

# Cisco Secure Connect

*iPad*

## umTech

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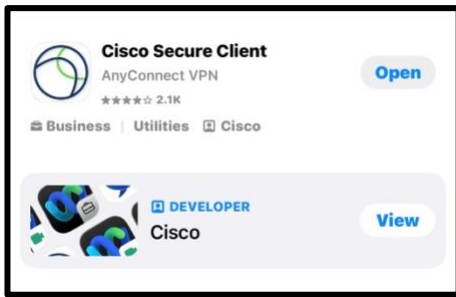
Email: [umtech@memphis.edu](mailto:umtech@memphis.edu)

[umTech Website](#)

## 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 **Open** or **Get** on an iPad. To proceed with the installation, you must provide your Apple ID credentials from the Apple Store.
4. Once the app has been installed, open the app.



## Adding VPN Connection

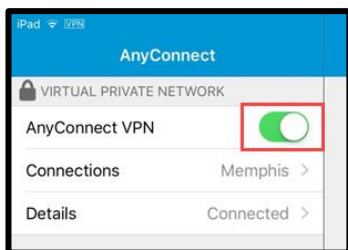
1. You will receive a dialog box that reads Cisco AnyConnect Secure Mobility Client extends the Virtual Private Network (VPN) capability of your device. Do you want to enable this software? Click OK.
2. In the next dialog box, click Add VPN Connection.



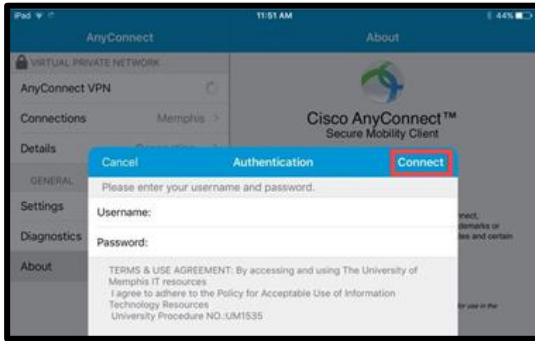
3. In the Add VPN Connection box, enter the following:
  - A) Description: Name the connection anything meaningful. For example, Memphis.
  - B) Server Address is vpn.memphis.edu (all lowercase, no spaces, Leave all other fields at their default setting)
  - c) Click Save in the upper right corner.



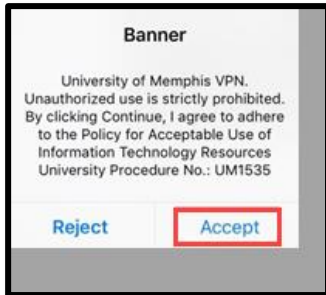
4. Once the connection is set up, you should turn on the AnyConnect VPN by sliding the toggle to the right. The switch will change to a green color when activated.



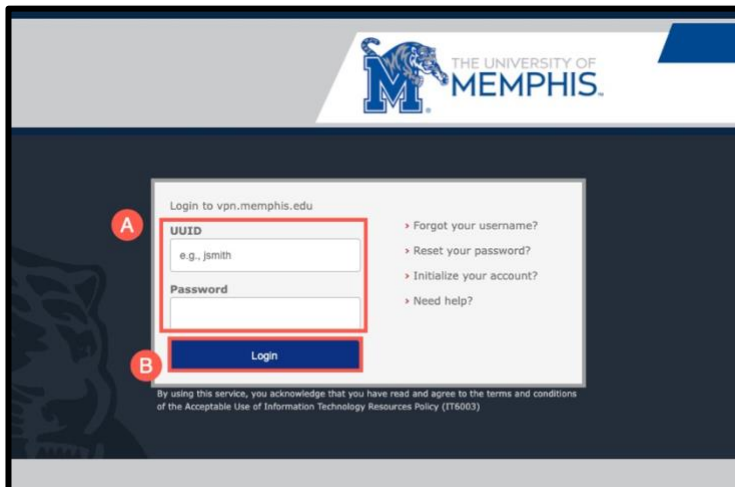
- In the box, enter your UUID and Password; click **Connect** in the upper right corner.



- 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, enter the password associated with your UUID, and **B)** Click **Login**.



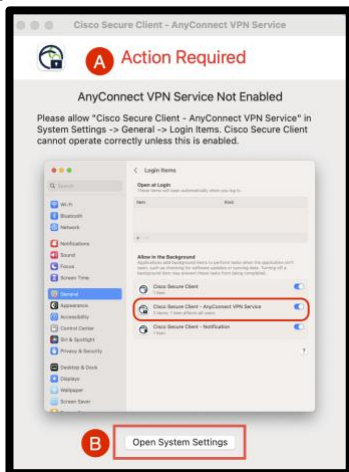
8. Authenticate with DUO.



9. Depending on your version of OS you may receive this message.

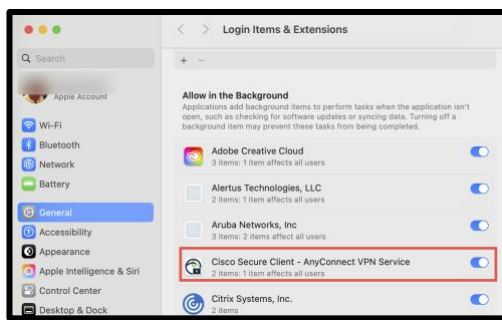


10. **A)** You may get a message if installing for the first time that Cisco Secure Client is not enabled. Click open System Settings.  
**Note:** *VERY IMPOTANT - For VPN to function you will need to enable the service. The system may also ask you to give Cisco Security Client permissions in different OS versions. Allow if asked.*



- To Correct use the following steps:  
Go to **System Settings** > **Privacy & Security**.
- Scroll down to the **Security** section.
- Look for a message saying, "System software from application 'Cisco Secure Client' was blocked from loading."
- Click **Allow**. You may need to enter your password for the computer system.
- Additionally, ensure **Full Disk Access** is toggled **ON** for Cisco Secure Client in the same Privacy & Security menu.

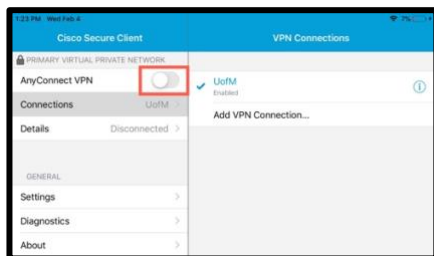
**11.** Turn the service on by sliding the button to the on position (*slide to the right to enable*).



**12.** You are successfully connected to the VPN.

## Closing the VPN connection:

You will need to go back to Cisco. The AnyConnect app is in the top left corner. Slide the button to the left to select OFF. **Note:** Please always disconnect from the UofM campus network once you are done.



# Locating Help Resources

umTech offers technical support and resources to faculty, staff, and students. Assistance can be found through any of the support services below:

## Submitting a Service Request

Login URL: [Click here to access our service desk ticketing system.](#) After logging in, choose the appropriate form to request 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. Voicemail services will handle ALL incoming calls after hours. If you require assistance after 8:00 pm, please leave a message or [submit a service request](#).

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

## Important Links

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