

## iOS Update, GlobalProtect VPN and Remote Desktop Instructions

This document will provide you with instructions on how to 1) update your iOS software to the latest security patches 2) Install and configure GlobalProtect VPN software and 3) Install and configure Remote Desktop client so that you can virtually connect to your PC at work.

### 1) iOS Software Update

It is important to update your iPad with the latest security and software patches to avoid any security issues. Please follow these steps to update your iPad.

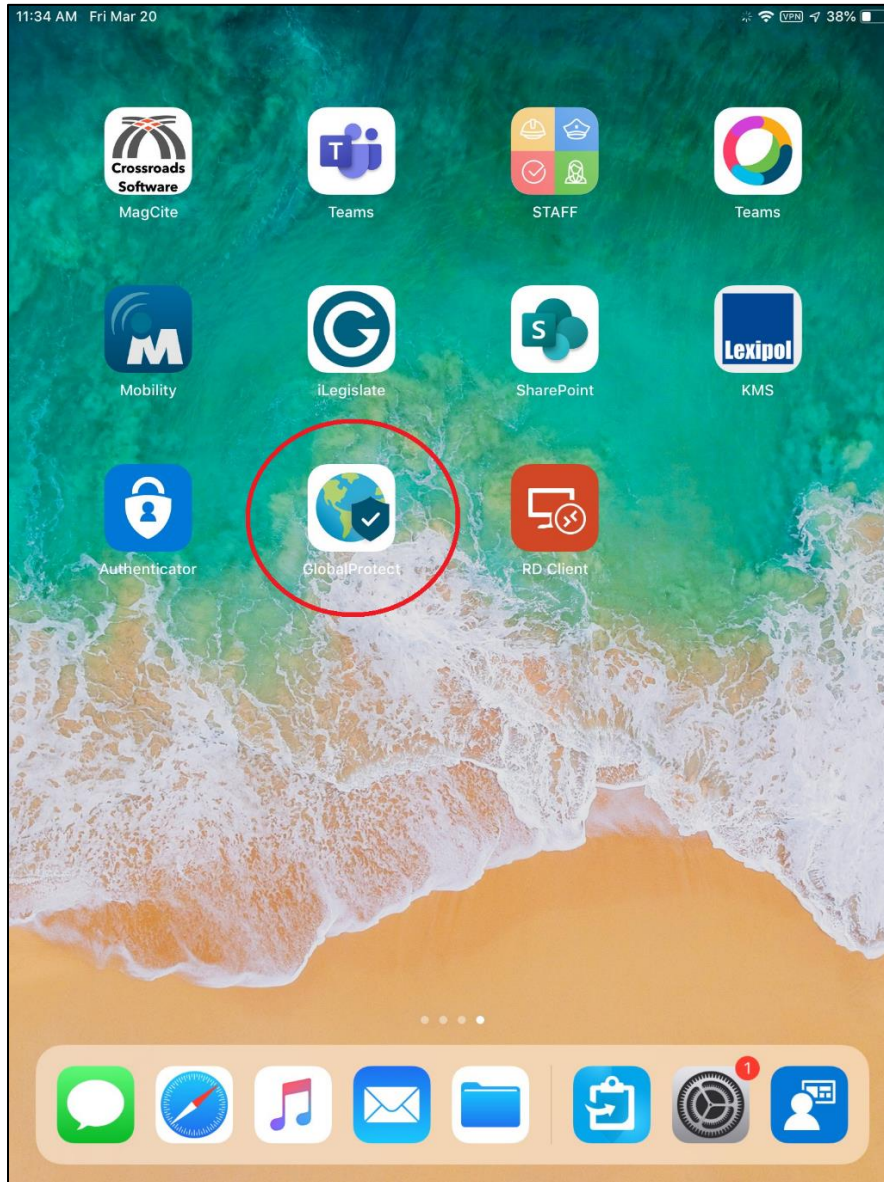
1. Plug your device into power and connect to the Internet with Wi-Fi.
2. Go to Settings > General, then tap Software Update.



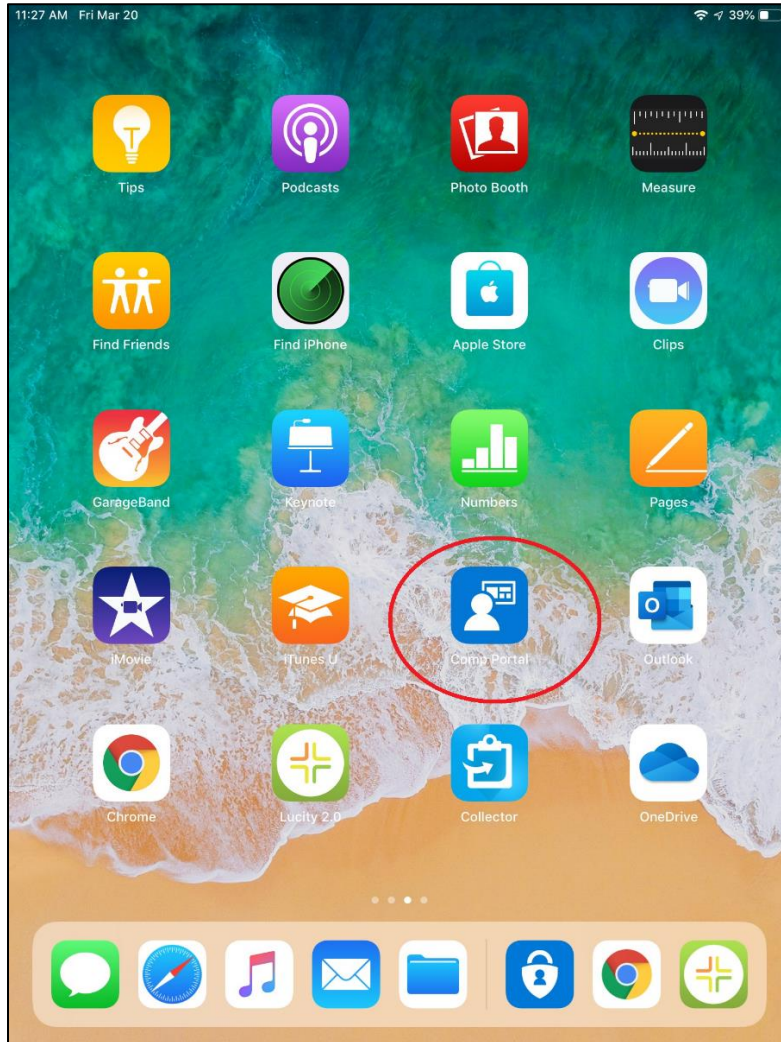
3. Tap Download and Install. If a message asks to temporarily remove apps because the software needs more space for the update, tap Continue or Cancel. Later, iOS or iPadOS will reinstall apps that it removed.
4. To update now, tap Install. Or you can tap Later and choose Install Tonight or Remind Me Later. If you tap Install Tonight, just plug your device into power before you go to sleep. Your device will update automatically overnight.
5. If asked, enter your passcode.

