

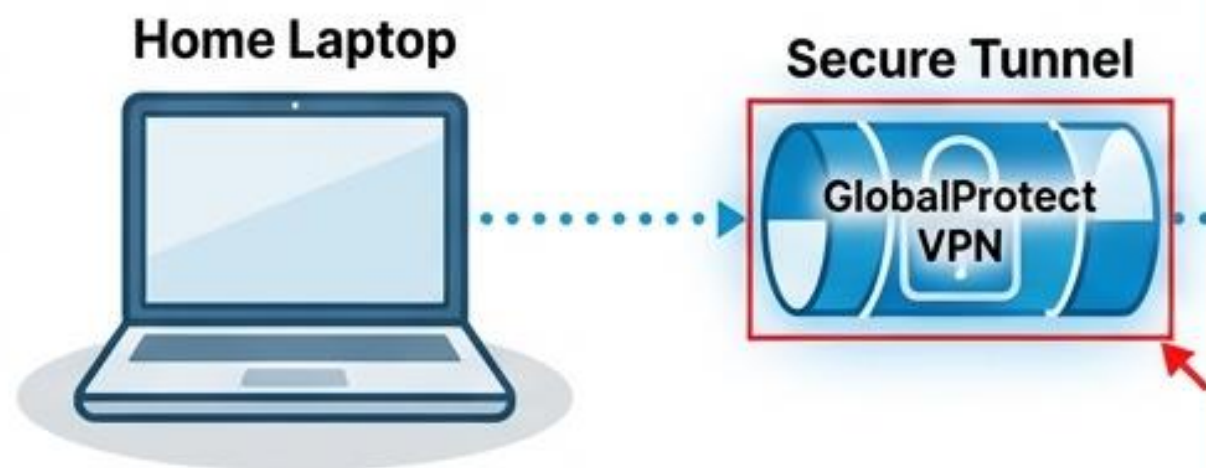
# GlobalProtect VPN Setup Guide

Your Step-by-Step Blueprint for Remote Access



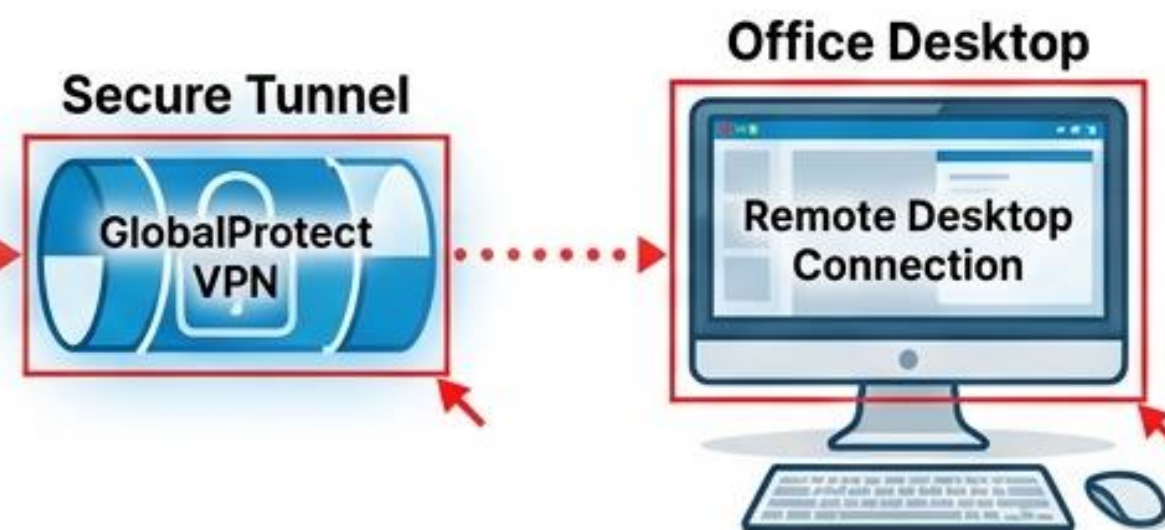
# The Two-Key System for Remote Work

## Key 1: Network Access



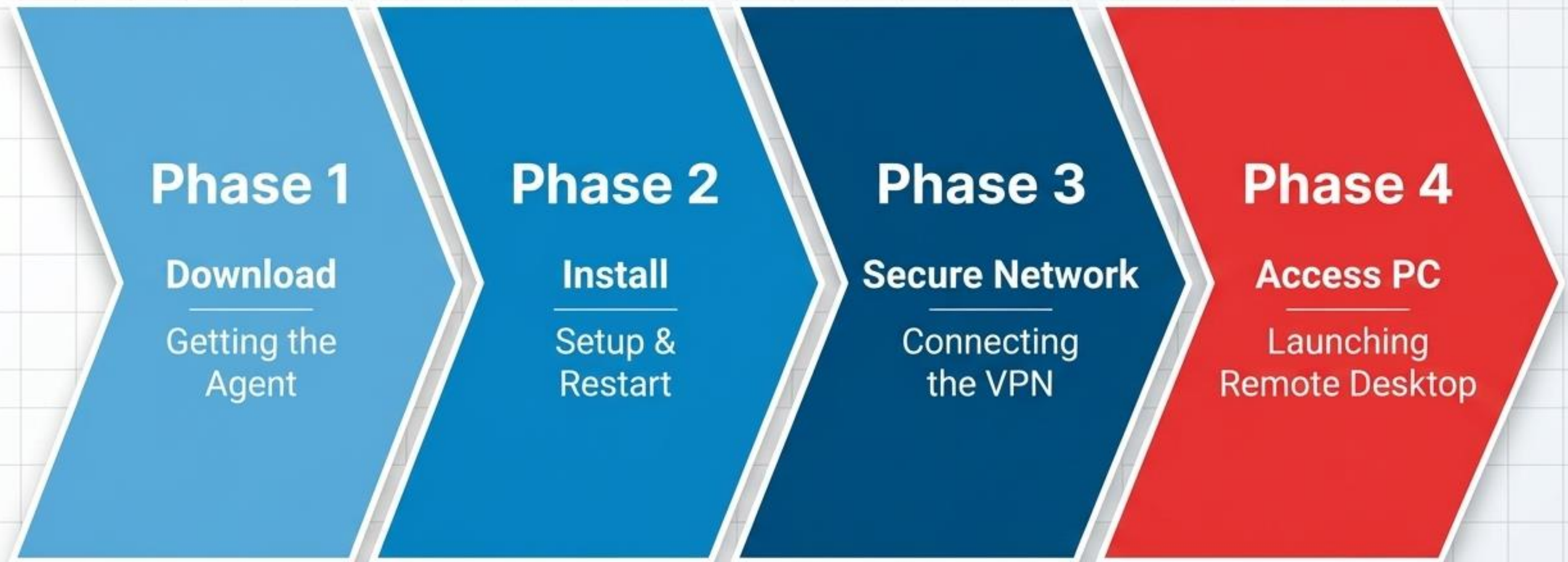
**1. GlobalProtect VPN:** Your first key. This securely connects your home computer to the PPDH network.

