

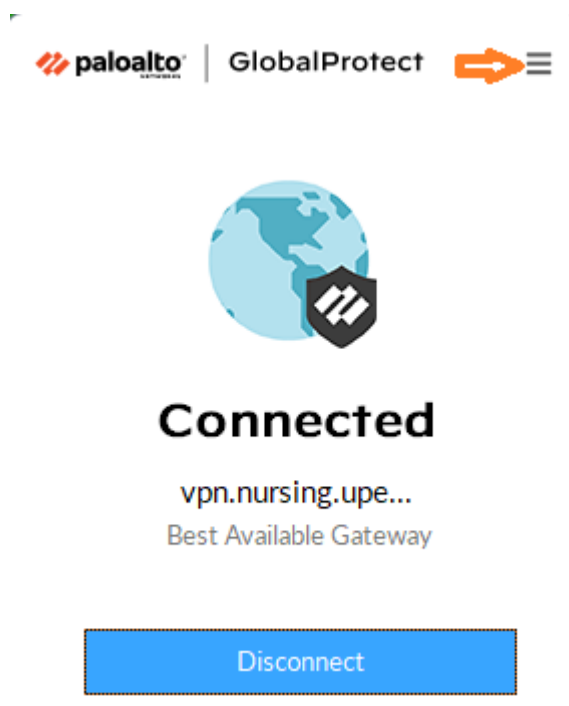
## Refreshing GlobalProtect (VPN) Settings

Brandon Lodriguss - 2025-07-24 - 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](https://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.