## 2) GlobalProtect VPN Installation and Configuration

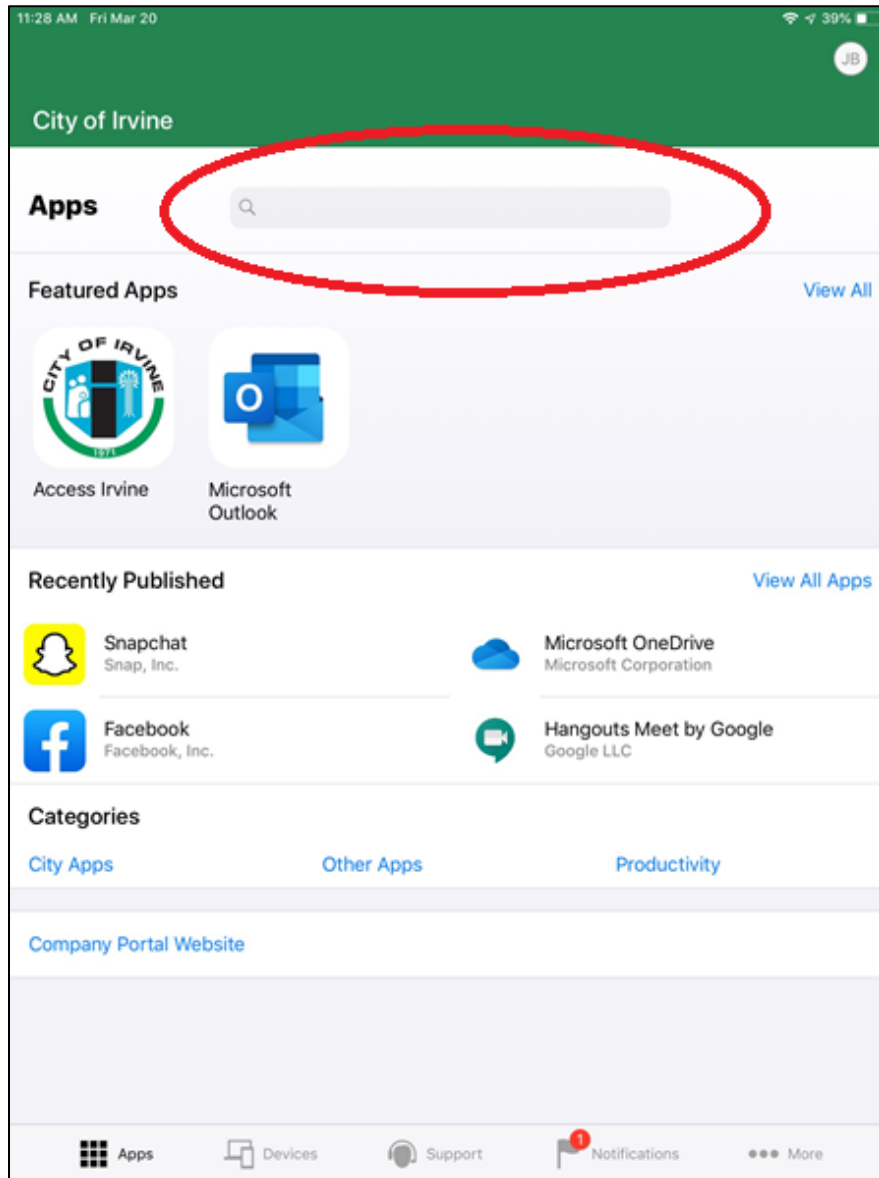
1. If you have a City owned device, verify the GlobalProtect VPN app is available on your home screen. If you do not see it, go to step #2 to install.



