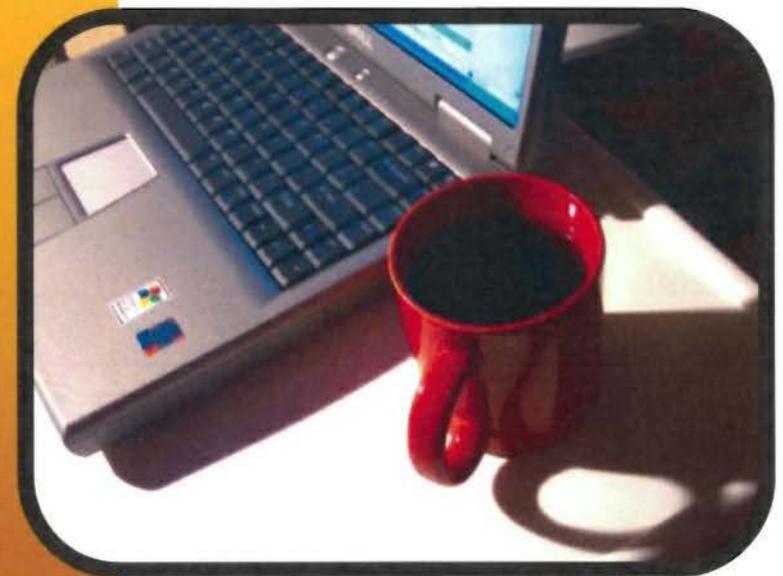




Help Desk 301-496-HELP (4357)



Remote Access via Virtual Private Network (VPN)



User's Manual



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Frequently Asked Questions

1. Do I need my P.I.V card to use V.P.N?

Yes. You will need your P.I.V card and pin number every time you login.

2. Can I access V.P.N using non-government furnished equipment?

No, only Government Furnished Laptops.

3. Do I need Citrix to access the V.P.N?

No. You do not need Citrix access V.P.N however, It is recommended you have a Citrix account as a back-up method to telework incase of network problems.

4. What operating systems support V.P.N?

We currently only support V.P.N. on Windows 7.

5. Who can I contact if problems occur while using V.P.N?

Please contact the help desk at (301) 496-4357 or submit a web request at cit.nih.gov.

Disconnecting from the V.P.N

No matter which VPN connection method you use, the disconnect method is always the same. It is important to always disconnect your VPN session when you are completed with work.

Locate the Cisco AnyConnect Icon in the lower right hand corner of your computer, **right click** and choose VPN Disconnect



Comments: The Cisco AnyConnect icon displays a gold lock when you are connected. Then lock disappears from the icon when you are disconnected.

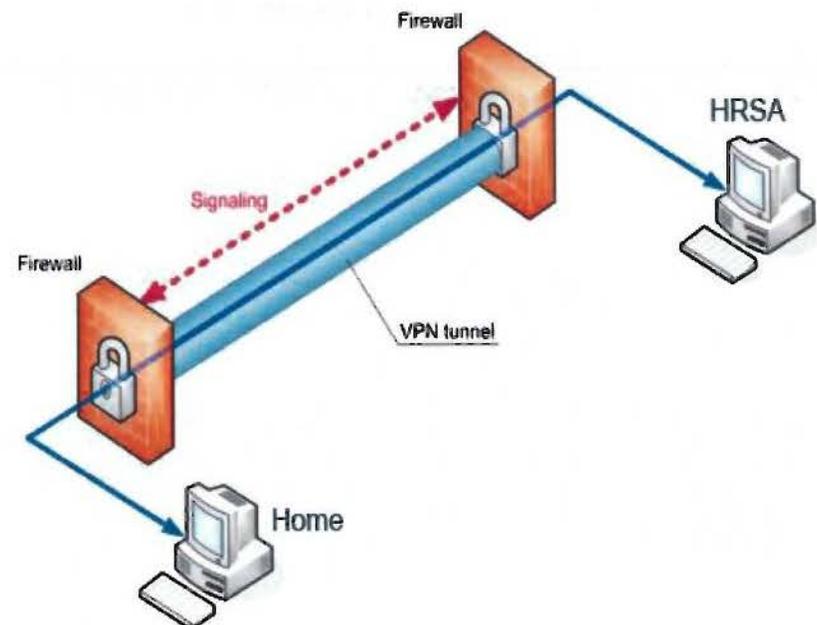
What is VPN?

