UCL Remote Access VPN Service
Mac OS X User Guide
Table of Contents

UCL Remote Access VPN Service Mac OS X User Guide.............................................................1
Table of Contents ......................................................................................................................2
Revision History........................................................................................................................2
Formatting Conventions ...........................................................................................................2
0 Introduction ........................................................................................................................3
1 Getting Connected .............................................................................................................3
1.1 Requirements................................................................................................................3
1.2 Abiding by UCL Computing Regulations........................................................................3
1.3 Prerequisites - Anti-virus requirements..........................................................................4
1.4 Install Cisco AnyConnect Secure Mobility Client ...........................................................5
1.5 Connecting to the UCL VPN service ...........................................................................7
1.6 Subsequent connections to the UCL VPN service .........................................................8
2 Help and Support .............................................................................................................10
2.1 Remote Access VPN Service help ..............................................................................10
2.1 MyFinance Compatibility .............................................................................................10

Revision History

<table>
<thead>
<tr>
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<th>Author</th>
<th>Purpose</th>
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<td>MC</td>
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Formatting Conventions

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<td>Courier New</td>
<td>Implies an action</td>
</tr>
<tr>
<td>Italic</td>
<td>A variable which must be replaced or for emphasis</td>
</tr>
<tr>
<td>Underline or Bold</td>
<td>Important note or action</td>
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0  Introduction
The purpose of this document is to provide 10.9 (Mavericks), 10.10 (Yosemite) and 10.11 (El Capitan) users with instructions for connecting to the UCL Remote Access VPN service using the Cisco AnyConnect Secure Mobility Client – a standalone client that is installed via a package.

The UCL Remote Access VPN service provides a secure connection into the UCL corporate network to access restricted UCL resources. The user therefore will have “on-campus”-like access to services that are normally in-accessible from outside the UCL network.

1  Getting Connected

1.1  Requirements
The following is required to use the UCL Remote Access VPN service.

- A network connection outside of the UCL corporate network e.g. eduroam, broadband connection from home, café hotspot wireless etc
- A UCL User ID and password.

1.2  Abiding by UCL Computing Regulations
When connected to the UCL Remote Access VPN Service, ALL your traffic will be sent through the UCL network, regardless of whether the destination is a UCL address or an address on the Internet.
All users must be aware of this fact and abide by the UCL Computing Regulations and the JANET Acceptable Use Policy when connecting to the Remote Access VPN Service.
1.3 Prerequisites - Anti-virus requirements

Mac machines

Windows machines will need to meet the following end point posture requirements before they can successfully connect to the service:

- Anti-virus program with up to date virus definitions

We recommend you use the UCL purchased and supported anti-virus and firewall program Sophos for Mac. This is available for UCL staff and students use at work and at home can downloaded from the UCL Software Database (swdb.ucl.ac.uk)

Note – the Remote Access VPN service does not require mac’s to run a firewall

Other anti-virus programs may work with the Remote Access VPN service but we cannot guarantee they will be compatible and you may be recommended to use the UCL support products listed above.

Further assistance:
If you still require assistance regarding getting anti-virus software on your machine, please contact the ISD service Desk - contact details can be found at https://www.ucl.ac.uk/isd/help
1.4 Install Cisco AnyConnect Secure Mobility Client

1.) Open a web browser and go to http://www.ucl.ac.uk/isd/how-to/remote-working/connecting-vpn-mac

Click on the client software link to begin the client download.

Once downloaded, open the file and click on the dmg file to install it to the Mac book’s hard disk.

The Install will begin
Once you have read and Agreed to the Software License Agreement, it will ask you which components you wish to install. Then click Continue

**Very important - Ensure you have ONLY the following modules selected:**

- AnyConnect VPN
- AnyConnect Posture

Select the following modules:
- AnyConnect VPN
- AnyConnect Posture

Click Continue

If prompted, specify the location where you want to install the client (by default this is your hard disk)

Choose Install.

On selecting Install, you will be prompted for a password. This is your local computer password and not your UCL user credentials.
The installation will then complete

1.5 Connecting to the UCL VPN service.

Open the Cisco AnyConnect Secure Mobility client by clicking on the client icon in the tool bar. Or search for AnyConnect using the spotlight search facility.

Enter “vpn.ucl.ac.uk” in the box then click Connect

Enter your ISD username and password when prompted and click OK
You are required to have an active anti-virus program on your machine. If you do not, you will see the following “Login denied” dialog box.

A message will be displayed informing you of the security criteria that your machine does not currently meet.

You will need to rectify these issues, then attempt to login to the client again.

See section 1.3 – “Prerequisites for the Remote Access VPN service” for information and further sources of assistance with this.

Once successfully logged in, the client will connect to the UCL VPN service.

1.6 Subsequent connections to the UCL VPN service.

Once the client is installed, the Cisco AnyConnect Secure Mobility client icon is located in the tool bar in the top right hand corner of your screen as well as in the dock. To open the Cisco AnyConnect Secure Mobility client, click on the client icon.

The client icon has two forms in the tool bar:

- VPN client connected
- VPN client NOT connected
The icon in the dock always has the NOT connected symbol, regardless of whether the client is connected or not.

To connect to the VPN service, click on the Connect button

Enter your username and password when prompted

Once authenticated, the client will connect to the UCL VPN service. The Cisco AnyConnect Secure Mobility client icon will show as connected in the menu bar.

To disconnect from the VPN service, click on the Disconnect button
2 Help and Support

2.1 Remote Access VPN Service help
If you experience any problems, please contact the ISD Service Desk, who will be able to assist with basic support queries and will forward on other queries to the correct team.

The Service Desk is located in the DMS Watson Science Library, Malet Place. The Service Desk web page provides details on opening times and a location map:
http://www.ucl.ac.uk/isd/common/servicedesk

2.1 MyFinance Compatibility
MyFinance can be accessed and used through the Remote Access VPN Service.
MyFinance is currently only supported on certain browsers. Please refer to the Client System Requirements document for further information http://www.ucl.ac.uk/finance/docs/docs-myfinance/Client_System_Requirements_v0.6.pdf

All queries relating to the use of MyFinance must be directed to MyFinance Support by emailing myfinancehelp@ucl.ac.uk