

## Establishing VPN Access

**Note:** *If you already have VPN access, please disregard this information.*

For some employees who need to access the City's network, it might make sense to establish a Virtual Private Network (VPN) connection. To establish VPN access, follow the steps below.

1. Open a [Help Desk ticket](#) and request VPN access.
2. Wait for confirmation from the Help Desk that you have been granted VPN access.
3. To get started, you'll need to perform a one-time download of Global Protect software on your laptop or home computer.
4. Click one of the following links depending on your system. If you search for "System," you'll be able to determine if you have a 32-bit or 64-bit system.

64-bit system: [click here](#)

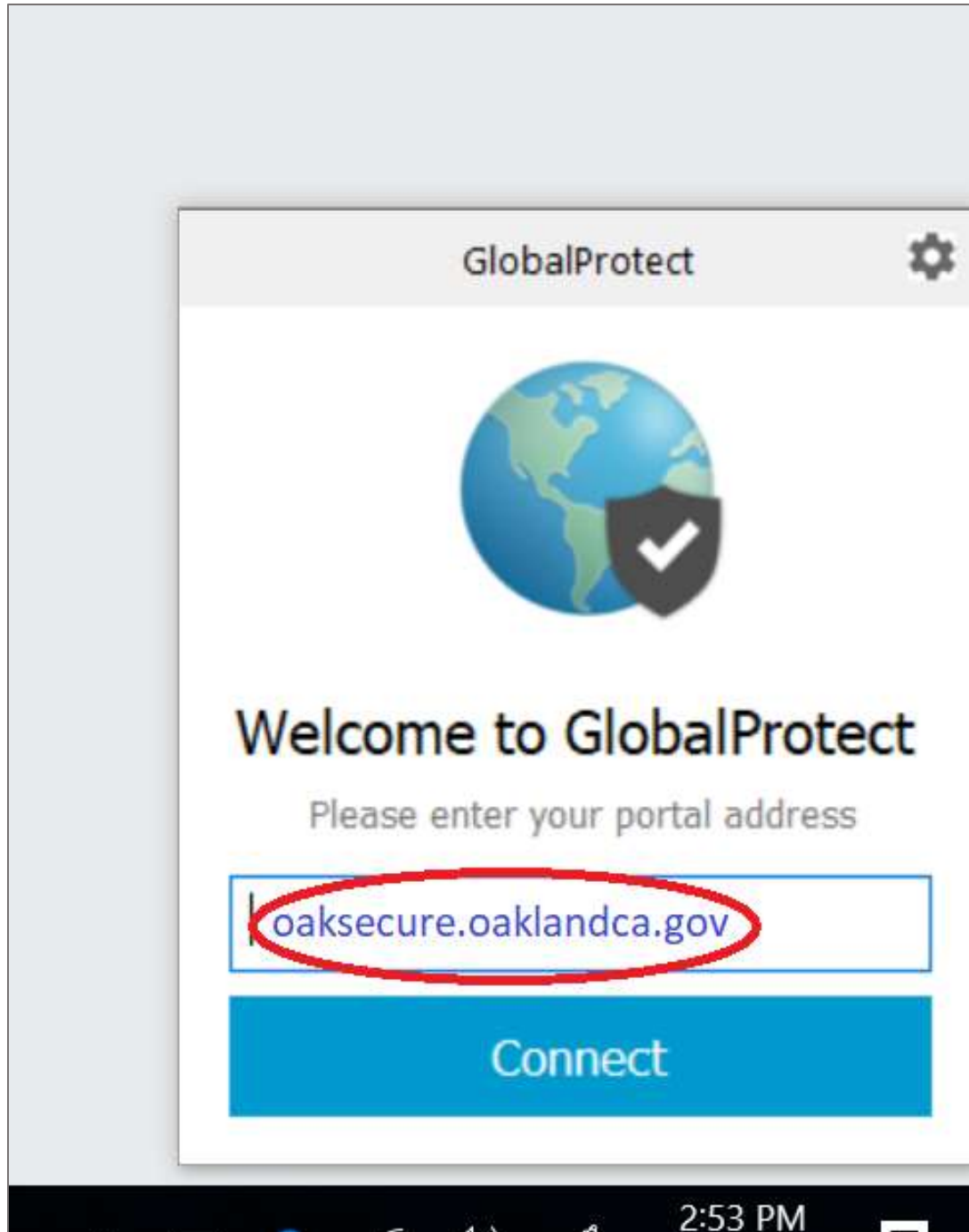
32-bit system: [click here](#)

Mac OS: [click here](#)

5. Download the appropriate version of the Global Protect Agent.
6. Complete installation of Global Protect.
7. Once installation is complete, open Global Protect. At the Welcome to Global Protect window, enter "oaksecure.oaklandca.gov" and click connect.

**Note:** Do NOT include "https" at the start of the web address.

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8. At the sign in window, use your “9” username, e.g. smith9m, and your normal Oakland network password to gain access.

If you have trouble establishing VPN access, please open a [Help Desk ticket](#) and ITD will respond as soon as possible.