A **Virtual Private Network (VPN)** is a network that uses the internet to provide remote offices and/or employees on travel network access.

HRSA's VPN requires remote users to be authenticated (PIV enabled) to prevent disclosure of private information to unauthorized parties.

VPN serves as a tunnel to network functionality that is found on HRSA's network, such as sharing of data, access to network resources, databases, and websites.

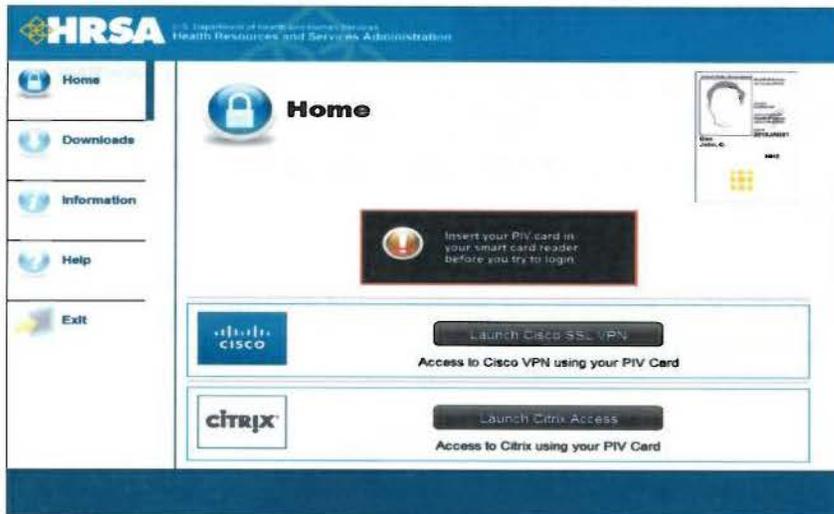
NOTE: You must have an internet connection in order to connect to VPN.



