# User Guide
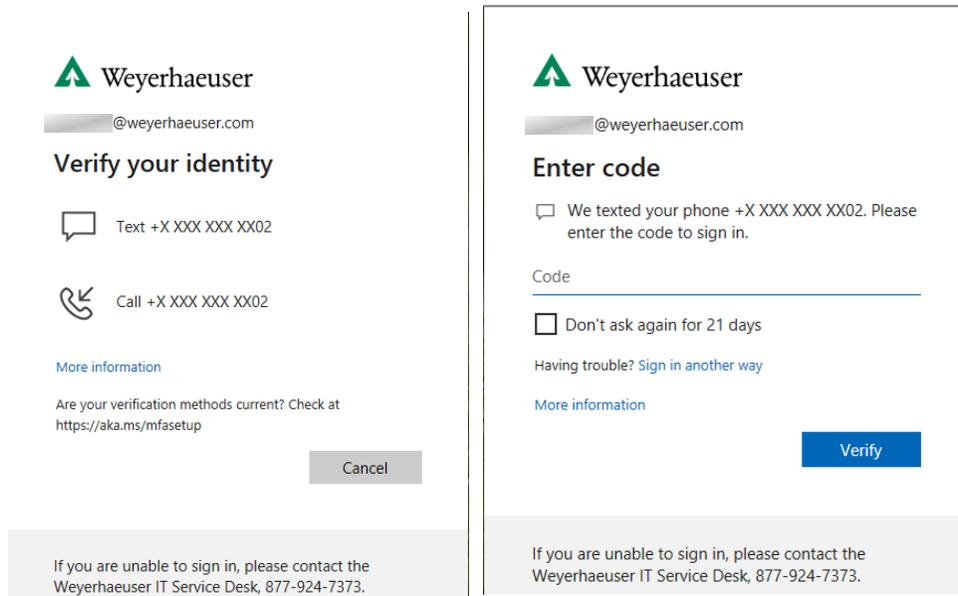# GlobalProtect by Prisma VPN Client

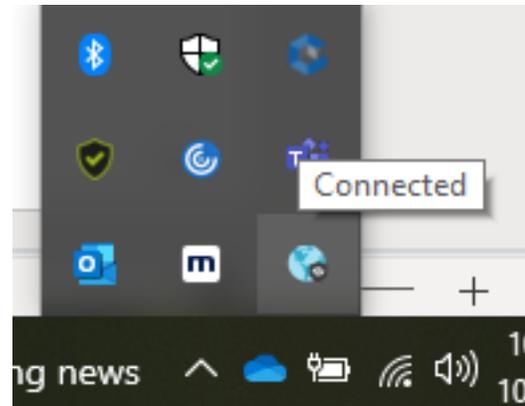**Last Updated 10/03/22**

# How To Use GlobalProtect by Prisma

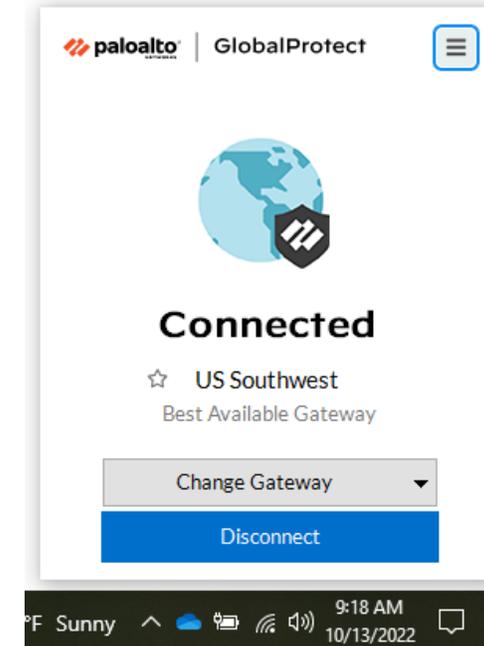**GlobalProtect by Prisma (Fully launched companywide as of Dec. 16, 2022)**

1. **You'll be required to use Multi-Factor Authentication (MFA) to verify identity and will be prompted each time you log into Windows.**

2. **The GlobalProtect globe icon is in your taskbar and will connect automatically. You know you're connected when the globe is blue instead of gray.**

3. **There is no need to change the Gateway settings, which are automatically selected for you.**

# How To Get Help

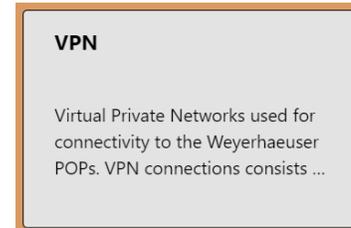- Submit a ticket in the [IT Service Portal](#).

1. Log on to [IT Service Portal](#)
2. Click Create a New Ticket

   
   Create/Review Tickets
   Create a New Ticket
   Create PCN/OT Support Ticket
   View My Tickets
   Approvals Needing My Review

3. Click Network Access

   
   **Network Access**
   Network, Wifi, VPN, Citrix

4. Click VPN

   
   **VPN**
   Virtual Private Networks used for connectivity to the Weyerhaeuser POPs. VPN connections consists ...

5. Click Issue

   
   **Issue**

6. Fill out the incident and click Submit

   
   Submit