

# AnyConnect

Chromebook

## Center for Teaching and Learning (CTL)

100 Administration Bldg., Memphis, TN 38152

Phone: 901.678.8888

Email: [itstrainers@memphis.edu](mailto:itstrainers@memphis.edu)

[Center for Teaching and Learning Website](#)

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## Installing VPN for a Chromebook

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Before installing and starting VPN make sure all your browsers are shut down.

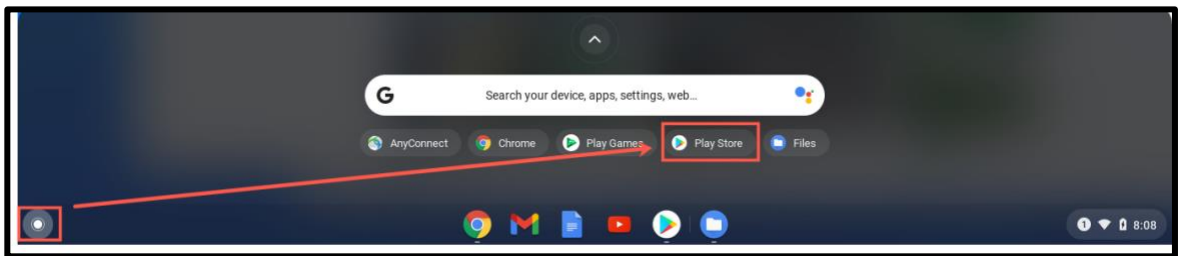
**Note:** Cisco AnyConnect on Google Chromebook requires the latest version of Chrome OS. Be sure you have checked your Chromebook OS and have updated to the latest OS before attempting to download and install AnyConnect. For more information about updating your Chromebook, [please see these details](#).

This documentation was created using Chrome OS Version **88.04324.208**.

1. On your tablet, click the launcher and navigate to the **Google Play Store**.

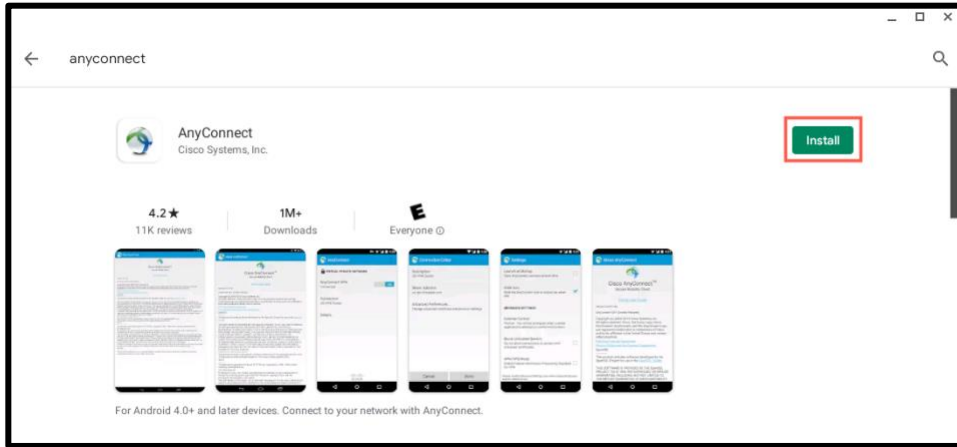


The Google Play Store can also be accessed by using the launcher.



