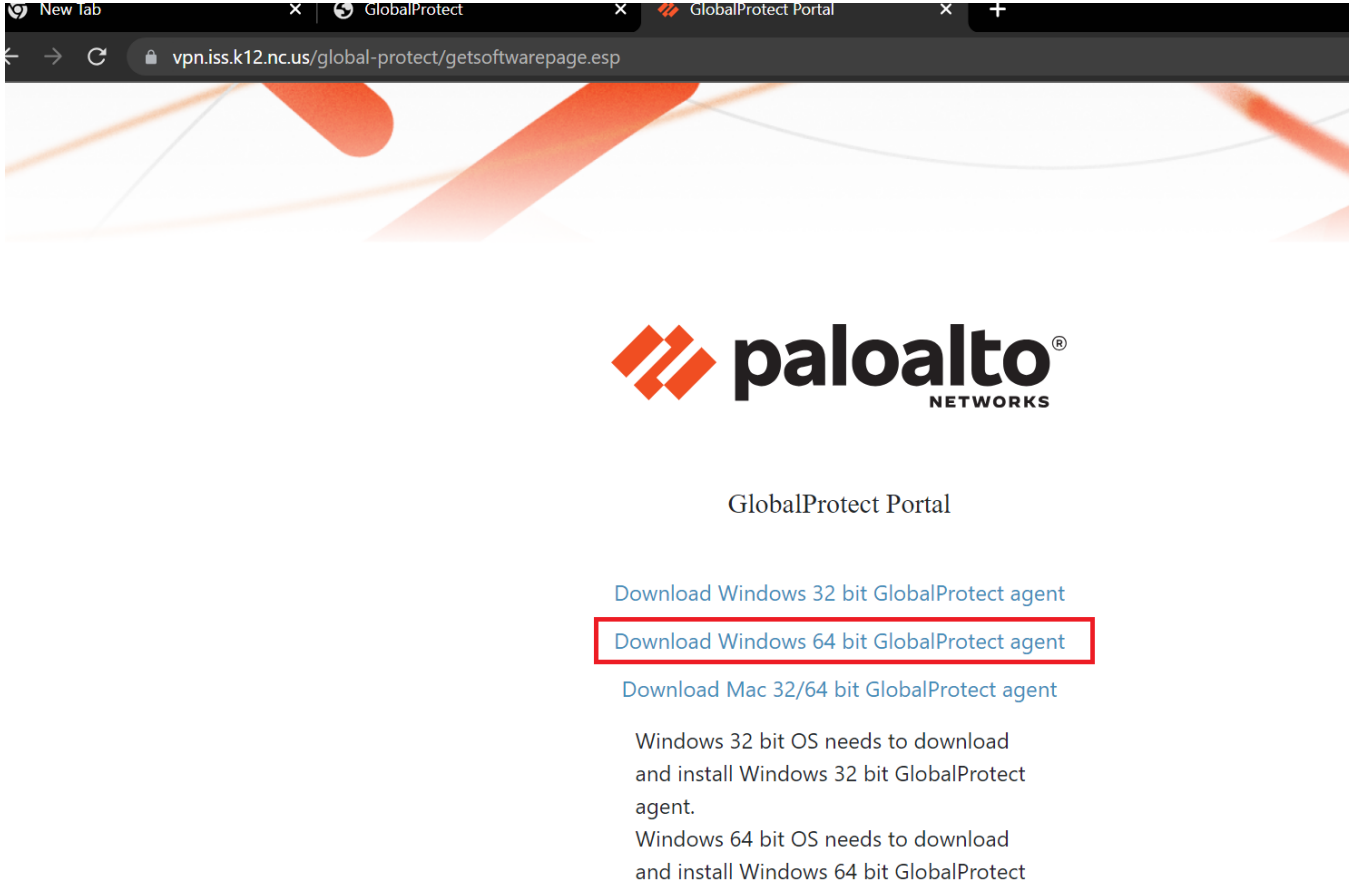# Windows Software

- [VPN Installation](#)
- [Trust Relationship Failed](#)
- [VPN Access](#)

VPN Installation

1. Go to vpn.iss.k12.nc.us **when you are off of our network, it will not work on the ISS Network.**

2. Click on the download option for your computer. Once it downloads in the bottom left of your screen, click on the installer and allow it to run. Click Next through the prompts until it installs. If you do not have rights to install the vpn, please put in a workorder at iss.sherpadesk.com and a technician can come by to assist.

