

iPad Not Connecting From Home?

Start with a hard reset by holding down both the home button and on/off button for 20 seconds until it restarts

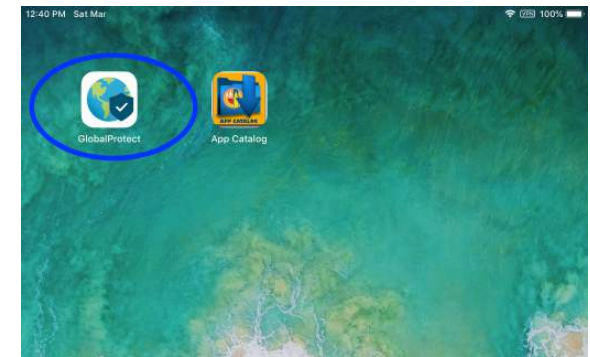


Do you have the right VPN profile?

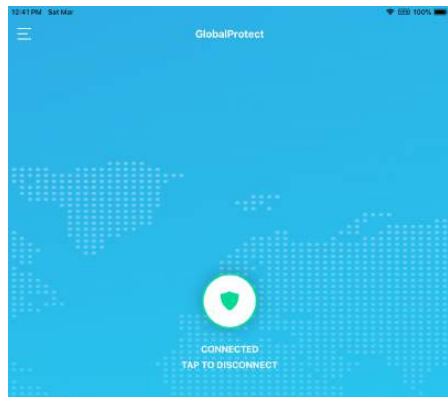
Settings -> General -> Device Management
Device Manager -> More Details



Is the Global Protect app installed?