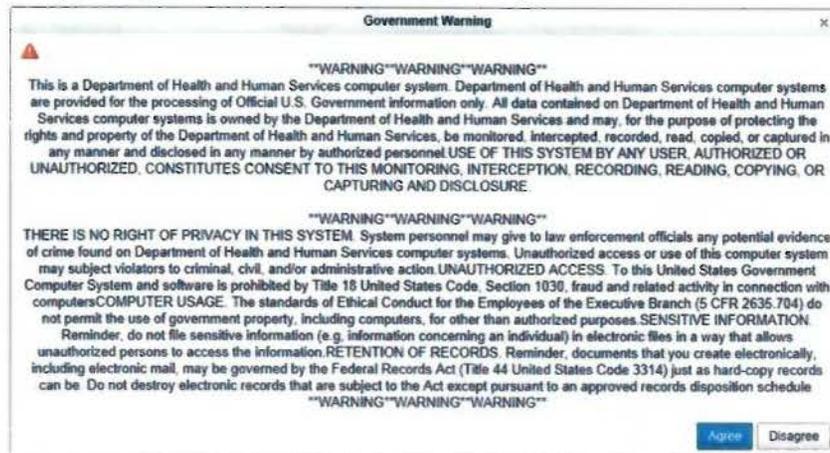
Connecting to the V.P.N

First Method — Web site connection

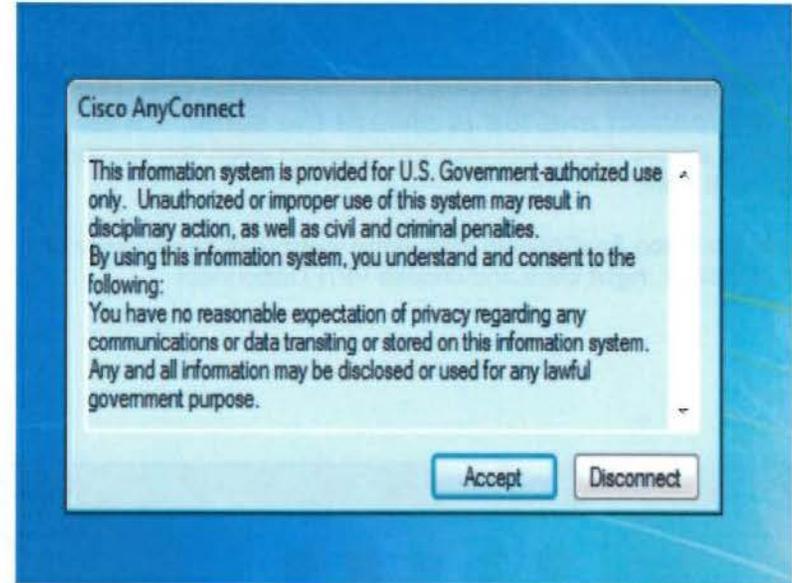
Step 1. Insert your PIV card into the card reader then open your web browser. Enter access.hrsa.gov into the web address bar. “Click” the Launch Cisco SSL VPN button.



Step 2. Agree to the Government Warning disclaimer.

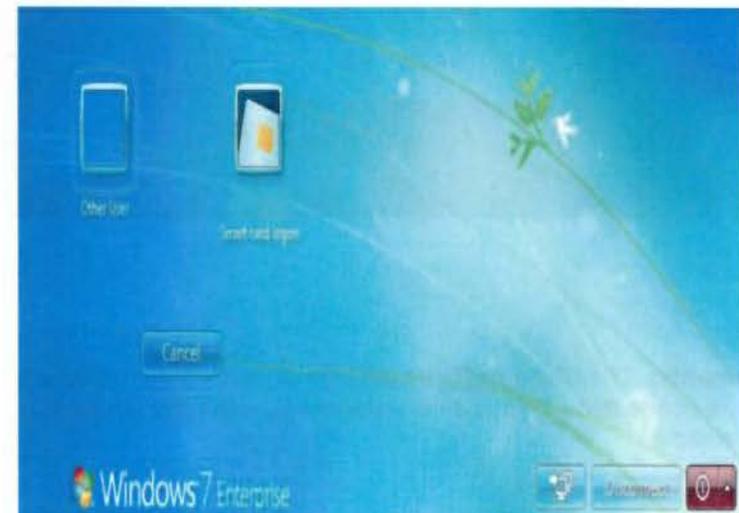


Step 6. Click the Accept button at the Cisco AnyConnect disclaimer.



Note: Notice in the lower right hand corner, you have a “Disconnect” button. You are now connected to VPN.

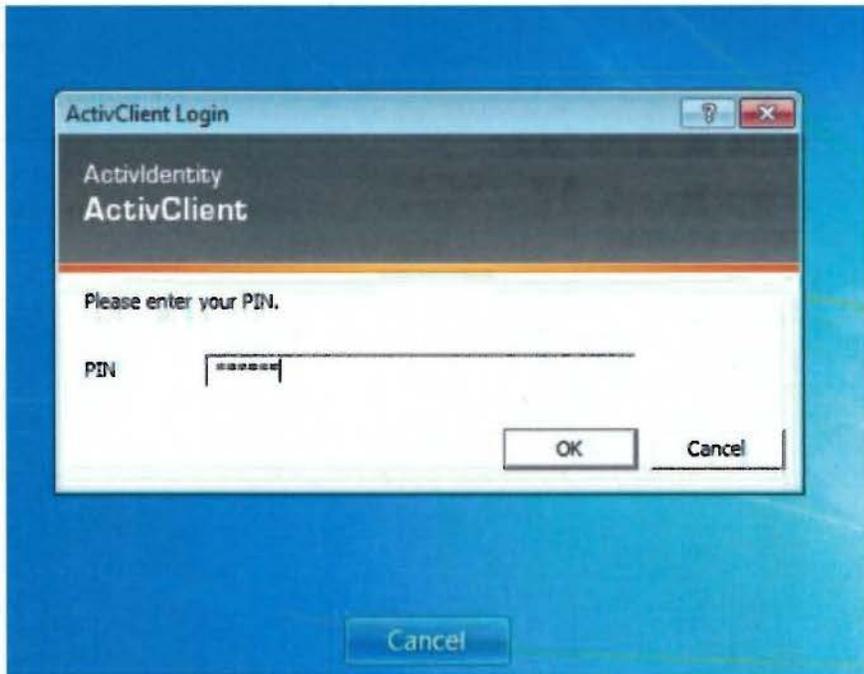
Step 7. Click the icon with your name on it. You will be prompted to log in with your smart card *again*.



