

INTERNET VPN REMOTE ACCESS CLIENT USER GUIDE



IT'S HOW
WE CONNECT

WELCOME TO THE INTERNET VPN REMOTE ACCESS CLIENT USER GUIDE

Note: This user guide is provided for trial and evaluation purposes only and is subject to change at any time. As a trial guide, Telstra does not guarantee its accuracy. By using this guide, you agree that Telstra has no liability to you in connection with your use of it.

CONVENTIONS USED IN THIS GUIDE

The following typographical conventions are used in this guide for simplicity and readability:

Web addresses, email addresses and hyperlinks are shown in ***bold italics***; for example ***www.cloud.telstra.com***.

Button names and titles/features on your computer screen are shown in *italics*.

User input is shown in `typewriter` font.

Internet VPN Remote Access User Guide, Version 1.0

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WHAT'S INSIDE

CHAPTER 1	OVERVIEW	4
CHAPTER 2	REMOTE ACCESS CLIENT	5

OVERVIEW

In this guide you'll find instructions on how on how Internet VPN remote users can activate their account, install, connect and disconnect the Internet VPN Remote Access Client for Windows and Mac.

This information is relevant only to Internet VPN Enhanced and Premium services. The Internet VPN Essential service doesn't offer the remote user feature.

REMOTE ACCESS CLIENT

WHAT'S A REMOTE ACCESS CLIENT?

The Internet VPN Remote Access Client is a program installed on your computer that tunnels all internet traffic through your company's VPN.

Remote Access User will use an SSL Client to connect to the Adaptive Security Virtual Appliance (ASAv). Traffic traversing this SSL-based tunnel is encrypted and provides data confidentiality.

ARE YOU A REMOTE ACCESS USER?

Before you download and install your Remote Access Client, your company's Internet VPN administrator will have to add you as a remote user.

Step 1 – confirm you're a remote user

Once added, you'll receive a notification that you're now a remote user of your company's Internet VPN service.

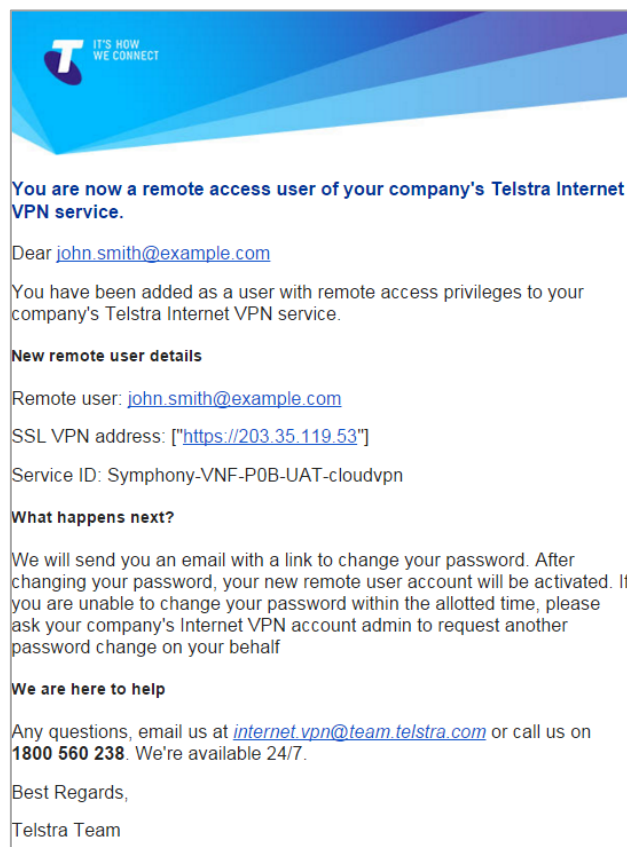


Figure 1: New remote access user email

Step 2 – change your password to activate your account

You'll receive a second email requesting you reset your password and activate your account. This email contains a link to the password reset page.

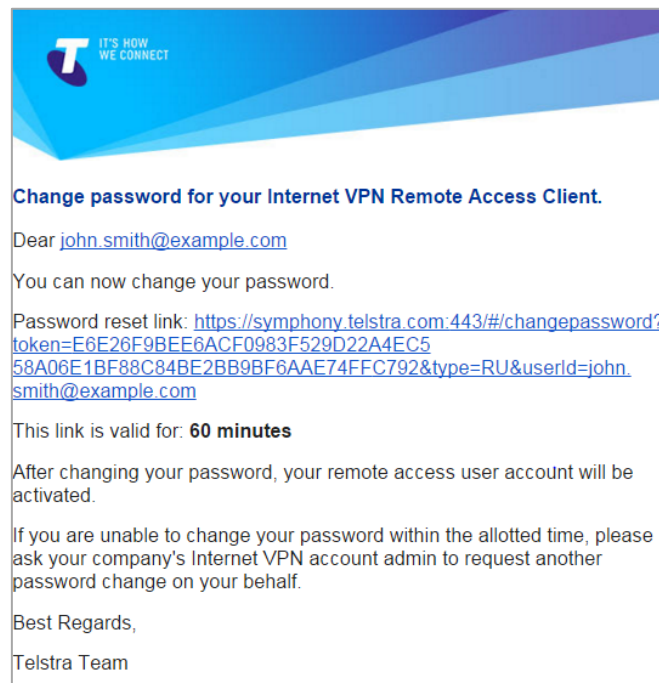


Figure 2: change password for Internet VPN Remote Access Client Email

The password reset link is **valid for 60 minutes**. If you miss resetting your password within that timeframe, you'll need to ask your Internet VPN administrator to request a password reset on your behalf. This will initiate another password reset email.

You'll need to follow the reset link and create a new password with the recommended characteristics. Once the password is reset, the account activation will begin.