Click on the Global Protect app



Make sure the VPN symbol appears



You are now connected

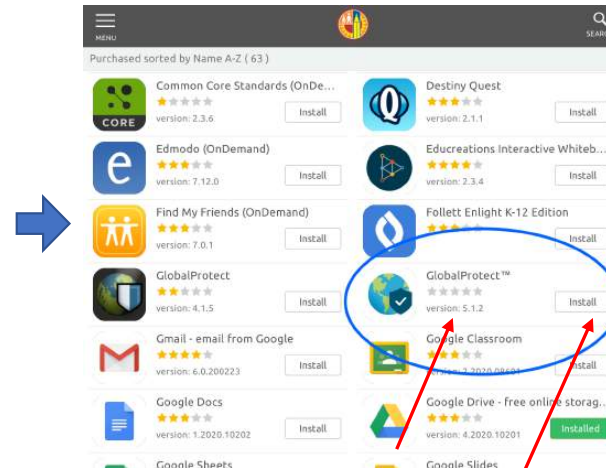


Troubleshooting Guide

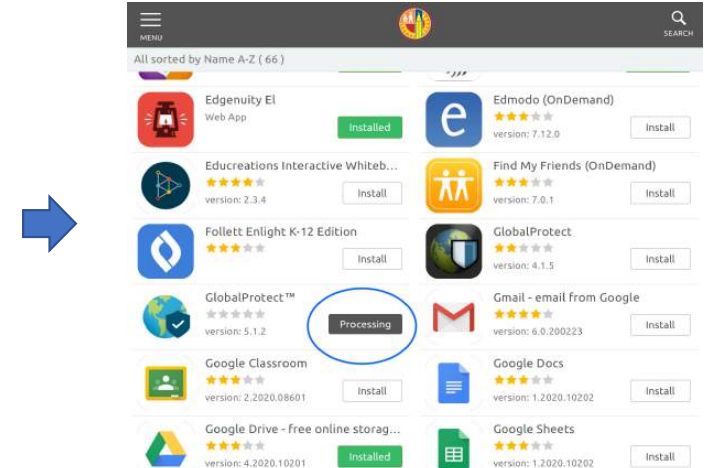
Missing the Global Protect app



Search for the App Catalog icon



Locate the GlobalProtect app version 5.1.2 and click Install

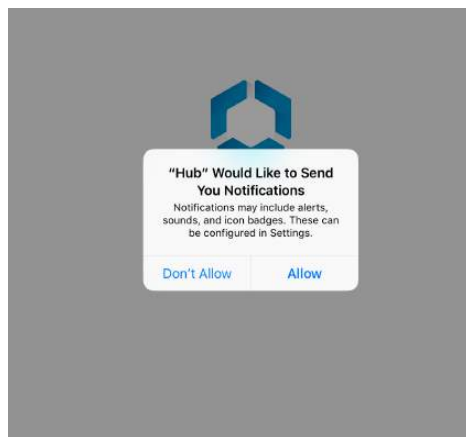
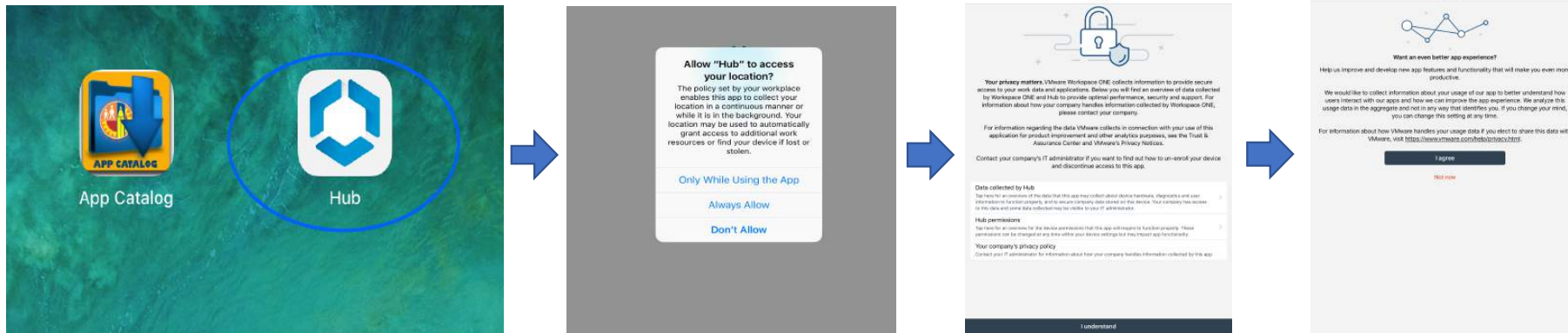


Install will switch to processing and the app will shortly download shortly

If the app does not download within 2 to 5 mins repeat the process.

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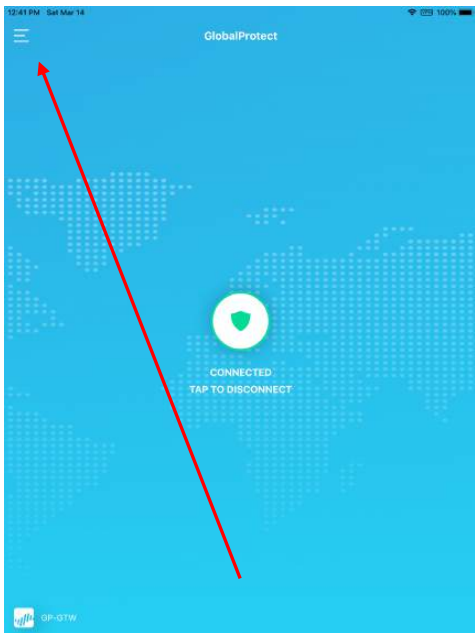
Missing the VPN setting (GP VPN_4)?



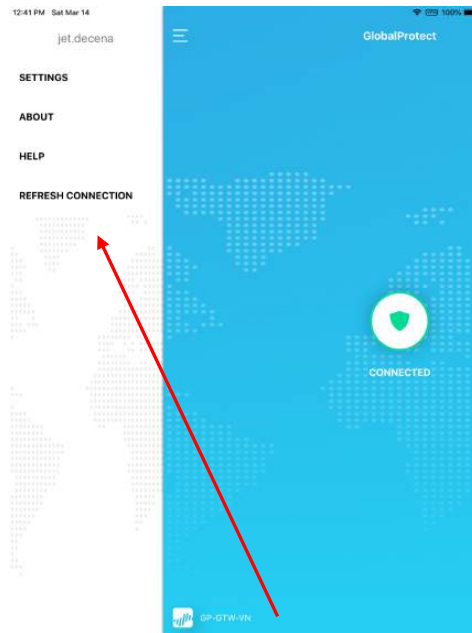
Open the Hub app if prompted, go through the prompts. The hub will then sync the device with with our system to repush the VPN setting. Leave your device online and unlocked for 5 to 10 minutes. If VPN setting still does not appear open the App Catalog and wait for another 5 to 10 minutes. If it still does not load restart the iPad and repeat the process.

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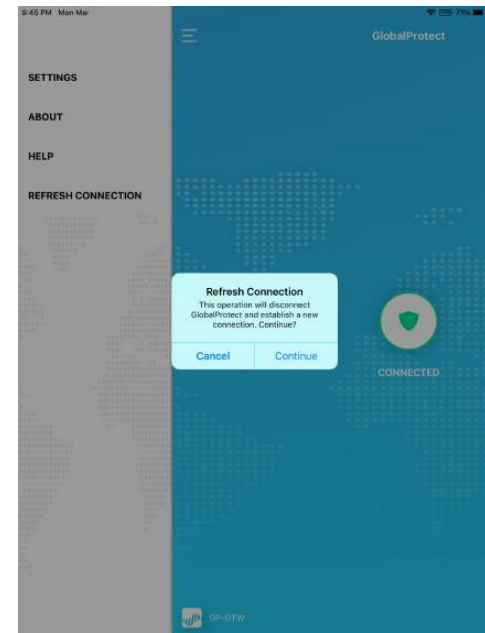
VPN Connects but still cannot connect online



Click on hamburger



Select refresh connection



Click continue and a new session will be created