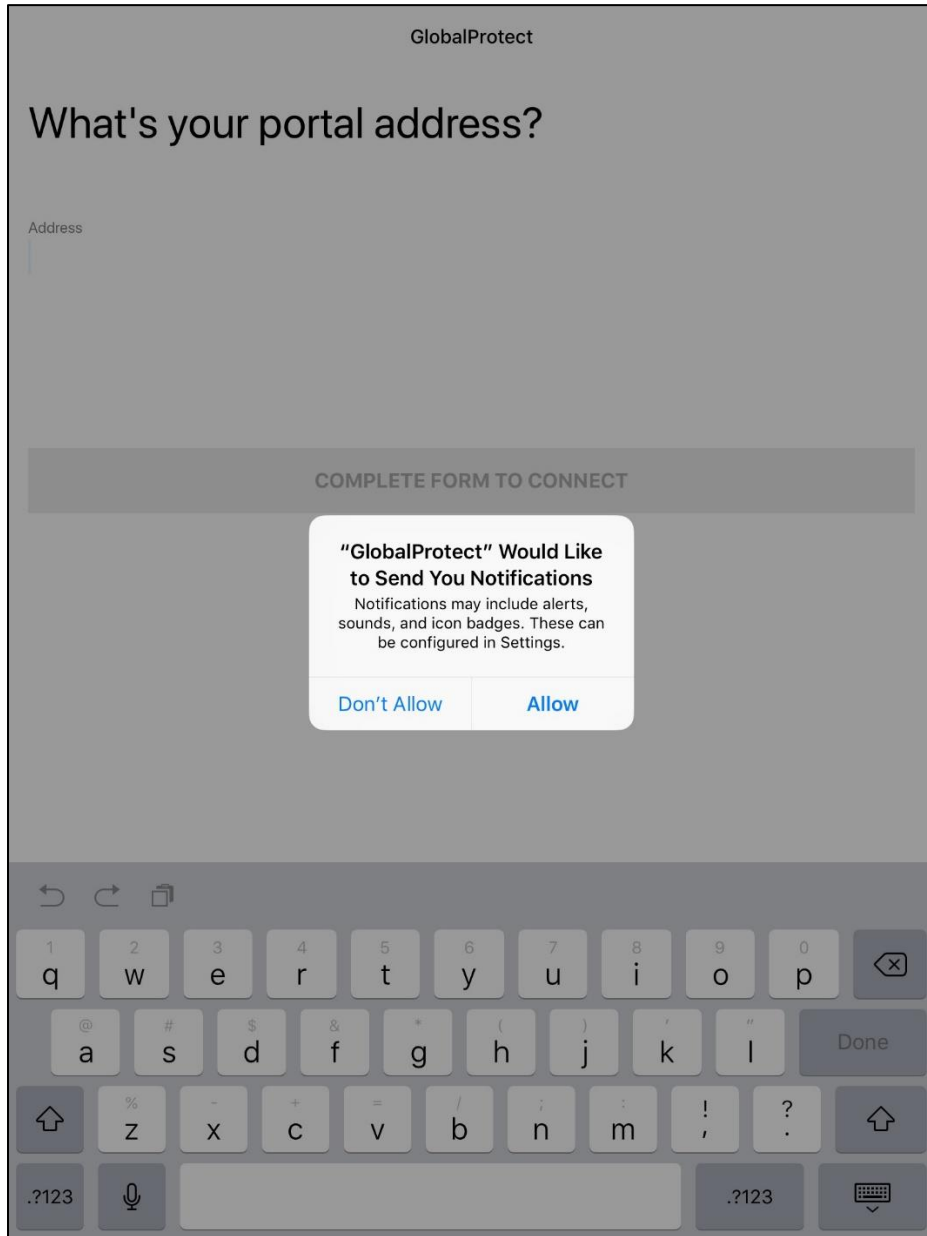
2. Install GlobalProtect VPN on your device by going to the Comp Portal app



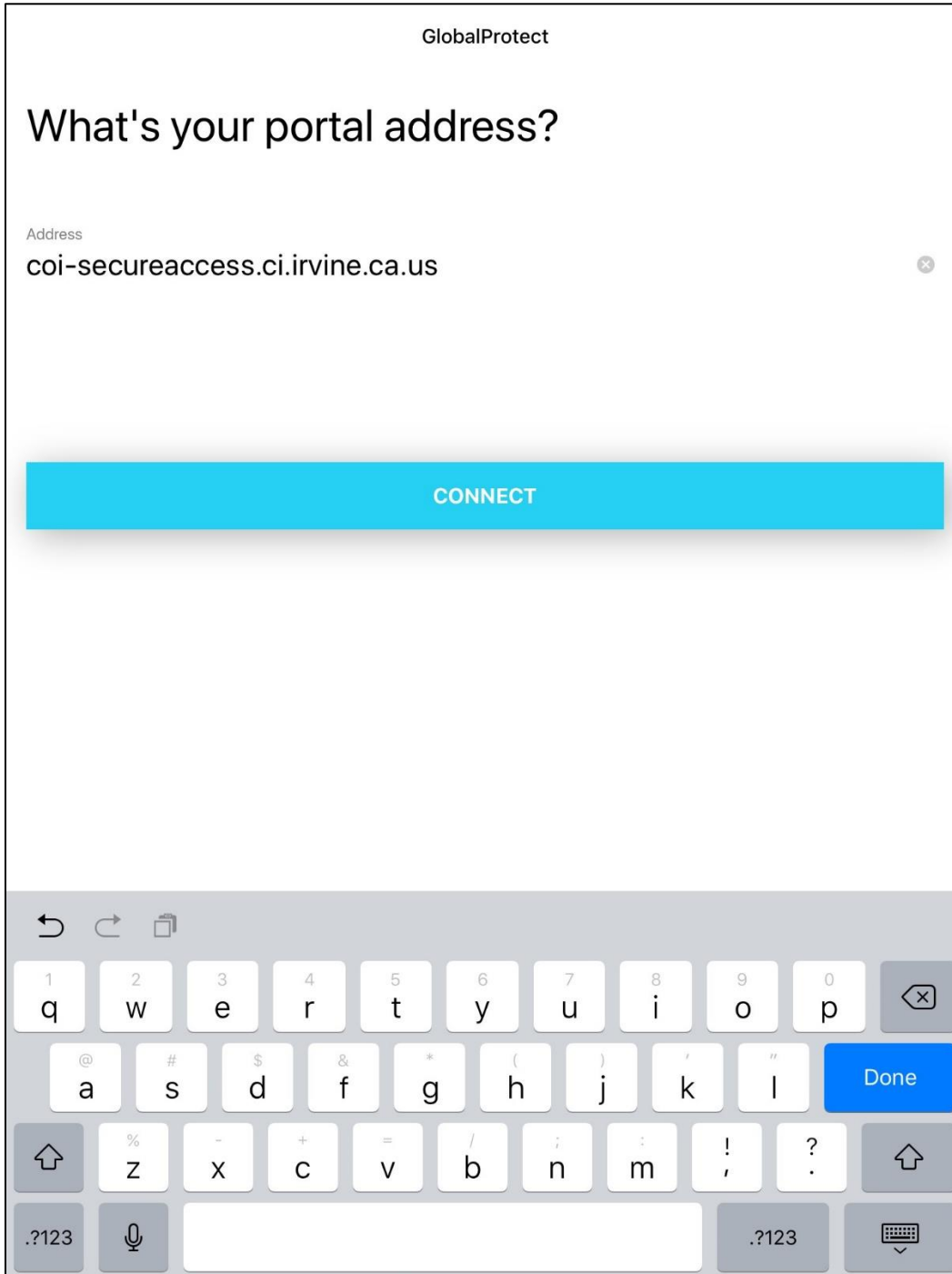
3. Search for “GlobalProtect VPN” from the search parameter. If the App does not show up, contact the IT Help Desk at **HELP (x4357) or (949) 724-HELP (4357)**



