



WVU TECH REMOTE WORK SETUP GUIDE

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Setting Up Your VPN (Windows Users)

Download GlobalProtect VPN Client

To use this service users must download the GlobalProtect client by visiting remote.wvu.edu and following the instructions below.

1. Go to remote.wvu.edu and login using your WVU Login credentials.
2. Click the **GlobalProtect Agent download button** at the top of the screen to open the client download window.
3. Select the correct download for your windows computer, either 64 bit or 32 bit. (If you are unsure of your system, click **Start**, type **System Information**, press **Enter** and locate the System Type.)
4. Click **Run** to open the GlobalProtect Setup Wizard.
5. Click **Next**.
6. Verify the installation path is correct and click **Next**.
7. Click **Next** to begin installation.
8. Permission may be required for the app to make changes, click **Yes**.
9. Click **Close** to exit and finish installation.

After installation, the GlobalProtect pop-up will appear in the lower right corner of the screen. Follow the steps below to connect to the VPN.

Connect to the VPN

If you are installing and connecting for the first time, the application should open automatically; skip to step 4 below.

1. Click **Start** to open the menu.
2. Type **GlobalProtect**.
Note: You can pin the GlobalProtect client to your taskbar for easier access. Right click **GlobalProtect** from the Start menu and select **Pin to taskbar**.
3. Press **Enter** to open the GlobalProtect client.
4. In the Portal address textbox, type remote.wvu.edu
5. Click **Connect** to open the Login window.
6. Login using your WVU credentials.
7. A Script Error message may appear; if so, click **Yes**.
8. Complete the Duo authentication check.
9. Enter your password into GlobalProtect one more time.
10. GlobalProtect may suggest an update; if so, click **No**.

You should now be connected to the Palo Alto GlobalProtect VPN.

Setting Up Your VPN (Mac Users)

Download GlobalProtect VPN Client

To use this service, users must download the GlobalProtect client by visiting remote.wvu.edu and following the instructions below.

1. Go to remote.wvu.edu and login using your WVU Login credentials.
2. Click the **GlobalProtect Agent download button** at the top of the screen to open the client download window.
3. Click the **Mac 32/64-bit** download option.
4. The Finder window will open, check to make sure the save location is correct.
5. Click **Save**.
6. In the save location, open GlobalProtect.pkg 7. The GlobalProtect Installer will open, click **Continue**.
8. Verify the installation disk and click **Continue**.
9. Verify the GlobalProtect install action box is checked and click **Continue**.
10. **Click Install** and if prompted, enter your Mac computer login.
11. Click **Install Software** to begin installation.
12. The System Extension Blocked dialogue window may open. If so, click **Open Security Preferences**. In the new window, near the bottom portion click **Allow**.
13. After the installer is successful, click **Close**.

After installation, the GlobalProtect pop-up will appear in the upper menu bar of the screen. Follow the steps below to connect to the VPN.

Connect to the VPN

1. From the menu bar across the top of the screen, click the GlobalProtect icon. The icon is a globe.
2. In the textbox, type **remote.wvu.edu** 3. Click **Connect** to open the Login window.
4. Login using your WVU credentials.
5. Complete the Duo authentication check.
6. Enter your password into GlobalProtect one more time.
7. The client will be connected and a message stating "GlobalProtect would like to access files in your Desktop folder." Click **Ok**.

You should now be connected to the new Palo Alto GlobalProtect VPN.

If you're unable to connect, try adjusting your System Preferences:

1. Go to **System Preferences > Security & Privacy > General**. Under **Allow apps downloaded from**, select **App Store and identified developers** and **GlobalProtect**.

2. Go to System Preferences > Security & Privacy > Privacy. Select Full Disk

Access from the left-hand menu > Click **Lock** icon and authenticate to add items to the Full Disk Access box. Click **+** then navigate to Applications and add **GlobalProtect** and your anti-virus software.

When you are connected to the VPN there will be a little world with a check mark thru it on the right side of your bottom tool bar near your time. If it's not connected to the VPN then the world should be there without the check mark. To connect click on the VPN icon (world) on the tool bar and follow the instructions to log back in.

You need to install Sophos Antivirus on your computer before using your VPN. The following is the instructions for downloading and installing Sophos for free:

Install Free Sophos Antivirus on Your Computer

1. Visit freeav.wvu.edu and click **Get Free Sophos**.
2. Enter your WVU email address and click **Get Sophos Home**. You will receive an email with instructions on how to create a Sophos account.
3. Follow the instructions in the email to create a Sophos account.
4. After receiving the confirmation email, click the **Confirm email** button to finish creating your account.
5. Log into the Sophos Home website at home.sophos.com with your Sophos account to download Sophos Home for your machine or email a link to install Sophos Home on another device.

Note: Your Sophos account and software will remain on your personal computer after leaving WVU.

