



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.

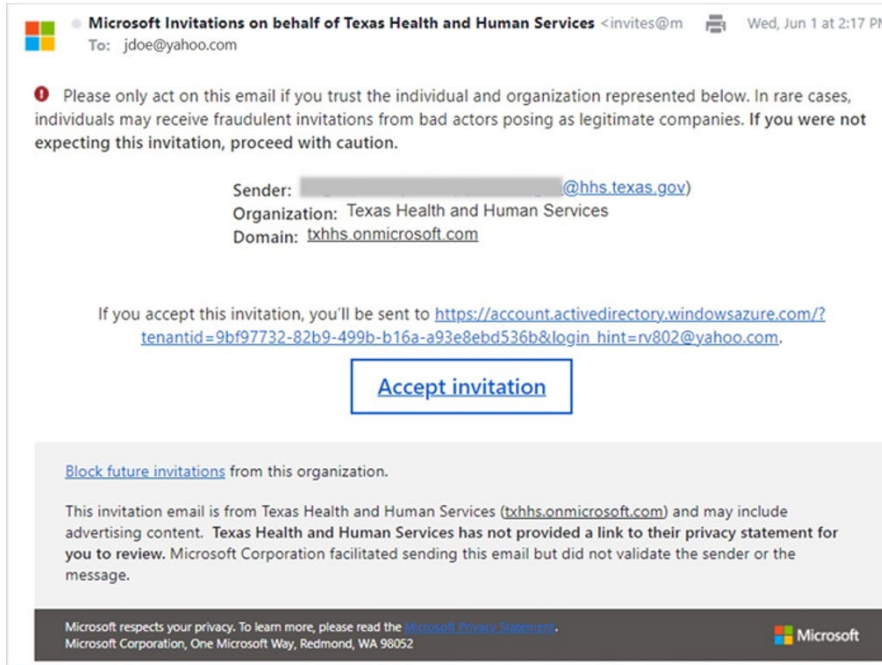
Table of Contents

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

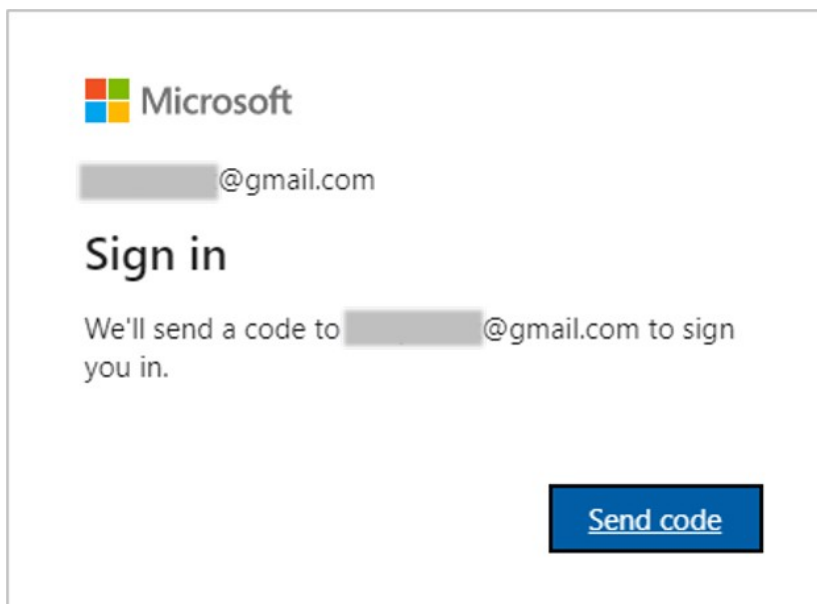
Sign into Microsoft – New Accounts

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

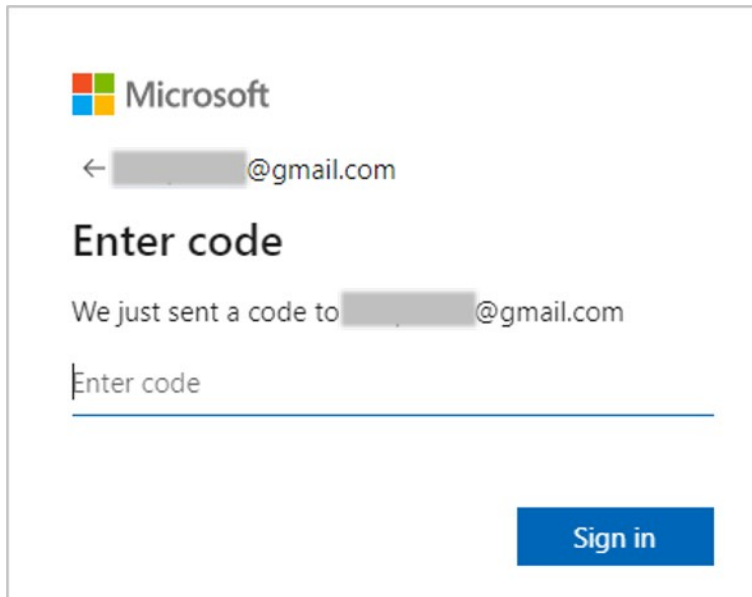
1. You will receive the following invitation from invites@microsoft.com. This is a secure email sent on behalf of HHS. Click **Accept Invitation**.