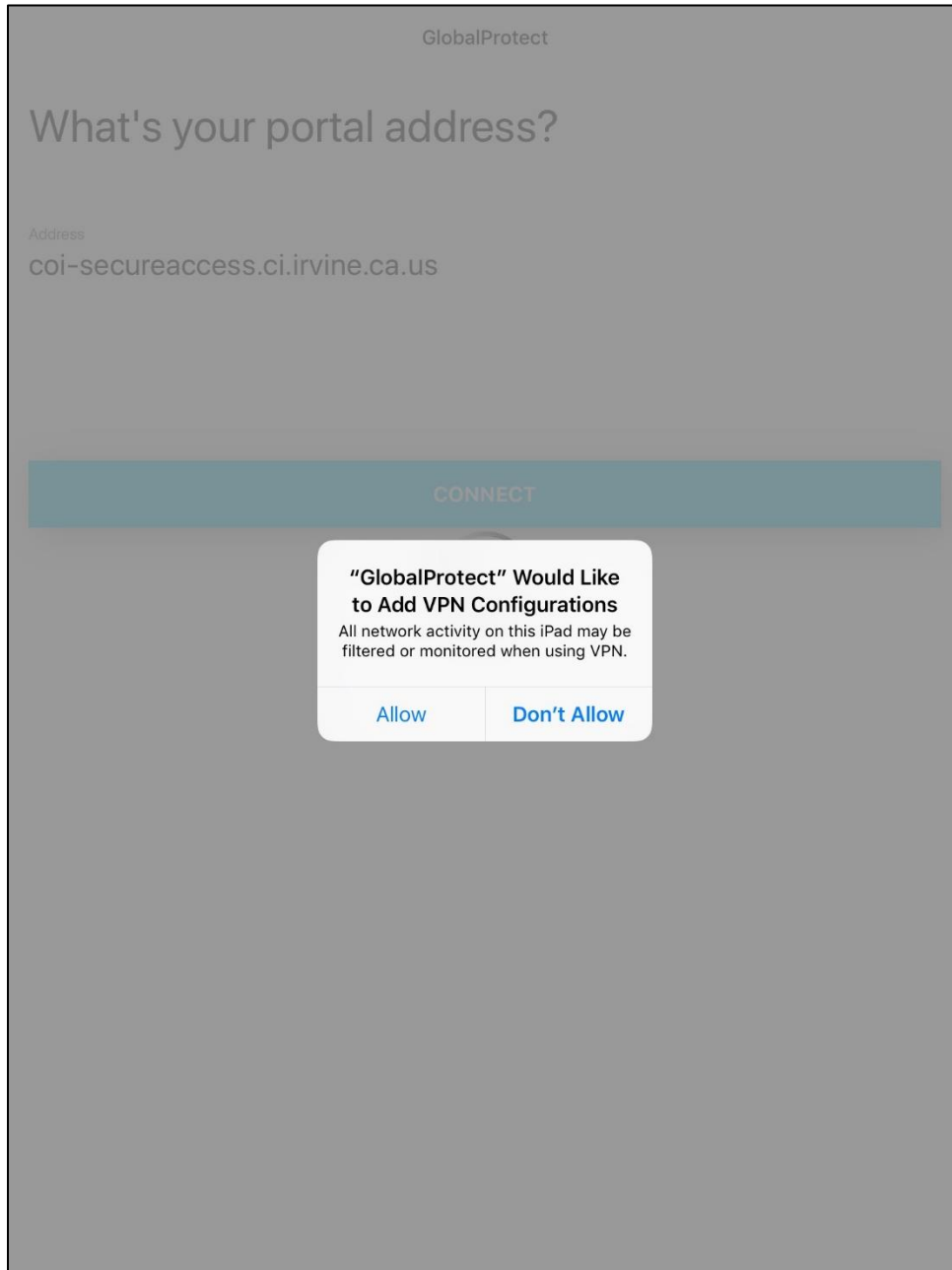
4. After the installation is complete, open the GlobalProtect VPN App and click on “Allow” in the next screen.