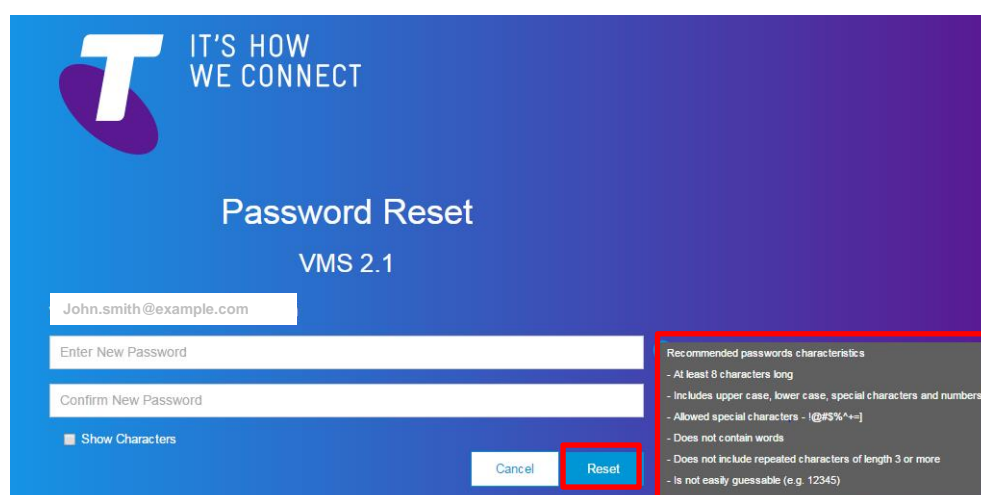


Figure 3: password reset page

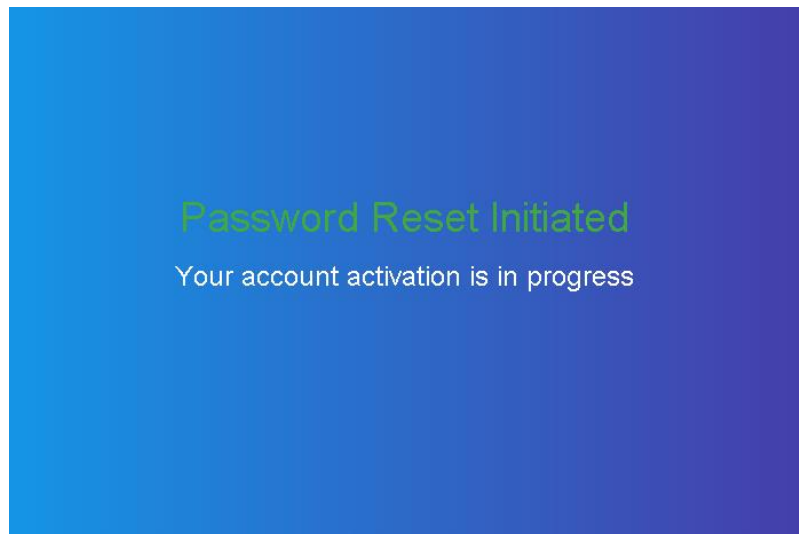


Figure 4: password reset complete

When activation is complete, you'll receive an email notification informing you that remote access is active. The email will also contain a link to the Remote Access Client which you'll need to download and install in order to remotely connect to your company's network.

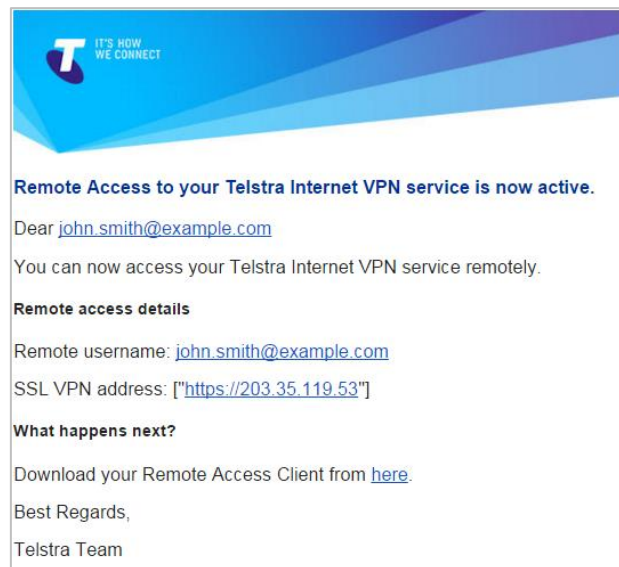


Figure 5: Remote Access to Internet VPN Active Email

DOWNLOAD REMOTE ACCESS CLIENT

A link to the *Internet VPN Remote Access Client* will be provided via email once your remote user account is active. The operating systems that support the Remote Access Client are:

- Microsoft Windows 7, 8, 8.1 and 10
- Mac OS X 10.8 and later

Select the file that suits your computer's operating system.

