

Directions on how to Update VPN

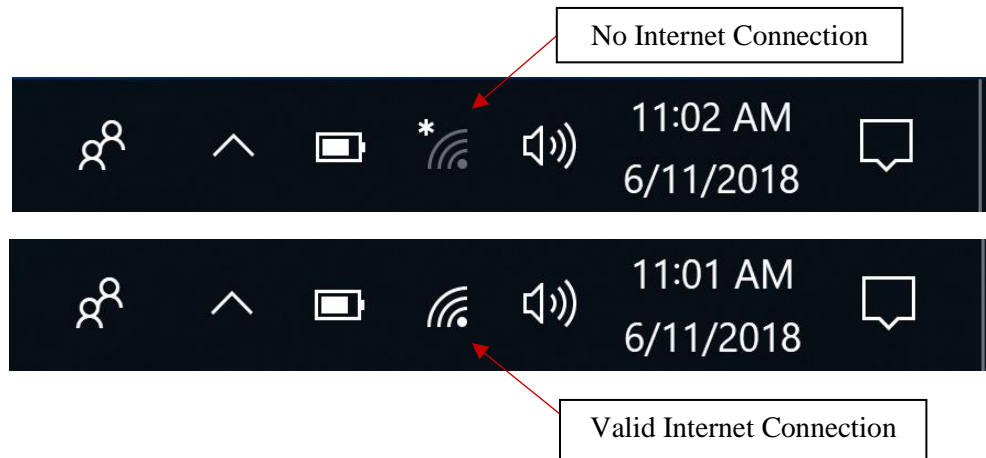
Effective: 6/11/2018

This document includes directions on how users can update the VPN client. Please follow all directions, as it is essential that VPN is configured properly.

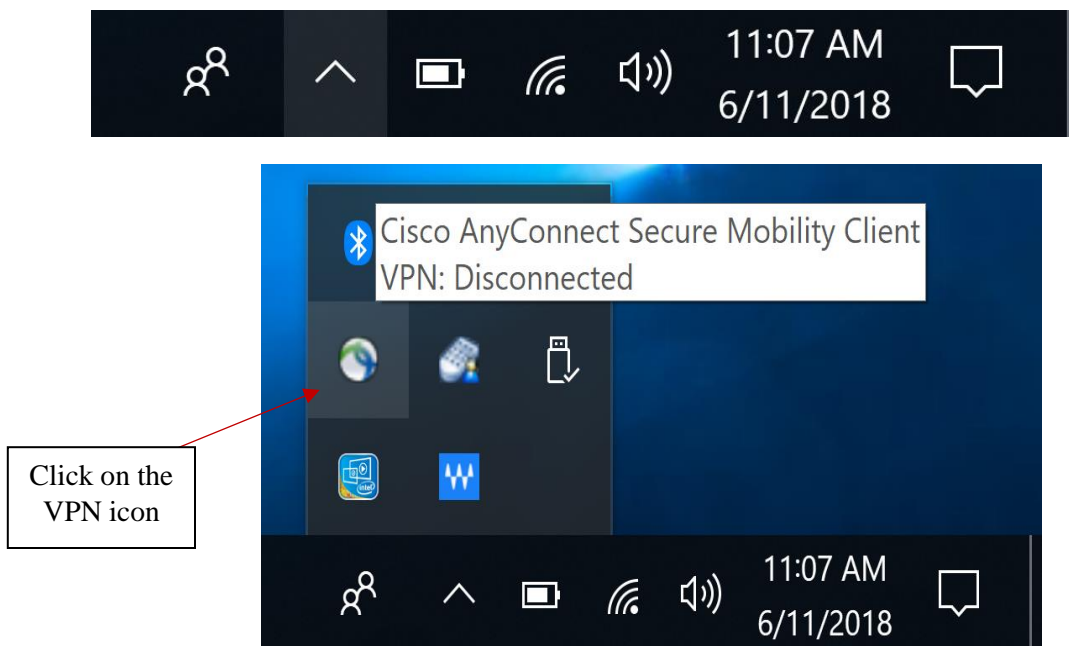
Updating VPN Client after Sign-in

1. Make sure you have a valid internet connection. You can check your network status in the lower right hand corner of your screen.