## Key 2: Desktop Access



**2. Remote Desktop:** Your second key. Once inside the network, this unlocks and mirrors your specific office PC.

# Your Setup Journey



*Please follow these phases sequentially to ensure a successful connection to your office workstation.*

# Navigate to the secure portal

1. Open your preferred web browser (Microsoft Edge or Google Chrome).

2. Type **vpn.ppdh.org.hk** directly into the address bar and press Enter.



# Authenticate your PPDH account

Log in using your standard PPDH email address and password to access the secure software portal.



**Sign in**

@ppdh.org.hk

[No account or password](#)

[Sign in email](#)

Next

Microsoft

@ppdh.org.hk

**Enter password**

.....|

[No password or password](#)

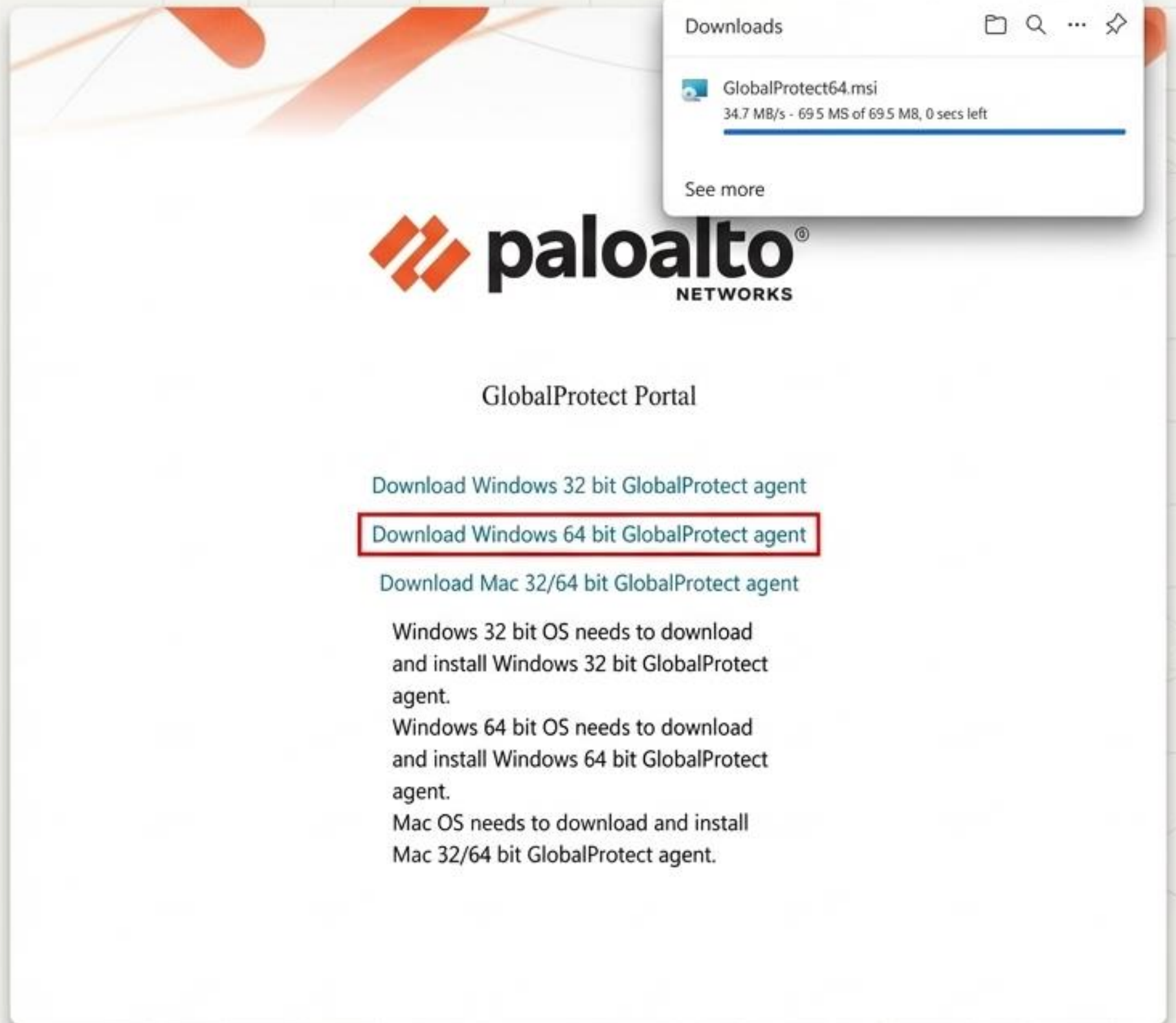
[Sign in email](#)

