

AnyConnect

Tablet

Center for Teaching and Learning (CTL)

100 Administration Bldg., Memphis, TN 38152

Phone: 901.678.8888

Email: itstrainers@memphis.edu

[Center for Teaching and Learning Website](#)

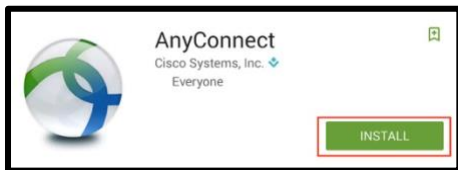
2/19/2021

Brought to you by:
umTech & The Center for Teaching & Learning

Installing VPN on a Tablet

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

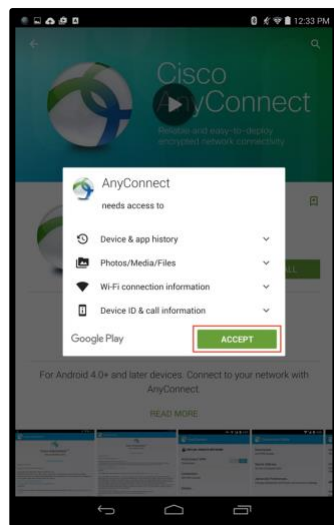
1. On your tablet, navigate to the Google Play Store.
2. Search for the **Cisco AnyConnect** app.
3. Next to the listing for *Cisco AnyConnect*, click **Install** on a tablet. From the Google Play Store you will need to provide your Google account credentials in order to proceed with installation.



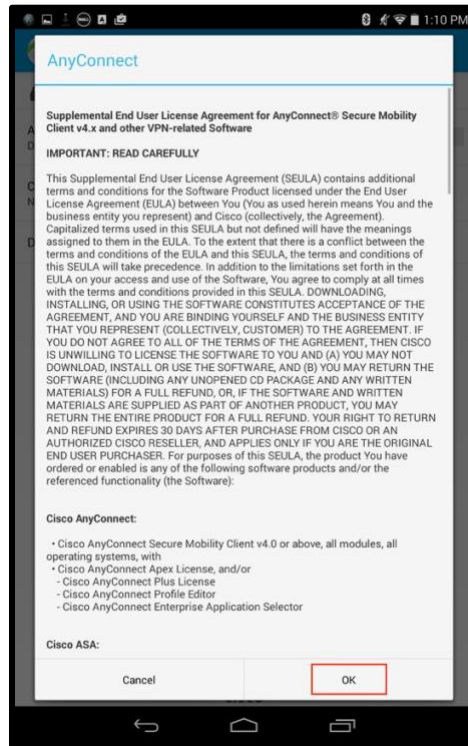
4. Once the app has installed, open the app.



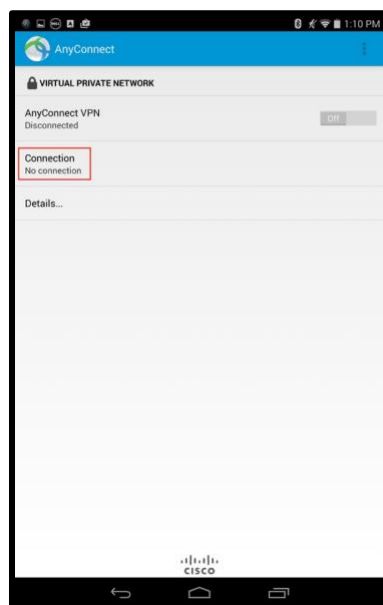
5. You will receive a dialog box that reads *AnyConnect needs access to: Device and App history, Photos/Media/Files, Wi-Fi connection information Device ID & call information*. Click **Accept**.



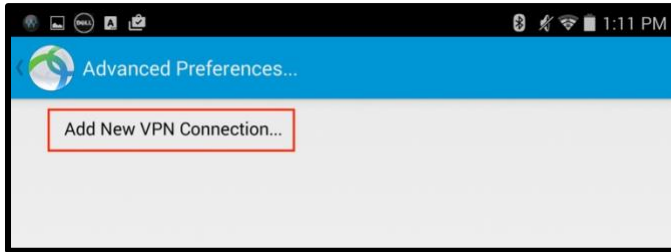
6. Upon launching the application, the Supplemental End User Agreement appears. Click **OK**.