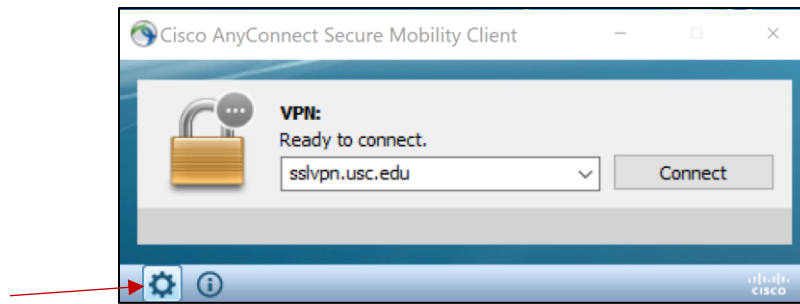
Note: if you are using on-campus wifi, we suggest using 'USC Secure Wireless'.



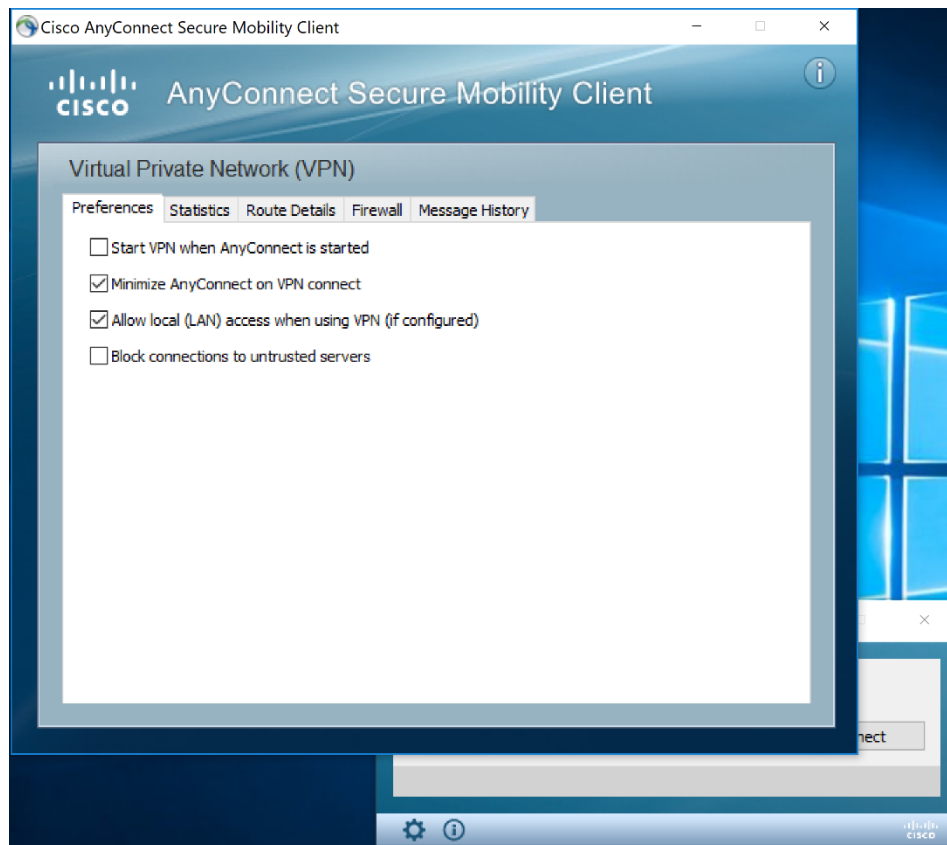
2. The VPN client is usually found by clicking on the 'Show hidden icons' button in the bottom right hand corner of the screen.



