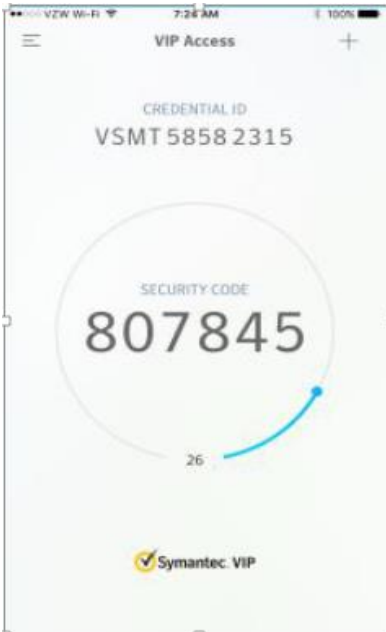# AnyConnect VPN Set Up

Getting Started: Install Symantec VIP ✅

1. On your mobile device from the app store or the google play store, download the Symantec VIP Access app.

2. Once downloaded, contact the Help Desk at 808-691-4357 or email helpdesk@queens.org and provide the 12-digit Credential ID, as seen below beginning with "VSMT"


AnyConnect VPN Install

1. Begin the VPN install by going to https://vpn.queens.org (this needs to be an internet connection that is NOT on the QMC internal network – QMC Guest Wireless is ok). Login in with your Window's username and password.
2. After login, the VPN install will begin.
3. Follow the install prompts and accept the license agreement.
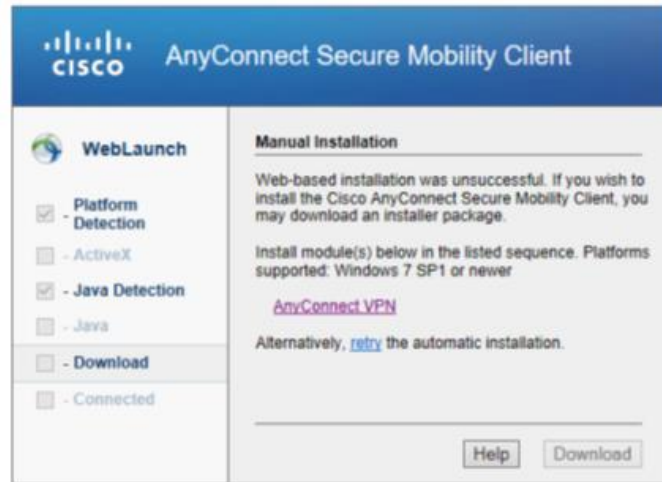
4. Launch AnyConnect.

Accessing Remote Desktop Connection

1. Remote Desktop is the most used feature of VPN. For this to successfully work you will need to know the computer name of your Desktop at work or its IP address.

2. In the **Windows** search field, type in REMOTE on the search bar and it will find the "Remote Desktop Connection". Double click on Remote Desktop Connection

3. It will prompt you for your computer name or its IP address, once entered select **Connect.**
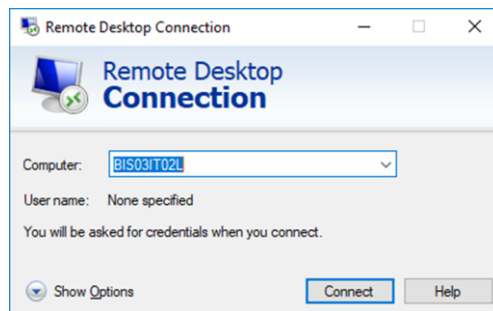
4. After you select connect it will prompt you for your Queen's login. After you enter your credentials you will be directed to your on premises device's login screen.

Support Assistance

For additional assistance with AnyConnect VPN, Please contact the Queen's IT Help Desk:

📞 808-691-HELP [4357]

✉️ helpdesk@queens.org

🌐 https://queens.service-now.com/sp