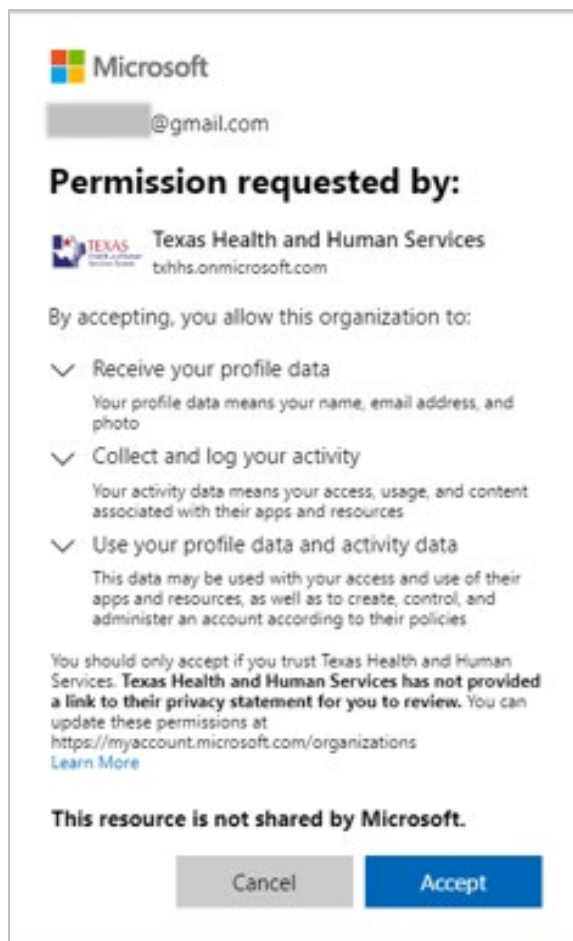
2. If you do not already have a Microsoft account, click **Send code** in the Sign in dialog box. will send a verification code to your email address.



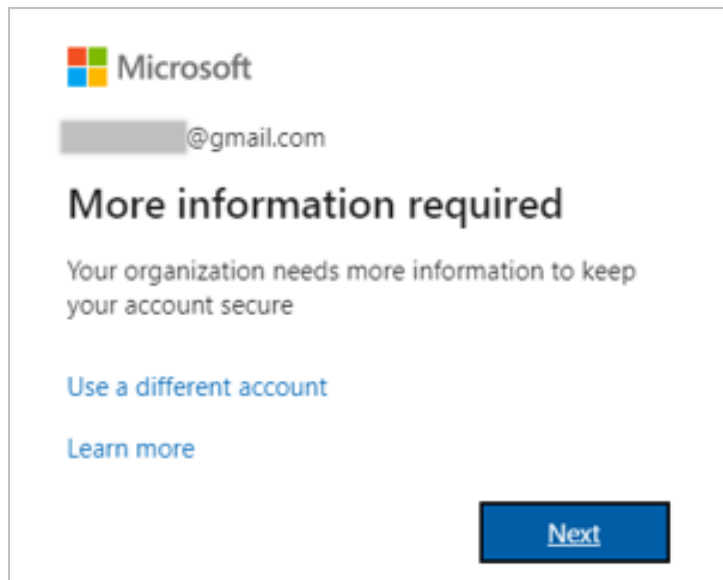
3. Enter the verification code send to your email address. Then click **Sign in**.