7. In the next dialog box, Tap **Connection** to add a new VPN connection



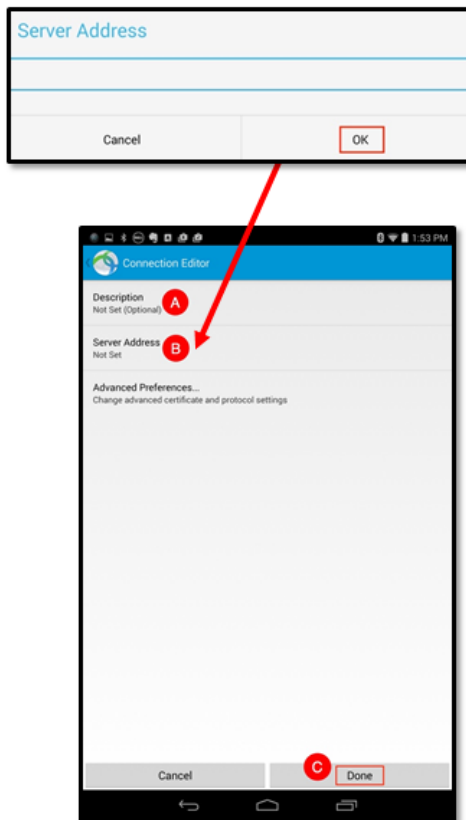
8. Click on the words **Add New VPN Connection**.



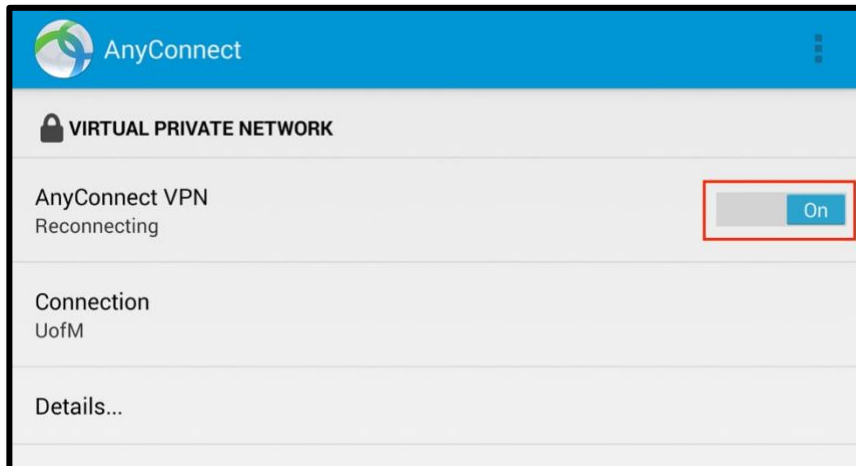
9. In the Add VPN Connection box, enter the following:

- 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

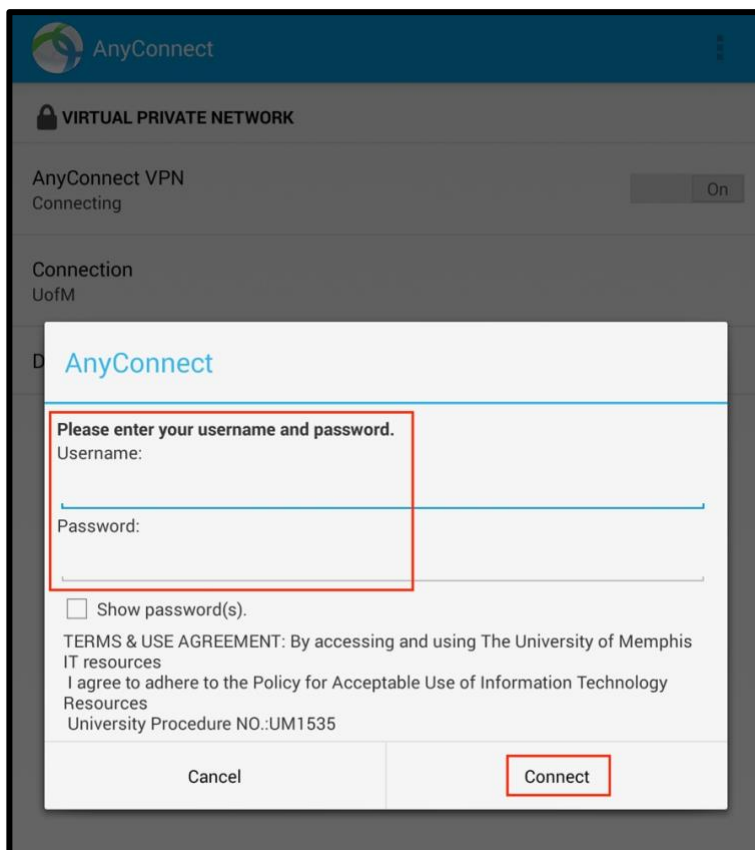
10. Click **Done (C)** in the lower right corner.