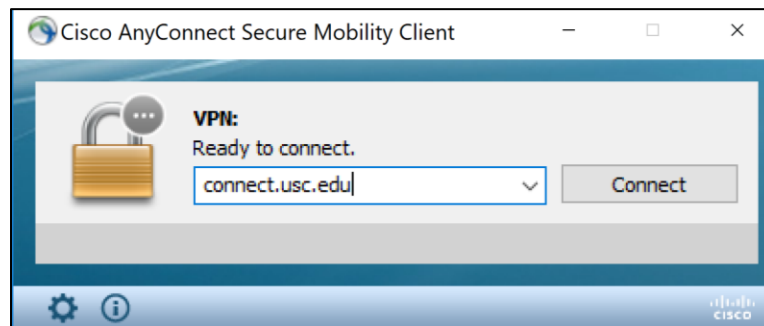
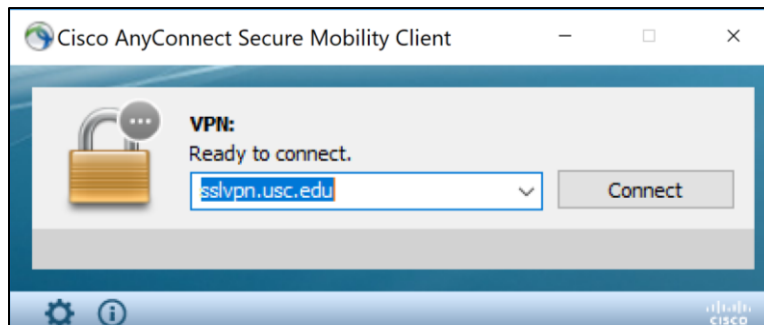
3. The VPN client will launch. Click on the gear icon in order to open the settings menu.



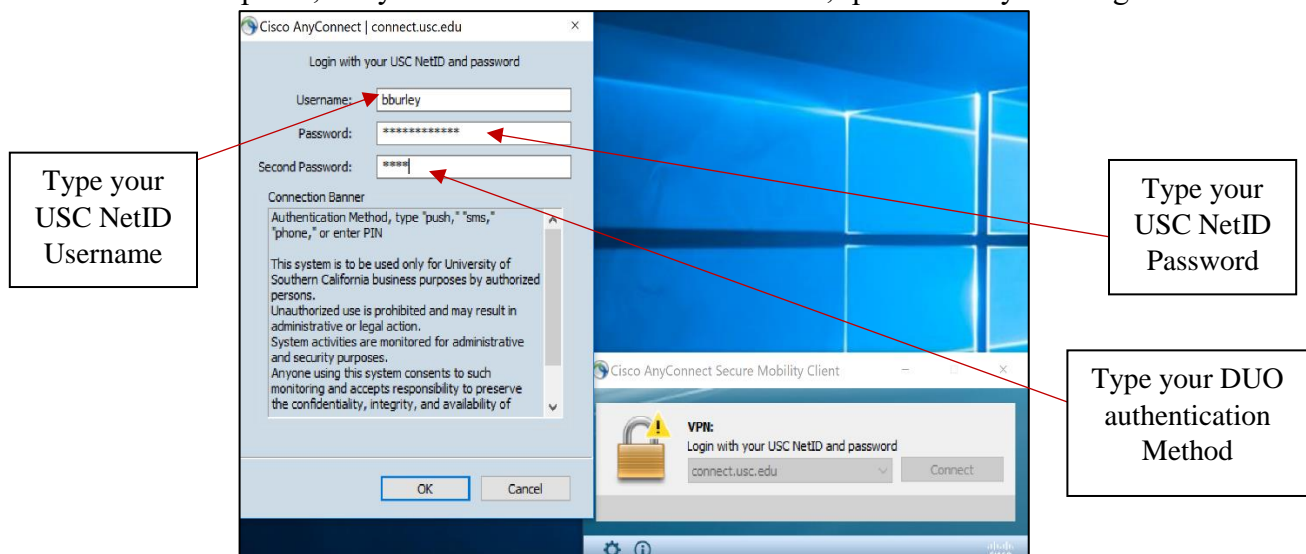
4. Navigate to the 'Preferences' tab. Ensure that **ONLY** the below checkboxes are checked. If any of the other boxes are checked then please uncheck those boxes as VPN will not function properly if the preferences are not set correctly.



