How to Reset Your GlobalProtect VPN Password
After a Password Reset in iOS

If you recently reset your UTEP password it may be necessary to update your GlobalProtect (GP) VPN password as well since it remembers your previous credentials.

We recommend that you take this time to review the GP VPN Settings to insure they are configured correctly. To do this, click on the GlobalProtect VPN icon; next, click on the gear icon located on the top right corner of the window; and then choose “Settings”.

The settings window will open and give you options for editing the portal settings as well as resetting your user credentials if you reset your UTEP password. To reset your user credentials, simply click the “Sign Out” button located at the top right corner. This will cause the application to forget your saved credentials and prompt you for your new ones the next time you connect to the GP VPN application/portal.

If you entered an incorrect portal entry, or the portal changes, you can edit these settings here. The portal should be set to vpnsec.utep.edu. If this is not the current portal shown, you may 1) remove the entry by selecting the entry and clicking on the minus button at the bottom of the window; 2) add a new portal by clicking on the plus button; or edit an existing entry by selecting the pen button.