Remote Access VPN

What is a Virtual Private Network?

Certain University of Georgia services or networks are behind the campus firewall in order to secure these resources. In order to access resources behind this firewall, users are required to physically be connected to UGA's network, or connected via VPN. The Remote Access **Virtual Private Network**, or **V PN**, allows University Faculty and Staff to securely access these services over the internet as though they were on campus. This service is maintained by EITS.

To connect to the Remote Access VPN you will need to use your ArchPass Duo authentication device with the Duo mobile app installed.

How Do I Enroll in ArchPass Duo to Use the VPN?

Visit the ArchPass Duo Enrollment Guide for more information. You may also wish to view the ArchPass Duo How-to video for instructions on getting set up with ArchPass Duo.

A special VPN group, known as the 02 Restricted Access group, requires a physical token or supported device for systems that require an additional layer of security (e.g. financial systems, systems with sensitive personal information such as SSN, etc.).

For more information, please see: http://archpass.uga.edu.

Why Do I Get Emails Each Time I Log In to the VPN?

Each time you log in to the VPN you will receive a brief notice in your UGAMail account. This process is intended to help minimize fraudulent logins to the VPN.

The notice will include your UGA MyID and the time you logged into the VPN.

If you have legitimately logged into the VPN, you do not need to do anything once you receive the notice.

If you have not logged into the VPN and receive an email notice, your account may be compromised. In that case, you should contact UGA's Office of Information Security by emailing abuse@ uga.edu. You will be asked to provide information in the email notice from the VPN login session.

As always, if you are unsure if an email is legitimate, you may contact the EITS Help Desk at 706-542-3106 or helpdesk@uga.edu.

Who Can Take Advantage of VPN?

Any UGA faculty, staff, or students with a MyID who need access to UGA systems and services while not on the UGA network.

How Do I Install the VPN client? (Automated/Web Install)

1. Open web browser.
2. Navigate to http://remote.uga.edu.
3. Enter your MyID and Password. **Note: Do NOT use your RACF mainframe ID (for IMS/TSO).**
4. Click "Login".
5. Click "Continue" on the Welcome Screen. This will bring you to the Web Launch page.
6. The Web Launch page:
   - will check your system for ActiveX or Java
   - will install or update the client on your computer

- accept installation prompts as needed
7. The connection will be made automatically at this point, though it may take several minutes.
8. The Web Launch web page will report a successful connection.
   - The Cisco Anyconnect VPN Client icon will also be displayed in the system tray
9. To disconnect:
   - Right click on the Cisco Anyconnect icon then click "disconnect"

How Do I Install the VPN Client? (Manual Install)

Sometimes the automatic install just doesn't work for a variety of reasons. If that's the case, you can manually install the VPN client with the following steps:

1. Open web browser.
2. Navigate to http://eits.uga.edu/access_and_security/infosec/tools/vpn
3. Scroll to the bottom of the page. In the "Version 3.xx" section, select the appropriate install file for your operating system.
4. After clicking on the link for the file, you will be required to log in with their MyID and password.
5. Once the file is downloaded, install the application.
6. Run the application from your computer. Set it to connect to remote.uga.edu.
7. When prompted, enter your UGA MyID and password and connect. When connected, the window will disappear and you can continue using your computer as normal.

Why Does the Install Fail Each Time I Go to remote.uga.edu?

There are a number of reasons this might happen - if it's a Mac, Windows 8 or Windows 10 computer, skip to the Mac or Windows section below.

This problem is most likely because the AnyConnect client is already installed on the computer (from a previous visit to remote.uga.edu). **If you have ever connected successfully to VPN from a particular computer, there is no need to go back to remote.uga.edu**. Load the program from the Start -> Programs -> Cisco AnyConnect (Windows) or Application Folder -> Cisco AnyConnect (Mac OS). If you've confirmed that the VPN software is not installed on this computer, attempt to do a manual install (see above).Outdated Java or certain versions of Java may also cause the Cisco AnyConnect software installation or update to fail.

Why Will the VPN Client from remote.uga.edu Not Install on a Mac?

If you experience problems using the auto installer for a Mac computer, **manually installing the client is the easiest way to fix this.** If you still want to get the automatic install working, do this:

1. Head to www.java.com and make certain you have the latest version installed.
2. Restart the computer.
3. Go back to remote.uga.edu and try the installer again.

If the installer is still having trouble, check these settings:

1. Go to the Applications folder
2. Open the Utilities folder
3. Open the Java Preferences application
4. Check the "Enable applet plug-in and Web Start applications" box

How Do I Install the VPN Client on an iPhone or iPad?

1. Go to App Store
2. Search for "cisco anyconnect"
3. Install app (this is a free application)
4. Click on the "Cisco Anyconnect" icon
5. Click "add VPN Connection"
6. Enter Description (ie. "UGA VPN")
7. Enter Server address "remote.uga.edu"
8. Save
9. Change "AnyConnect VPN" from OFF to ON
10. Enter your MyID
11. Enter your Password
12. Click Connect
13. You are now connected to the UGA VPN

How Do I Use VPN on an Android Device?

Note: Android 4.0 (Ice Cream Sandwich) or higher is recommended.

1. Open Google Play (formerly known as the Android Market).

2. Perform a search for **AnyConnect** from Cisco Systems, Inc.
3. Tap **Install** and **Accept & download**.
4. Once the download completes and the application installs, open your App Drawer, and select **AnyConnect**.
5. Tap **Add New VPN Connection...** under "Choose a connection..."
6. Tap the arrow next to **Server Address**.
   - Enter **remote.uga.edu** and tap **OK**
7. Choose **Done** in the bottom right corner.
8. Tap on **remote.uga.edu** underneath "Choose a connection...".
9. You will be prompted for a username and password. Enter your MyID and password.
10. A prompt may appear. If one does, place a checkmark next to **I trust this application** then choose **OK**.
11. After a few moments, you will have an active connection to the VPN service. It will appear in your notification bar as long as you are connected
12. You will receive a connection confirmation email in your UGAMail account.To disconnect: Pull down your notification bar at the top, tap on "VPN is activated...", and choose '*Disconnect*.'

When I Try to Start the VPN, I Get an Error Message About Other Users Being Logged In.

Users on Windows machines may see this message if they've used the 'switch users' feature in that operating system. The user will have to log the other user out, or just restart the machine, before the VPN will work.