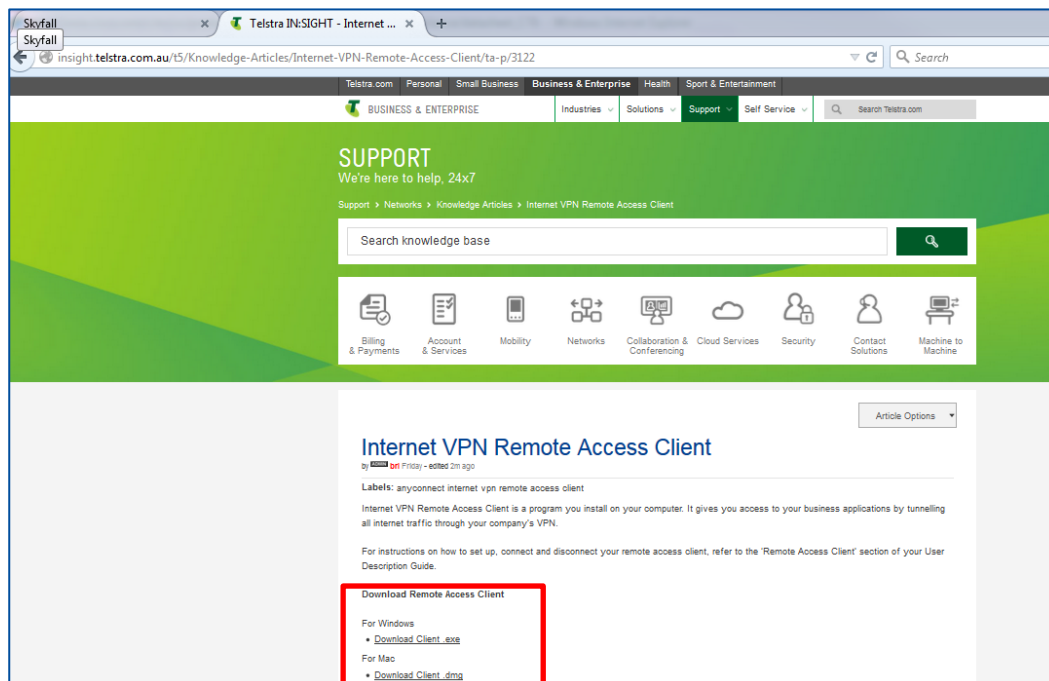


Figure 6: Telstra support page with Remote Access Client

INSTALL REMOTE ACCESS CLIENT

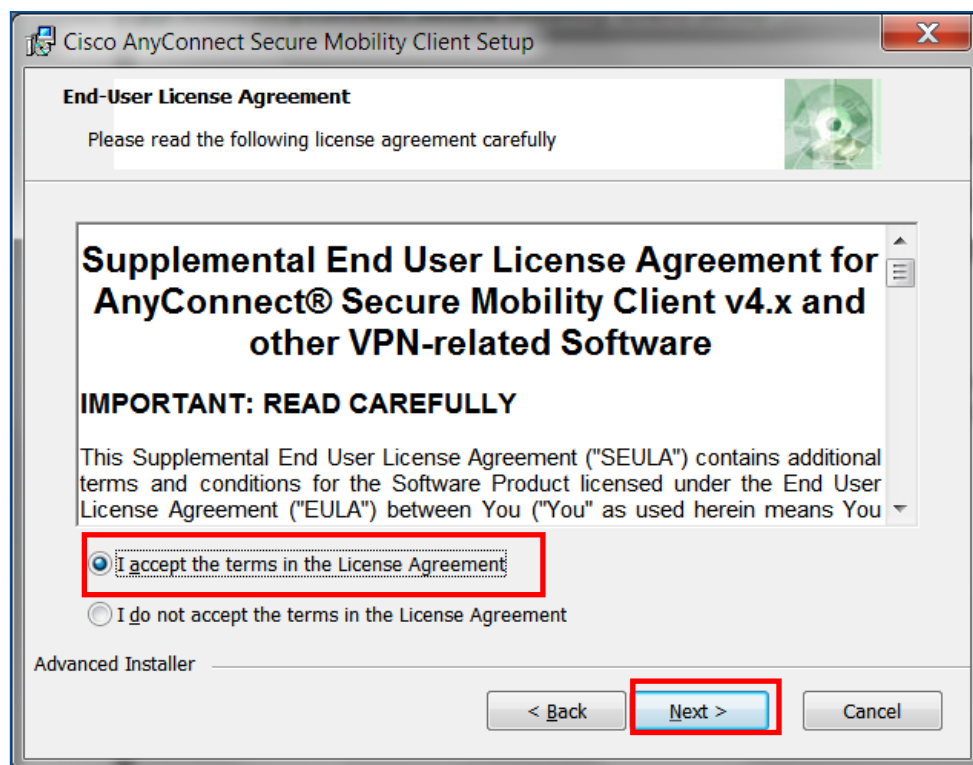
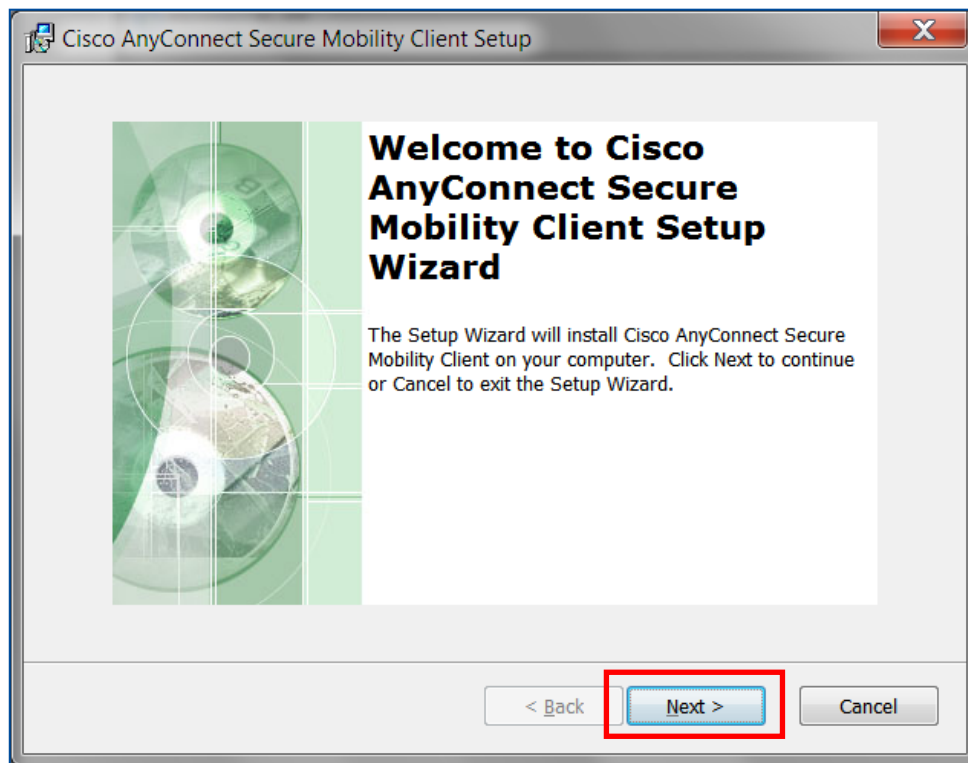
WINDOWS USERS

