

Terms and Conditions for GlobalProtect VPN Account Application and Renewal



General Terms and Conditions

- The GlobalProtect VPN account will be valid for four (4) months, starting from the month in which the application is submitted.

Example: If the application is submitted on 20 September, the VPN account will be active from 1 September to 31 December 2026.

- Access to the VPN will be limited to the IP addresses and systems listed in the approved application form.
- If there is a need to add new IP addresses after the request has been submitted, the applicant must submit a new official request that includes the additional IP addresses.
- The applicant is responsible for all activities carried out using the VPN account.
- The VPN account, including the username, password, and VPN certificate, is confidential and must not be shared or used by any other person.



Terms of Application

- Applications for VPN account creation must be accompanied by an official request letter, along with the completed application form and integrity pact, which are available for download at the following link:

<https://ipb.link/administrasi-vpn>

- Applications for VPN account renewal must be submitted using the application form only (no integrity pact or official request letter is required), which can be downloaded at the following link.

<https://ipb.link/administrasi-vpn>

- Requests for VPN account creation or renewal may be submitted through one of the following channels :

1. Helpcenter IPB (Topic: Network and Connectivity)
2. ICT Helpdesk Whatsapp (+6287717395277)
3. ICT Email (ict@apps.ipb.ac.id)

subject: VPN Account Creation/Renewal

- Requests that do not include all required information will not be processed.