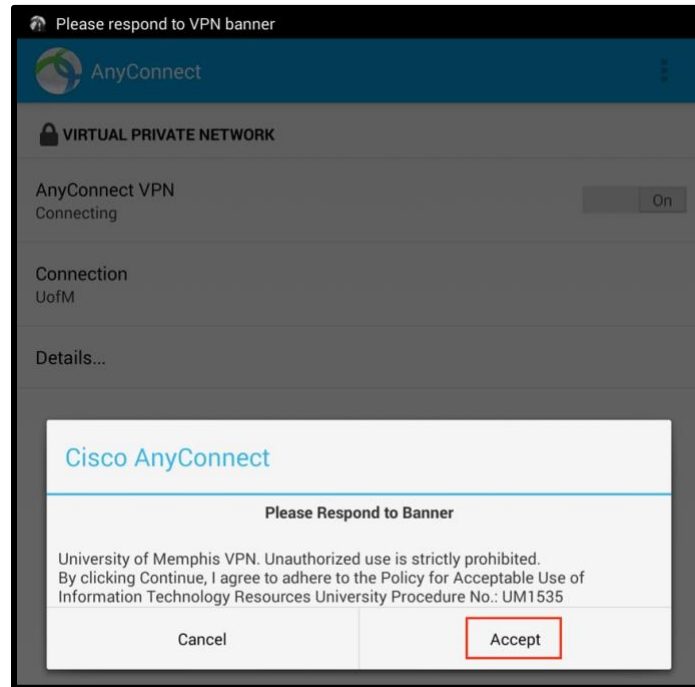
11. Once the connection is setup, you should turn on the AnyConnect VPN by sliding toggle to On (to the right). The switch will say **On** when activated.



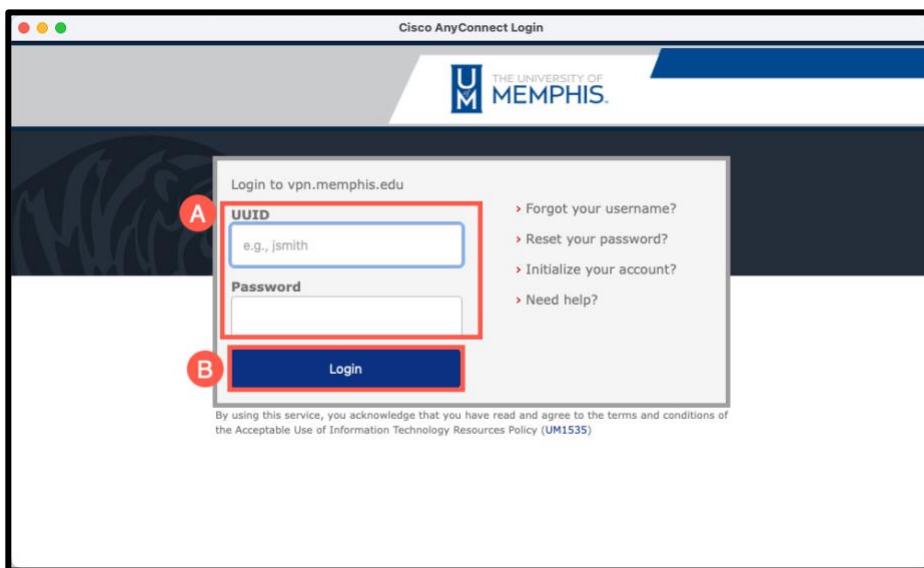
12. In the box, enter your UUID and Password; click **Connect** in the lower right corner.