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



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

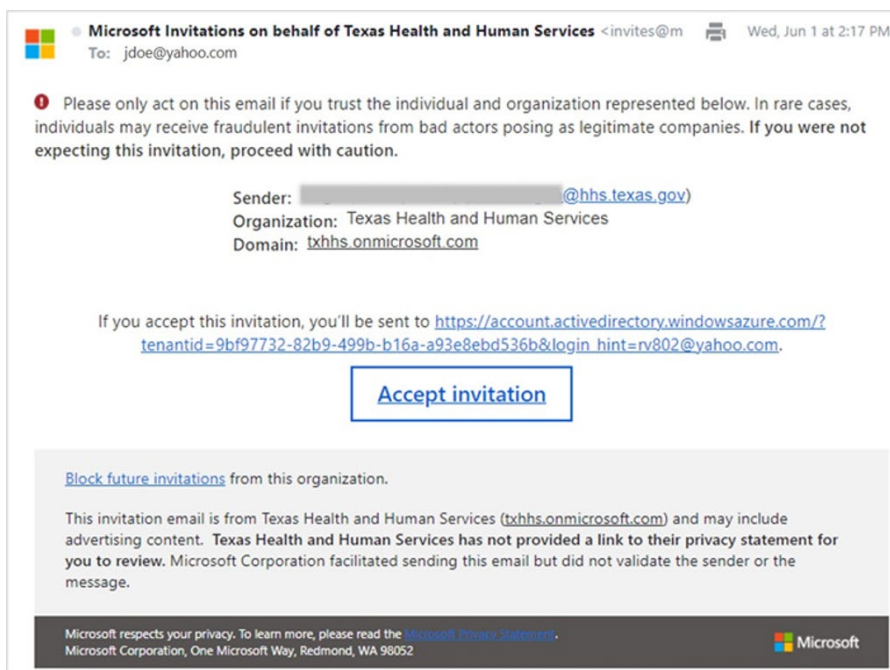


6. Proceed to [Register for Multi-Factor Authentication](#).

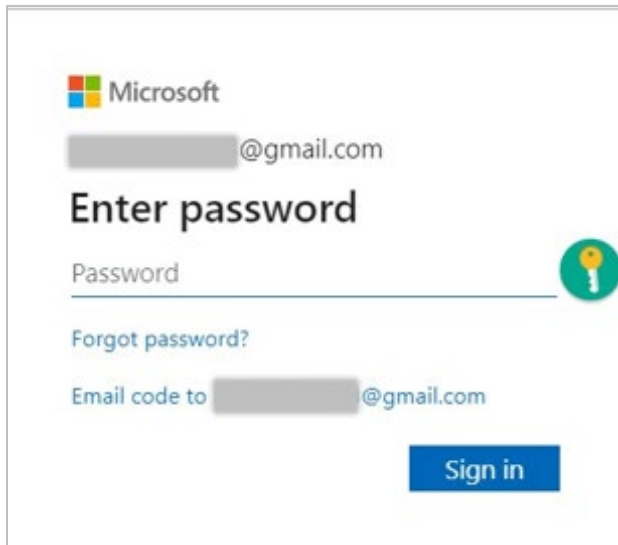
Sign into Microsoft – Existing Accounts

Follow these instructions if you have an existing Microsoft account.

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

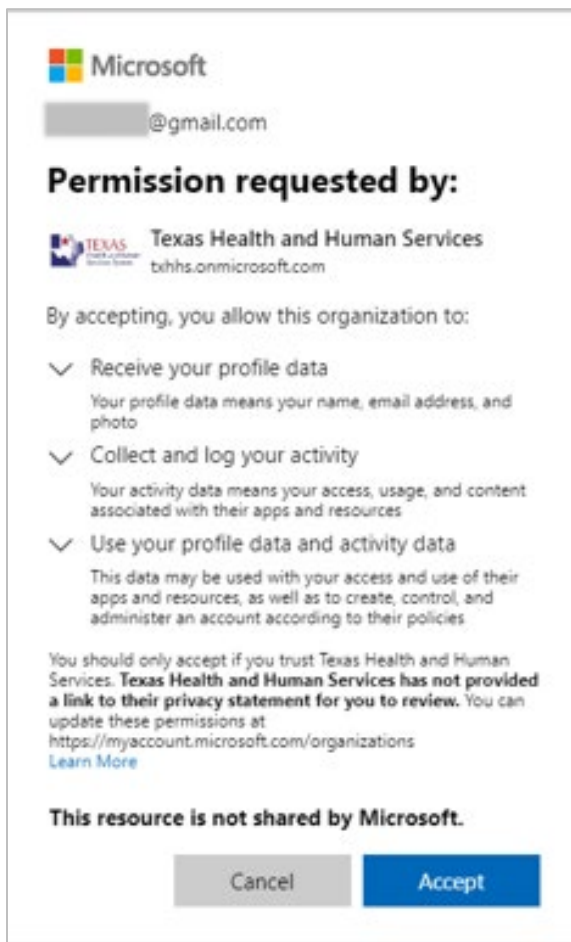


2. Enter your Microsoft account password associated with your email address. Click **Sign in**.



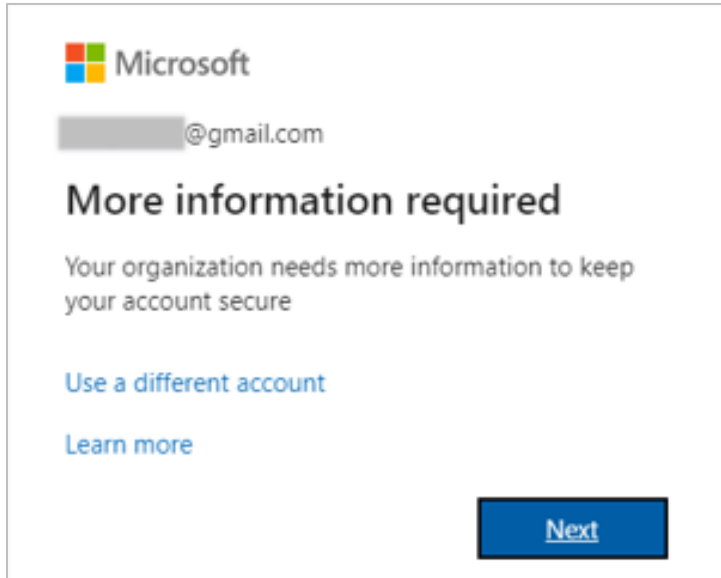
The image shows a Microsoft sign-in page. At the top left is the Microsoft logo. Below it is a text input field containing a redacted email address followed by "@gmail.com". The main heading is "Enter password". Below this is a password input field with a "Password" label and a key icon on the right. There is a link for "Forgot password?". Below that is a text input field for an "Email code to" followed by a redacted email address and "@gmail.com". At the bottom right is a blue "Sign in" button.

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



The image shows a Microsoft permission request dialog box. At the top left is the Microsoft logo. Below it is a text input field containing a redacted email address followed by "@gmail.com". The main heading is "Permission requested by:". Below this is the logo for "TEXAS Health and Human Services" and the text "Texas Health and Human Services" with the URL "bihhs.onmicrosoft.com". Below that is the text "By accepting, you allow this organization to:". There are three permission items, each with a checkmark icon and a description: "Receive your profile data" (Your profile data means your name, email address, and photo), "Collect and log your activity" (Your activity data means your access, usage, and content associated with their apps and resources), and "Use your profile data and activity data" (This data may be used with your access and use of their apps and resources, as well as to create, control, and administer an account according to their policies). Below these items is a warning: "You should only accept if you trust Texas Health and Human Services. Texas Health and Human Services has not provided a link to their privacy statement for you to review. You can update these permissions at <https://myaccount.microsoft.com/organizations> [Learn More](#)". At the bottom is the text "This resource is not shared by Microsoft." and two buttons: "Cancel" and "Accept".