2. Search for the **Cisco AnyConnect** app.
3. Next to the listing for Cisco AnyConnect, click **Install**. If Prompted to confirm the new app, click **Add**. **NOTE:** From the Google Play Store you will need to provide your Google account credentials in order to proceed

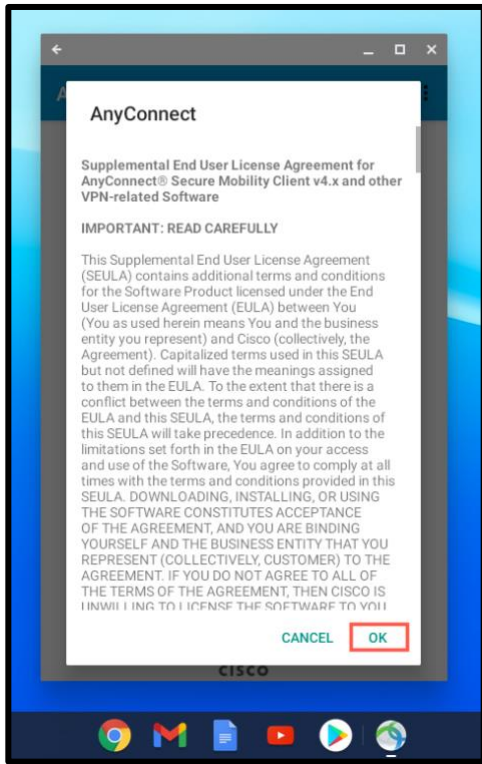
*with installation.*



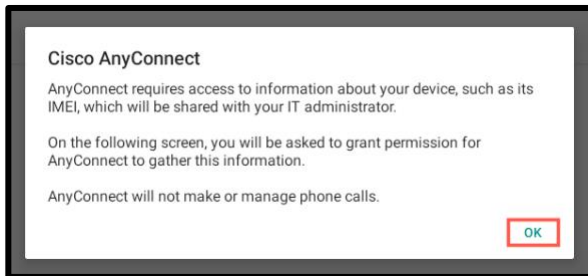
4. Once the app has installed, double click to open the app.



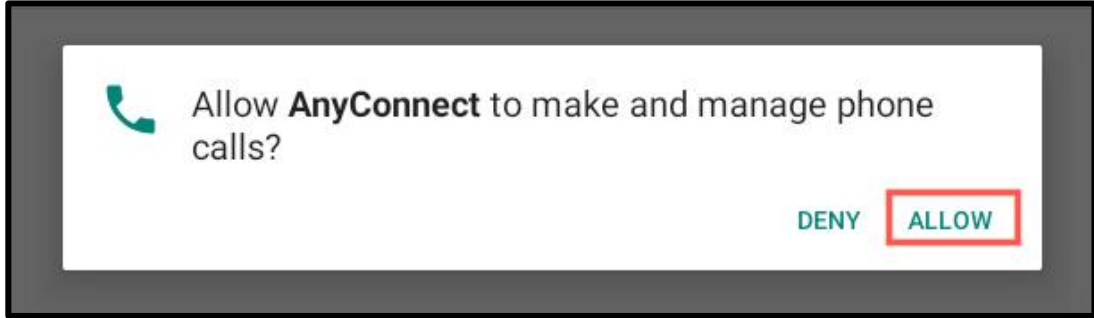
5. Agree to the terms when prompted by clicking OK.



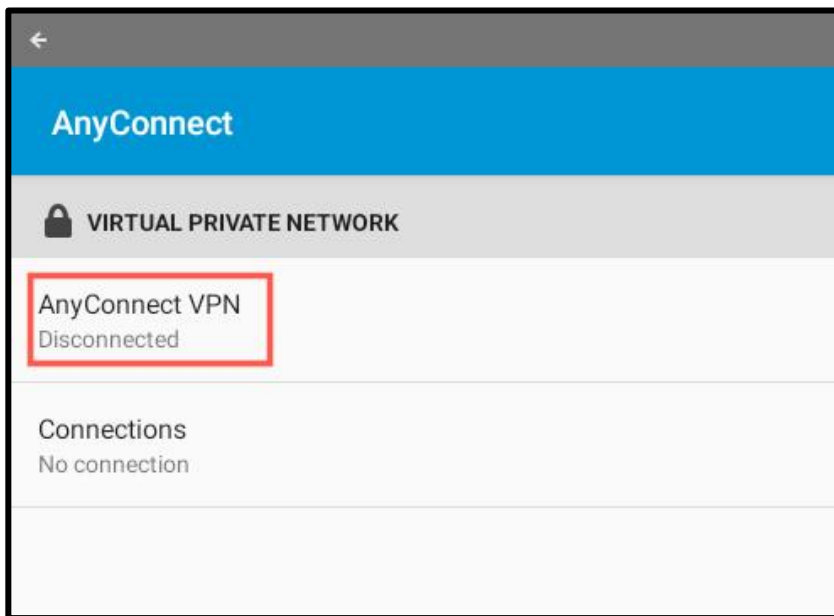
6. Next, a screen a screen will pop up and ask you to OK. Click **OK**.



