



## Remote Access (VPN) for Employees to Work Offsite UF Health Jacksonville Guidelines

### Important Message

All requests must be approved by the department's vice president/chair, who will send a list of names and usernames (what you login to your computer with every day) to [jam@jax.ufl.edu](mailto:jam@jax.ufl.edu). These requests will be treated as high priority and completed as quickly as possible.

Confirmation will be sent to the requesting vice president/department chair and instructions will be sent to the individuals once access has been granted.

**Only requests submitted by the vice president/chair will be processed.**

### General Questions

#### How do I reach IT Services with general questions?

Please read these FAQs first. If your question isn't covered, you have several options:

- **Online Self Service:** you can place a ticket online to have your question answered.
  - While at work, visit the [UF Health Bridge intranet portal \(Bridge.UFHealth.org\)](https://bridge.ufhealth.org),



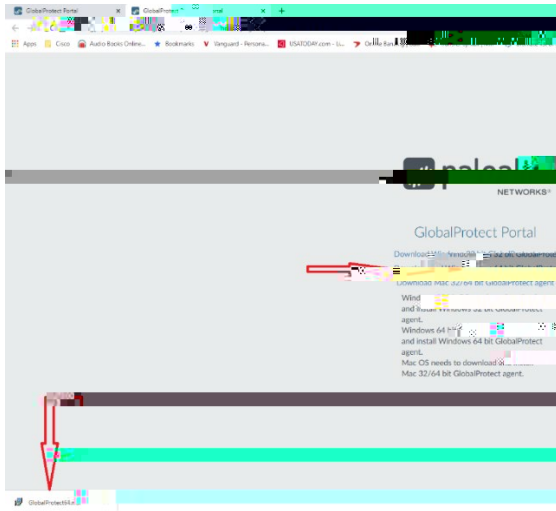
Date posted: March 20



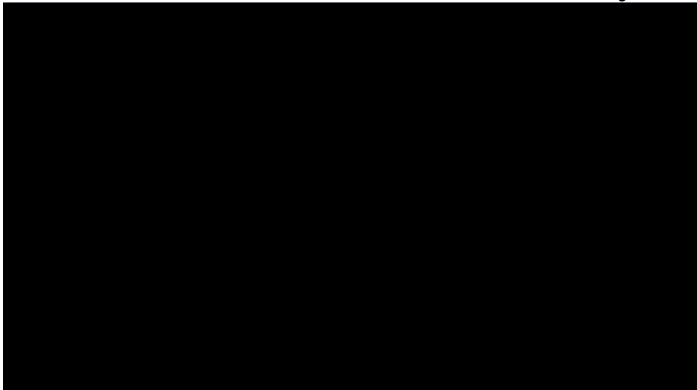


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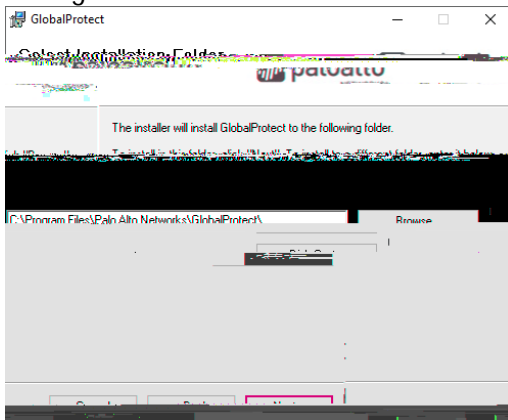
## Installing the GlobalProtect VPN Client