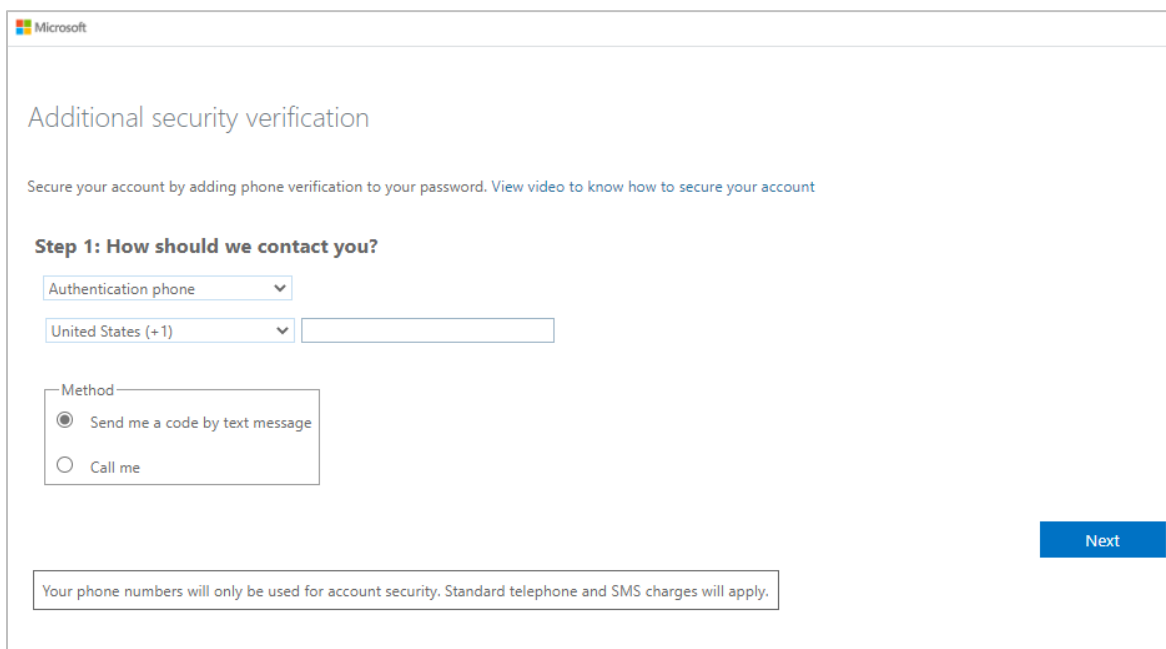
4. In the more information required dialog box, click **Next**.



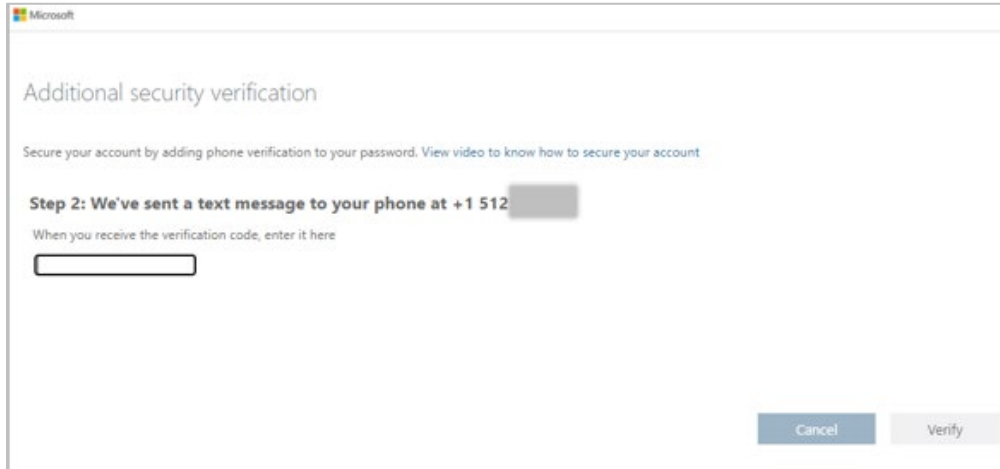
5. Proceed to [Register for Multi-Factor Authentication](#).