Sign in

# Select the correct agent version

1. Click **Download Windows 64 bit GlobalProtect agent.**

2. Wait for the download to complete in your browser.



The screenshot displays the Palo Alto Networks GlobalProtect Portal. At the top, the Palo Alto Networks logo is visible. Below the logo, the text "GlobalProtect Portal" is centered. Underneath, there are three download links: "Download Windows 32 bit GlobalProtect agent", "Download Windows 64 bit GlobalProtect agent" (which is highlighted with a red rectangular border), and "Download Mac 32/64 bit GlobalProtect agent". Below these links, there are three paragraphs of text providing instructions for each operating system: "Windows 32 bit OS needs to download and install Windows 32 bit GlobalProtect agent.", "Windows 64 bit OS needs to download and install Windows 64 bit GlobalProtect agent.", and "Mac OS needs to download and install Mac 32/64 bit GlobalProtect agent." In the top right corner, a Windows Downloads window is open, showing a progress bar for the file "GlobalProtect64.msi" which is 69.5 MB in size and has been fully downloaded (0 seconds left).

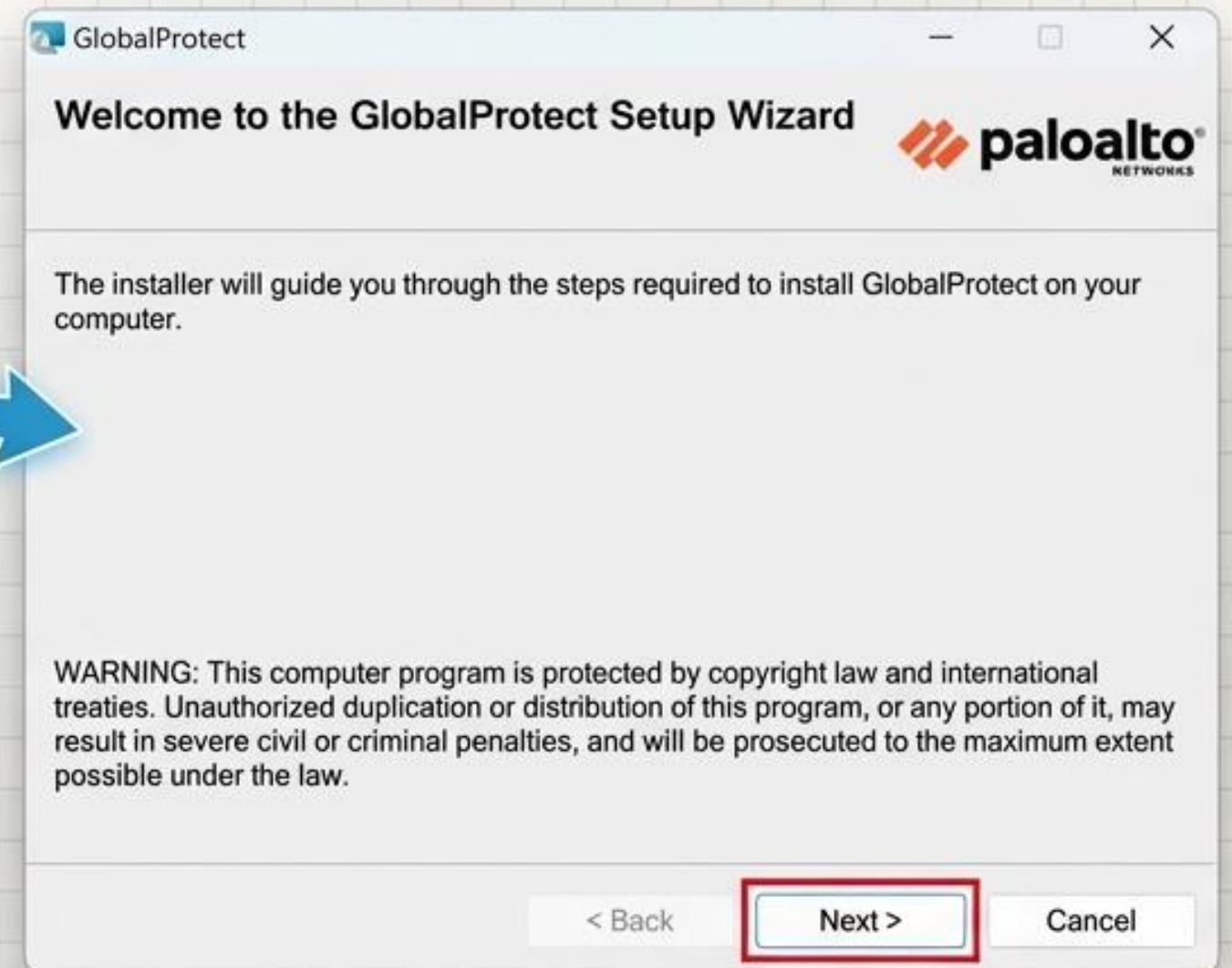
# Launch the setup wizard

1.

Locate the downloaded file and double-click to launch the GlobalProtect Setup Wizard.