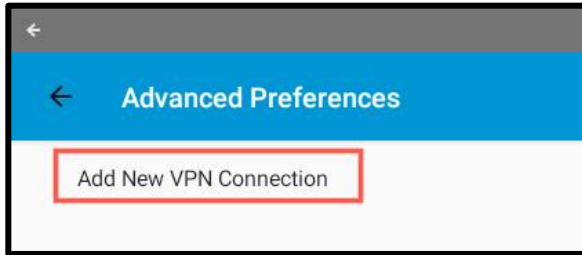
7. A screen will ask if you will allow VPN to manage phone calls you can click **Deny** or **Allow**.



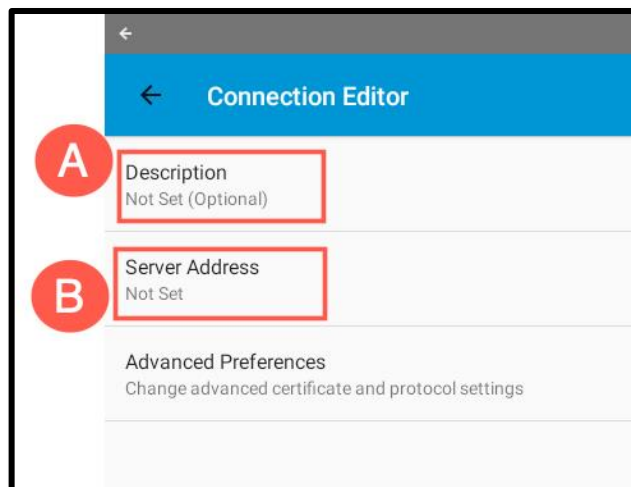
8. Click on **AnyConnect Disconnected**.



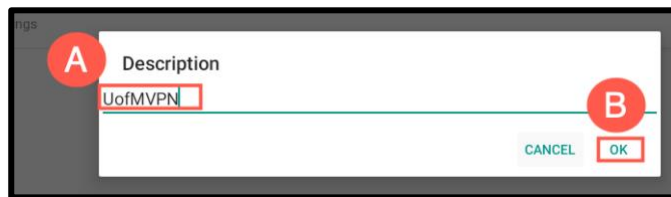
9. This will Bring you to Advanced Preferences, Click **Add New Connection**.



