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## Job Aide Automatic Global Protect VPN Client Update

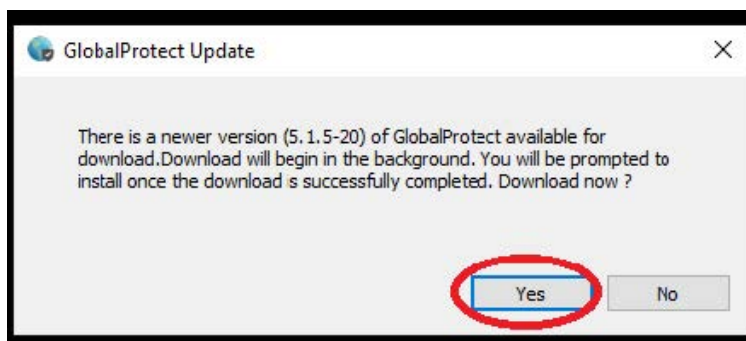
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The Global Protect VPN software client is installed on all laptops distributed to students and staff at Fort Bend Independent School District. For students, the Global Protect client provides a secure, tunneled connection to the firewall where all internet-bound traffic is filtered for appropriate content to comply with FERPA and CIPA requirements.

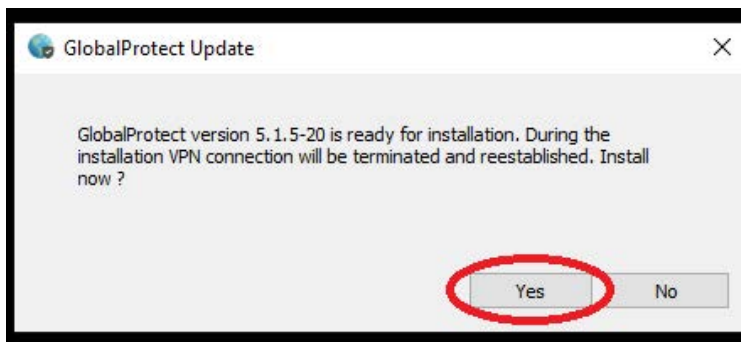
Changes have been made to the firewall software that necessitate upgrading the Global Protect VPN client on all user devices. The firewall will notify the user that an update is available and will step the user through the process of updating the client software.

This process is described as follows:

The user is prompted that an updated client is available and will prompt them to download the new client. The user should select “Yes”:



Once the download process is started, it can take a few seconds, or if bandwidth is limited, several minutes. Once the update finishes downloading the user will be prompted to install the update. The user should select “Yes”:

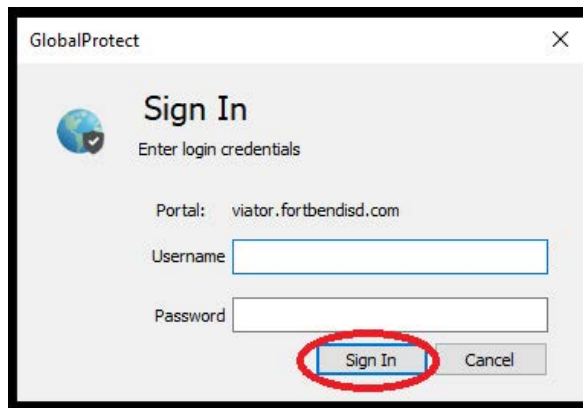


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During the installation process, the Global Protect VPN client will be stopped and once the installation process is finished the software client will be restarted and the user prompted to login into the portal that was set on their device. **NOTE: Some clients will indicate “viator.fortbendisd.com”, some will show “aovpn.fortbendisd.com”, others may show “private.fortbendisd.com”. Do not change the portal, use that one which appears at this prompt.** Note that even if the user was previously signed into a portal, this client update will require them to do so again. For students that will be their lunch number without the leading “0”, eg “211111”.



## FAQ:

**Q: Do I have to update the client?**

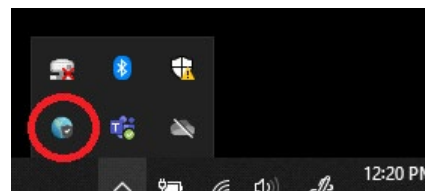
A: Updating is strongly encouraged. The original client at the 5.0.1-9 level is currently deprecated and has been shown to cause problems with internet connectivity on devices where it is still operating. The new and current version is 5.1.5-20

**Q: Will the Global Protect VPN client update disrupt any work I am doing or my Teams video session?**

A: It is best practice to save all work and to update the software client when no Teams video sessions are in progress. The installation process will stop and restart the VPN client, which could be disruptive to any software in use at the same time.

**s**

A: You can check the version of your Global Protect VPN client by bringing it up to the main window from the system tray:

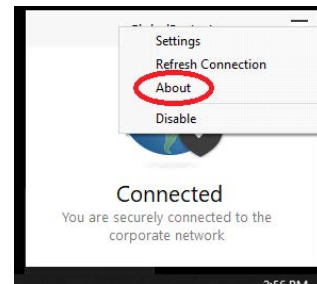


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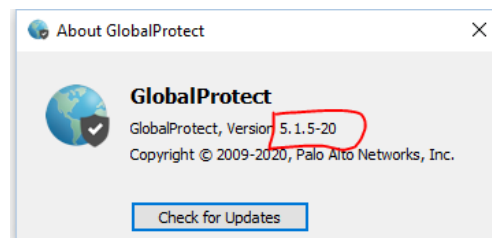
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And checking in the “About” screen, which is access from the three bars in the top right of the client:



The newest version is 5.1.5-20:



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