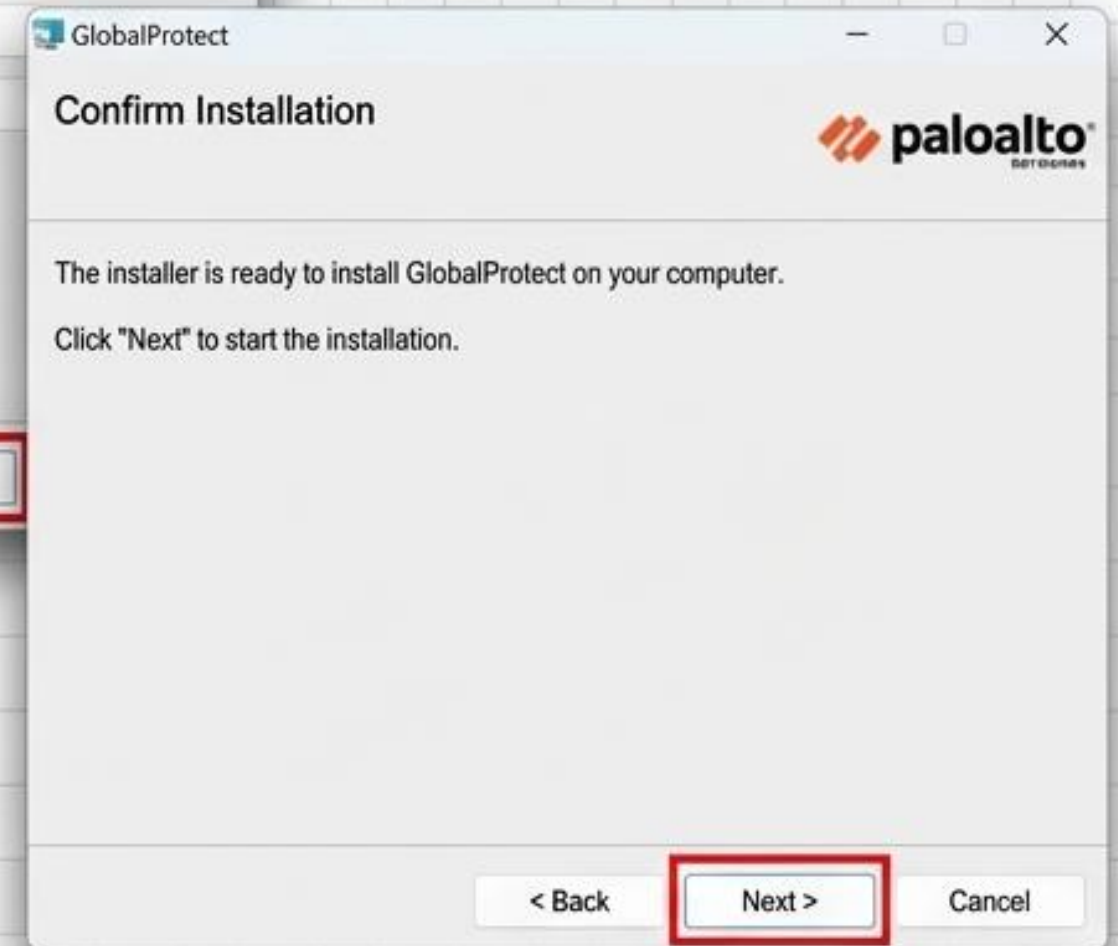
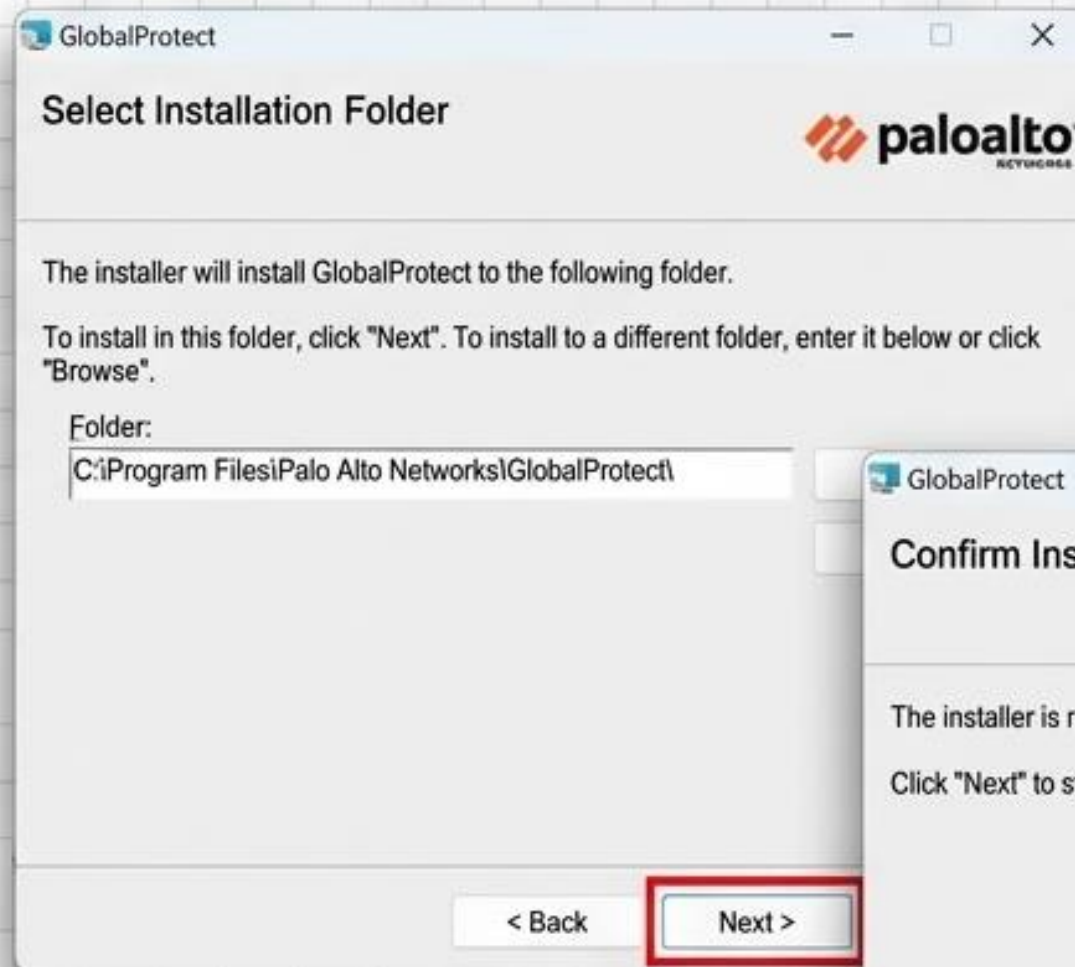
2.