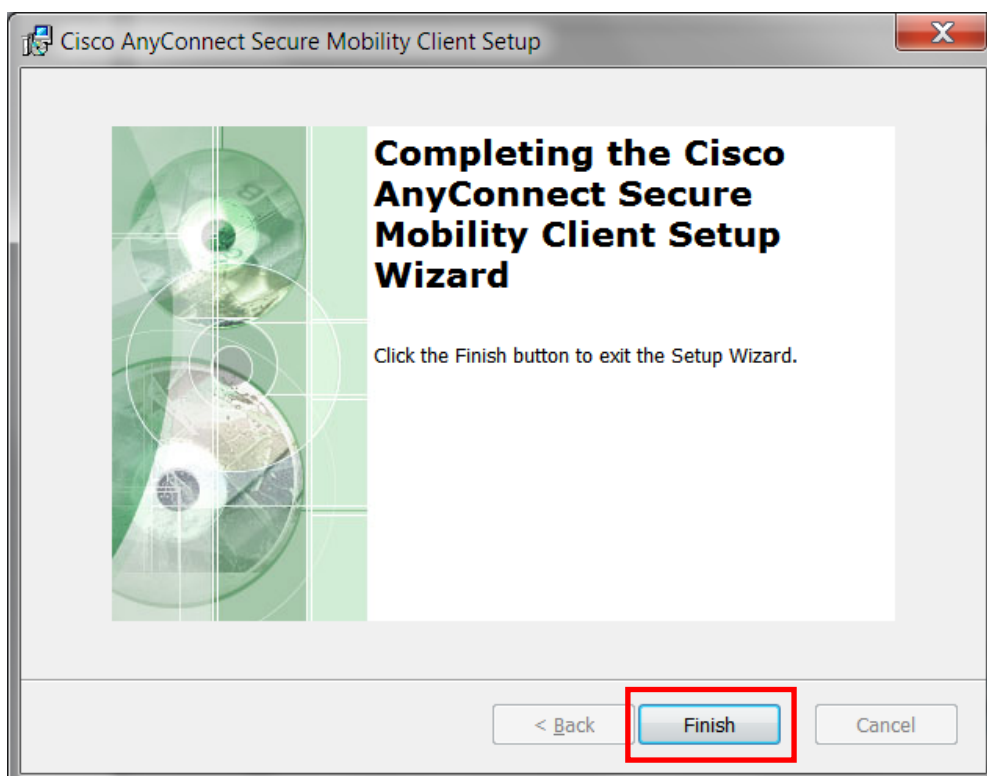
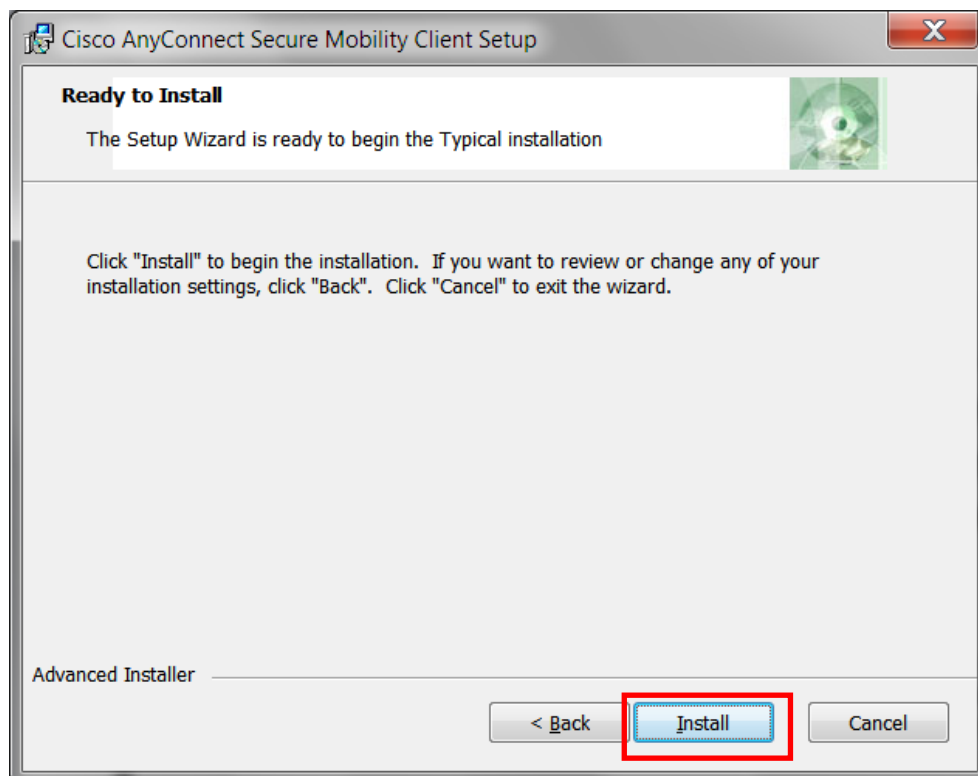
Step 1 – Run the downloaded file

Select start *AnyConnect* link in your browser to begin installing the AnyConnect program.

Step 2 – follow the onscreen prompts to install the client

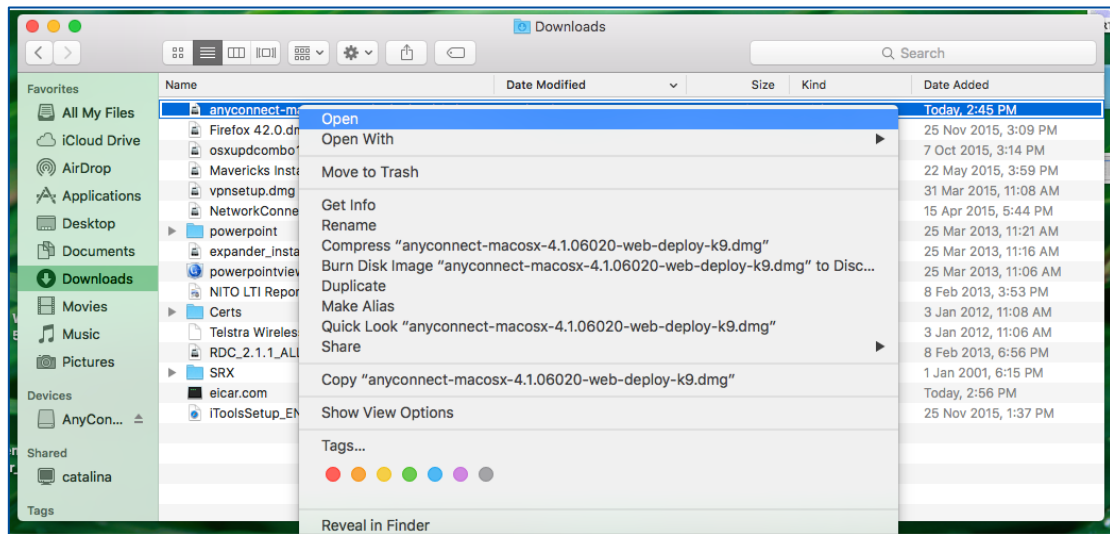
See screenshots below. Please note that depending on your browser and operating system, you may receive prompts for permission to install and proceed.