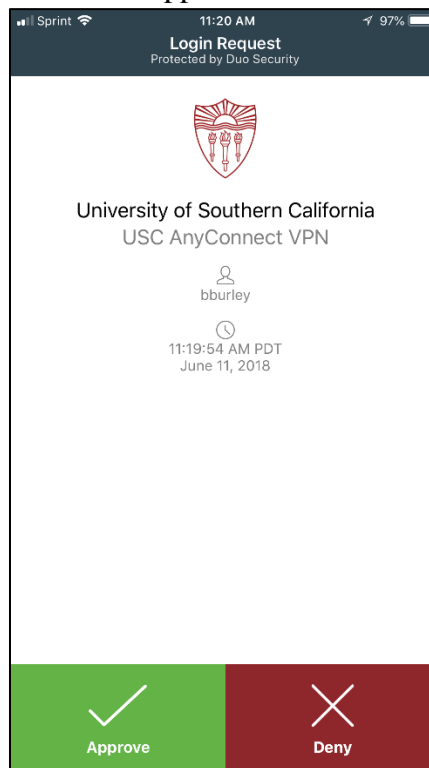
5. Next, please select the VPN server name and change it to 'connect.usc.edu'.



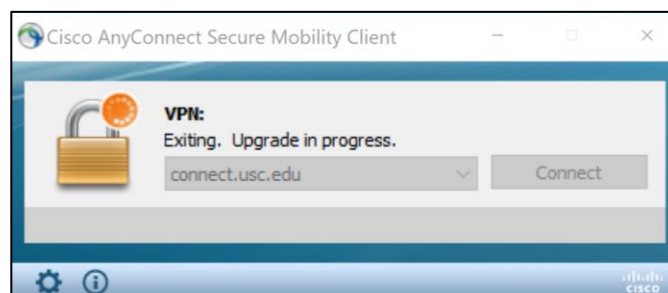
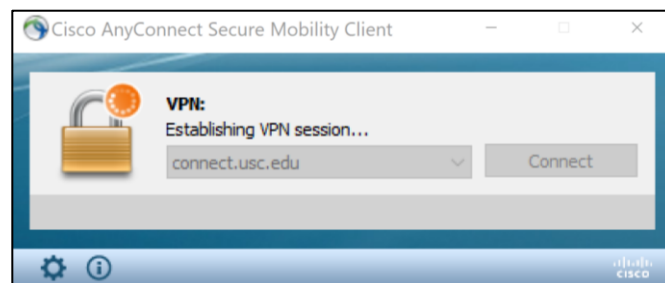
6. Directions will prompt after you click the 'Connect' button. For the username and password fields make sure to use your USC NetID login and password. The 'Second Password' is in reference to DUO Authentication. For the purposes of this guide I used 'push', but you can also authenticate via 'sms', 'phone' or by entering a PIN.

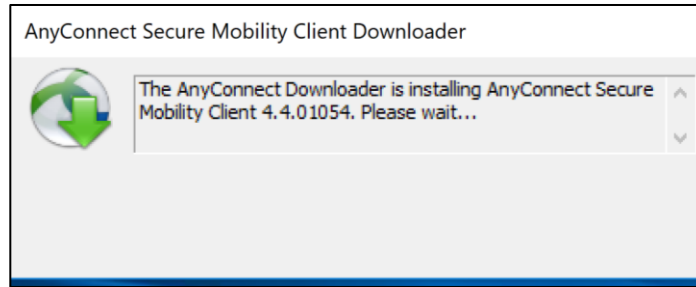


7. Authenticate your account by either accepting a DUO push notification, via sms text, via phone or via PIN. The screenshot below shows a DUO push from the DUO Mobile application.

