

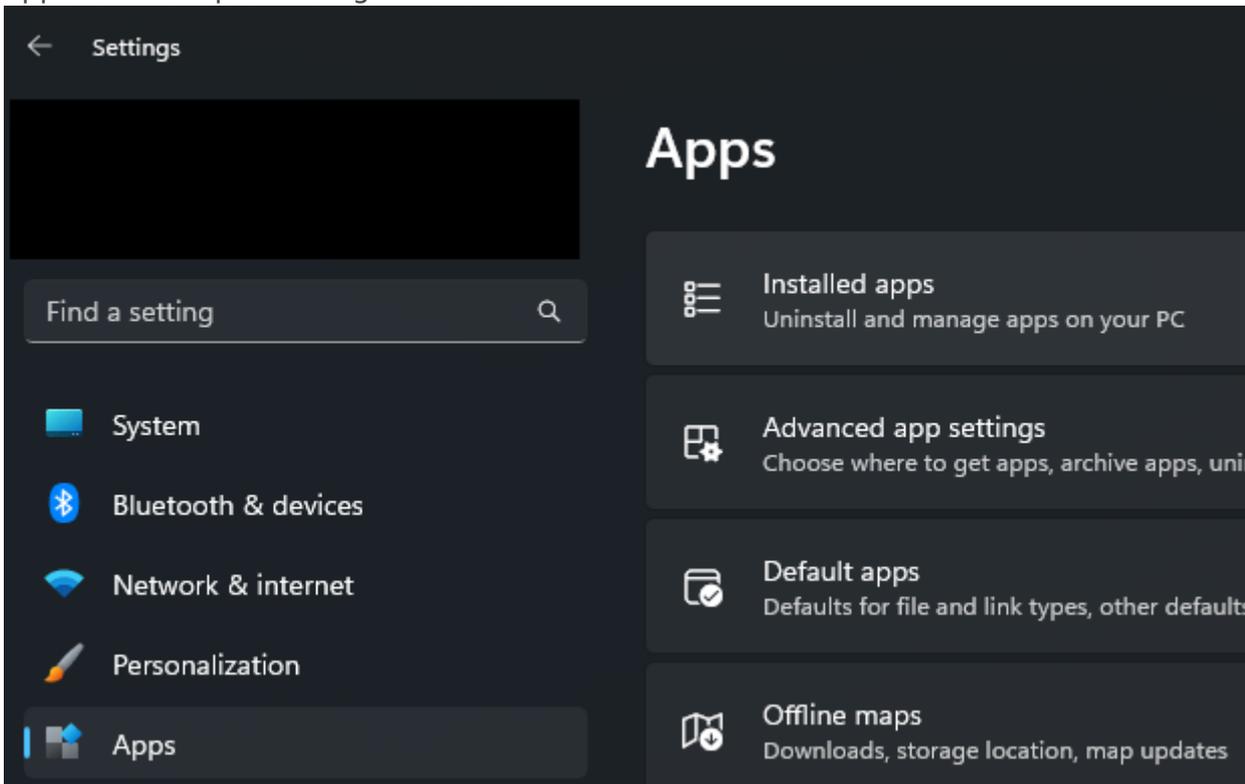
How to Re-install Global Protect (VPN) for PC & Mac

Many Issues in Global Protect can be resolved by uninstalling and reinstalling it. Try the steps below, and if the issue persists, contact IT.

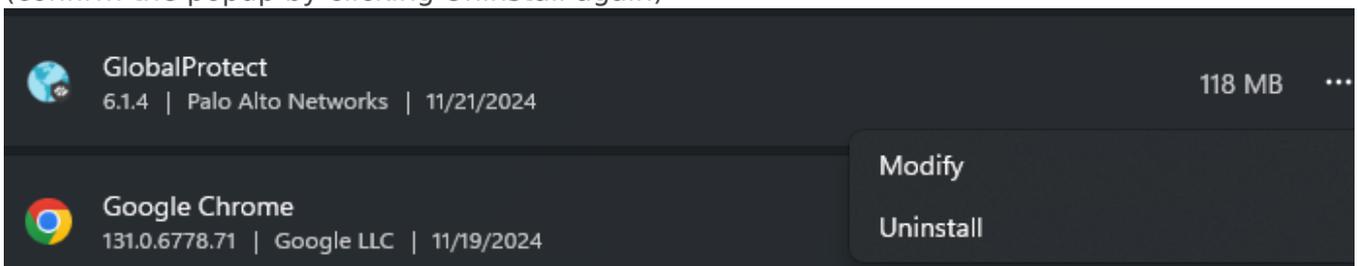
Uninstall Global Protect (PC)

[*Click here for Mac Instructions](#)

1. Open Windows settings (WIN+i), click "Apps" on the lefthand side, and then "Installed apps" at the top of the right-hand list.