Register for Multi-Factor Authentication

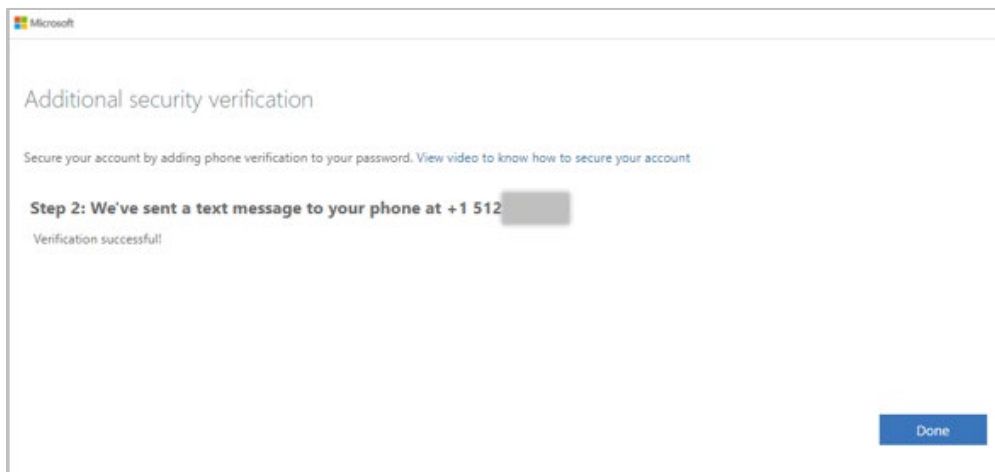
1. You are required to set up additional security verification methods. In the first dropdown, select **Authentication phone**. In the next dropdown, select **United States**. Enter your phone number in the field to the right of United States. Then, select if you'd like to receive a verification code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



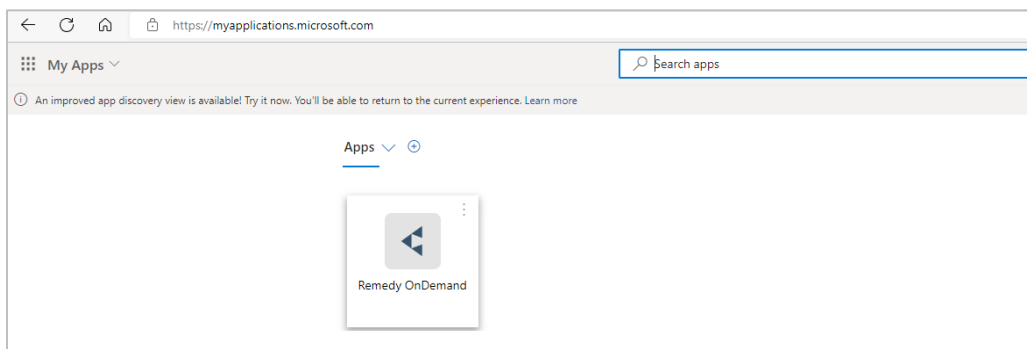
2. Enter the security code you received by text message or phone call. Then click **Verify**.



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**.

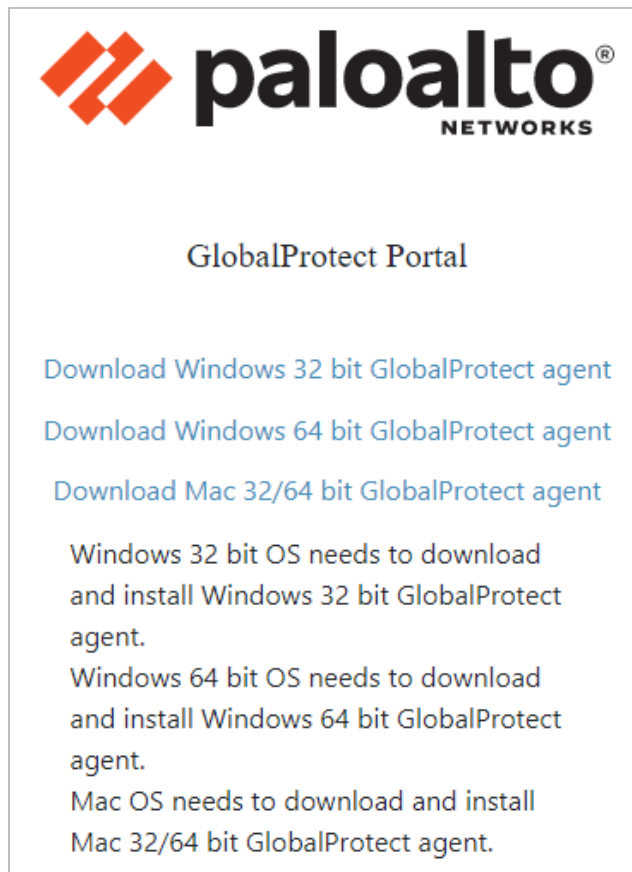


4. After clicking Done, you will be directed to the My Applications screen (Do not click the Remedy OnDemand icon). Proceed to **[Install Palo Alto GlobalProtect VPN](#)**.

