

Downloading GlobalProtect

1. To get started, download the GlobalProtect VPN client for Windows by following this link: [Download GlobalProtect](#).

Setting up HIP VPN

1. After you've installed GlobalProtect, open the program.
2. Look for the dropdown menu where it says "uwmadison.vpn.wisc.edu."
3. Choose "**Manage Portals**".
4. Click on "**Add**."
5. Type in "**smph.vpn.wisc.edu**" and save your selection.

Using the HIP VPN

1. Open **GlobalProtect**.
2. At the bottom, ensure that "smph.vpn.wisc.edu" is selected.
3. Click on "Connect."
4. Sign in using your **UW NetID** and Password. (***NOT your HIP credentials***)
5. When prompted by Duo, press "**1**" and then press "**Enter**" or click "**Sign In**".
6. Once you complete the Duo prompt, you will be connected to the HIP Network.

Connecting to Your HIP Resource After VPN Connection

1. Open "**Remote Desktop Connection**" on your Windows desktop (not a shortcut from IT; open it from the start menu).
2. Type in the name of the remote resource you want to connect to, such as "**hipapp4**" or "**hipapp6**" and click **Connect**.
3. If you can't connect, click "**Show Options**" at the bottom of the application.
4. Then, go to "**Advanced**," navigate to the "**Connect from Anywhere**" section, and click "**Settings**".
5. Make sure the option "**Do Not Use an RD Gateway Server**" is selected.

Using Remote Desktop Connections on a Mac

Instructions for Macs: <https://kb.wisc.edu/helpdesk/page.php?id=73116>