5. Run the file from the browser or find the file in your computer and run it



6. Change the installation folder if needed but most users should be fine with the default



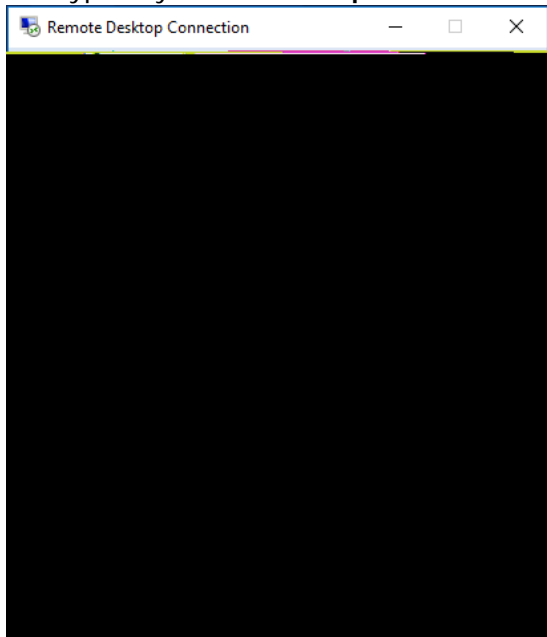


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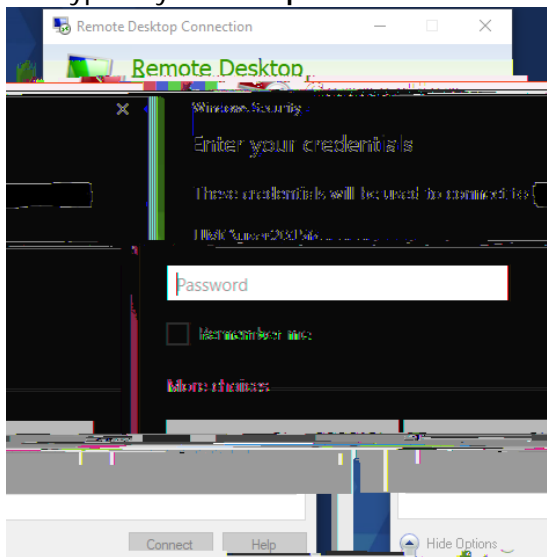
7. After installation, the client should automatically show up in the system tray on the bottom right of your desktop. You may need to hit the ^ near the time to show all icons. Click the grey globe in the tray.
  
8. In the "portal address" field type myvpn.ufhealthjax.org and hit "Connect". This points the client to our firewall.



3. Type in your work computer and `umc\username`, then click **connect**.

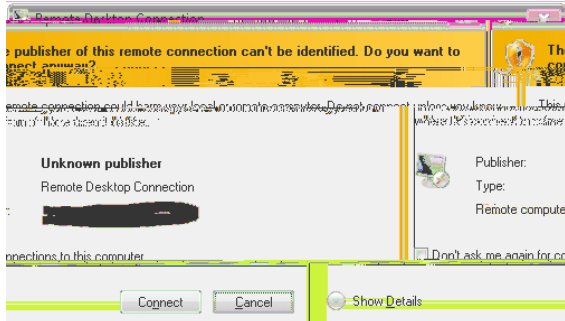


4. Type in your umc password.

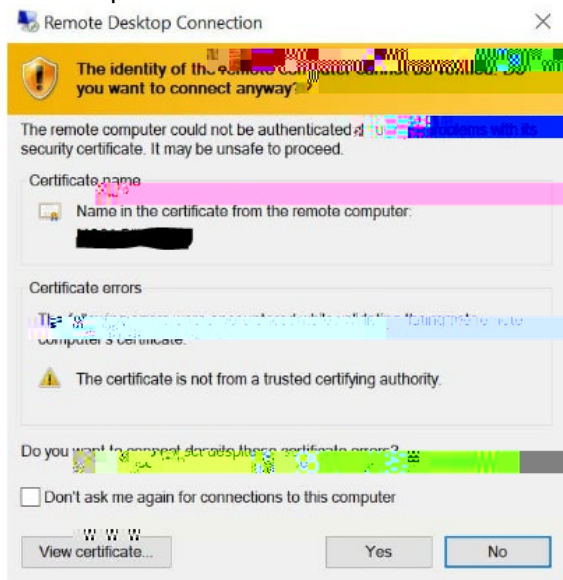




5. You may receive this message while connecting. Confirm the **Remote Computer** name is correct. Then click **Connect**.



6. You may receive this message while connecting. Confirm the **Remote Computer** name is correct. Then click **Yes**. You may also check "Don't ask me again for connections to this computer."



7. Remote Desktop will now connect to your work PC.