



[Knowledgebase](#) > [Frequently Asked Questions \(FAQs\)](#) > [Palo Alto \(GlobalProtect\) VPN](#)

Palo Alto (GlobalProtect) VPN

Ashley Montoya - 2026-04-19 - [Frequently Asked Questions \(FAQs\)](#)

GlobalProtect VPN (by Palo Alto Networks)

GlobalProtect provides a faster, more reliable VPN connection than FortiClient.

Steps for connecting:

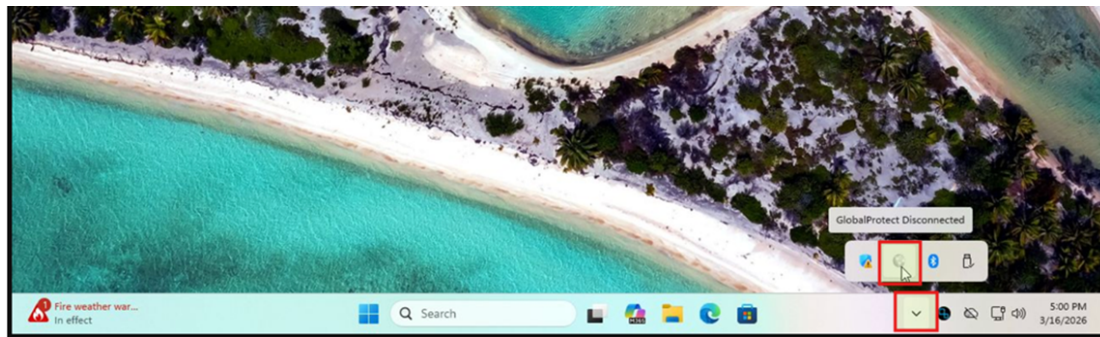
- Click on the GlobalProtect Icon in the System Tray
- Click Connect
- Log into your TSG/Microsoft Account if prompted (in certain situations Microsoft may not prompt you to login)