Step 4. Enter the VPN server name (vpn.hrsa.gov) in the box with the drop down arrow and click the Connect button.



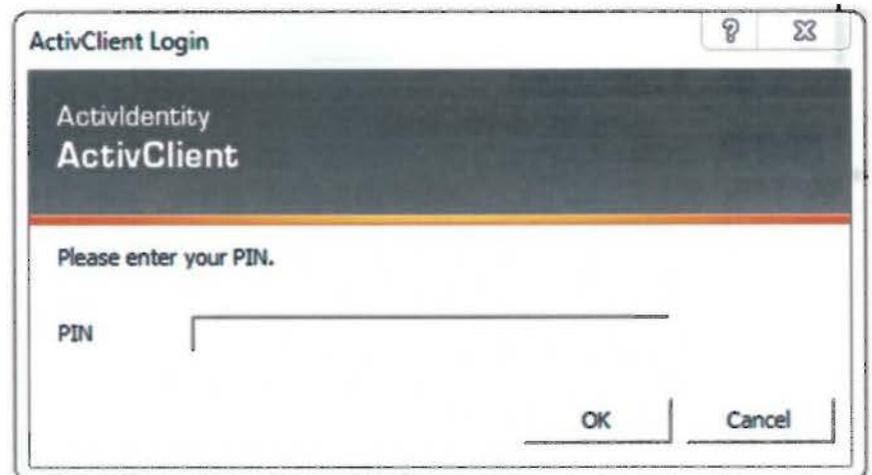
Step 5. Enter your PIV card pin number and click OK.



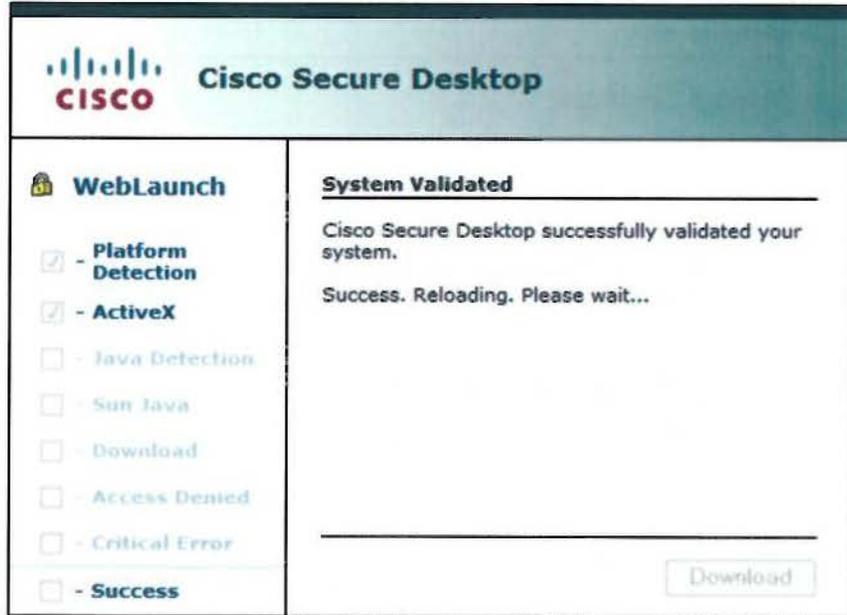
Step 3. Select your certificate . (The correct certificate is the top item with your name and valid data range) and then “click” OK.



