Setting Up and Accessing VPN

Instructions for establishing remote access to the URMC network for PC or Mac

Duo Two-Factor Authentication

If you have already enrolled and setup Duo Two-Factor Authentication for your account, please skip this section.

To enroll in Duo Two-Factor Authentication, which is required for VPN access:

1. From a computer currently connected to the URMC network, go to <u>https://duo.urmc-sh.rochester.edu</u>.

This site is only accessible if you are connected to the URMC network (onsite or through VPN). Please call the ISD Help Desk at (585) 275-3200 if you need assistance.

- 2. Enter your AD user name and AD password (your network and e-mail login). Select URMC-SH from the Domain list and click Submit.
- 3. Read the info on the screen, then click Start setup to begin.
- 4. Follow the on-screen instructions to enroll a mobile phone, landline phone, or mobile device. For assistance, click the "Need help?" link.
 Add points of contact (mobile, home phone, tablet*) that will be accessible when and where you connect remotely.
 * Apple iPad users: search for the Duo Mobile iPhone app. A dedicated iPad app is not available in the iTunes App store.
- 5. Authenticate your device via the <u>Authentication Prompt</u>. Select the device and method to complete this step.

The following instructions guide you through completing the one-time installation of the Cisco AnyConnect VPN client on a PC. Additional instructions for Apple Mac installations follow below.

Install Cisco AnyConnect VPN Client on a PC Computer

If you have already installed Cisco AnyConnect, please skip to the section below to connect to the VPN.

- 1. Go to the URMC Remote Access website. http://www.urmc.rochester.edu/remote-access/
- 2. Click the URMC Remote Access button.



3. From the URMC Network Access page, look for the section titled "**For PC Installations:**" and click the link under Step 2 to download the installer.

- 4. If the installer does not launch automatically, open the Downloads folder on your computer and double-click the URMCAnyConnect.exe file to begin the installation.
- 5. At the following prompts, click Yes.

	Program name: Publisher:	URMCAnyConn Unknown	nect.exe
	File origin:	Hard drive on the	his computer
Sł	now <mark>details</mark>		Yes No
		2	Change when these notifications ap
			1

The installation will begin and AnyConnect will be installed on the computer.

No

If using a URMC computer, you may not have the ability to install software (no administrative rights). Please call the ISD Help Desk at (585) 275-3200 for assistance.

For home/personal computers, you may need to enter your login for that computer to verify you have permission to install an application.

6. When the installation is complete, click OK.

Yes



Install Cisco AnyConnect VPN Client on a Mac

If you have already installed Cisco AnyConnect, please skip to the section below to connect to the VPN.

- 1. Go to the URMC Remote Access website. <u>http://www.urmc.rochester.edu/remote-access/</u>
- 2. Click the URMC Remote Access button.



- 3. From the URMC Network Access page, look for the section titled "**For Mac Installations:**" and click the link under Step 2 to download the installer.
- 4. If the installer does not launch automatically, open the Downloads folder on your Mac and double-click AnyConnect_with_Profile to begin the installation.
- 5. At the installer welcome screen, click Continue.



6. When prompted to select a location for the application to install, click Install.



If prompted, enter your login information for your Mac and click Install Software.

Installer is trying to install new software. Type your password to allow this.
Name:
Cancel Install Software

The installation process will finish and you will be ready to connect to the VPN through AnyConnect.

Connect to VPN with Cisco AnyConnect Client

1. Open the Cisco AnyConnect application on your **PC** from:

Start \rightarrow All Programs \rightarrow Cisco \rightarrow Cisco AnyConnect Secure Mobility Client \rightarrow Cisco AnyConnect Secure Mobility Client



Or locate the icon in your task bar on your desktop:



Or open the Cisco AnyConnect application on your Mac from:

Finder \rightarrow Applications \rightarrow Cisco folder \rightarrow Cisco AnyConnect Secure Mobility Client

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All My Files	Address Book	Adium	Adobe Reader	All My Files	9	1
Desktop Documents Downloads Movies	Cisco	Citrix Receiver	Dashboard	Applications Desktop Documents Documents	Cisco AnyConnect SecureIlity Client	Uninstall AnyConnect

2. In the Cisco AnyConnect Secure Mobility Client window, verify "webvpn" appears in the drop-down or enter **webvpn.urmc.rochester.edu** and then click Connect.

🕥 Cisco AnyCo	nnect Secure Mobility C	lient	
	<u>VPN:</u> Ready to connect. webvpn	.	Connect
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 In the Cisco AnyConnect | webvpn login window, enter your URMC network username and password.

For Duo Method, type one of the following:

- **push** (sends a push notification through your smartphone or tablet app)
- sms (sends an authentication passcode via text message to your mobile phone*)

*your connection will fail and you will be asked to login again and enter the 6-digit passcode you received in the text message

 phone (authenticates you by calling your phone—you must press a key to verify you received the call)

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Username:	()	
Password:		
Duo Method:		_
Connection Bar	iner	
For "Duo Meth type: push - receive sms - receive p	od:" enter a Duo passcode or push notification vasscode via text message	* III
phone - receiv	e phone call to mobile or landline	-

• 6-digit passcode obtained through the smartphone or tablet app

Click OK.

Once you've successfully logged into AnyConnect, an internet browser window will open to the URMC Intranet homepage to signal you are connected to the URMC network.

Issues or Questions

If you need assistance, please contact the ISD Help Desk at (585) 275-3200.