Reconnect Network Drives (J: and N: Drives)

After the VPN is running, you need to go to the following website to see what network drives you are supposed to have and instructions on how to map that drive to your computer.

Go to: jdrive.wvu.edu

Follow the instructions on mapping the drives to your computer.

Note: If you are not getting a network drive that you are supposed to, please enter a ticket at: ITSHelp@mail.wvu.edu and request that network drive.

Only connect to the VPN when you need to connect to your network shares and to access time cards on portal.wvu.edu or other WVU services. When you are finished please disconnect from the VPN.

When you are not connected to the VPN your network drives will have a Big X thru them. Once you connect to the VPN just click on each of your drives and the X will go away and the drive will open.

Installing Microsoft Office on Your Computer (Windows Users)

Current WVU students, current employees and emeritus employees can download Microsoft Office on their personally-owned computers through the University's Office 365 license. The software can be installed on five computers and five mobile devices. When a student or employee leaves WVU, the software will cease to function, and a license purchase will be necessary. This is also the case for non-emeritus retirees.

Employees wishing to install Microsoft Office on WVU-owned computers should contact their desk side support staff.

Please be sure you have claimed your [Login](#) account prior to attempting to install Microsoft Office ProPlus. You can do so at [login.wvu.edu](#). **Directions:**

1. Go to [office365.wvu.edu](#).
2. Provide your Login username and password and click **LOGIN**.
3. Confirm that your desired version of Office is shown and then click **Install**.

Note: WVU employees need to click the settings gear in the upper-right corner of the window, choose **Office 365** and then **Software** to see similar options.

4. Click **Run** when the download is finished and follow any additional prompts to complete the installation.

IMPORTANT: You will be prompted to sign in either during the installation or when initially running Office applications:

1. Enter your Login username followed by **@mail.wvu.edu** when asked for an email address, then enter your Login password.
2. When prompted to sign in with Shibboleth or Active Directory, select **Active Directory**.
3. Enter your Login username followed by **@mail.wvu.edu** (this should automatically populate) and your Login password to sign in.

Note: Although WVU student email addresses end in **@mix.wvu.edu**, students should use **@mail.wvu.edu** here. This is a special username for activating your license and is not an email address that can be used elsewhere. For example, if your Login username is glweinrib, enter the address as glweinrib**@mail.wvu.edu**. **Troubleshooting:**

If you receive an Office 365 Activation Problem (0x80070005) error when attempting to Sign In, please try to right-click the program icon, select **Run As Administrator** and try to sign in again. We have seen cases where the user account on the computer might not have a high enough level of permission to allow registering the software. If this is the case, running one of the Microsoft Office programs once as Administrator appears to remedy the issue for future use.

Installing Microsoft Office on Your Computer (Mac Users)

Current WVU students, current employees and emeritus employees can download Microsoft Office for their personally-owned computers through the University's Office 365 license. The software can be installed on five computers and five mobile devices. When a student or employee leaves WVU, the software will cease to function, and a license purchase will be necessary. This is also the case for non-emeritus retirees.

Please be sure you have claimed your [Login](#) account prior to attempting to install Microsoft Office ProPlus. You can do so at login.wvu.edu. **Directions:**

1. Go to office365.wvu.edu.
2. Provide your Login username and password, and then click **LOGIN**.
3. Confirm that your desired version of Office is shown and click **Install now**.
 - o WVU employees need to click the settings gear in the upper-right corner of the window. Choose **Office 365** and then **Software** to see similar options.
 - o If you do not have the option to install Microsoft Office, it may be that your account is not licensed for it. If you believe this to be in error, please contact the ITS Service Desk for assistance.
4. When the download is finished, open the .pkg and follow the prompts to install the software.

IMPORTANT: You will be prompted to sign in either during the installation or when initially running Office applications:

1. Enter your Login username followed by **@mail.wvu.edu** when asked for an email address, then enter your Login password.
2. When prompted to sign in with Shibboleth or Active Directory, select **Active Directory**.
3. Enter your Login username followed by **@mail.wvu.edu** (this should automatically populate) and your Login password to sign in.

Note: Although WVU student email addresses end in **@mix.wvu.edu**, students should use **@mail.wvu.edu** here. This is a special username for activating your license and is not an email address that can be used elsewhere. For example, if your Login username is glweinrib, enter the address as glweinrib@**mail.wvu.edu**.

Troubleshooting

In the event that you are able to install the software, but the system is not allowing you to authenticate using your Login username, followed by **@mail.wvu.edu**, consider uninstalling Office ProPlus, rebooting and reinstalling Office ProPlus. View the [Uninstall Office for Mac](#) Microsoft support article to learn more about the process.

Setup Outlook Email Client (Windows Users)

Follow the steps below to configure Outlook and connect to a WVU email account.

The directions on this page apply to individuals who wish to install and configure Outlook to connect to a WVU account.