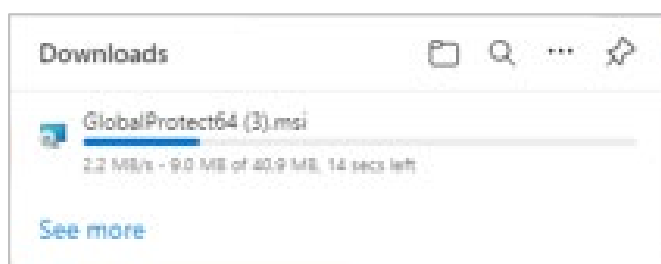


Install Palo Alto GlobalProtect VPN

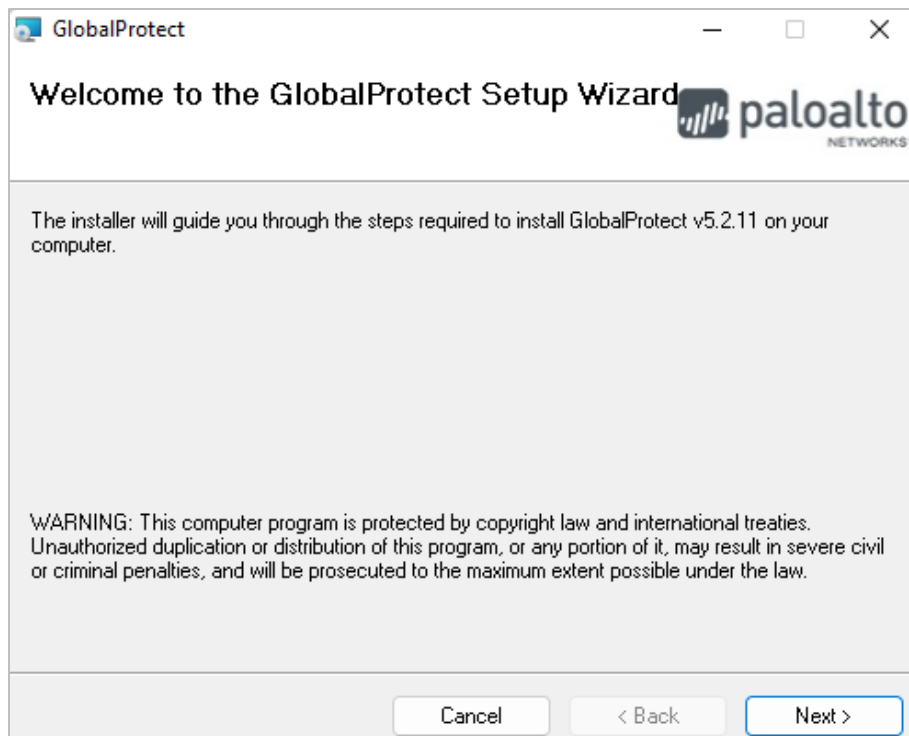
1. Go to <https://xvpn.hhs.texas.gov/global-protect/getsoftwarepage.esp>.
2. Click the appropriate Palo Alto GlobalProtect VPN download link based on the operating system you are using.



