

Innovation Technology Department Help Desk.

If you are not able to connect to VPN and need assistance. Contact the Help Desk at:

E-Mail:

HelpDesk@Cupertino.org

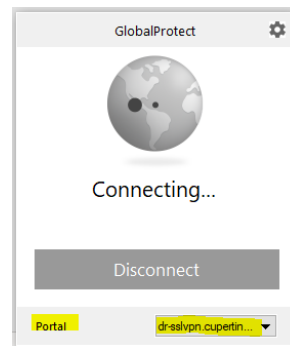
Phone:

(408) 777-3381

Disaster Recovery VPN Instructions

In the event of a disaster please make sure to change the portal to:

dr-sslvpn.cupertino.org



City of Cupertino VPN Access

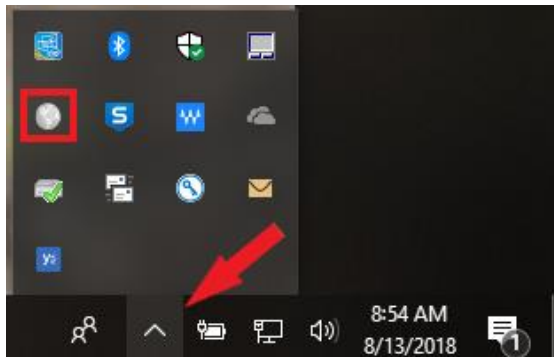
Instructions on how to connect to VPN for remote access.



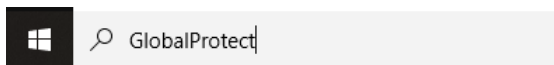


Locating GlobalProtect VPN Client

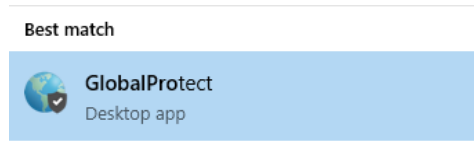
Click on the Arrow in the taskbar to show Hidden Icons. Select the Globe



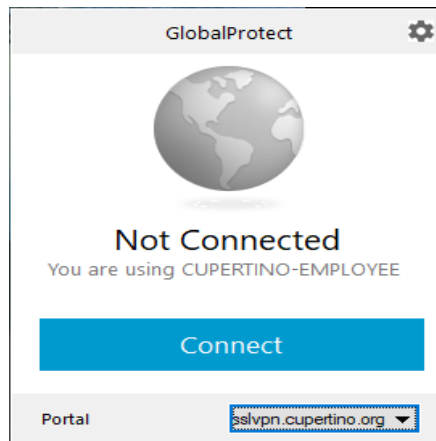
If you do not see the globe,
Using your search bar enter in
"GlobalProtect".



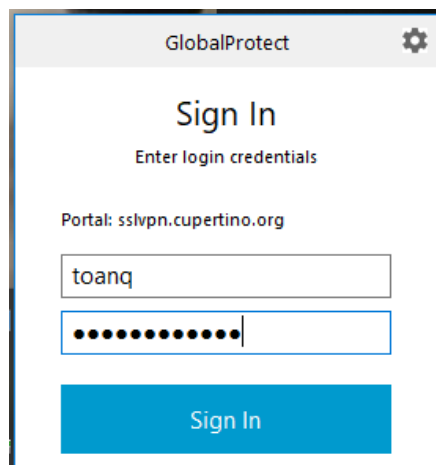
Your computer will display the
Desktop App that you can click on to
launch the application.



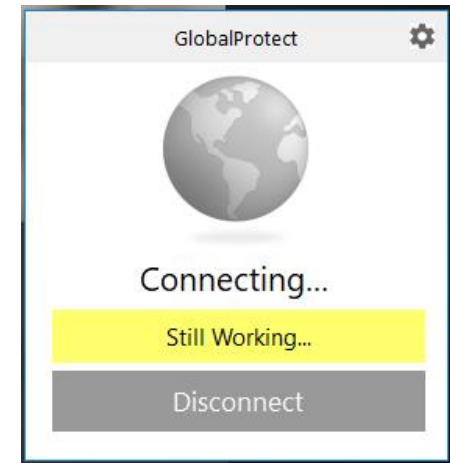
GlobalProtect will show that you are not connected. Confirm that the portal is sslvpn.cupertino.org Click on Connect.



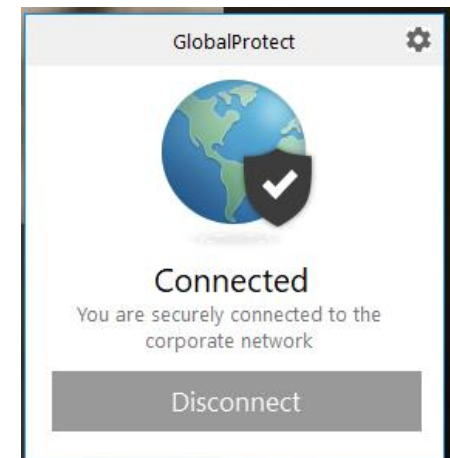
Enter your network user name and password and click on Sign In.



You may see a message that says
"Still Working..."



Once a connection has been established GlobalProtect will show that you are connected to the corporate network.



Your credentials will be saved the next time you log in.