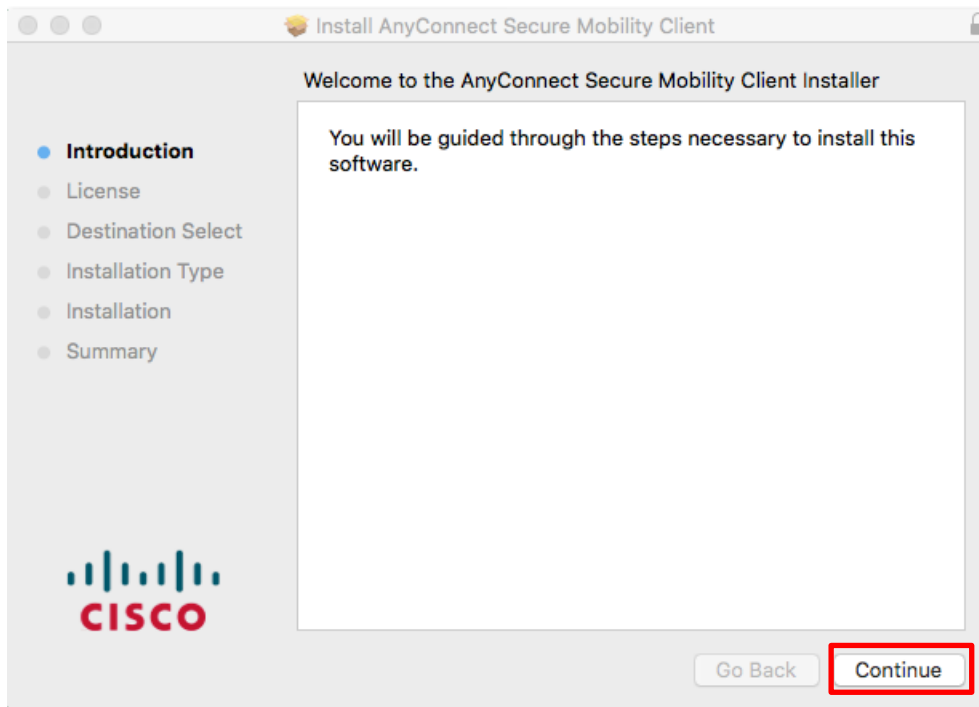
MAC USERS

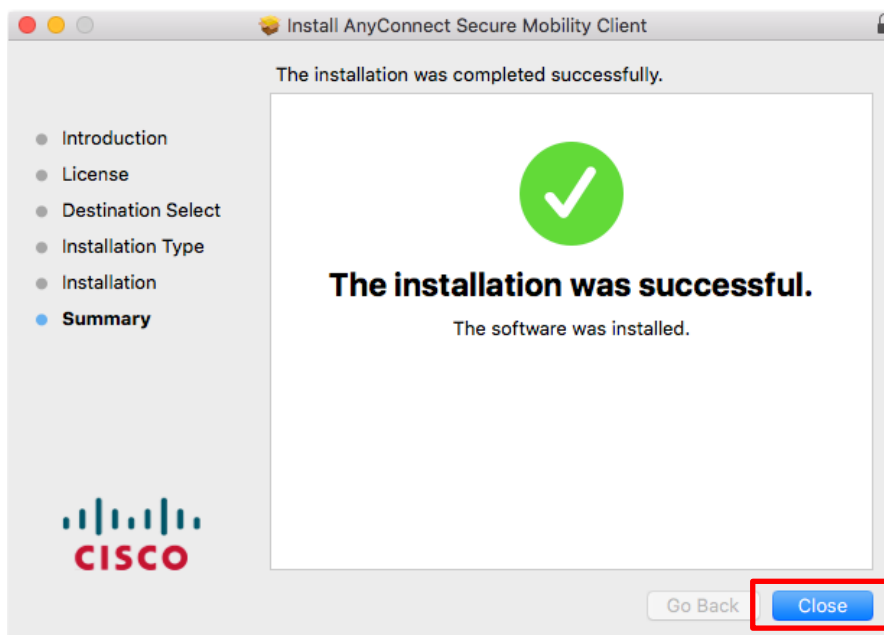
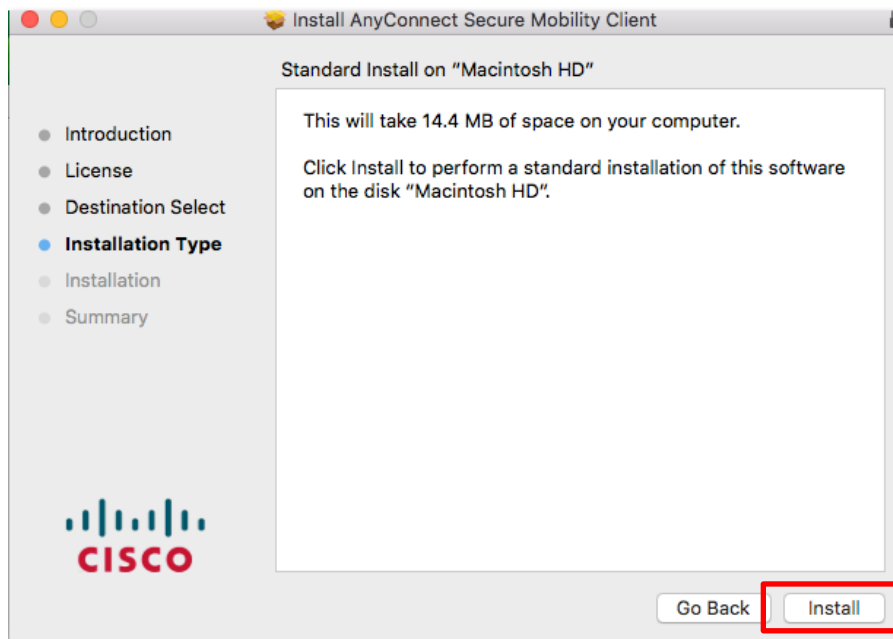
Step 1 – open downloaded package



Step 2 – follow the onscreen prompts to install the client

Screenshots of installation process are below.