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

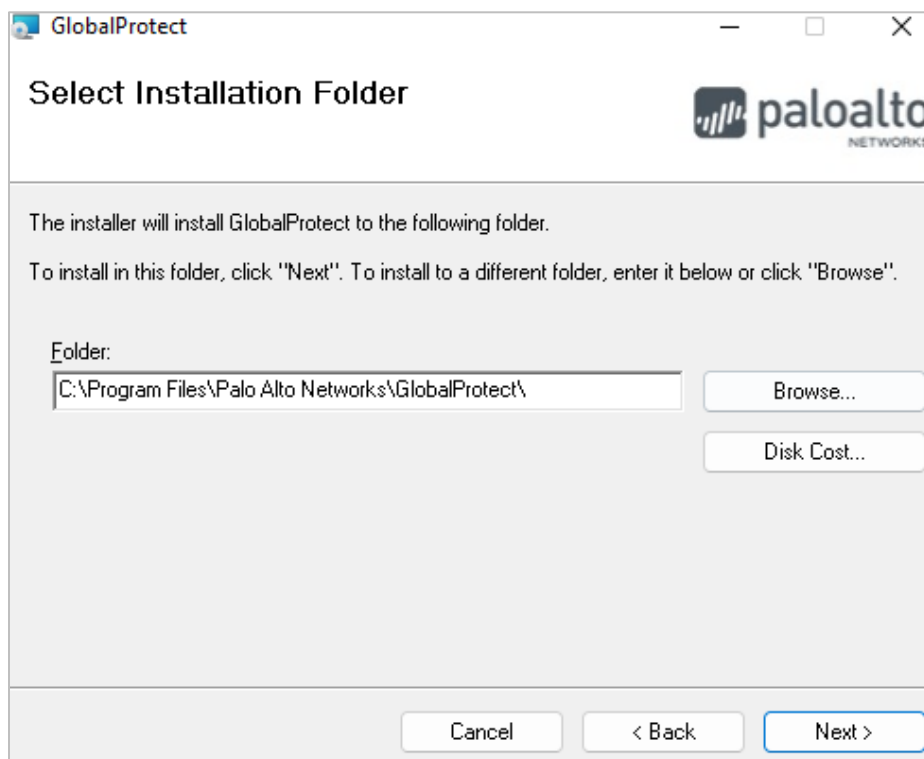


4. In the GlobalProtect Setup Wizard, click **Next**.

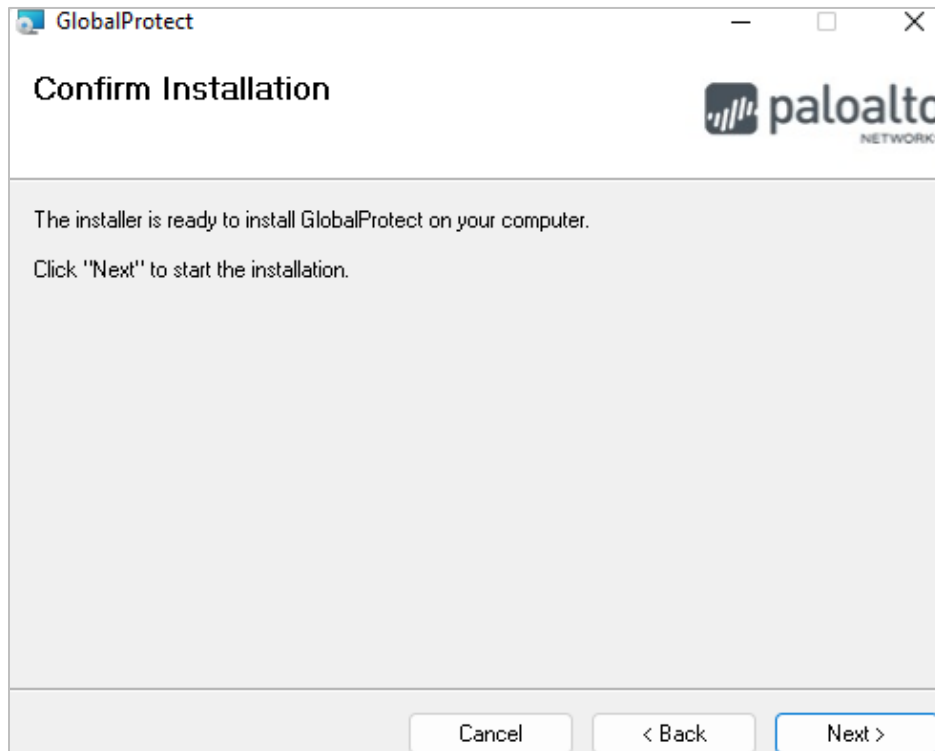


If you receive a notification asking the application to make changes to your device, click Yes. If you do not have local administrative rights to your device, contact your IT support organization.

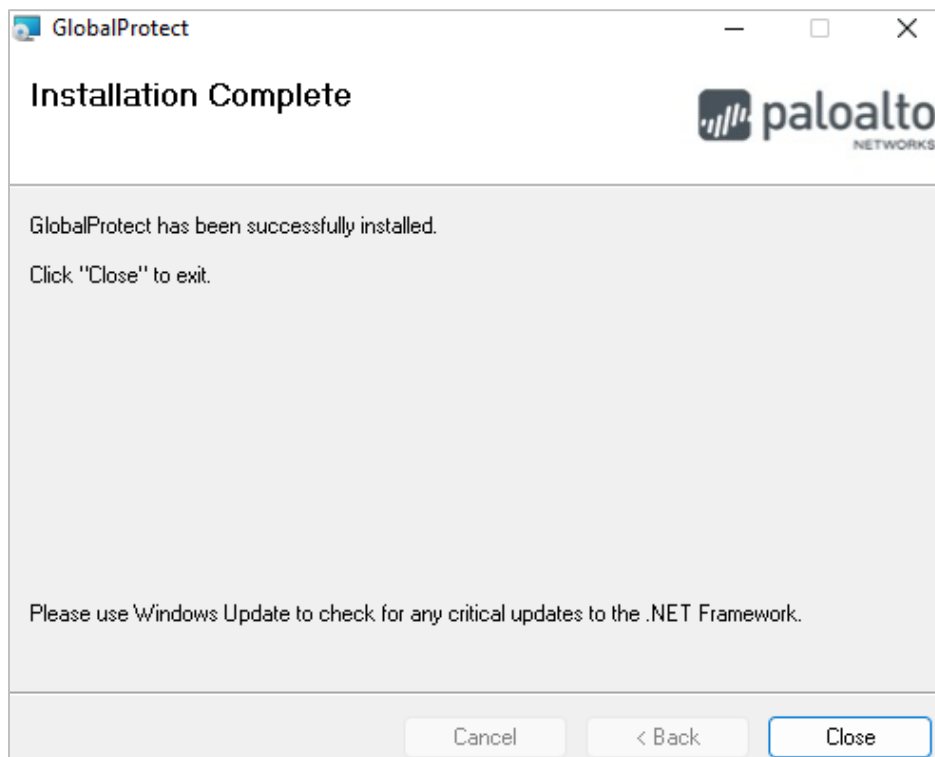
5. By default, the client will download into your Windows Downloads file. Click **Next**.



6. Click **Next** to confirm installation.



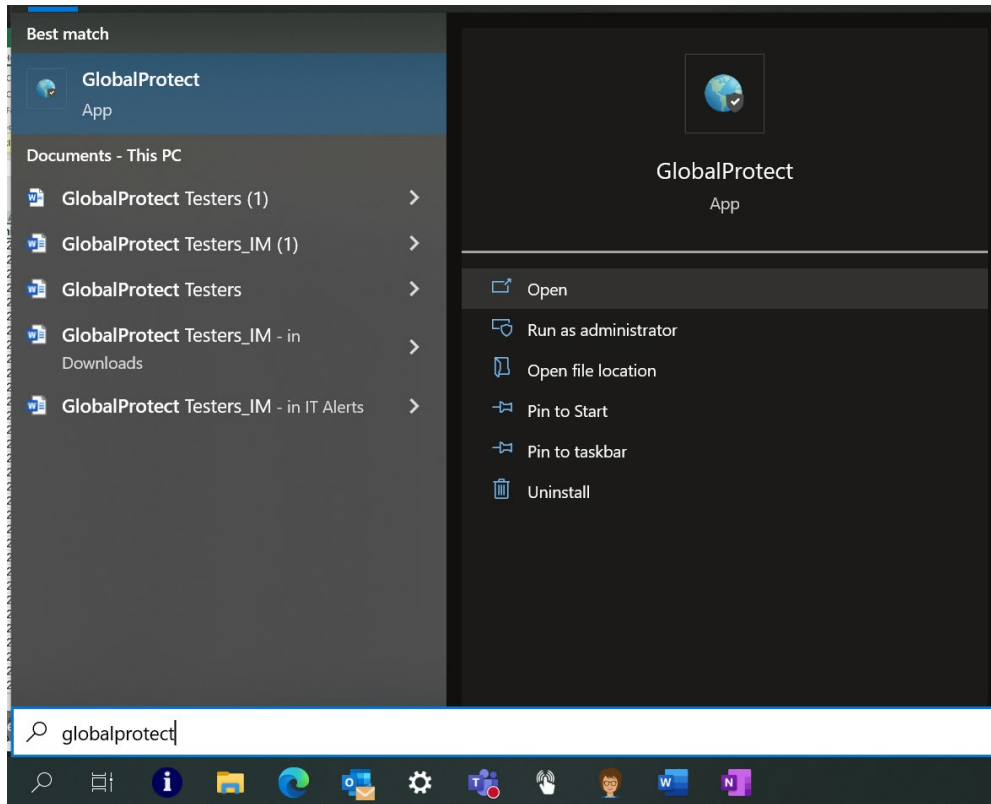
7. Once installation is complete, click **Close**.