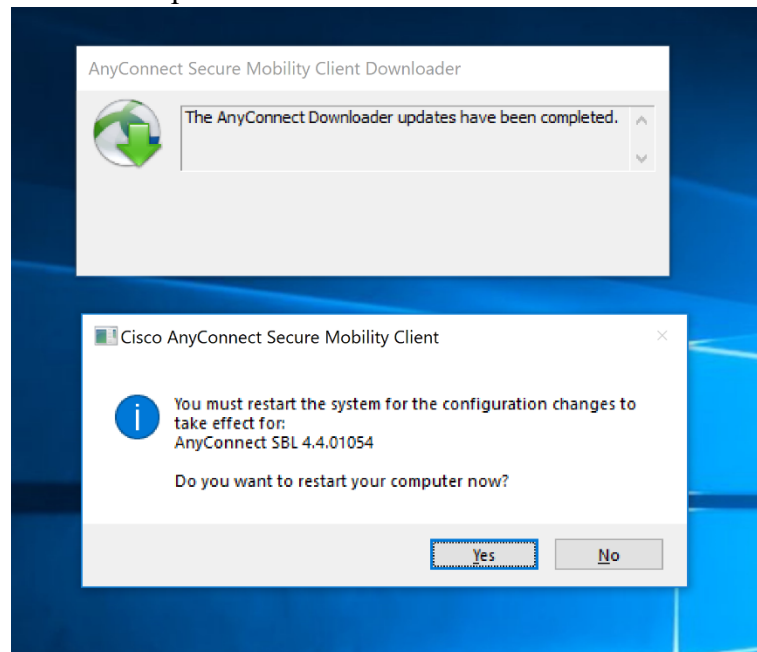


8. The VPN client will cycle through the next few prompts.





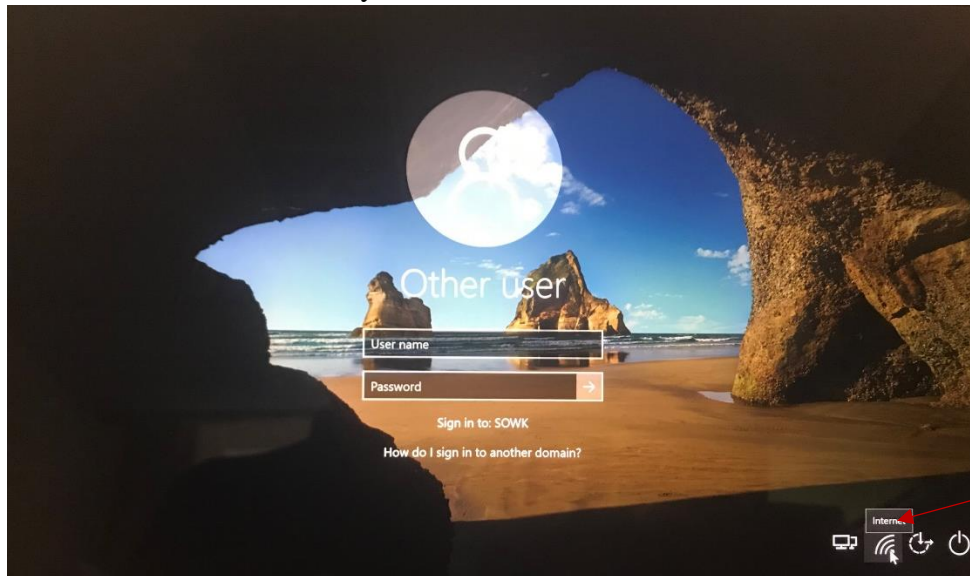
9. You will be prompted to restart your computer. Please restart your device; most of the settings you set during these direction will be cached with exception of your USC NetID password and 'Second Password'.