CONNECT REMOTE ACCESS CLIENT

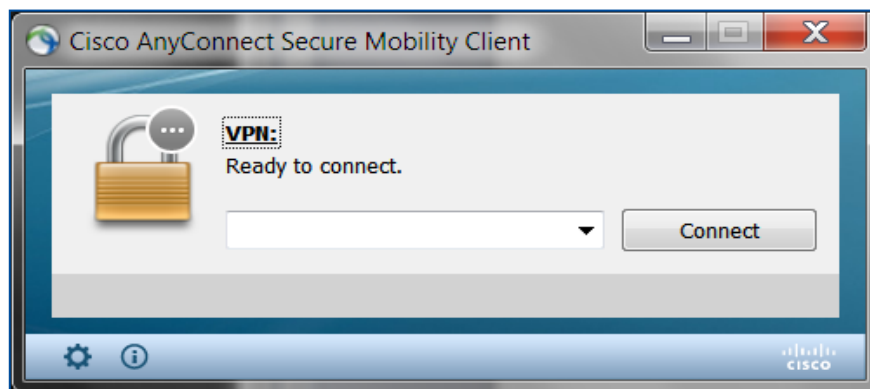
WINDOWS USERS

Step 1 – open the Cisco AnyConnect Mobility Client

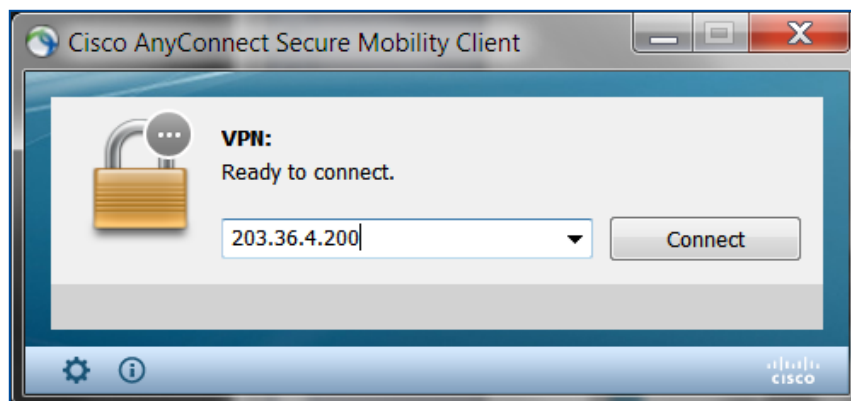
From the Start menu, click *All Programs*, select and open the *Cisco* folder, then click *Cisco AnyConnect Secure Mobility Client* folder. You'll see the *Cisco AnyConnect Mobility Client*. Double-click to run the client.

Step 2 – enter host details

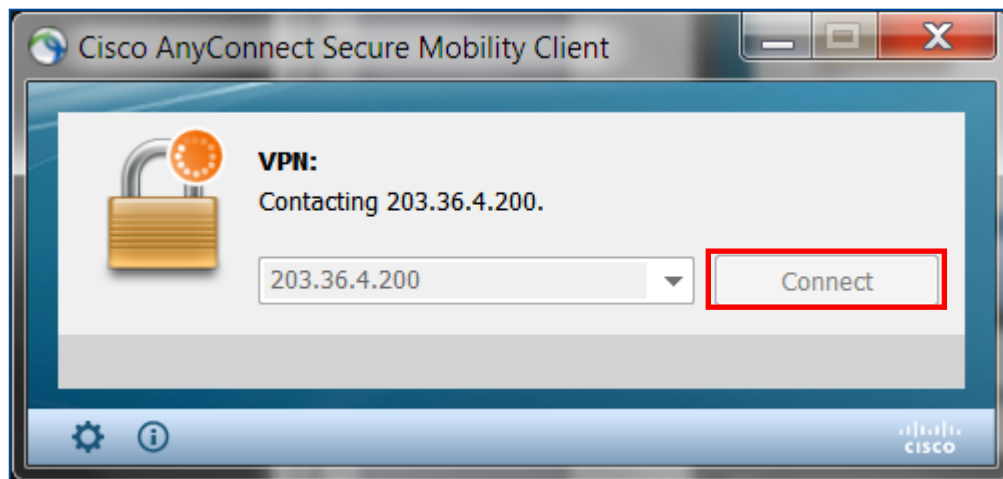
You'll see the connect window.



Enter the SSL VPN address provided in the email to connect

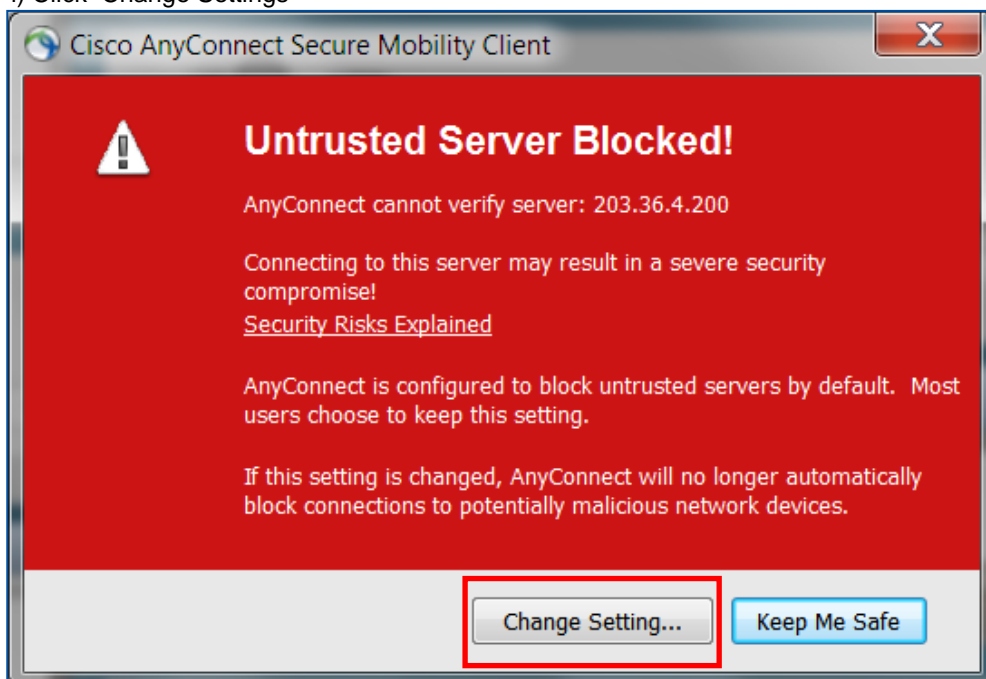


Click connect.

