AnyConnect

iPad

umTech
100 Administration Bldg., Memphis, TN 38152
Phone: 901.678.8888
Email: umtech@memphis.edu
umTech Website
Table of Contents

Installing Cisco AnyConnect.................................................................2
Adding VPN Connection.........................................................................3
Closing the VPN connection: .................................................................5
  Service Desk Request..........................................................................6
  Submitting a Ticket..............................................................................6
Call the ITS Service Desk (901.678.8888) any day of the week! (Excluding Some Holidays) ....6
Important Links.....................................................................................6
Installing Cisco AnyConnect
Before installing and starting VPN make sure all your browsers are shut down.

1. On your iPad, navigate to the App Store or the Google Play Store.
2. Search for the Cisco AnyConnect app.

3. Next to the listing for Cisco AnyConnect, click Get on an iPad, Install on a tablet. From the Apple Store you will need to provide your Apple ID credentials in order to proceed with installation.
4. Once the app has installed, open the app.
Adding VPN Connection

1. You will receive a dialog box that reads Cisco AnyConnect Secure Mobility Client extends the Virtual Private Network (VPN) capability of your device. Do you want to enable this software? Click OK.

2. In the next dialog box, click Add VPN Connection.

3. In the Add VPN Connection box, enter the following:
   A) Description: Name the connection anything meaningful. For example, Memphis.
   B) Server Address is vpn.memphis.edu (all lowercase, no spaces, Leave all other fields at their default setting)
   C) Click Save in the upper right corner.

4. Once the connection is setup, you should turn on the AnyConnect VPN by sliding toggle to the right. The switch will change to a green color when activated.
5. In the box, enter your UUID and Password; click Connect in the upper right corner.

![Connect Window]

6. You will receive a dialog box with the University’s Acceptance Use Policy. You must click Accept to continue.

![Accept Policy]

7. Next, sign in with SSO. Singe Sign On – the same username and password you log into myMemphis. A.) Enter your UUID, B.) Enter your password associated with your UUID, and C.) Click Login.
8. Authenticate with DUO.

9. You are successfully connected to the VPN when the VPN icon is located in the upper left corner of the screen.

Closing the VPN connection:
You will need to go back to the Cisco. AnyConnect app in the top left corner and slide the button to the left to select OFF. **NOTE:** Please remember to always disconnect from the UofM campus network once you are done.
Locating Help Resources

umTech offers support to faculty, staff, and students, provides additional assistance, and resources. Such help can be located as follows:

**Submitting a Service Request**

Login URL: [Click here for our service desk ticketing system](#). After logging in, choose the appropriate form request for services.

**Contact the ITS Service Desk — 901.678.8888 any day of the week! *(Excluding Some Holidays)*

ITS Service Desk Walk-In hours (Admin Building Room 100):
Monday - Friday 8:00 am - 4:30 pm

The ITS Service Desk Call Center hours:
Monday - Friday 8:00 am - 8:00 pm
Saturday 10:00 am - 2:00 pm
Sunday 1:00 pm - 5:00 pm

Contact the Service Desk for assistance with technical login problems or issues. ALL 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](#).

Voice messages will be checked regularly and receive priority response the following business day. You may also email umTech at [umtech@memphis.edu](mailto:umtech@memphis.edu). *(Using this email will automatically generate a service request).*

**Important Links**

[Explore the umTech Website](#)
[Search the Solutions Page](#)