10. You will now enter A.) **Description** and B.) **Server Address**.



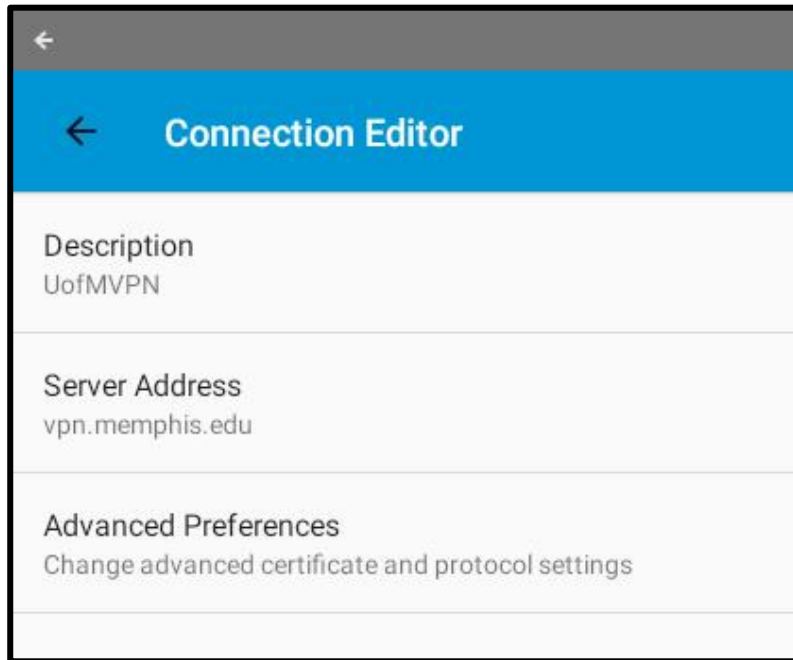
11. Click on **Description** to enter the Following information in the fields.  
A.) **Description** (UofM VPN) and B.) Click **OK**.



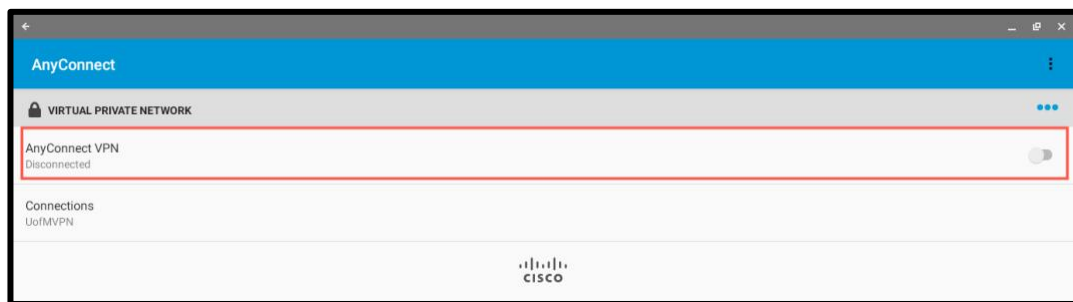
12. Click on **Server address** to enter the following information.  
Next, A.) Enter the Server address (*all lower case*) **vpn.memphis.edu**.  
B.) Click **OK**.



13. The settings should now look like this:



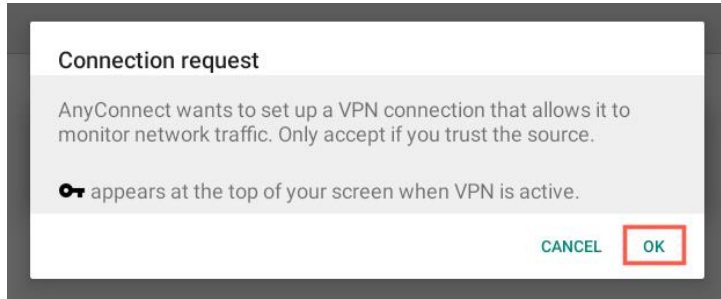
14. To activate the VPN, slide the Switch located to the far right to ON. The Button will turn green when connected.



