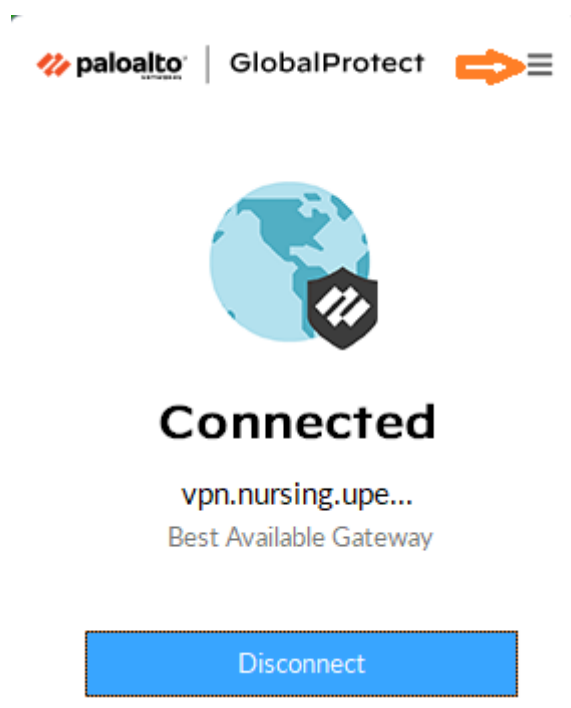# Refreshing GlobalProtect (VPN) Settings

Brandon Lodriguss - 2026-02-08 - [School of Nursing VPN](#)

Refreshing GlobalProtect (VPN) Settings

For certain issues, including being prompted for your password to access your Network Drives while off campus, a forced refresh of the VPN settings is necessary. To refresh your settings:

1) If not already connected, connect to the VPN (Portal: vpn.nursing.upenn.edu) as you normally would.

2) After logging in and confirming after a few seconds that your VPN is connected, clicking on the VPN globe in the lower right should show this:

3) Click on the 3-bars menu (indicated above with an arrow), and select "Refresh Connection".

4) You will be disconnected briefly, then reconnected to the VPN - you may need to authenticate again.

5) After you are reconnected and the VPN pop-up once again says "Connected", your settings have refreshed.

If you were having issues with connecting to the Network Drives or other resources, you should now be able to access them, or, if prompted to enter your username and password, go ahead and do so - remember to click the box "Remember my credentials". The window would look similar to this:

Windows Security

Enter network credentials

Enter your credentials to connect to: nursing.upenn.edu

User name

Password

Domain: kite.upenn.edu

☐ Remember my credentials

The system cannot contact a domain controller to service the authentication request. Please try again later.

OK	Cancel

All of your drives should begin functioning again after this.