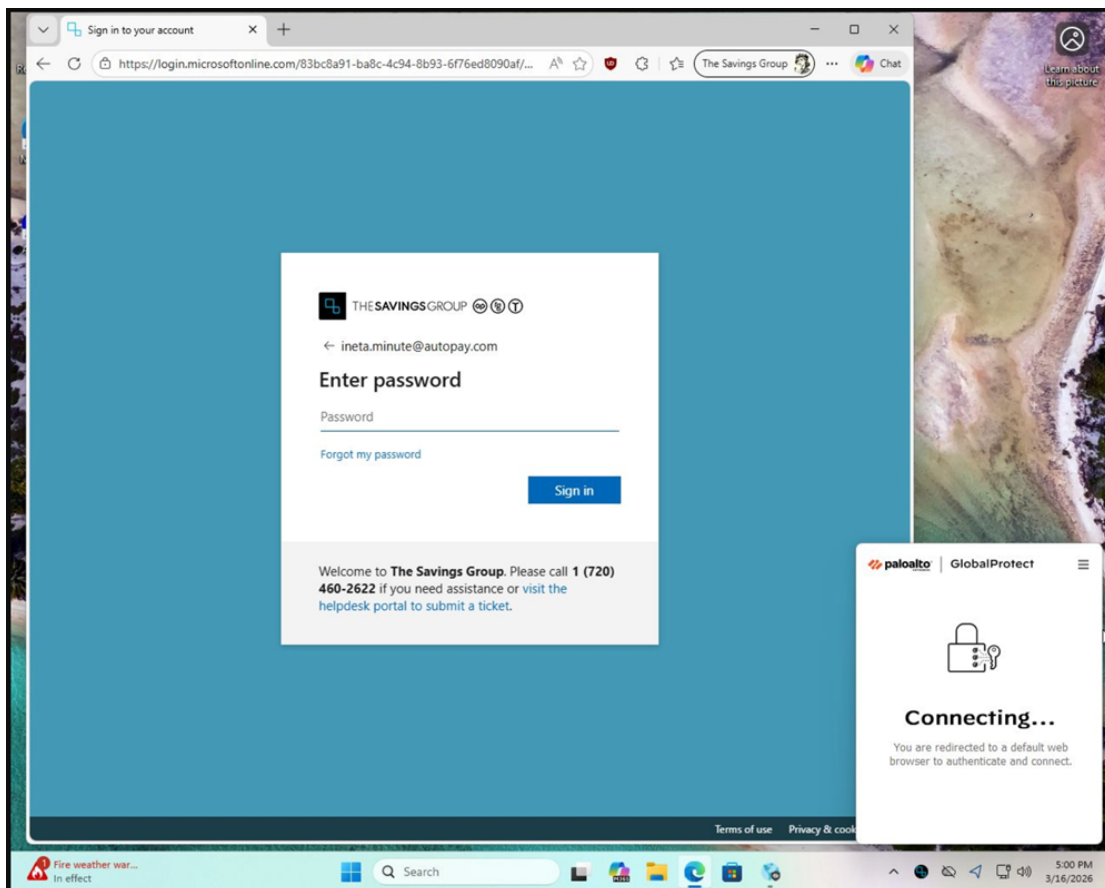
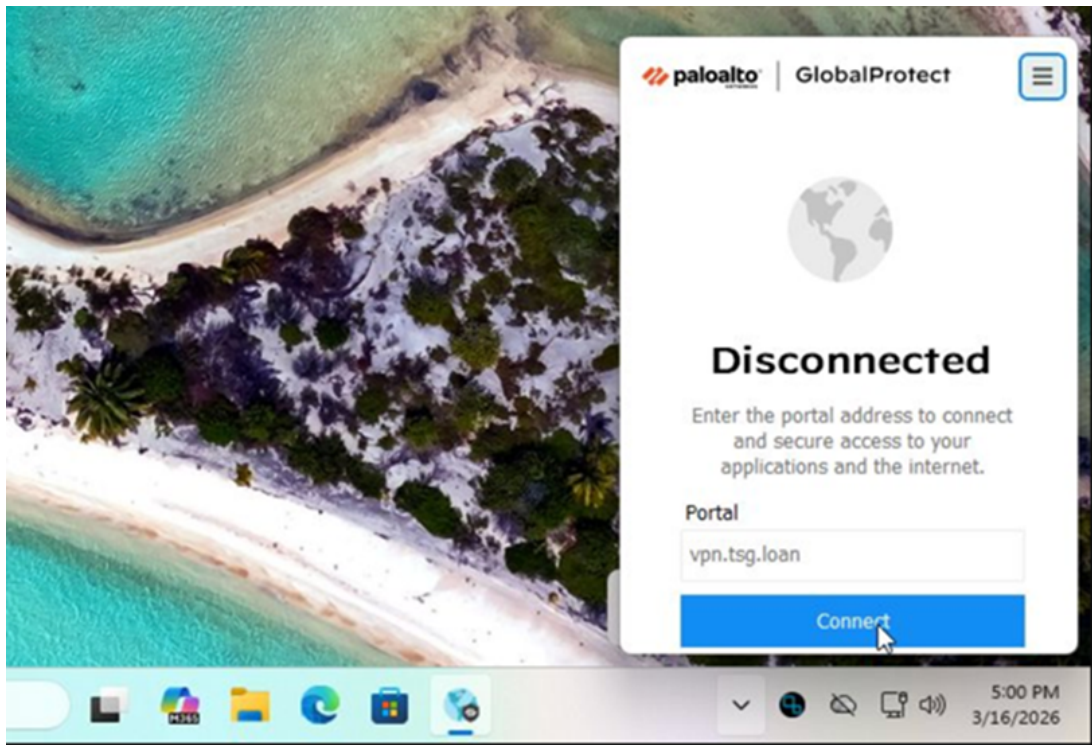
Please note that you should not connect to both FortiClient and GlobalProtect at the same time, as they cannot be used simultaneously.

