

Remote working using Global Protect

Global Protect is a secure and easy way of connecting to the organisation's network from your council device, wherever you are. Global Protect is installed on all Windows 10 devices and is now also being installed on existing Windows 7 devices.

Getting started

Make sure you have your mobile phone so that you can receive a verification code.

You need to connect to Wi-Fi:

- Click on the Internet access icon on the Taskbar.



- Select 'Wi-Fi' and search for your local connection.
- Click on that connection and enter the password.

Your device should then connect to your Wi-Fi connection and the Internet access logo will change to show you are connected.

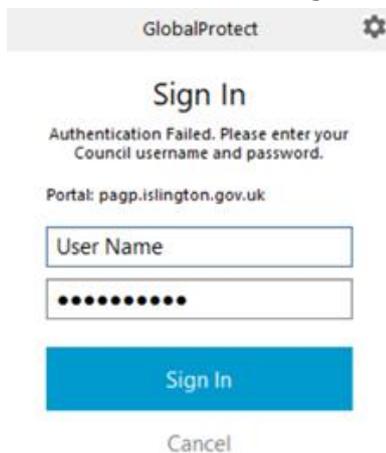
Using Global Protect

Each time you go to use Global Connect, make sure you are connected to Wi-Fi and you have your mobile phone with you.

- Click on the 'Global Protect' icon (a globe) on your taskbar.



- If you can't see the icon but your taskbar has an arrow, click on the arrow to expand the taskbar and the Global Protect icon should appear.
- Click 'Connect'.
- A sign-in window will appear, asking you to enter your council password. Once you have done this, click 'Sign In'.



- A pop-up window will appear, prompting you to enter a verification code. The code will be automatically sent to your mobile. Enter this code into the box and click 'OK'.
- Connection may take a few minutes. Don't open up any applications while you wait and once you are connected, a message box will appear on screen saying: 'This is an Islington Council laptop, Islington Digital Services'.
- Close the message. You are now connected and you can use your laptop/computer as normal.
- A tick will appear by the icon on the taskbar to show you're connected.

Troubleshooting

If you get a 'Connection failed' error message:

- Click on 'Settings' in the top right corner.
- Open 'Settings'.
- Click 'Sign Out' next to your username and close the window.
- Open 'Settings' again and click once to highlight 'pagp.islington.gov.uk' and click 'Delete'.
- Click on the 'Global Protect' icon (globe) on your taskbar.
- Type in: **pagp.islington.gov.uk** and click 'Connect' and follow the rest of the steps under 'Using Global Protect' above.