

Connect to VPN with the Cisco AnyConnect Client

Before you can use Cisco AnyConnect to connect to the VPN, you will need to have the Duo Mobile app installed and configured on your Apple or Android smartphone.

Apple: <https://itunes.apple.com/us/app/duo-mobile/id422663827?mt=8>

Android: <https://play.google.com/store/apps/details?id=com.duosecurity.duomobile>

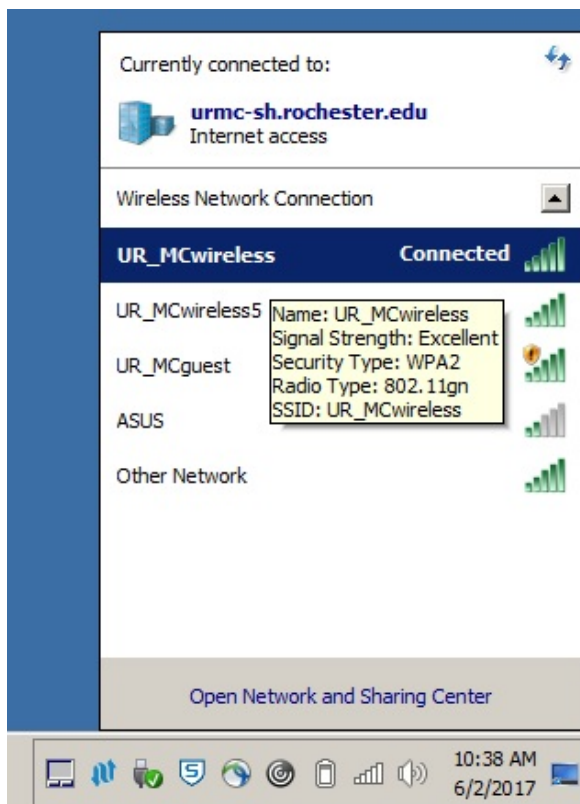
Please make an appointment with Peter Moore (275-8883, Peter_Moore@URMC.Rochester.edu) or Aaron Pollard (276-6383, Aaron_Pollard@URMC.Rochester.edu) to configure Duo, or if you are off site call the ISD Help Desk (275-3200) and tell them you need to remotely configure Duo Mobile.

Download the Cisco AnyConnect client onto your computer:

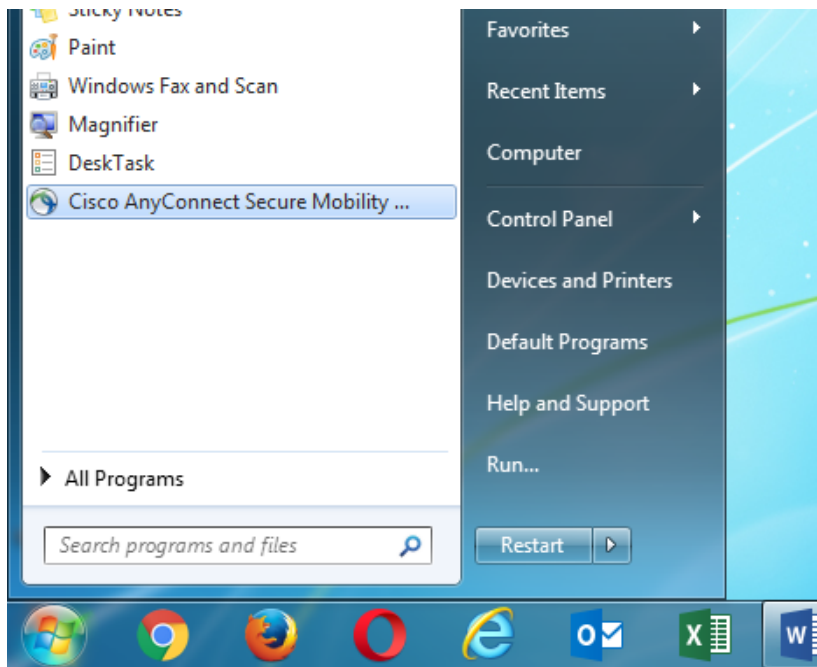
<https://www.urmc.rochester.edu/remote-access/network-access.asp>

Download and install it as normal, taking all of the default choices. Then follow the steps below:

1. Make sure that you are already connected to the internet. You can test this by opening any web browser and seeing if you can go to web pages. You can only use Cisco AnyConnect if you are connected to the internet.