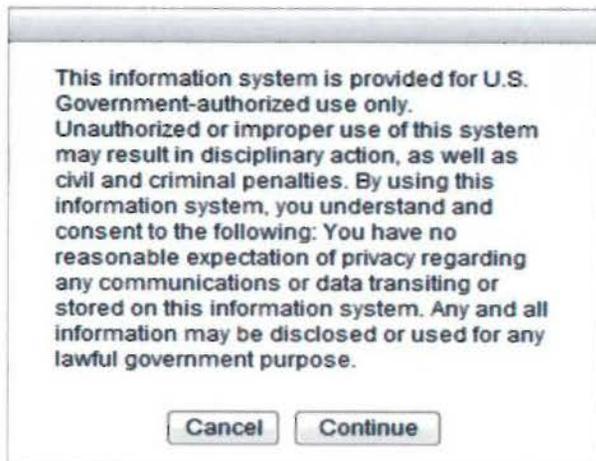
Step 4. Enter your PIN If prompted. *Note: Users may or may not be prompted using this method.*



Step 5. Once you reach this screen, please wait. (There is no action necessary.)



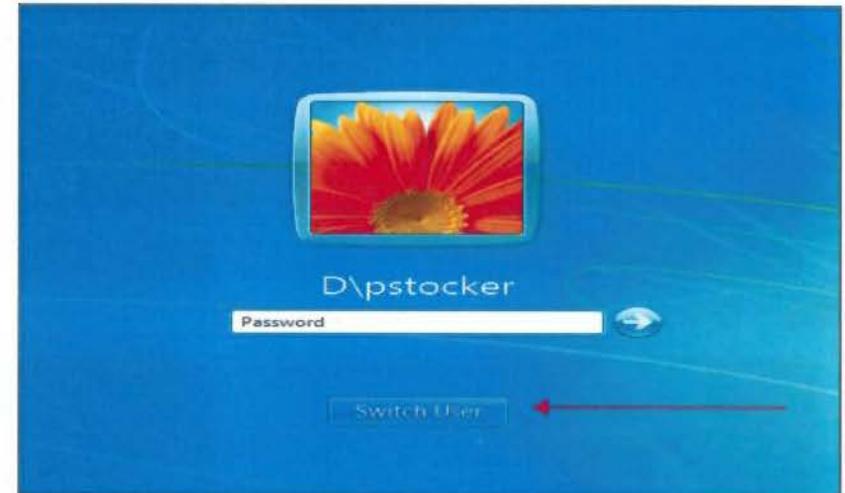
Step 6. Click “continue” to accept the Government disclaimer.



Third method — Start Before Login

Note: This method only works if you are connected to an existing WiFi connection prior to windows login. This method **will not** work if you are traveling and trying to use the mobile 4G dell broadband card

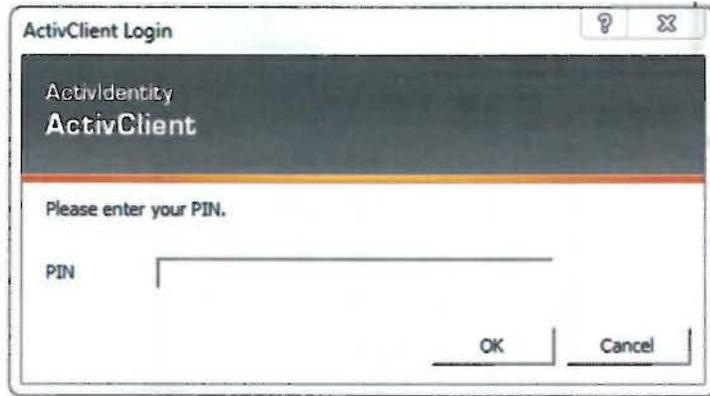
Step2. DO NOT put your PIN in — click the switch user button.



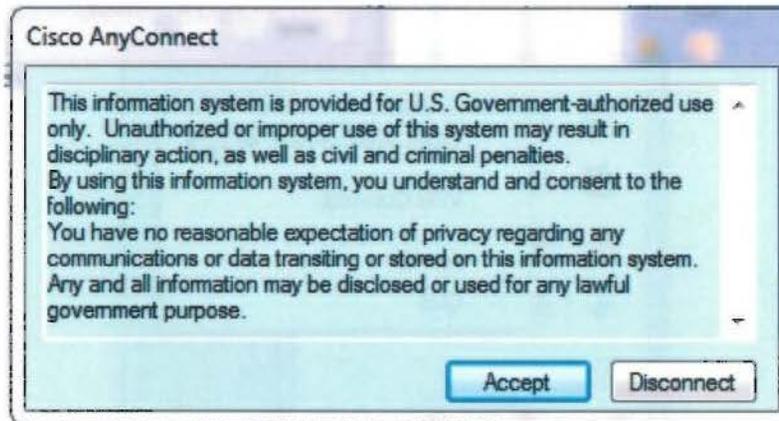
Step 3. Click the double monitor button located in the lower right hand corner of the screen.



