

Multi-Factor Authentication and Palo Alto GlobalProtect VPN Instructions for Private Providers and Vendors

This document details instructions for Private Providers and Vendors to register for multi-factor authentication, install Palo Alto GlobalProtect Virtual Private Network (VPN), and login for the first time.

Table of Contents

Sign into Microsoft – New Accounts	2
Follow these instructions if you do not have an existing Microsoft account.	
Sign into Microsoft – Existing Accounts	4
Follow these instructions if you have an existing Microsoft account.	
Register for Multi-Factor Authentication	6
Install Palo Alto GlobalProtect VPN	8
Login to Palo Alto GlobalProtect VPN	11
Need help?	12

Sign into Microsoft – New Accounts

Follow these instructions if you do not have an existing Microsoft account.

1. You will receive the following invitation from <u>invites@microsoft.com</u>. This is a secure email sent on behalf of HHS. Click **Accept Invitation**.

To: jdoe@yahoo.com		
Please only act on this email if you trust t individuals may receive fraudulent invitations expecting this invitation, proceed with cauti	he individual and organization represented from bad actors posing as legitimate com ion.	d below. In rare cases, Ipanies. If you were not
Sender:	@hhs.texas.gov))
Organization: Tex	as Health and Human Services	
Domain: txhhs.on	microsoft.com	
tenantid=9bf97732-82b9-499b	Accept invitation	<u>eyahoo.com</u> .
Block future invitations from this organization	n.	
This invitation email is from Texas Health and advertising content. Texas Health and Hum you to review. Microsoft Corporation facilita message.	d Human Services (<u>txhhs.onmicrosoft.com</u>) an an Services has not provided a link to their p sted sending this email but did not validate th	d may include privacy statement for le sender or the
Microsoft respects your privacy. To learn more, please rea Microsoft Corporation, One Microsoft Way, Redmond, WJ	id the <u>Micropolit Privacy Statement</u> . A 98052	Hicrosoft

2. If you do not already have a Microsoft account, click **Send code** in the Sign in dialog box. will send a verification code to your email address.



Page **2** of **12** Revised 11/14/2022 3. Enter the verification code send to your email address. Then click Sign in.

← @gmail.com	
Enter code	
We just sent a code to	@gmail.com
Enter code	

4. In the review permissions dialog box, click **Accept**.



Page **3** of **12** Revised 11/14/2022 5. In the more information required dialog box, click **Next**.



6. Proceed to **Register for Multi-Factor Authentication**.

Sign into Microsoft – Existing Accounts

Follow these instructions if you have an existing Microsoft account.

1. You will receive the following invitation from <u>invites@microsoft.com</u>. This is a secure email sent on behalf of HHS. Click **Accept Invitation**.



Page **4** of **12** Revised 11/14/2022 2. Enter your Microsoft account password associated with your email address. Click Sign in.

@g	mail.com
Enter passv	vord
Password	
Forgot password?	
Email code to	@gmail.com

3. In the review permissions dialog box, click Accept.



4. In the more information required dialog box, click **Next**.



5. Proceed to Register for Multi-Factor Authentication.

Register for Multi-Factor Authentication

1. You are required to set up additional security verification methods. In the first dropdown, select **Authentication phone**. In the next dropdown, select **United States**. Enter your phone number in the field to the right of United States. Then, select if you'd like to receive a verification code by text message or phone call. Click **Next**.

Microsoft
Additional security verification
Secure your account by adding phone verification to your password. View video to know how to secure your account
Step 1: How should we contact you?
Authentication phone
United States (+1)
Method
Send me a code by text message
O Call me
Next
Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.

Page **6** of **12** Revised 11/14/2022 2. Enter the security code you received by text message or phone call. Then click **Verify**.



3. Upon entering the correct security code, you will receive a notification indicating verification was successful. You are now registered for Multi-Factor Authentication. Click **Done**.