Click Next to proceed.



# Confirm default installation settings

- Keep the default installation folder and click **Next**.
- Click **Next** once more to confirm and begin the installation.

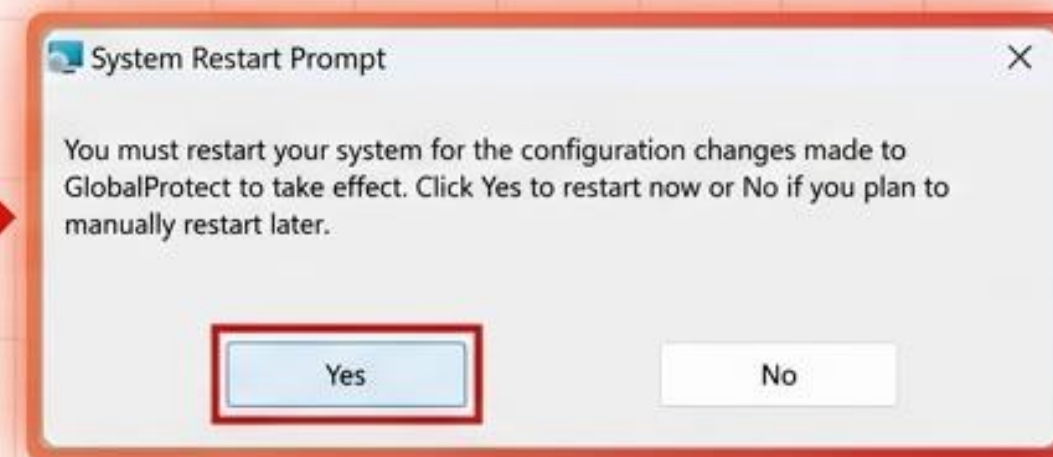


# Finalize and restart your system

Click **Close** on the installation wizard.

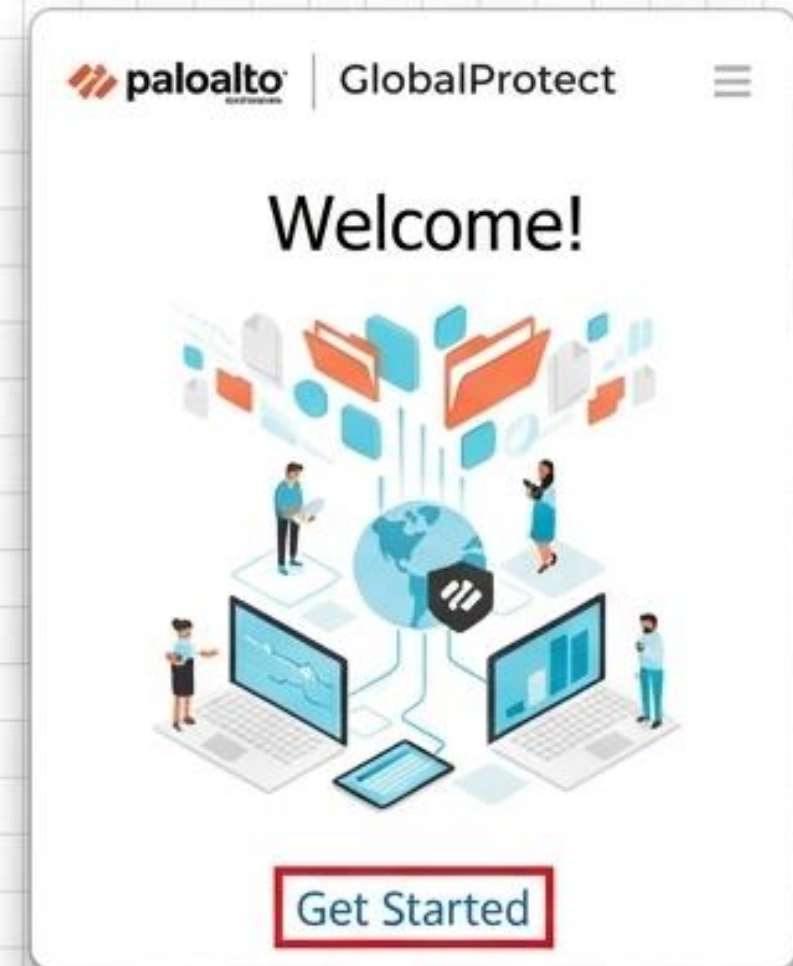
**CRITICAL:** You must restart your computer for the configuration changes to take effect. The VPN will not function without a restart.

Click **Yes** on the prompt to restart immediately.



# Open the GlobalProtect application

1. Locate the grey globe icon in the system tray at the bottom-right corner of your desktop (you may need to click the arrow to show hidden icons).
2. Click the icon and select **Get Started**.