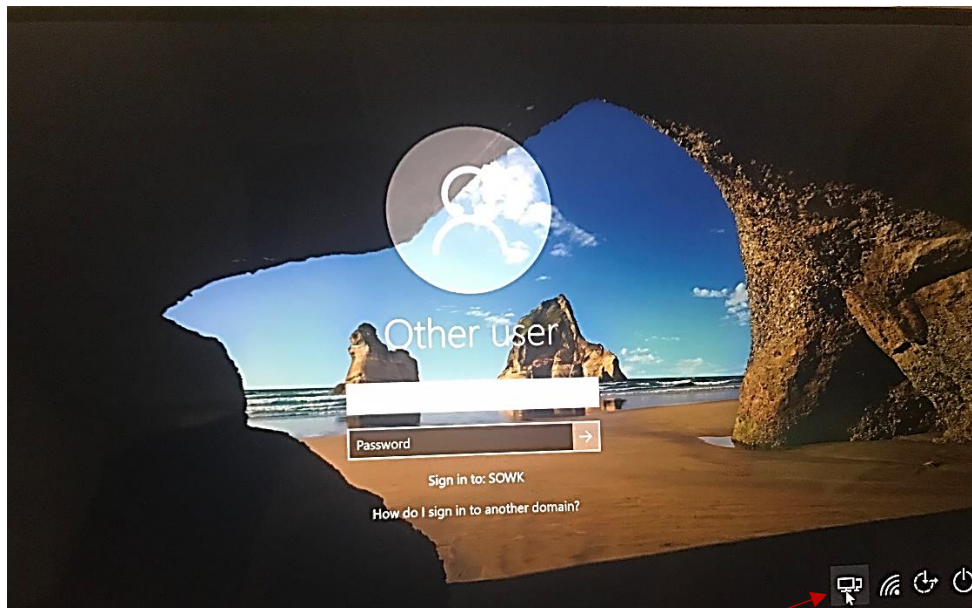
**DIRECTIONS CONTINUE ON
NEXT PAGE!**

After restarting, follow the next set of directions:

10. Make sure you have a network connection.

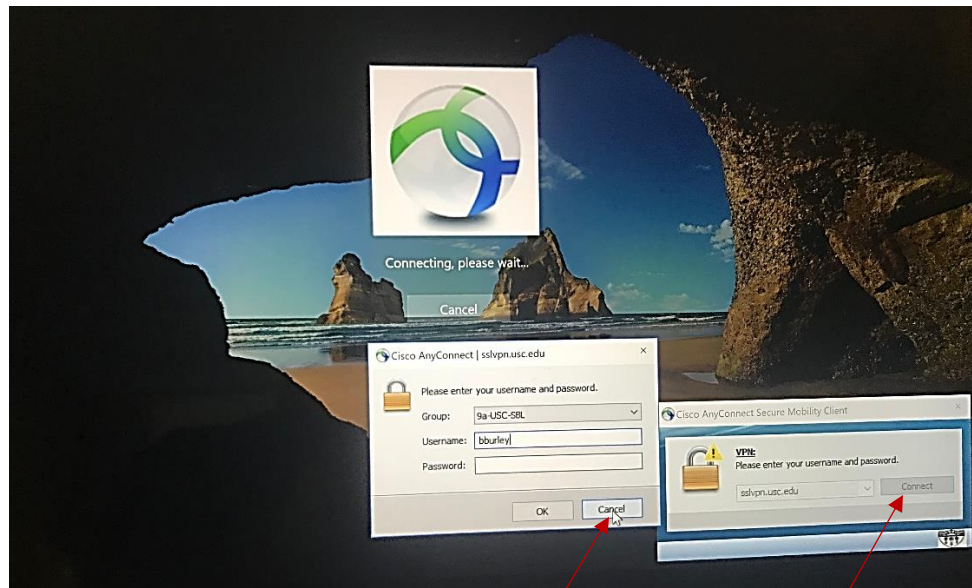


11. Click the VPN icon in the bottom right hand corner of the login screen



VPN Icon

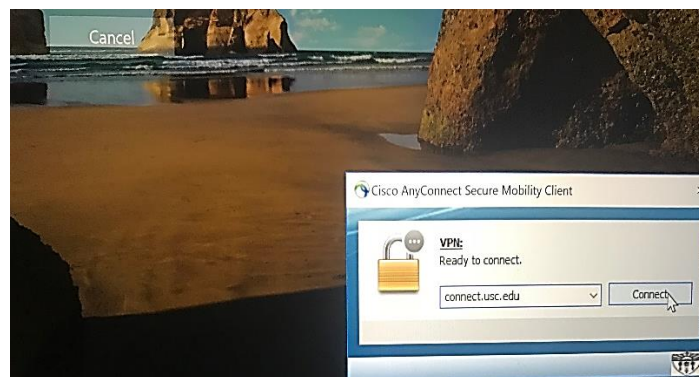
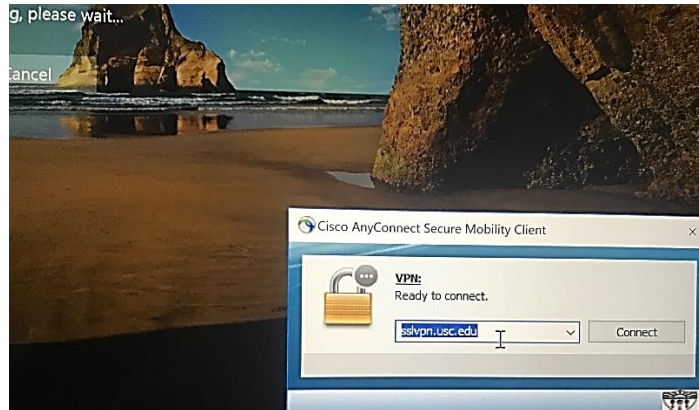
12. Click the 'Connect' button on the VPN Client. Then click 'cancel'.



