

# AnyConnect

*iPad*

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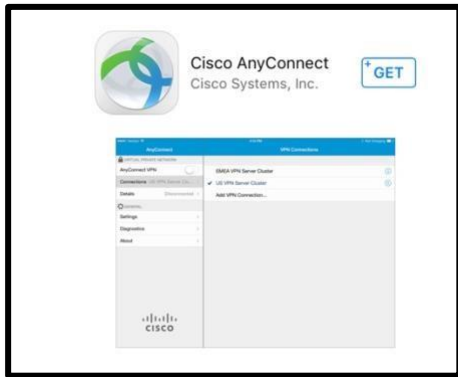
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## Installing Cisco AnyConnect

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.

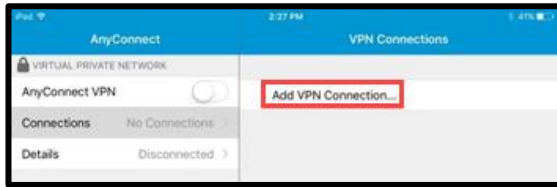


3. Next to the listing for Cisco AnyConnect, click Get on an iPad, Install on a tablet. From the Apple Store you will need to provide your Apple ID credentials in order to proceed with installation.
4. Once the app has installed, open the app.

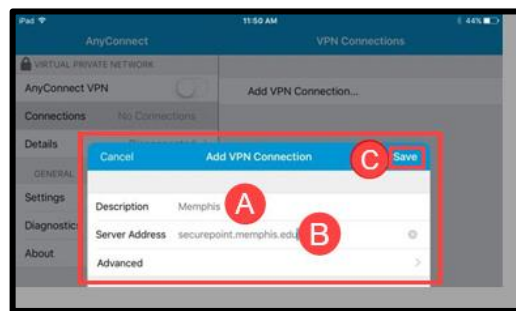


## Adding VPN Connection

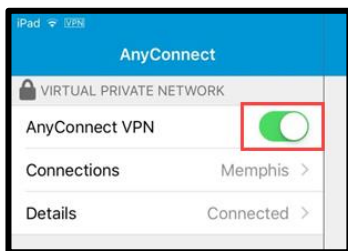
1. You will receive a dialog box that reads Cisco AnyConnect Secure Mobility Client extends the Virtual Private Network (VPN) capability of your device. Do you want to enable this software? Click OK.
2. In the next dialog box, click Add VPN Connection.



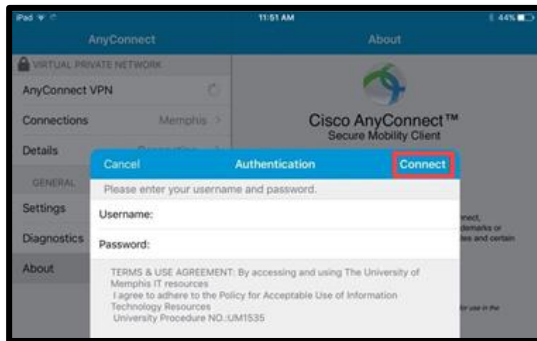
3. In the Add VPN Connection box, enter the following:
  - A) Description: Name the connection anything meaningful. For example, Memphis.
  - B) Server Address is vpn.memphis.edu (all lowercase, no spaces, Leave all other fields at their default setting)
  - C) Click Save in the upper right corner.



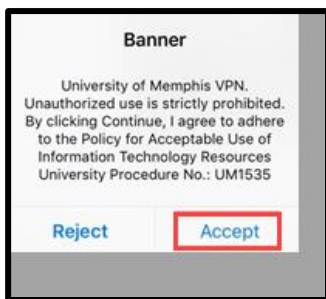
4. Once the connection is setup, you should turn on the AnyConnect VPN by sliding toggle to the right. The switch will change to a green color when activated.



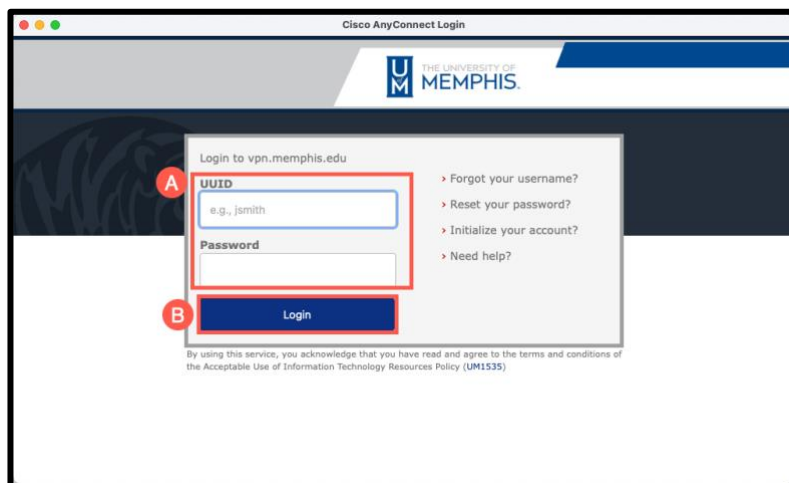
- In the box, enter your UUID and Password; click Connect in the upper right corner.



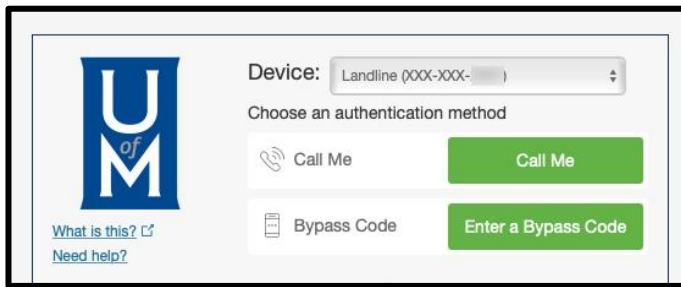
- You will receive a dialog box with the University's Acceptance Use Policy. You must click Accept to continue.



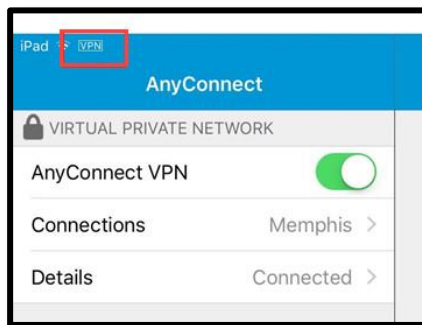
- Next, sign in with SSO. Single Sign On – the same username and password you log into myMemphis.) **A.)** Enter your UUID, **B.)** Enter your password associated with your UUID, and **C.)** Click **Login**.



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. For additional assistance, contact the umTech Service Desk at 901.678.8888.

# Locating Help Resources

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

## Service Desk Request

### 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 p.m., 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 umTech, [umtech@memphis.edu](mailto:umtech@memphis.edu) (using this email will automatically generate a help desk ticket).

### Important Links

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