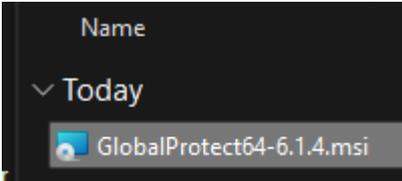
2. Scroll down to Global Protect and click the 3-dots to the right of it, then click "Uninstall" (confirm the popup by clicking Uninstall again)



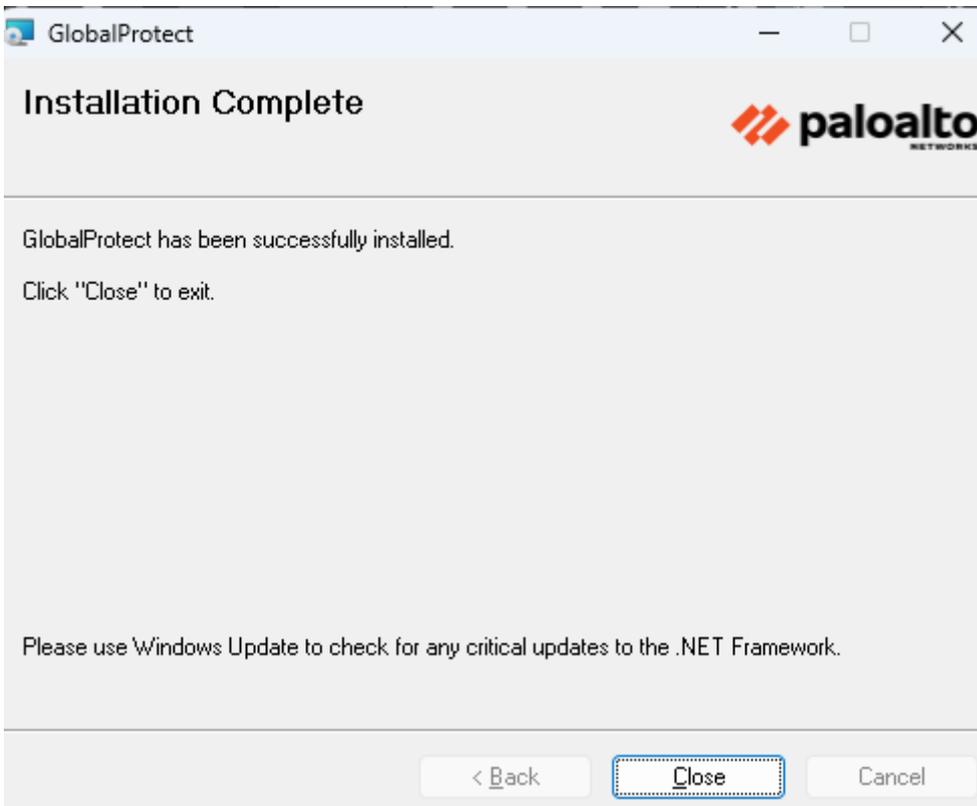
3. It is now uninstalled. It is a good idea to restart your computer at this time to finalize the change.

Install Global Protect (PC)

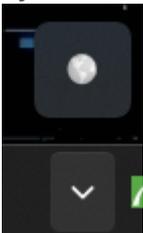
1. Make sure you have the most up-to-date version of Global Protect from [OIT's VPN webpage](#).
2. Run the installer file from your downloads folder



3. Follow the installer prompts, clicking "Next" and wait for the install to finish, then click "Close"



4. You will now have an icon in your taskbar tray (which may be hidden behind the ^ symbol)



5. Click on the icon, and then "Get Started." Enter `amc-vpn.ucdenver.edu` into the box and click connect:



Not Connected

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

Portal

Connect

6. A window will pop-up to log in with your University credentials. After doing so, you should be connected and using the VPN.

Note: The VPN does not work when connected to the network on campus. The VPN is used when working remotely to connect to the campus network.

Uninstall Global Protect (Mac)

Revision #6

Created 30 April 2024 15:59:07 by Matthew Witt

Updated 21 November 2024 17:17:37 by Matthew Witt