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.



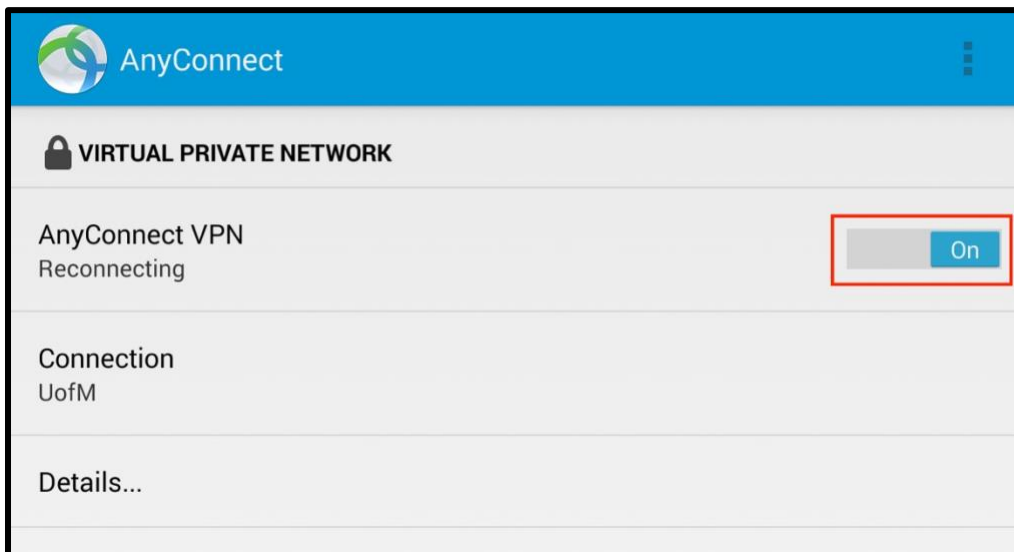
14. Next, sign in with SSO. **A.)** Enter your UUID, **B.)** Enter your password associated with your UUID, and **C.)** Click **Login**.



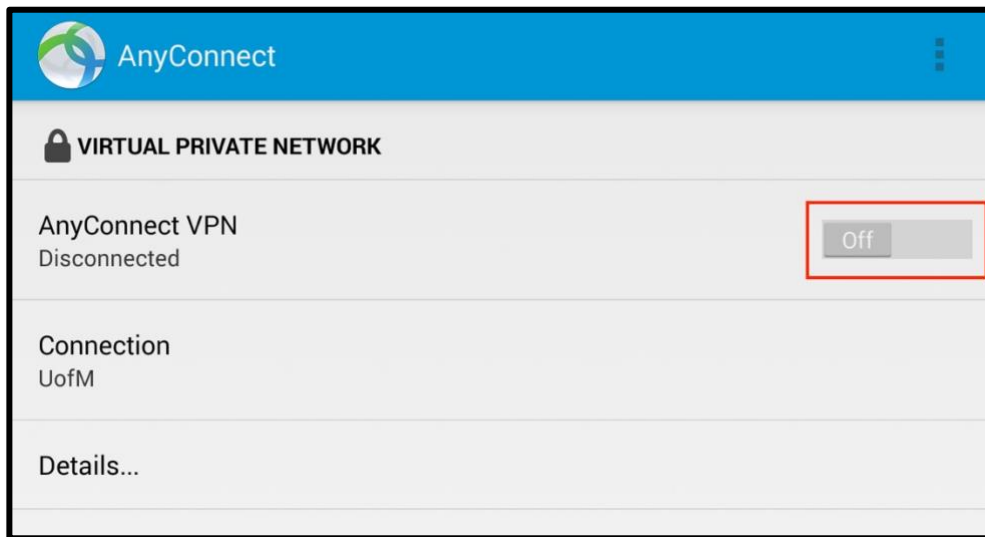
15. Authenticate with DUO.



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



Locating Help Resources

Upon completing the training covered in this course, faculty, staff, and students are able to 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 pm, 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 The Center for Teaching and Learning, umtech@memphis.edu (using this email will automatically generate a help desk ticket).

Important Links

- [Explore the umTech Website](#)
- [Center for Teaching and Learning \(CTL\) Website](#)
- [Search our Training and Documentation](#)