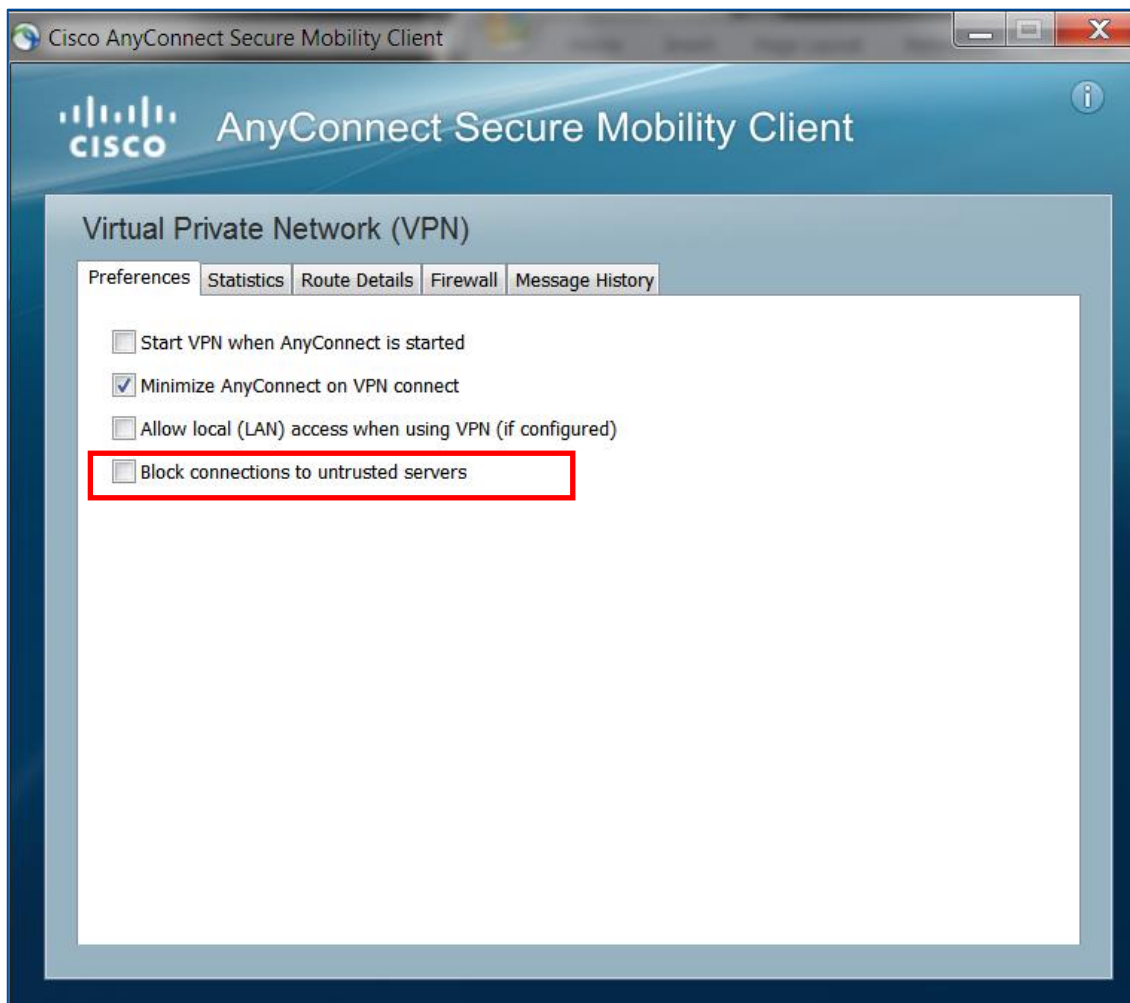


A pop-up message may appear. Follow the steps below to change settings and enable connection

i) Click 'Change Settings'

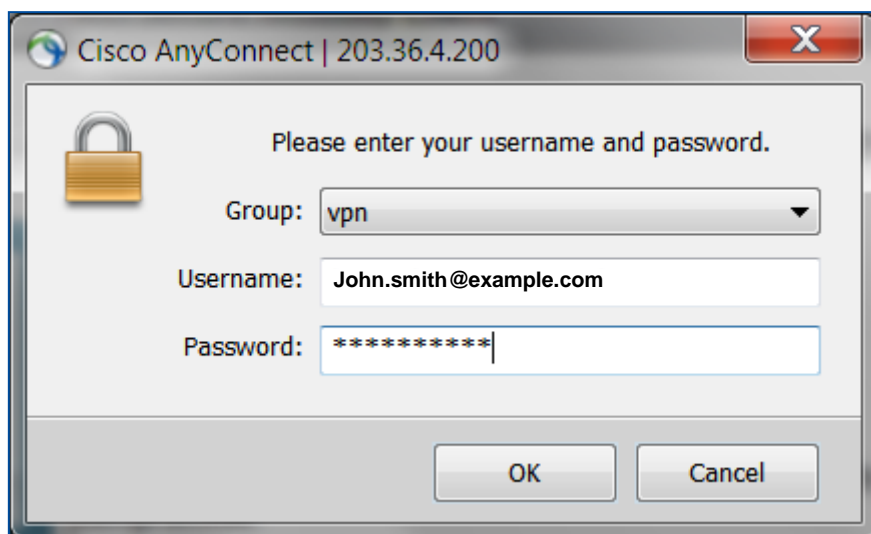


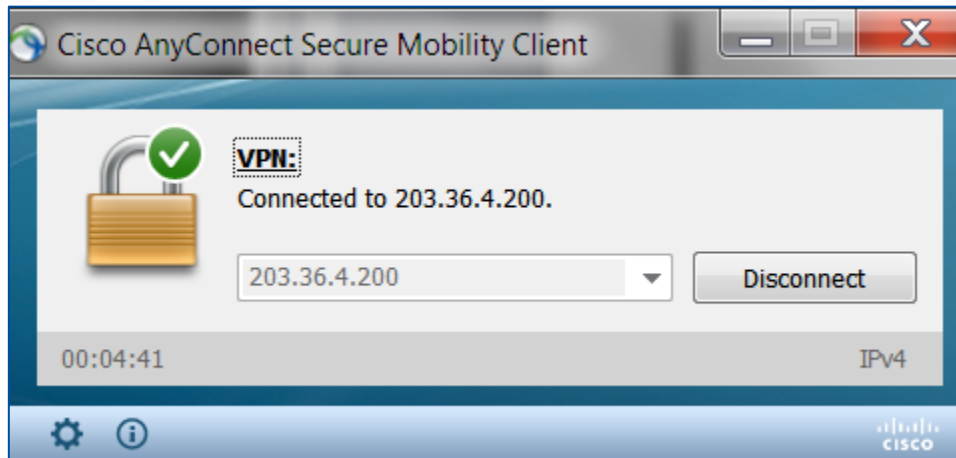
ii) Untick 'Block connections to untrusted servers'



Step 3 - enter login credentials

Enter your login credentials and click OK. (See the *Adding Remote Access Users* section for details on resetting your password.)