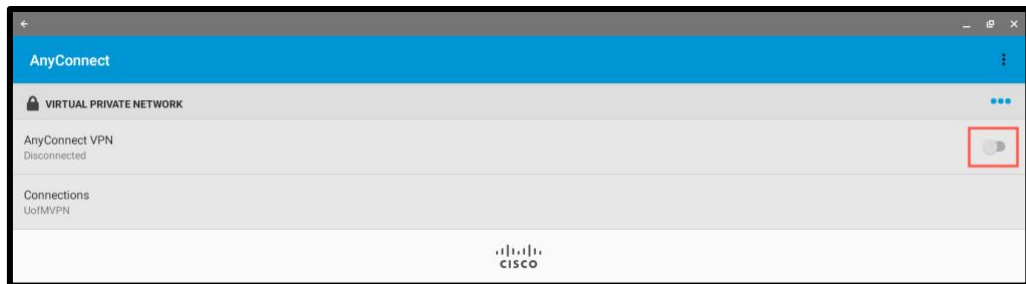




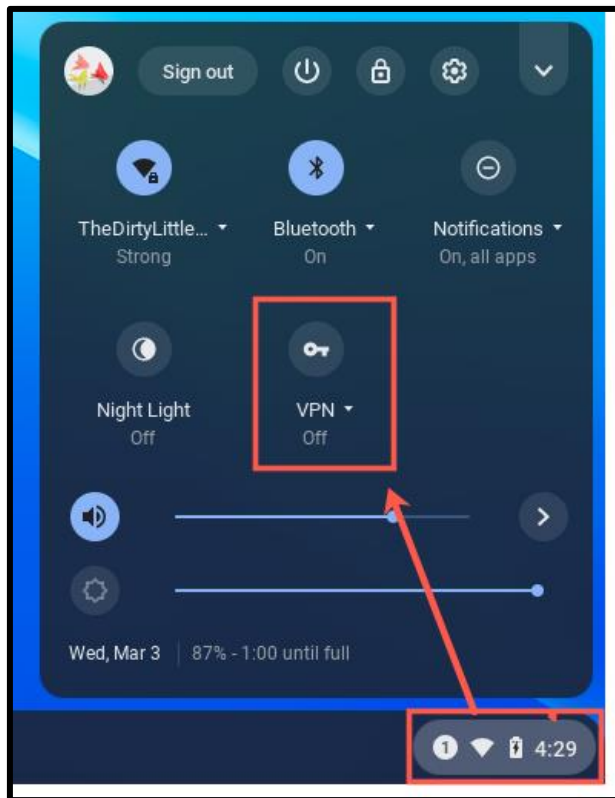
17. You will see a window pop up asking you to trust the source, click **OK**. A key icon will appear at the top of your screen when connected.



18. You are now connected with the VPN.
19. **To close the VPN connection:** You will need to go back to the Cisco AnyConnect app in the top right corner and slide switch to off to **Disconnect**.



20. You Can also turn the VPN on and off using the control panel at the bottom right-hand side of the screen. Click on the controls and this window will appear allowing you to switch VPN on and Off. **Note:** *Each time you connect with the VPN you'll Authenticate with SSO Single Sign On and DUO.*



Please remember to always disconnect from the UofM campus network once you are done. For additional assistance, contact the umTech Service Desk at 901.678.8888.

# Locating Help Resource

Upon completing the training covered in this course, faculty, staff, and students are able to receive additional training help and resources. Such help can be located as follows:

## Service Desk Request

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### Submitting a Ticket

- Login URL:
  - [Here is a link to our service desk ticketing system](#)
  - After logging in, choose the link **Request Help or Services**.
  - Choose Request Help or Services.

### Call the ITS Service Desk (901.678.8888) any day of the week! (Excluding Some Holidays)

- The ITS Service Desk hours will be as follows:
  - Monday - Friday 8:00 am - 8:00 pm
  - Saturday 10:00 am - 2:00 pm
  - Sunday 1:00 pm - 5:00 pm
- You can contact the Service Desk for assistance with technical login problems or issues. Incoming calls after hours will be handled by voicemail services. If you require assistance after 8:00 pm, please leave a message or submit a service request.
- Messages will be checked regularly and receive priority response the following business day. You may also email The Center for Teaching and Learning, [umtech@memphis.edu](mailto:umtech@memphis.edu) (using this email will automatically generate a help desk ticket).

### Important Links

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- [Explore the umTech Website](#)
- [Center for Teaching and Learning \(CTL\) Website](#)
- [Search our Training and Documentation](#)