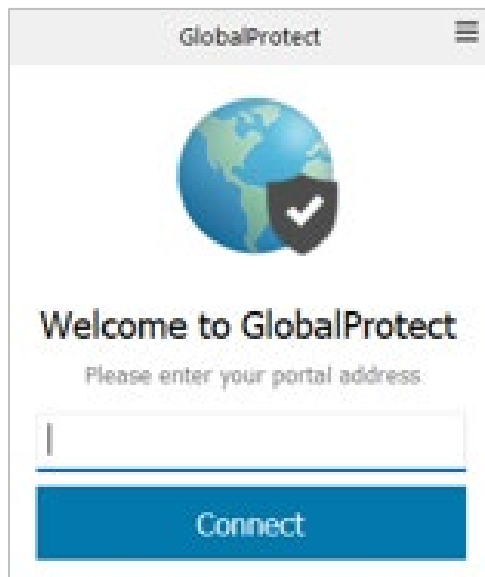
8. Proceed to [Login to Palo Alto GlobalProtect VPN](#).

Login to Palo Alto GlobalProtect VPN

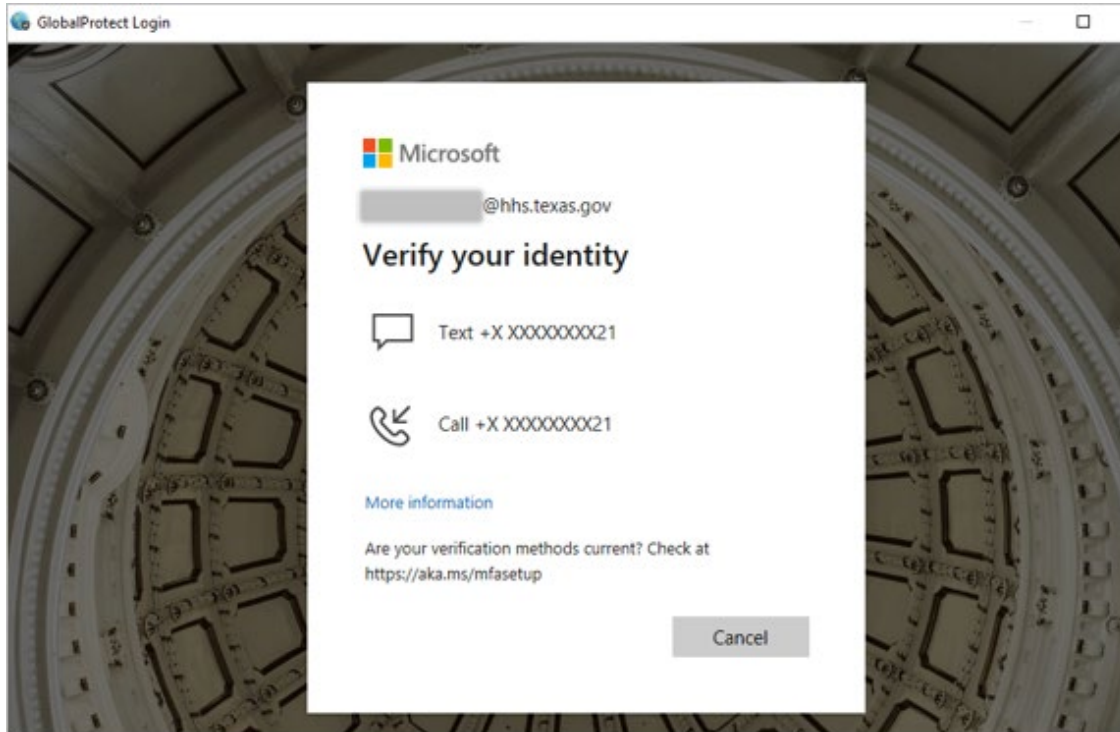
1. Open the Palo Alto GlobalProtect VPN application. It may open automatically after installation, or you can use the search feature on your Windows taskbar. Type GlobalProtect, then click **Open**.



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



3. Select text or call to verify your identity. You will receive a verification code to proceed with sign in.



Need help?

Visit the [HHS Multi-Factor Authentication website](#) 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.