# Configure the portal address

Enter the exact portal address below and click Connect:

**vpn.ppdh.org.hk**



The screenshot shows the Palo Alto Networks GlobalProtect interface. At the top, there is a logo for Palo Alto Networks GlobalProtect. Below the logo, the text "Not Connected" is displayed, followed by the instruction "Enter the portal address to connect...". A text input field labeled "Portal" contains the address "vpn.ppdh.org.hk". A blue "Connect" button is located below the input field.

palo alto networks<sup>®</sup>  
GlobalProtect

Not Connected  
Enter the portal address to connect...

Portal  
vpn.ppdh.org.hk

Connect

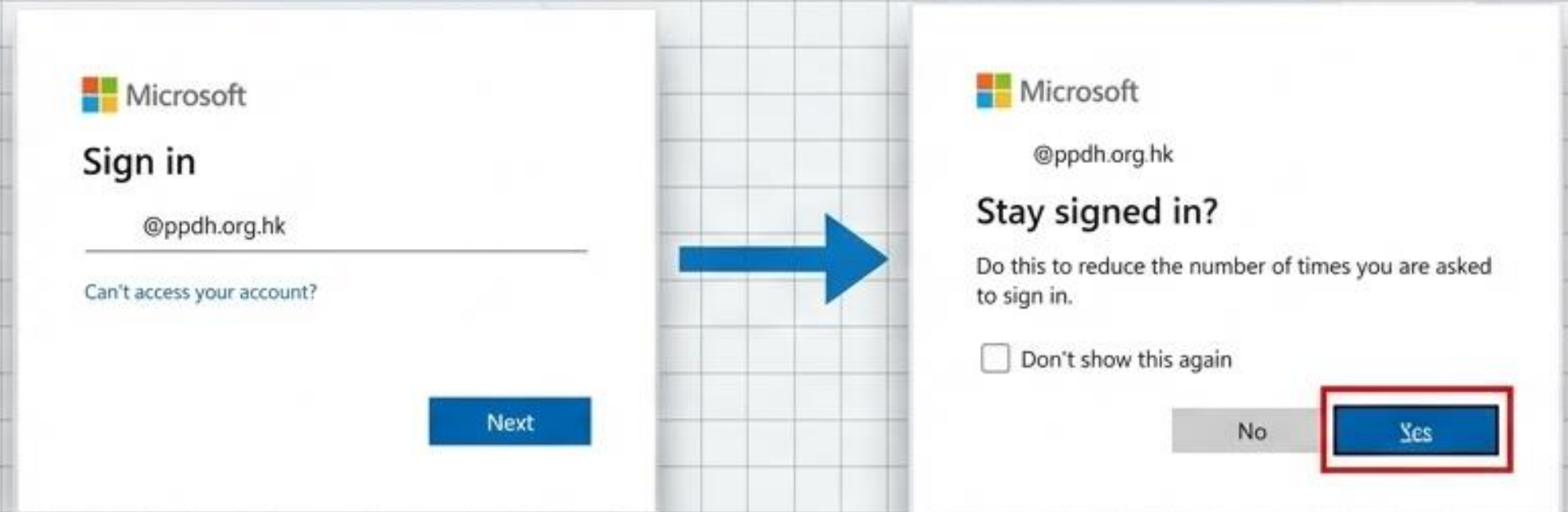
# Authenticate your connection

1.

An embedded browser will open. Sign in using your standard PPDH credentials.

2.

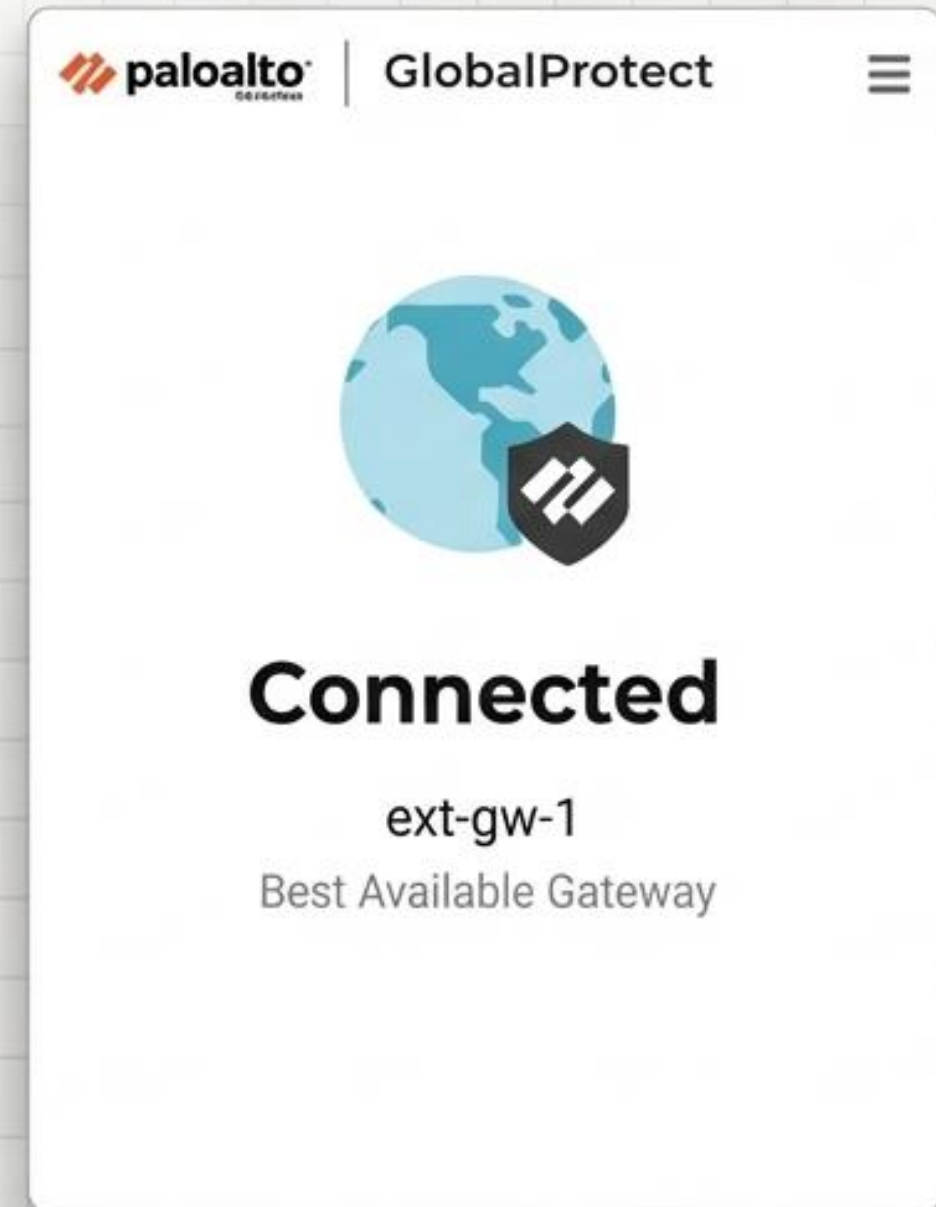
Select **Yes** when prompted to **Stay signed in** to reduce future login requests.