3. After this is complete you should be able to continue with the VPN Access Instructions
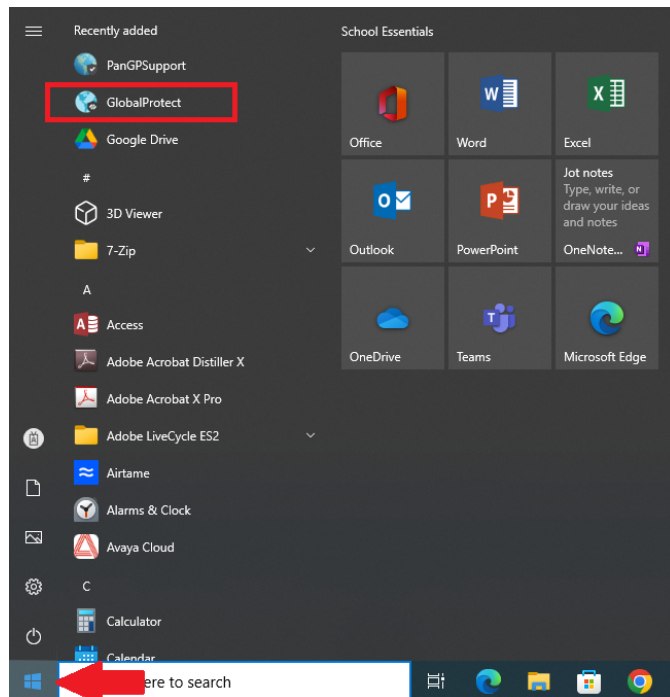
Trust Relationship Failed

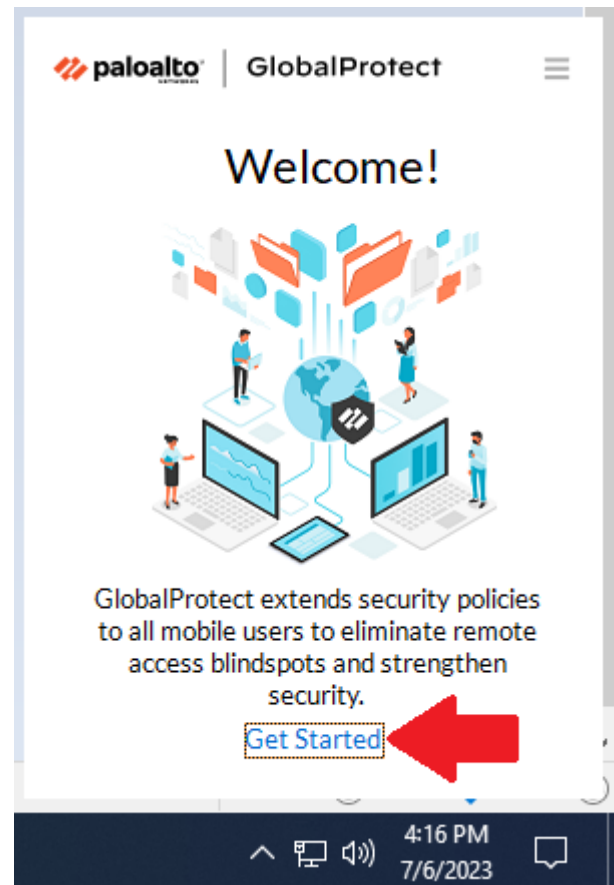Occasionally Windows will lose connection to the domain controller.

1. Log in to the local administrator account
2. Open "Windows Explorer"
3. Right click on "This PC" and select properties
4. Under "Computer name, domain, and workgroup settings" click "Change settings" on the right
5. Select "Change" to the right of "To rename this computer or change its domain or workgroup..."
6. Click the radio button to select "Workgroup" then type "WORKGROUP" into the corresponding text box.
7. Click OK and then restart the computer.
8. Repeat steps 1 - 5.
9. Click the radio button to select "Domain:" and type "iss.k12.nc.us" into the corresponding text box.
10. Click OK and then restart the computer.
11. Network accounts should now be accessible.

VPN Access

Step 1. Go to Start and find the Application called **Global Protect.** If you do not have this application, please follow the instructions for VPN Installation	Step 2. Launch **Global Protect** and it should open in the bottom right of your screen and you may have to hit "**Get Started"** the first time you launch it
Step 3. In the text box type **vpn.iss.k12.nc.us**	Step 4. <mark>YOU MUST BE SIGNED INTO GOOGLE WITH YOUR ISS ACCOUNT,</mark> it should bring you to a popup that says Authentication Complete, and then you can click **Open GlobalProtect**