portal

Connect

4. OKTA authentication window shows up. Enter your OKTA/AD credentials and click **Sign In**.

GlobalProtect Login

Welcome.

Login Interface for Partners & Vertiv Employees

VERTIV

Login using your email/username prefix (everything before the '@')

email/user or username

If your email is email.user@vertiv.com, enter "email.user". If your username is username@vertiv.com, enter "username".

Password

☐ Remember me

Sign in

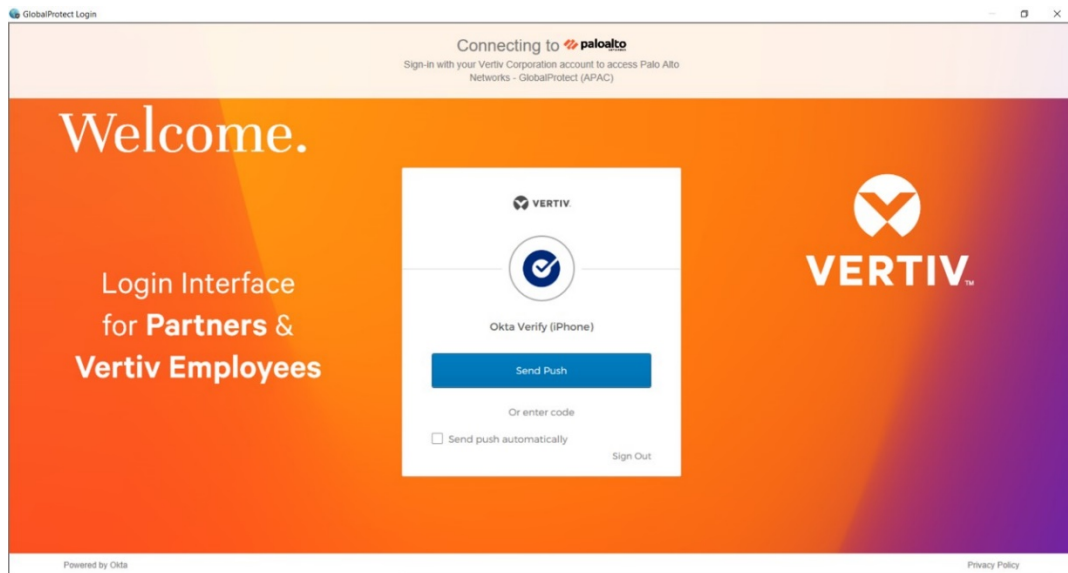
Need help signing in?

Powered by Okta

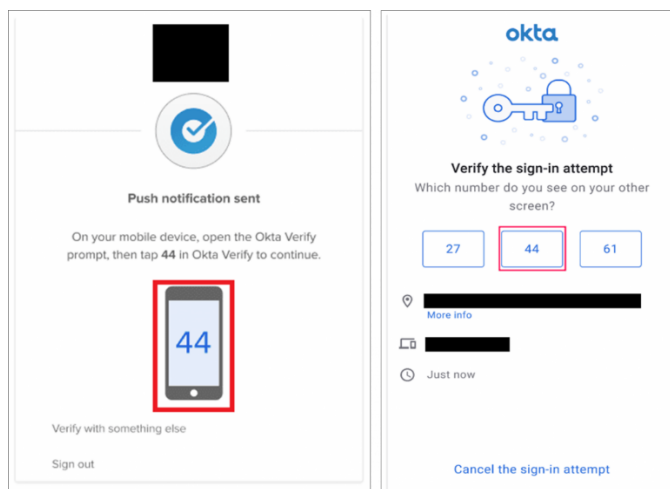
Privacy Policy

5. Authenticate with OKTA as the second factor for authentication (After clicking on "Send Push", You will validate the sign-in attempt by tapping Review from your mobile device and tapping the number that matches the number shown in the sign-in instructions). See the below screenshots for reference.

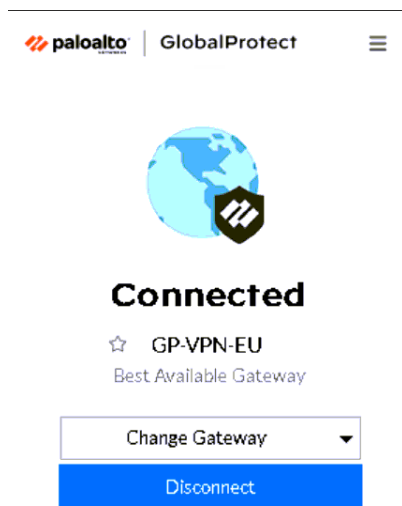




You need to match the number which is on your computer screen (left screenshot) to your mobile screen (right screenshot);



6. After completing the Number Challenge from your Okta Verify Mobile app, you will be connected to VPN.



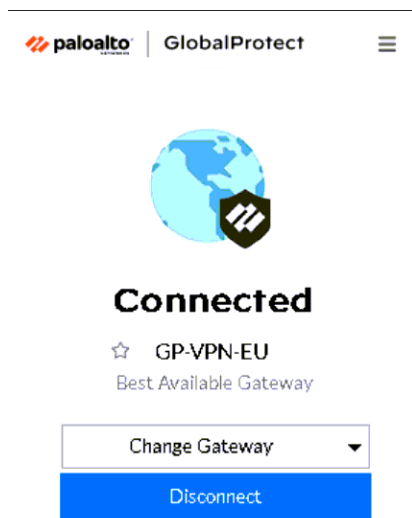
To disconnect from the VPN connection:

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1. Right-click on the **Global Protect symbol** or show the connection panel.

2. Select **Disconnect**.



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