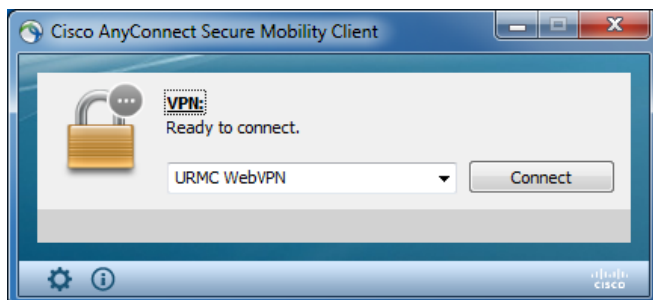
2. Open the Cisco AnyConnect application from: Start → All Programs → Cisco → Cisco AnyConnect Secure Mobility Client → **Cisco AnyConnect Secure Mobility Client**. If you plan to use it frequently, you can copy the shortcut onto your desktop.



Or launch it from the icon in the system tray on your desktop (bottom right of the screen):



3. In the Cisco AnyConnect Secure Mobility Client window, verify that “URMC WebVPN” or “webvpn” (either one is correct) appears in the drop-down, then click the **Connect** button.



4. In the Cisco AnyConnect login window, enter your regular computer login name (**not NetID, not email address**) and password – the same login name and password that you use for email.

***NOTE: For AnyConnect, enter your user name normally, but then if you go on to use Remote Desktop Connection, you will need to enter your user name as “urmc-sh\username” (without the quotes). Make sure you use the BACKSLASH character \, not the SLASH character /.**

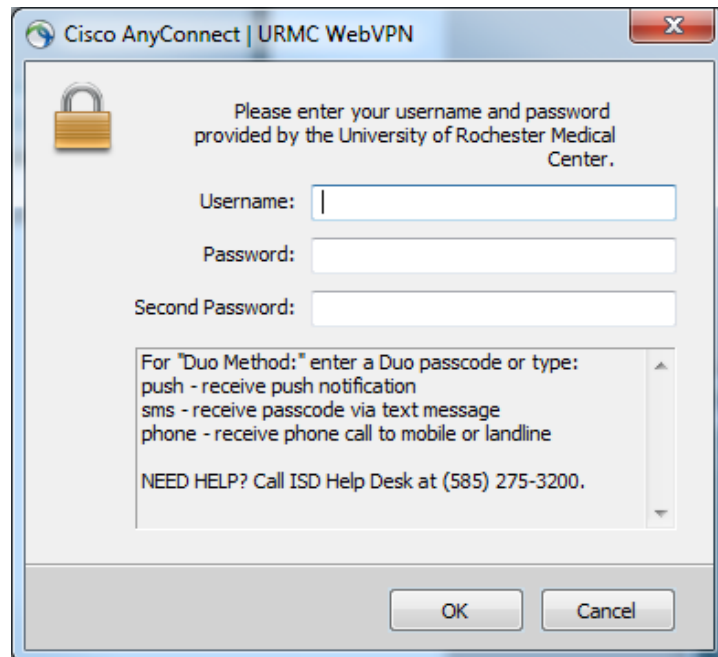
***NOTE: “Second Password:” below is NOT really a password, but actually a “Duo Method” - type one of the following words:**

push (sends a push notification through your smartphone or tablet Duo Mobile app) When the popup prompt appears, tap **Accept** and then **Confirm**.

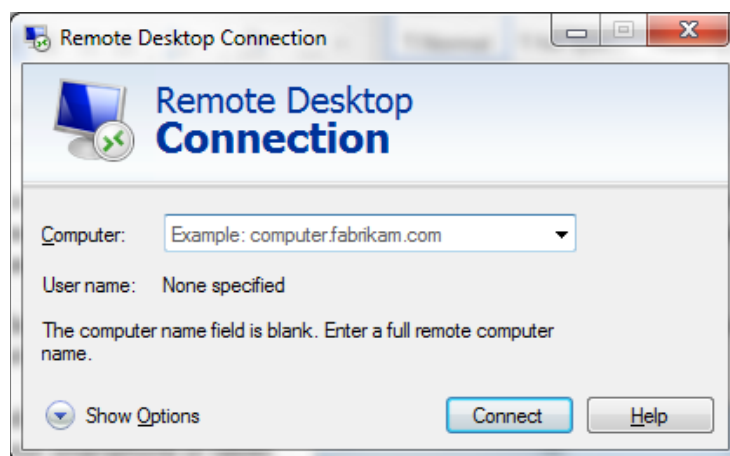
sms ***THIS METHOD HAS BEEN DISCONTINUED FOR SECURITY REASONS**

phone (authenticates you by calling your phone) You must press a key on your phone’s on-screen keypad to verify you received the call.

Click the **OK** button.



The Remote Desktop Connection login screen looks like this:



Issues or Questions

If you need assistance, please contact the SON Help Desk at **(585) 275-7500**.