Installing VPN on a Tablet

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

1. On your tablet, navigate to the Google Play Store.

2. Search for the Cisco AnyConnect app.

3. Next to the listing for Cisco AnyConnect, click Install on a tablet. 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, open the app.

5. You will receive a dialog box that reads AnyConnect needs access to: Device and App history, Photos/Media/Files, Wi-Fi connection information Device ID & call information. Click Accept.
6. Upon launching the application, the Supplemental End User Agreement appears. Click OK.

7. In the next dialog box, Tap Connection to add a new VPN connection.
8. Click on the words **Add New VPN Connection**.

9. In the Add VPN Connection box, enter the following:
   - A.) **Description**: Name the connection anything meaningful. For example, UofM or Memphis.
   - **Server Address** vpn.memphis.edu (all lowercase, no spaces) (B) when you have finished click **OK**.
   - Leave all other fields at their default setting

10. Click **Done (C)** in the lower right corner.
11. Once the connection is setup, you should turn on the AnyConnect VPN by sliding toggle to On (to the right). The switch will say On when activated.

![AnyConnect VPN toggle](image1)

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

![Username and Password fields](image2)
13. You will receive a dialog box called (Cisco AnyConnect, Please Respond to Banner) with the University’s Acceptance Use Policy. You must click Accept to continue.

14. 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.
15. Authenticate with DUO.

![Authenticate with DUO](image)

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

![VPN connection](image)
17. **To close 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](#)