

# Remote Access

If you have any questions or need assistance, please contact the helpdesk at x2500 or create a ticket at <https://csudh.service-now.com>

All GlobalProtect VPN users are required to use DUO Multi-Factor Authentication. This means you will need to first set up DUO MFA. You do this at <https://duouser.csudh.edu>

This is the link to the document explaining how to set up DUO.

1. KB0012230: [How to Setup MFA Duo for Remote Desktop Access](#)

After setting up your Duo device, when you use VPN, a Duo Push or call will be made to your designated device. You must approve the Duo Push in your device app or follow the instructions on the phone call in order to establish a connection. For Duo Push, the best method is to have the Duo App open on your device before trying to connect. This way, you will not miss the Push notification.

After setting up DUO, you then install the GlobalProtect VPN software. This is the document link:

2. KB0012227: [Install GlobalProtect on Remote Device for VPN Application](#)

To download the GlobalProtect Software, go to <https://pan-gp.csudh.edu>, log in with your campus credentials. A notice is sent to your Duo device, approve the connection, then download the appropriate software.

Install the software, your host will be just pan-gp.csudh.edu

Click Connect, login with your campus credentials, your Duo device will be contacted. You have to approve the connect with Duo in order to be connected via VPN.

Once connected, there is an 8 hour reconnect time. After 8 hours, you will have to DUO MFA to get a VPN connection.

These are additional document links.

3. KB0012224: [Managing Your Authentication Devices in Duo](#)
4. KB0012225: [Virtual Private Network \(VPN\) GlobalProtect FAQ](#)
5. KB0012222: [How to Find Your Computer's IP Address](#)
6. KB0012250: [Set Up Remote Desktop](#)
7. KB0012156: [Map the I:Drive- Windows](#)
8. KB0012167: [Map the I:Drive – Mac](#)

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