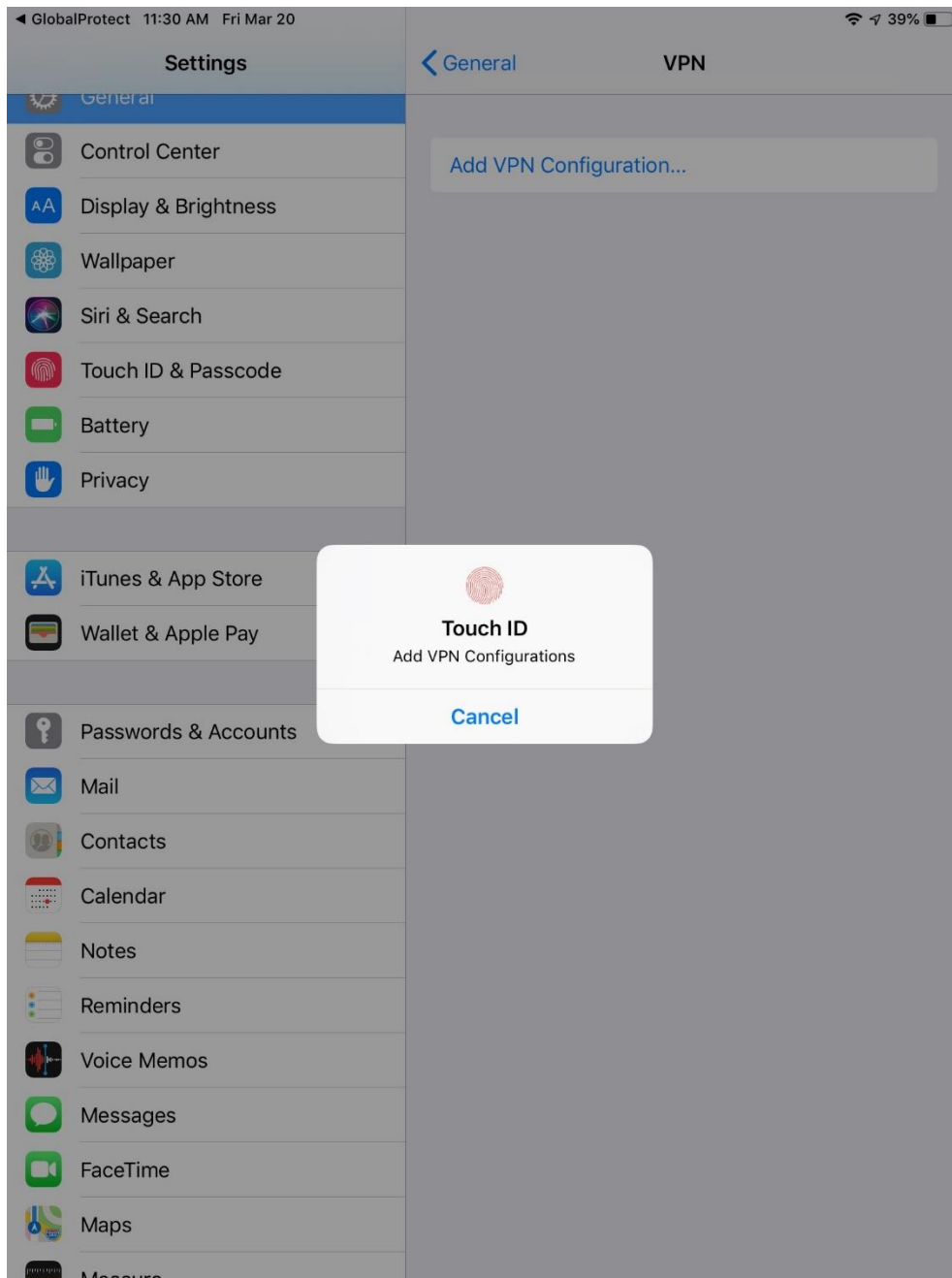
5. Enter the following address in the What's your Portal Address screen:
  - a. coi-secureaccess.ci.irvine.ca.us (For City users)
  - b. ps-secureaccess.ci.irvine.ca.us (For Public Safety users)



6. Click "Allow" on the next screen



7. Depending on how high your security settings are set for your device, you may be asked for a Touch-ID authentication or you may be asked for your device pass-code. The VPN configuration will be completed after you are authenticated.



8. Sign in with your windows credentials (ie bsmith). **Don't use pdc\_irvine\bsmith.**

Back GlobalProtect

# Sign in

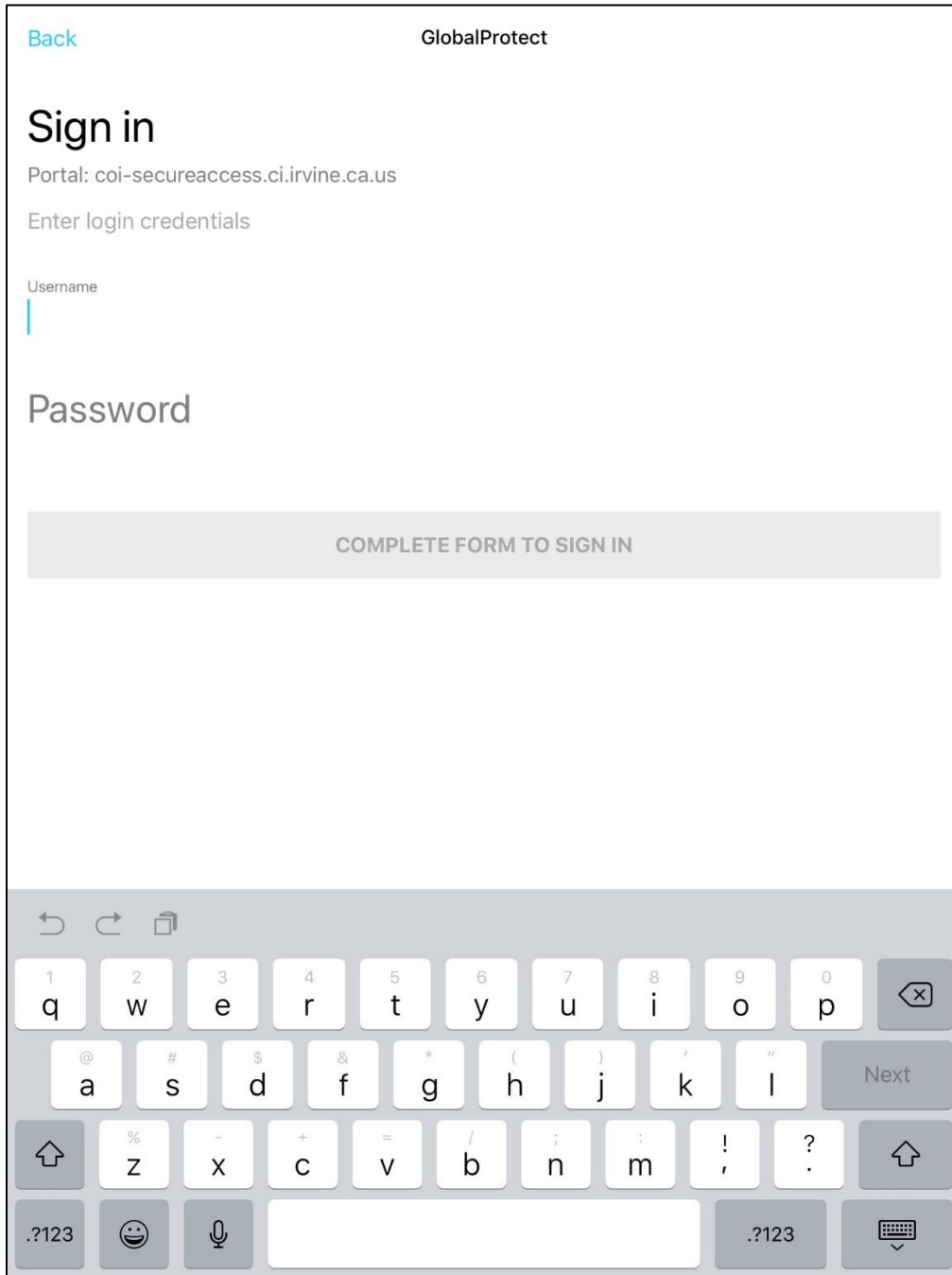
Portal: coi-secureaccess.ci.irvine.ca.us