# Secure network established

Once authenticated, the GlobalProtect shield icon will turn green and display Connected.

Your home PC is now securely inside the PPDH network.



# Locate your office IP address

## PREREQUISITE: ON YOUR OFFICE PC

To target your specific machine, you need its unique IP address.

Look at the bottom-right corner of your physical office PC monitor.

Note down the IP Address, formatted as 172.16.xx.xx.

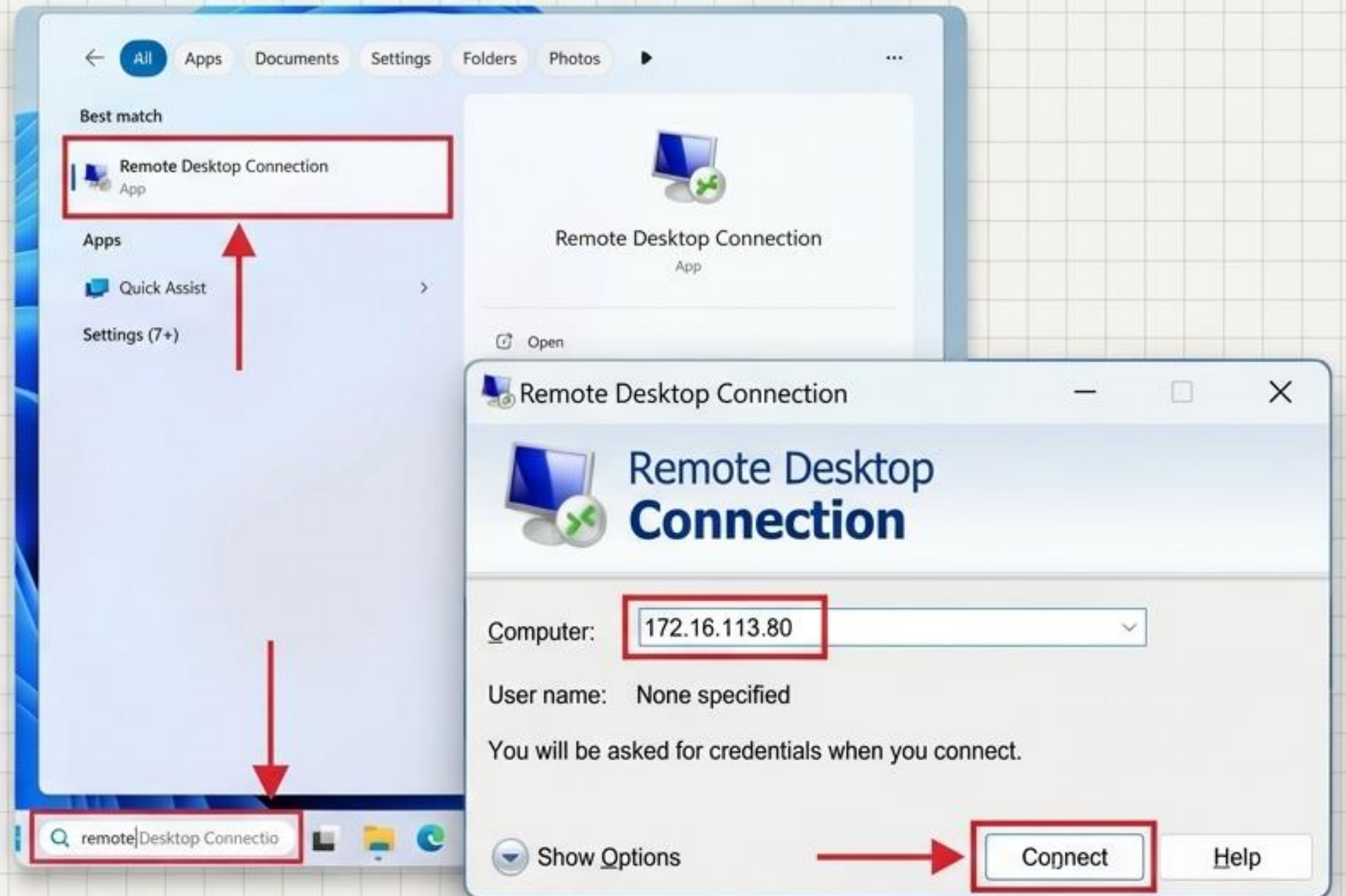


# Launch Remote Desktop

1. On your home PC, open the Start Menu and search for **Remote Desktop Connection**.

2. Launch the app and enter your specific Office PC's IP address into the **Computer** field.

3. Click **Connect**.



# Execute the final login

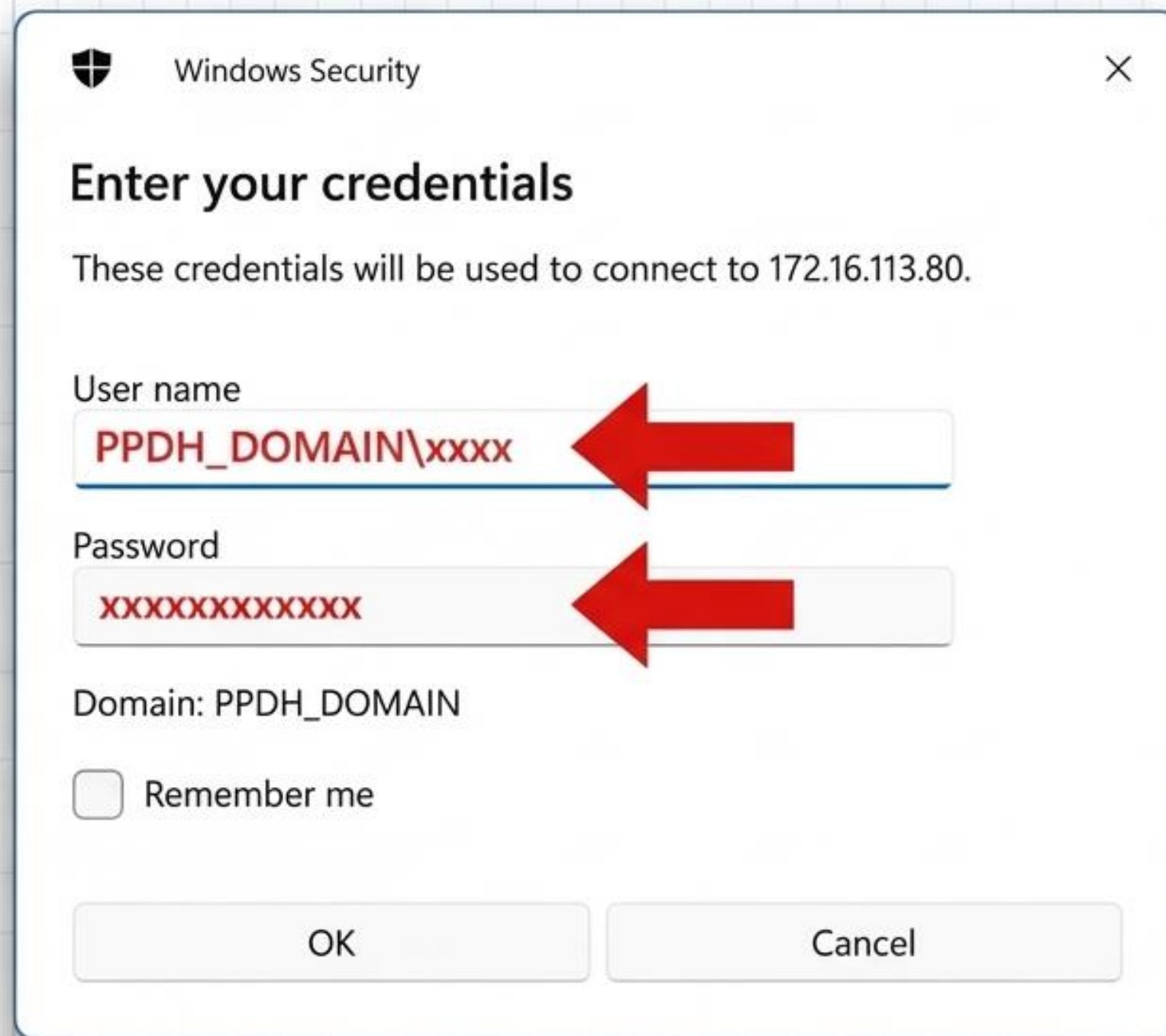
## Action

Enter your domain credentials to establish the remote session.

**CRUCIAL:** You must include the domain prefix in the username.

**User name:** PPDH\_DOMAIN\xxxxxx

**Password:** Your standard password



The screenshot shows a Windows Security dialog box titled "Enter your credentials". It contains the following elements:

- Windows Security logo and title bar with a close button.
- Header: "Enter your credentials".
- Message: "These credentials will be used to connect to 172.16.113.80."
- User name field: Contains "PPDH\_DOMAIN\xxxx" with a red arrow pointing to the text.
- Password field: Contains "XXXXXXXXXXXX" with a red arrow pointing to the text.
- Domain: "PPDH\_DOMAIN".
- Checkbox: "Remember me" (unchecked).
- Buttons: "OK" and "Cancel".

# Setup Complete



**You are now ready to work securely.**

Your home system is fully configured. You will only need to repeat Phase 3 (Connect VPN) and Phase 4 (Launch RDP) for future daily access.

# Support & Troubleshooting Triage



## Network Issues

If you cannot reach the portal or the connection times out...

**Action:** Check your local home WiFi or ethernet connection.

## Software Errors

If the GlobalProtect installation fails or the application crashes...

**Action:** Raise a support ticket at [support.ppdh.org.hk](https://support.ppdh.org.hk)

## Access & Lockouts

If your credentials consistently fail or you face an immediate lockout...

**Action:** Contact the IT Helpdesk at ext. 0452