Then, click 'Cancel'

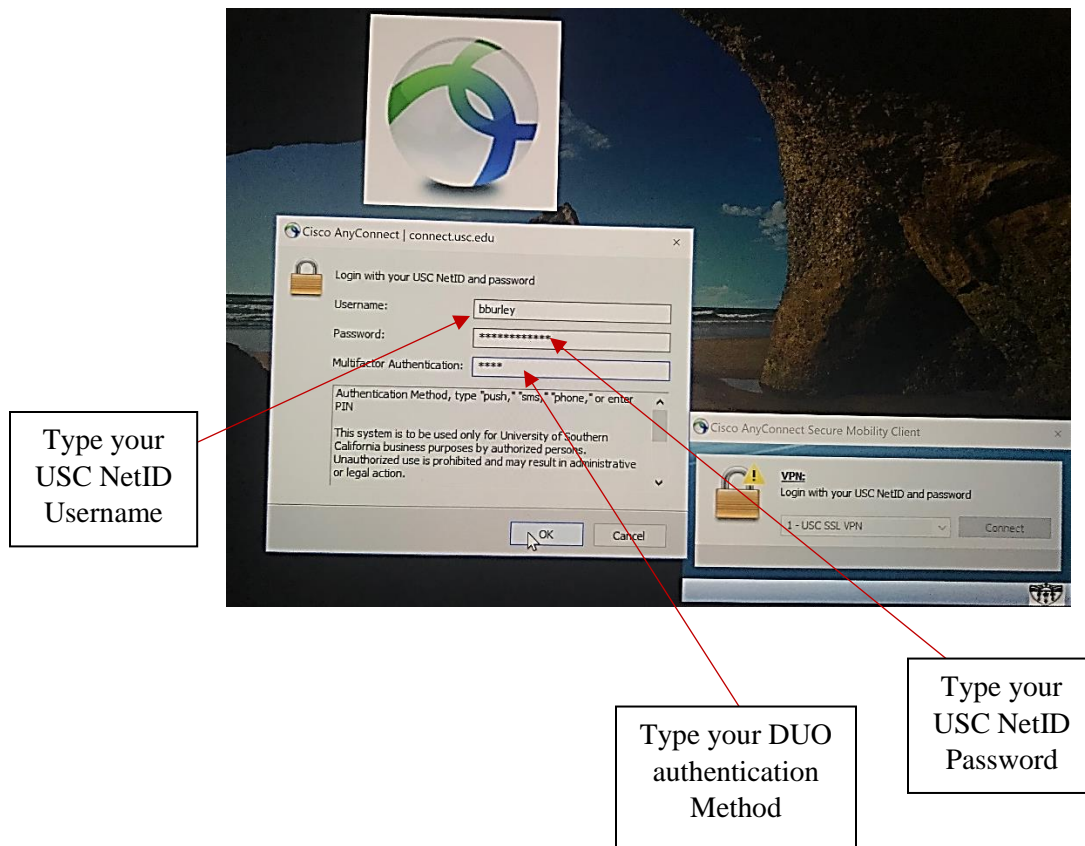
First, click 'Connect'

13. Change the VPN server name to 'connect.usc.edu'. Click 'Connect' after you have changed the server name.



14. This is a repeat of step 6. Enter your USC NetID username and password in the 'Username' and 'Password' fields. Also, enter your choice for 'Multifactor Authentication'. For the purposes of this tutorial, 'push' was used. Click 'Ok' and confirm your DUO authentication in order to sign into VPN using the new updated information.

Note: 'connect.usc.edu' changes to '1-USC SSL VPN' in the server address field. This is what is supposed to happen.



15. In the bottom right hand corner there will be a new icon showing that you are currently signed into VPN. Do not click this icon, as you will be signed out of VPN.