Enter login credentials

Username

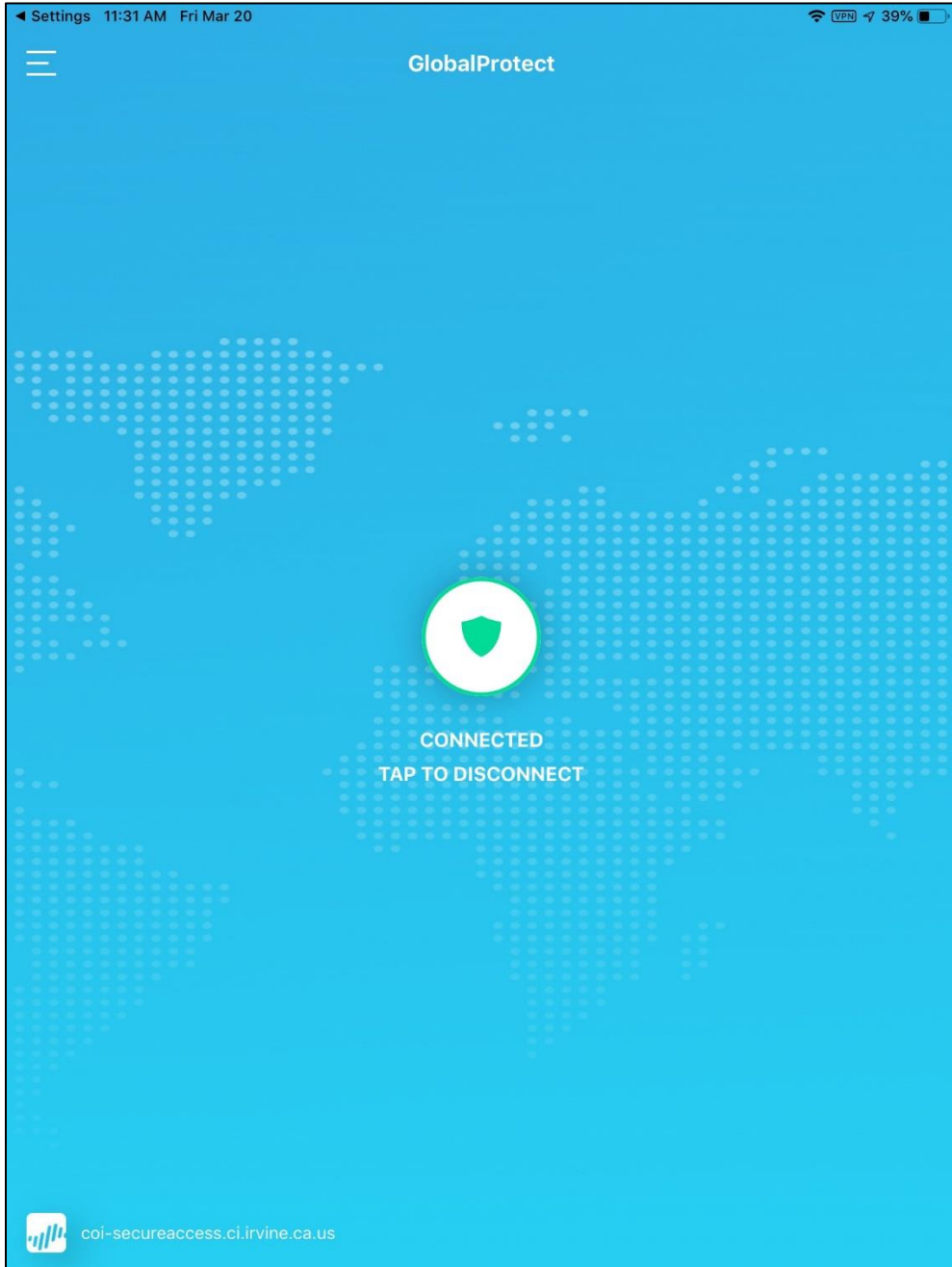
Password

COMPLETE FORM TO SIGN IN



The image shows a mobile application interface for signing in. At the top left is a 'Back' button and at the top right is the text 'GlobalProtect'. The main heading is 'Sign in', followed by the portal URL 'Portal: coi-secureaccess.ci.irvine.ca.us'. Below this is the instruction 'Enter login credentials'. There are two input fields: 'Username' and 'Password'. A large, light grey button at the bottom of the form area contains the text 'COMPLETE FORM TO SIGN IN'. At the very bottom of the screen, a virtual keyboard is displayed, including a navigation bar with back, forward, and home icons, and a full QWERTY keyboard layout with a 'Next' button on the right side.

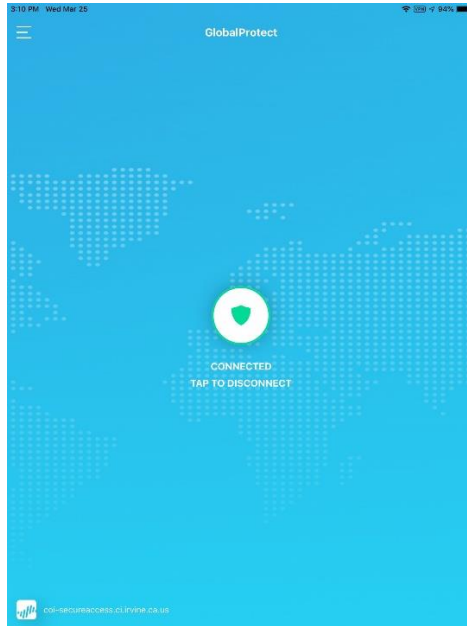
9. You will observe the following screen upon successful login



