

Logging in to your VPN

Get approval

Your department head can request a VPN authorization form from HR. The form will be routed for signatures and then IT will be notified, and we can get everything set up on our end. Let IT know if you or your department have a laptop that you would like to use or if you need to use one of our check-out laptops.

Come on In

As much as we would like to discourage people from coming to see us at this point, we need to have physical access to the laptop in order to install the necessary software and show you how to log in. Please wash your hands.

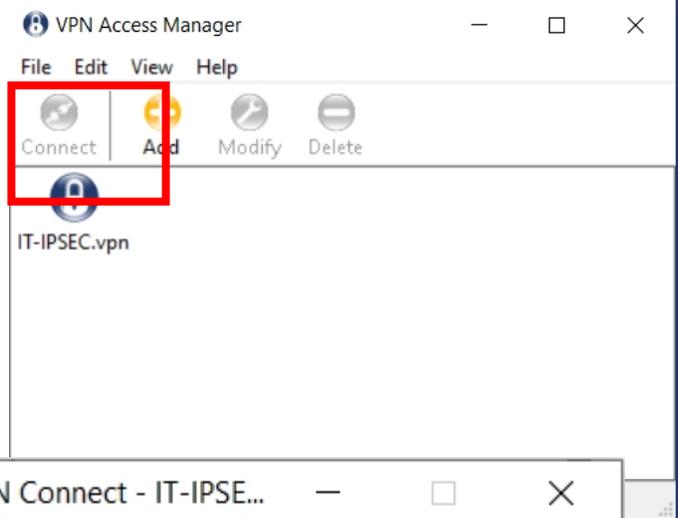
Logging in from home

1. Power it on
2. Log in with your regular login information if you can. If IT has told you to log in with a different username and password (probably on a checkout laptop) then use those credentials.
3. Log in to your home WiFi or hotspot on your phone (either your city cell phone or your personal cell phone). IT cannot help you with this step. If you need help, we recommend contacting your internet service provider (probably Frontier or Comcast).

4. Open the VPN Access Manager.

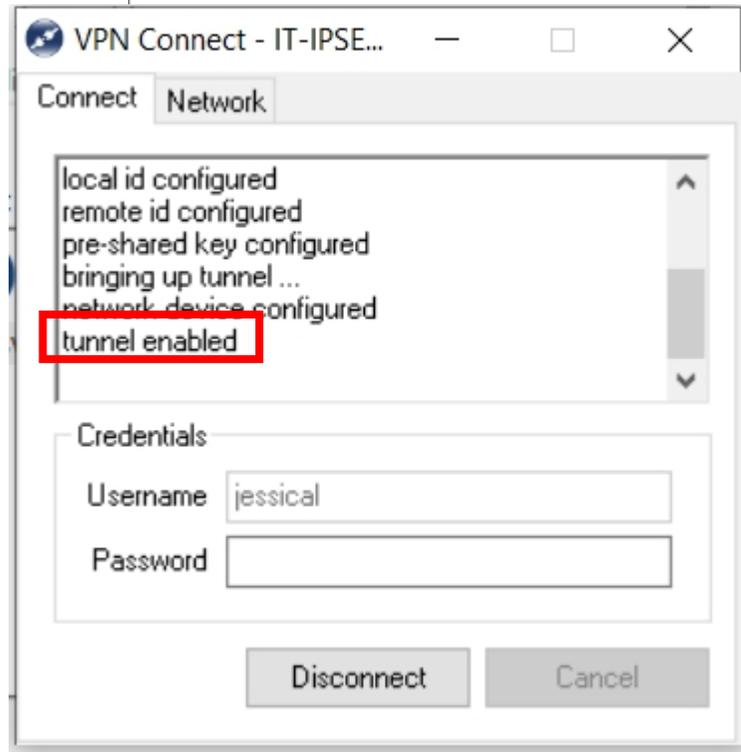


5. Double click on your departmental **IPSEC profile**.



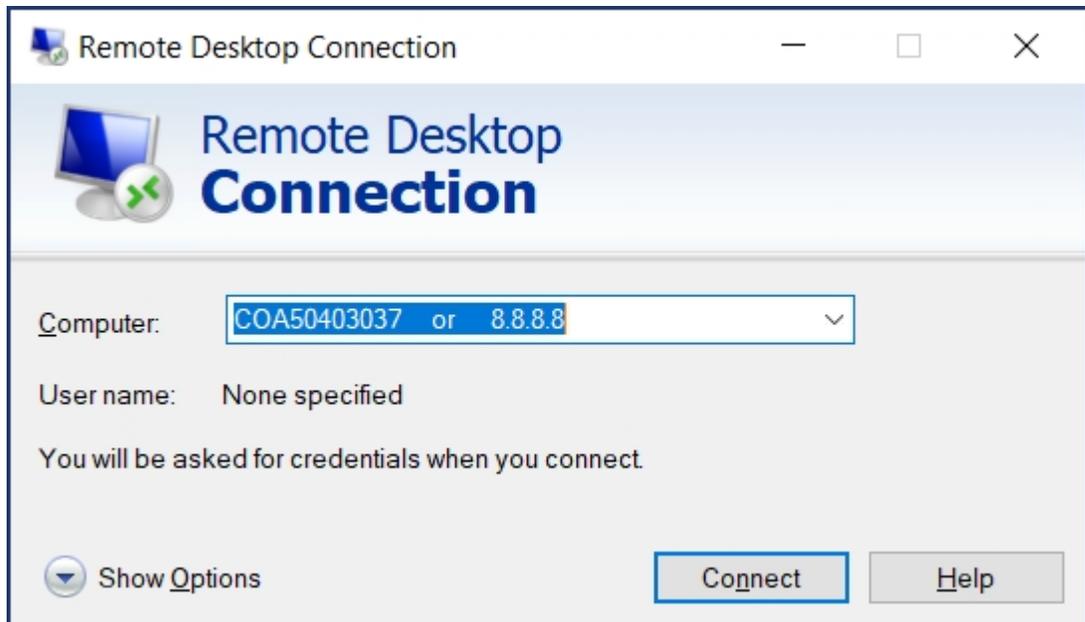
6. Enter your username and password and choose Connect. Wait for the **tunnel enabled** message in the window. If you don't see the tunnel enabled message, contact IT at helpdesk@cityofanacortes.org

VPNs will timeout after 30 minutes of inactivity and you will need to reboot and log in again.



7. **If** you don't normally use the computer that you just signed in to, then IT has set you up to be able to remotely connect to your desktop PC. Launch the Remote Desktop Connector.
8. Your computer's name or IP address should already be populated in the **Computer:** field. Choose Connect.





9. Enter your username and password when prompted.
10. If you receive any error messages, let IT know at helpdesk@cityofanacortes.org. Some people will receive a message that their computer has been turned off. Try again. Sometimes it just takes a little longer to connect. If you continually get the message, contact someone in your office to make sure that your computer is turned on.
11. Normally we request that you always turn your computer off at night but under the current circumstances, please do not turn off your computers.