Step 4. Right click the icon and choose **“Open AnyConnect”**..



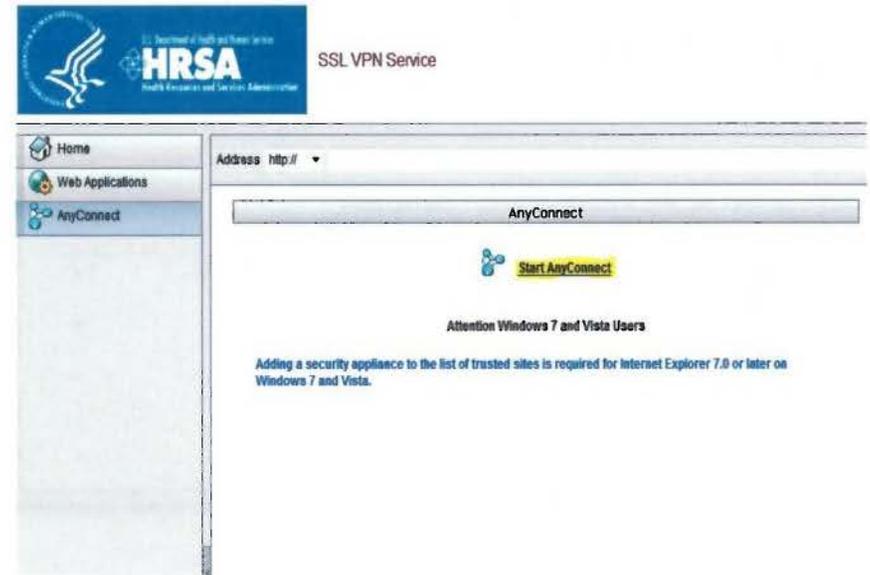
Step 5. Click **“Accept”** at the disclaimer.



Comments about the Tray Method:

- The Tray Method is a fast way to connect to VPN.
- You have to know the VPN server name (vpn.hrsa.gov)
- The Tray Method will ask you for your PIN every time.

Step 7. In the center of the page, “click” **Start AnyConnect**.

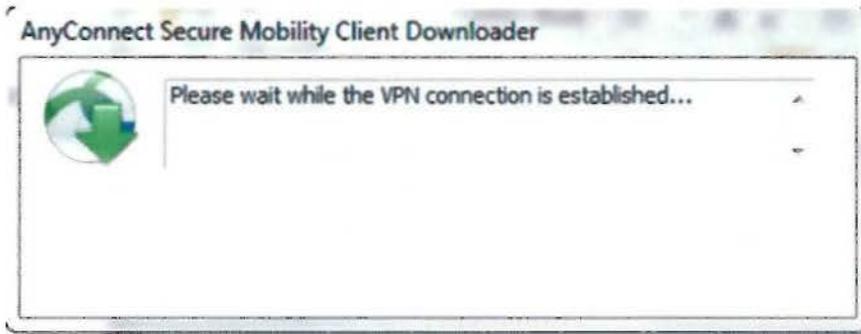


Step 8. In the center of the page, “click” **Start AnyConnect**.



The below popup will appear; it is a notification that the connection has been established. *(There is no action necessary.)*

Close window and begin working as if you were at the office. Your outlook will function normally and you will be able to access the I,H drive and HRSA websites.



Comments about the "Website Method":

- The Website Method takes about 2 minutes to connect to VPN.
- The Website method automatically resolves the VPN server name for you.
- The Website Method is accessed by using Access.hrsa.gov



Second Method —Tray Connection

Step1. Locate the **Cisco AnyConnect** icon in the lower right hand corner of your PC, by clicking the up arrow to show all the hidden icons.



Step 2. Right click the icon and choose "Open AnyConnect".



Step 3. Right click the icon and choose "Open AnyConnect".