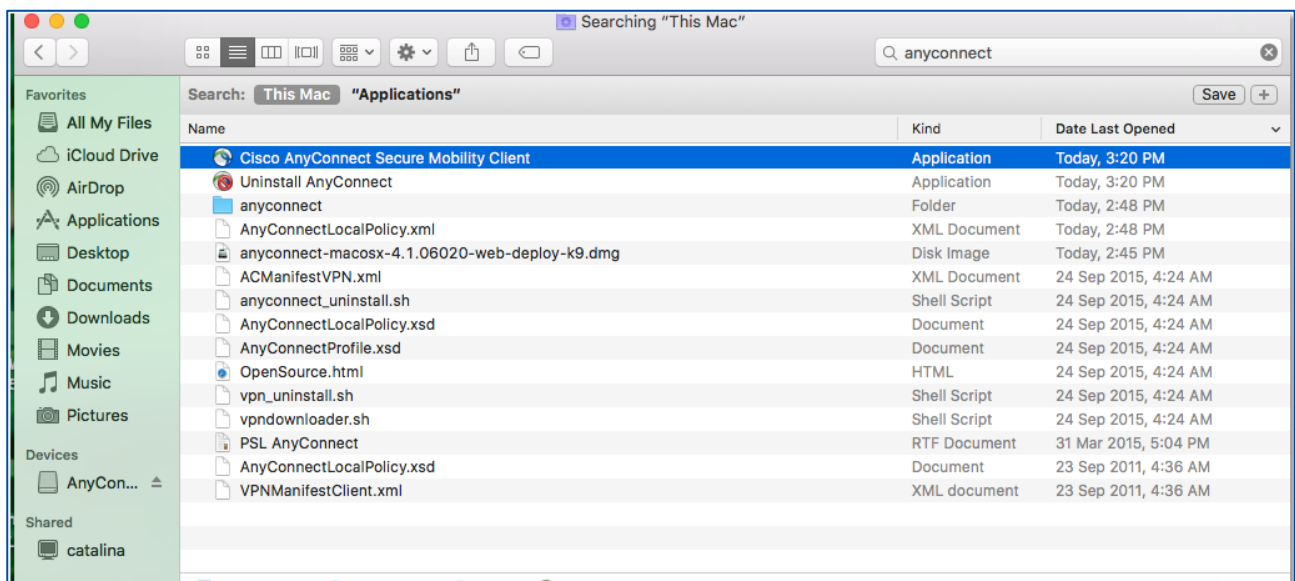




MAC USERS

Step 1 – open *AnyConnect Secure Mobility Client*

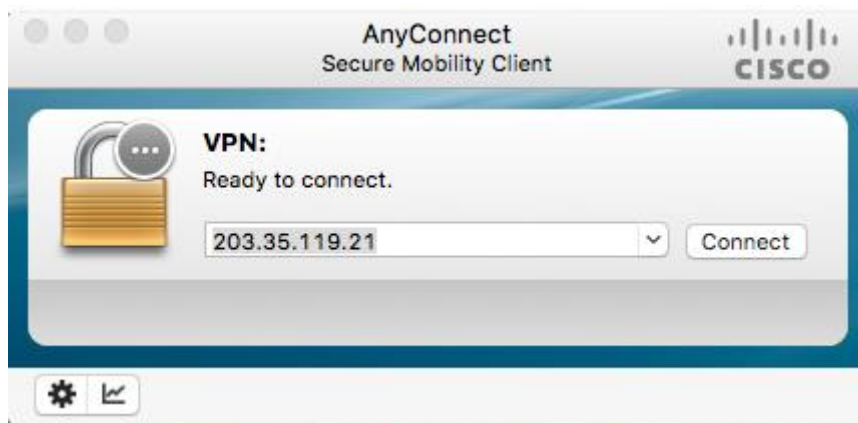
Go to Applications on your Mac and select the *Cisco AnyConnect Secure Mobility Client* folder to open it.



You'll see the *Cisco AnyConnect Secure Mobility Client* on your dock.



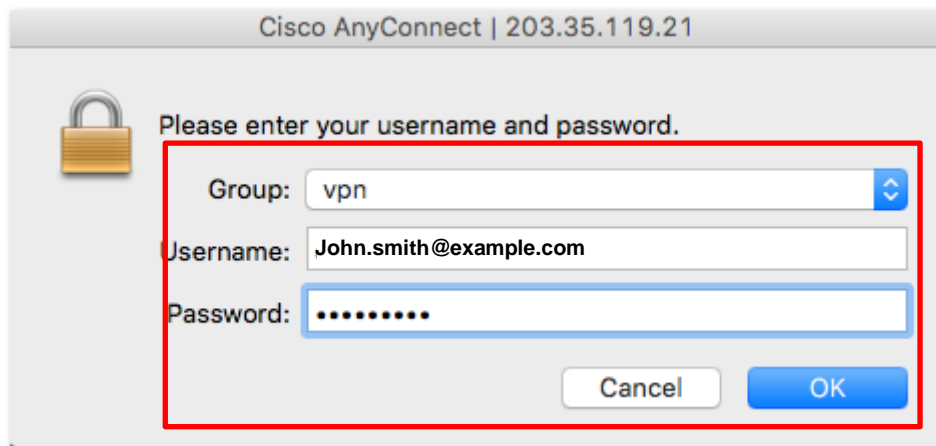
Step 2 – enter your SSL VPN address and click *Connect*



A pop-up message may appear. Select *Connect Anyway* to proceed.



Step 3 - enter your SSL VPN address and *Connect* and password



DISCONNECT REMOTE ACCESS CLIENT

IMPORTANT NOTE: Please make sure that you disconnect from your session when it is no longer required as **the number of users that can be connected at one time in this trial is limited to 10.**

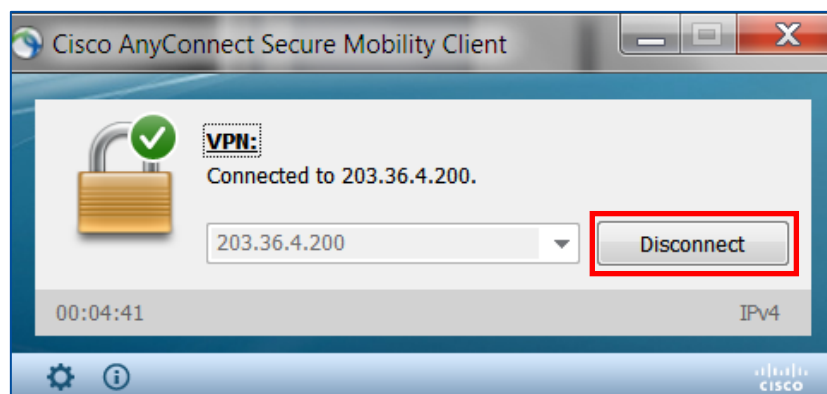
WINDOWS USERS

Step 1 – click on Cisco AnyConnect VPN icon in your system tray

The AnyConnect VPN icon is the grey circle. The gold lock indicates it's connected.



Step 2 – from the Cisco AnyConnect Client screen, select 'Disconnect'.



When disconnected the client icon will remain in the system tray but without the gold lock.



MAC USERS

To disconnect, simply open the AnyConnect client and click **disconnect**, or use the icon in the menu bar.