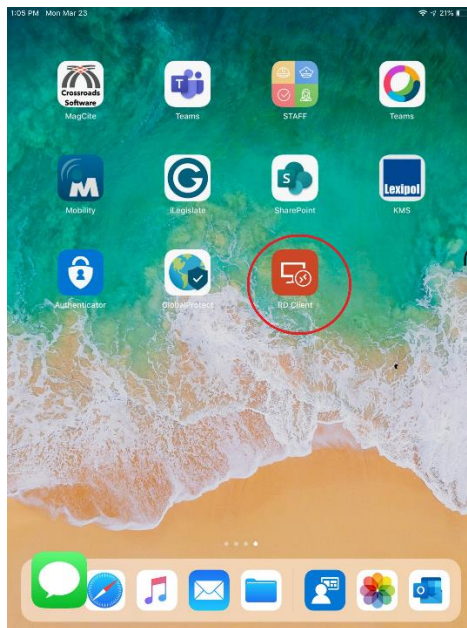
### 3) Installing and Configuring Remote Desktop

After installing GlobalProtect VPN, you will want to use the Remote Desktop app to remote to your City workstation and access all of the applications installed on your City PC.

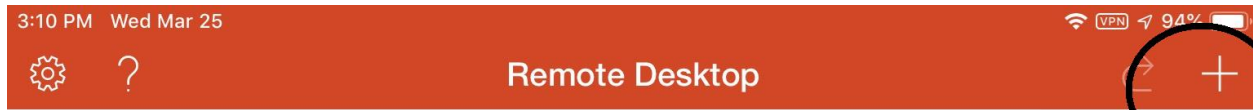
1. Verify your connection to GlobalProtect VPN before running the Remote Desktop client.



2. If you have a City owned iPad, the “RD Client” app should appear in your Apps list. If not it needs to be installed through the Comp Portal. Please call helpdesk to assist you with this step at **(949) 724-4357**



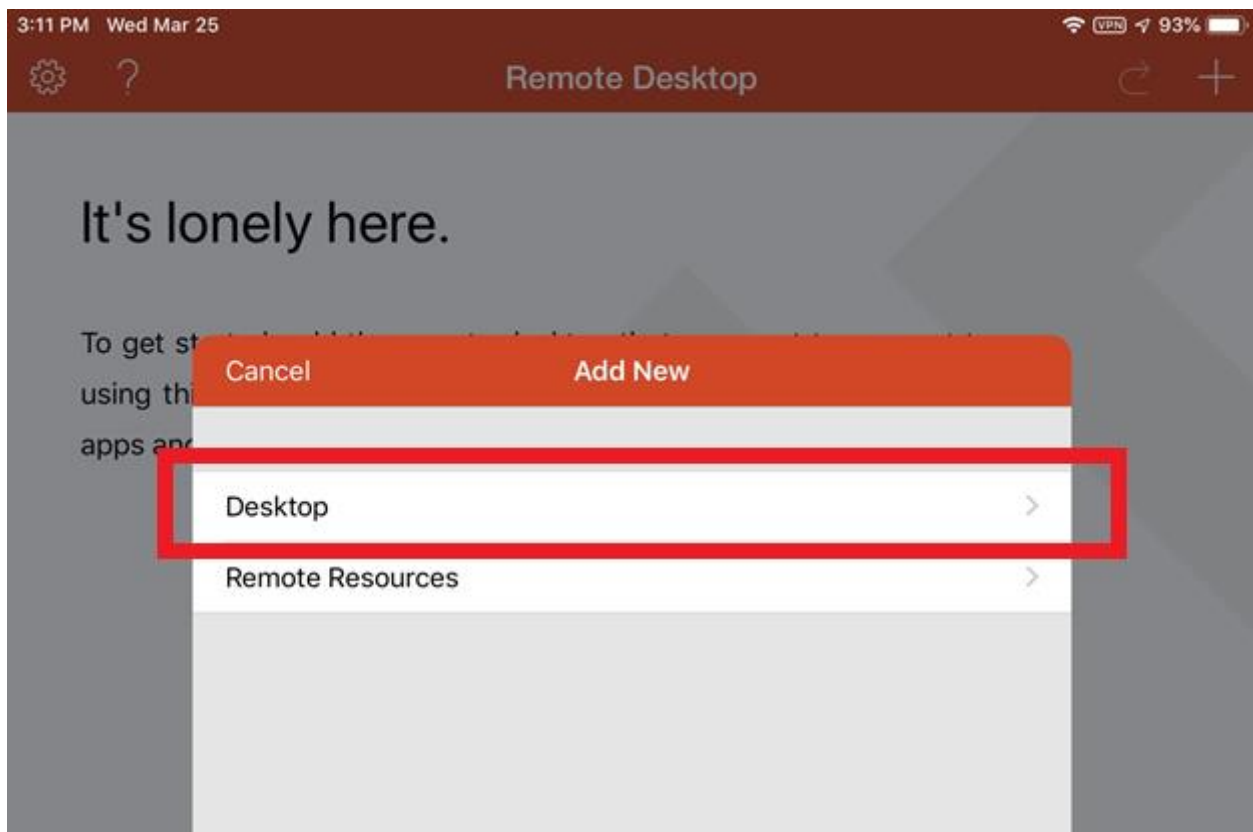
3. Upon initial loading of the RD Client app, you will see an empty settings list. Click on “+” to add new settings.