If you have any questions on the Outlook client for Windows, check out the [Office 365 Email \(Outlook\) Articles](#) or [submit a ticket](#) to the ITS Service Desk. **Directions:**

1. Launch Outlook.
2. The next step will vary depending on whether or not the Startup wizard appears:
 - a. If the Microsoft Outlook Startup wizard appears, click **Next**.
 - b. If the Startup wizard does not appear, click the **File** tab, and then click **+ Add Account**, which is located above the **Account Settings** button.
3. Provide the needed information in the **E-mail Account** section and then click **Next**.

Note: If the information is pre-populated incorrectly, please change it to reflect the above descriptions.

 1. **Your Name:** (Your first and last names)
 2. **E-mail Address:** (Your [Login](#) username followed by @mail.wvu.edu)
 - Note:** If the email address is not accepted, try entering **FirstName.LastName@mail.wvu.edu**.
 3. Password / Retype Password: (Your [Login](#) password)
 - Note:** The first time Outlook connects to the Office 365 system, it is expected to take a few minutes. Future connections will be much faster. It is normal for the program to give an appearance of not responding during this time, and it could take as much as 15 minutes or more in some cases. Please allow it to continue to run for as long as it needs to do so.
4. When Outlook displays "Congratulations! Your email account is successfully configured and ready to use," click **Finish**.
5. We recommend changing a default setting for the organizational address book that will help ensure it remains as up to date as possible. For directions, view the [Make the Global Address List a Default Address Book](#) article.

Note: If your email address pre-populates incorrectly the first time you attempt to log in to Outlook, please change it to the version you used in step 3 of these directions.

Troubleshooting

In cases where Outlook clients for Windows have challenges logging in or other functionality appears to not work, it can be due to a corrupt email profile. The following actions may help.

Note: This should not be the first step for fixing general Outlook performance issues.

Troubleshooting for Windows 10 users:

1. Click the search magnifying glass to the right of the start button, type in "Control Panel," and click **Control Panel** in the results.
2. If you are in Category view, click **User Accounts** and then select **Mail**. If you are in icon view, select **Mail**.
3. Click **Show Profiles** in the Mail Setup - Outlook window.
4. Highlight any profiles you see, click **Remove**, and then click **OK**.
5. Close all windows, restart the computer and then restart Outlook to complete the configuration process.

Setup Outlook Email Client (Mac Users)

Outlook 2016 is part of the Office 2016 suite for Mac.

1. Go to your Applications folder and double-click the **Microsoft Outlook app** icon to launch Outlook.

Note: If you wish to have a shortcut for this program on your dock at the bottom of the screen for future use, drag and drop it from the Applications folder to the dock.
2. Click the > button on the "Welcome to Outlook" screen, click **Get Started**, and then click **Sign In**.
3. Enter your Login username followed by **@mail.wvu.edu** in the "Sign in" space, and then click **Next**.

Note: If enough time elapses, this screen may change to one that prompts you to create a Microsoft account. Should this occur, simply click the **Back** button to return to this screen.
4. Choose **Work account** on the "We Need a Little More Help" screen.
5. Enter your Login username and password, and then click **Sign In**.
6. Click **Continue** on the "Keep Outlook for Mac up to date" screen, and then click **Start Using Outlook**.

Upgrading and New Installations:

If you are upgrading from Outlook 2011 to the new version, follow the [Option One: Upgrading from Outlook 2011](#) section.

If this is a first-time installation of Outlook, follow the [Option Two: New Installation](#) section.

Option One: Upgrading from Outlook 2011

If you have Outlook 2011 installed on your machine, the new version may prompt to import your data. This can save time in configuring the connection to your Office 365 account. You can also select whether or not you wish Outlook to be the default application for your mail, calendar, and contacts on your Mac.

If you are prompted with this option and wish to do so, choose whether to make Outlook the default app or not, and then click **Import**. Alternatively, you can click **Not now >**, and follow the [Option Two: New Installation](#) directions.

If you have an old Outlook 2011 program icon on your desktop or in your dock, you may wish to remove it to avoid potential confusion as to which version will be run.

Option Two: New Installation

Faculty and staff can connect Outlook to their Office 365 accounts by following these steps:

1. Check the option to "Use Outlook as the default app" if you wish it to be this for email, calendar, and contacts (optional), and then click **Add Account**.
2. Choose the **Exchange or Office 365** option on the "Add an Account" screen.
3. Enter the needed information and options, and then click **Add Account**:

E-mail Address:	Your actual e-mail address example: gary.weinrib@mail.wvu.edu
Method:	(User Name and Password option chosen)
User name:	Your Login username followed by @mail.wvu.edu example: glweinrib@mail.wvu.edu
Password:	Your Login password
Configure automatically	(Option selected)

4. Check the "Always use my response for this server" option and then click **Allow**.