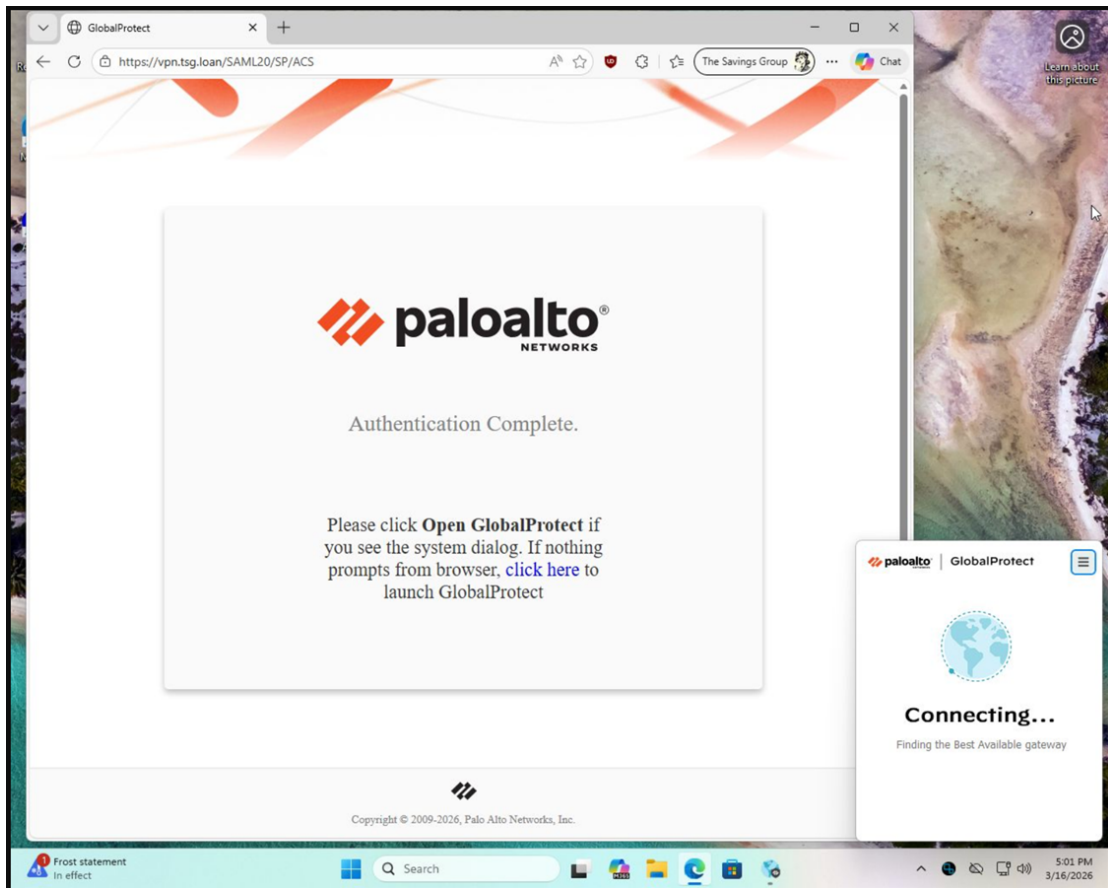
We will not immediately be removing FortiClient, as we need to make sure GlobalProtect is working for everyone, but we expect to sunset it by the end of the year.

If you have any issues, please submit a ticket: <https://deskpro.tsg.loan/new-ticket> or helpdesk@thesavingsgroup.com.

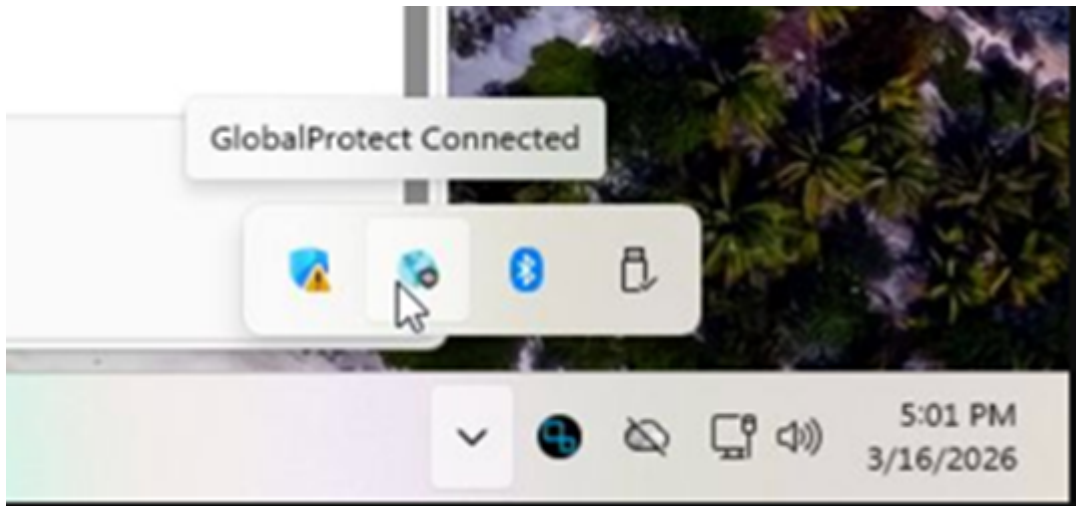
Screenshot examples are below:







You can close the above web tab, once GlobalProtect shows connected:



You will then be able to navigate to internal company sites, such as LOS and others.