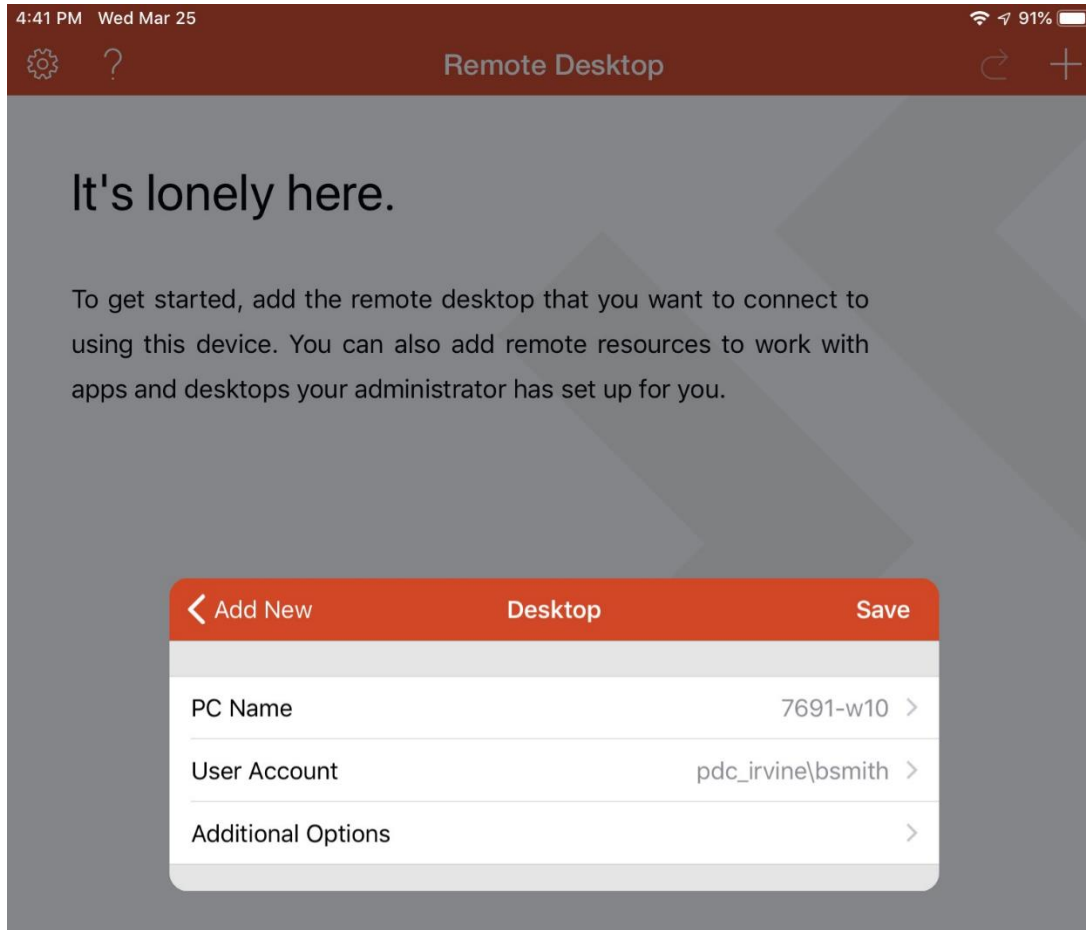
## It's lonely here.

To get started, add the remote desktop that you want to connect to using this device. You can also add remote resources to work with apps and desktops your administrator has set up for you.

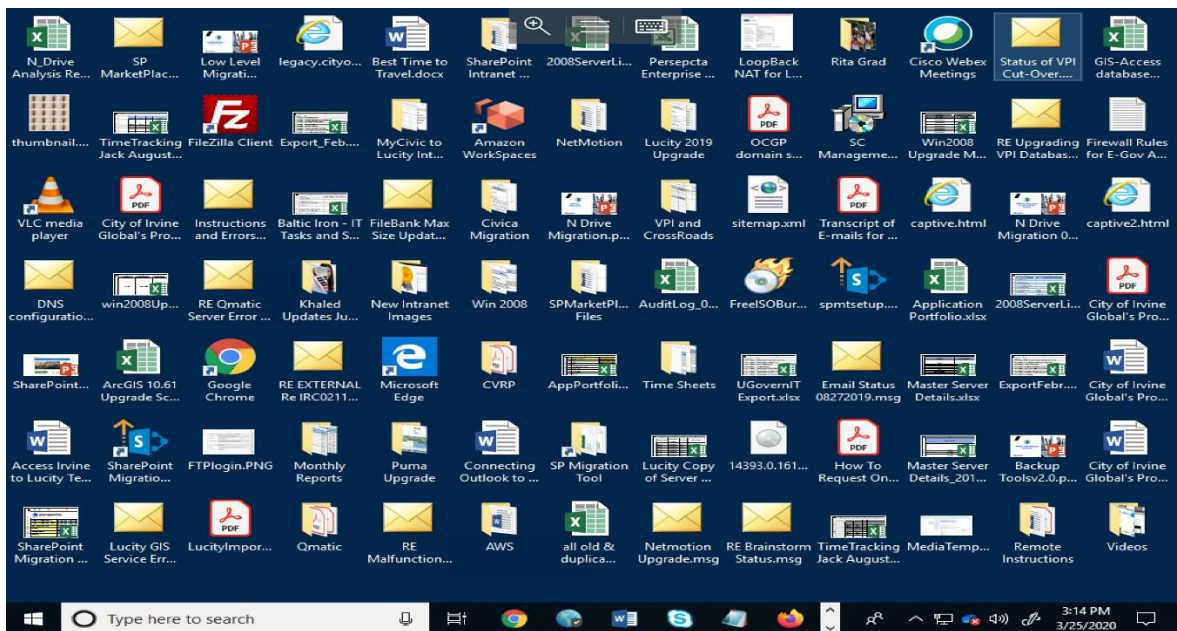
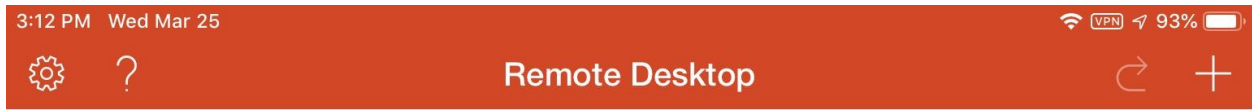
4. Select Desktop from the next screen



5. Input the following properties: for the "PC Name" field, enter the name of your City desktop, similar to the format shown below. For "User Account" field, it is important you enter your user account as **pdv\_irvine\bsmith**. Please make sure you use an **underscore and a backslash**. When prompted for the password, use the same password as logging into your Windows PC at work.



- When you have completed your configuration, you will see the following thumbnail in your Remote Desktop home screen. Click on it and it will connect to your City desktop automatically.



- Please keep in mind that a change may need to be made to your desktop computer if it does not allow you to remote in!! Please call help desk if you are not allowed to log into your City computer.

**This the end of the installation procedures**

Should you need assistance please contact the IT Help Desk at **HELP (x4357) or (949) 724-HELP (4357)**