AnyConnect

Tablet

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

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

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

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

Submit 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. (Using this email will automatically generate a service request).

Important Links
Explore the umTech Website
Search the Solutions Page