

# OSTRA



## CYBERSECURITY

---

### **AOVPN User Guide**

(rev. 5/27/2022)

## WHAT IS A VPN?

VPN stands for Virtual Private Network. It is a tool that protects the data transmitted over the internet. It encrypts internet traffic so only the sender and receiver can see it. The VPN solution used by Ostra is called GlobalProtect.

### When should I be connected to the VPN?

Whenever you are accessing your work environment remotely, you should ensure that your computer is connected to the VPN. This is especially important if using a public wi-fi or shared internet connection.

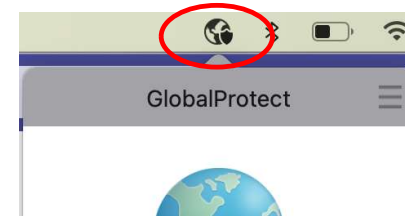
### Why should I be connected to the VPN?

Using the VPN protects your work environment by hiding your online activity (including passwords and sensitive information) to keep it safe from hackers and snoopers.

# HOW DO I OPEN GLOBALPROTECT?

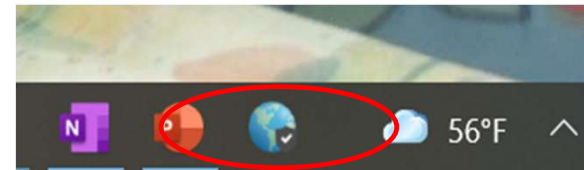
## Apple

Click on the Global Protect icon on the top right of your screen.



## Windows

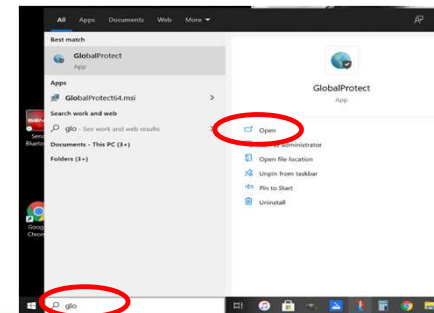
Click on the Global Protect icon in your taskbar.



Click here if the icon is hidden.

OR

Type "GlobalProtect" in your search box and click "Open".

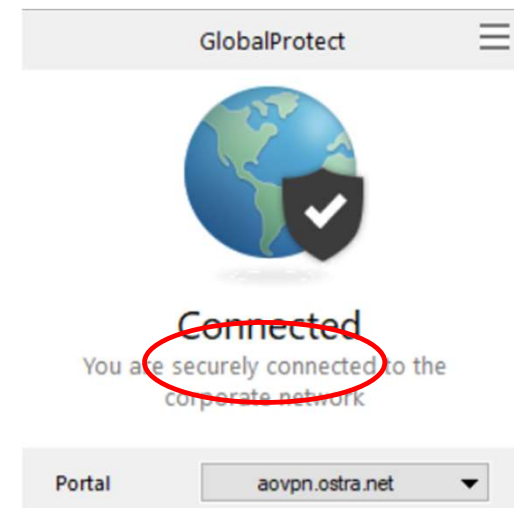


## AM I CONNECTED?

Your computer will be connected to the VPN with your login credentials upon installation of GlobalProtect.

When you open GlobalProtect, it should say "Connected".

Because you are using an Always-On VPN portal (AOVPN), your computer stays connected unless you disable it.

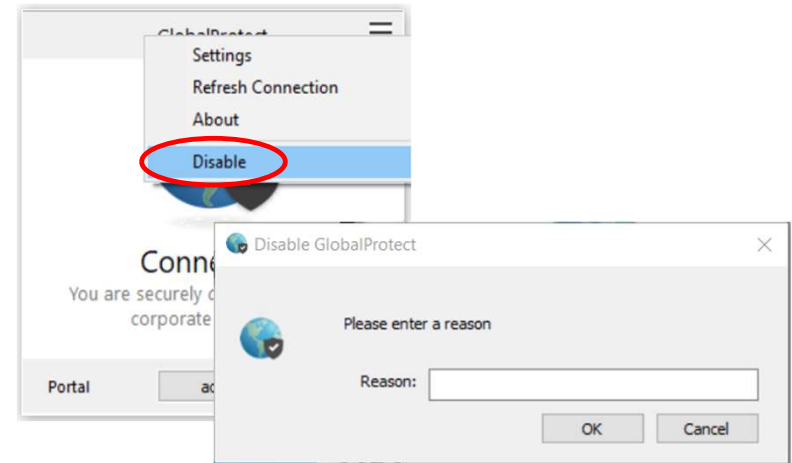


## WHEN SHOULD I DISABLE THE AOVPN?

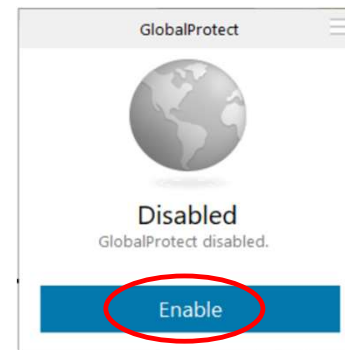
- If you are accessing the internet through a connection protected by a firewall, there is no need to use the VPN.
- If your internet connection is very slow (especially on video calls and other activities that use a lot of bandwidth), disabling the VPN might help alleviate the problem. You should consult with your internet service provider (ISP) if it is an ongoing issue.
- If you are experiencing difficulties accessing or using a particular application, platform, or website, try disconnecting from the AOVPN. Please notify us at [support@ostra.net](mailto:support@ostra.net) so we can adjust the policies.

## HOW DO I DISABLE THE AOVPN?

Click on the burger icon (☰) and select **Disable**. You will be prompted to enter a reason (e.g., unable to access site X, very slow internet speed, using connection protected by a firewall) and click **OK**.



The AOVPN will reconnect automatically after 4 hours. To reconnect sooner, select **Enable**.



# Need help?

Email us at

[support@ostra.net](mailto:support@ostra.net)