Microsoft	
Additional security verification	
Secure your account by adding phone verification to your password. View video to know how to secure your account	
Step 2: We've sent a text message to your phone at +1 512 Venification successful!	
	Done

4. After clicking Done, you will be directed to the My Applications screen (Do not click the Remedy OnDemand icon). Proceed to **Install Palo Alto GlobalProtect VPN**.

← C A 🖆 https://myapplications.microsoft.com	
III My Apps $^{\vee}$	♀ \$earch apps
() An improved app discovery view is available! Try it now. You'll be able to return to the current experience. Learn more	
Apps V ③	

Page **7** of **12** Revised 11/14/2022

Install Palo Alto GlobalProtect VPN

- 1. Go to https://xvpn.hhs.texas.gov/global-protect/getsoftwarepage.esp.
- 2. Click the appropriate Palo Alto GlobalProtect VPN download link based on the operating system you are using.



3. Upon clicking the appropriate link, the download will begin.



4. In the GlobalProtect Setup Wizard, click **Next**.

🧟 GlobalProtect		_		×
Welcome to the GlobalP	rotect Setup) Wizard	palo	alto
The installer will guide you through the ste computer.	eps required to instal	l GlobalProtect v5.2.	11 on your	
WARNING: This computer program is pro Unauthorized duplication or distribution of or criminal penalties, and will be prosecute	tected by copyright this program, or any ed to the maximum e	law and internationa portion of it, may rea xtent possible under	l treaties. sult in seven the law.	re civil
	Cancel	< Back	Nex	t>

If you receive a notification asking the application to make changes to your device, click Yes. If you do not have local administrative rights to your device, contact your IT support organization.

5. By default, the client will download into your Windows Downloads file. Click **Next**.

GlobalProtect		—		\times
Select Installation Folder		ul ¹ '	balo	
The installer will install GlobalProtect to the following folder. To install in this folder, click "Next". To install to a different fo	lder, enter it bel	ow or c	lick "Brow	se".
C:\Program Files\Palo Alto Networks\GlobalProtect\			Browse	
			Disk Cost	
Cancel	< Back		Next	>

Page **9** of **12** Revised 11/14/2022 6. Click **Next** to confirm installation.

GlobalProtect		-	-		×
Confirm Installation		ul	pa	aloa	
The installer is ready to install GlobalProte	ect on your compute	er.			
Click "Next" to start the installation.					
	Cancel	< Back		Next	>

7. Once installation is complete, click **Close**.

olobalProtect			_]	×
Installation Complete			.,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	pal	Oa	lto WORKS"
GlobalProtect has been successfully inst	alled.					
Click "Close" to exit.						
Please use Windows Update to check fo	or any critical upda	ites to the .NET	Frame	work.		
	Cancel	< Back			Close	

8. Proceed to Login to Palo Alto GlobalProtect VPN.

Page **10** of **12** Revised 11/14/2022

Login to Palo Alto GlobalProtect VPN

1. Open the Palo Alto GlobalProtect VPN application. It may open automatically after installation, or you can use the search feature on your Windows taskbar. Type GlobalProtect, then click **Open**.

Best match	
GlobalProtect App	
Documents - This PC	GlobalProtect
🖷 GlobalProtect Testers (1)	Арр
📑 GlobalProtect Testers_IM (1)	
🖻 GlobalProtect Testers	☐ Open
GlobalProtect Testers_IM - in Downloads	 Gen file location
GlobalProtect Testers_IM - in IT Alerts	 Image: Printer Statistic Image: Printer Statistic
∽ globalprotect	
오 티 🚺 蒚 💽 🥶 🛚	* 📸 🦉 👳 💶 💵

2. Enter **xvpn.hhs.texas.gov** as the portal address. Then click **Connect**.



Page **11** of **12** Revised 11/14/2022 3. Select text or call to verify your identify. You will receive a verification code to proceed with sign in.



Need help?

Visit the <u>HHS Multi-Factor Authentication website</u> for more information about MFA. Contact your IT support organization for technical support or assistance. For any additional questions, call the HHS IT Help Desk at 855-435-7181 (toll-free) or 512-438-4720, 7 a.m. to 7 p.m. CST, Monday–Friday.