

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"



Support Assistance

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



 helpdesk@queens.org

https://queens.service-now.com/sp

AnyConnect VPN Install

- 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.

WebLaunch	Manual Installation		
Platform Detection	Web-based installation was unsuccessful. If you wish t install the Cisco AnyConnect Secure Mobility Client, yo may download an installer package. Install module(s) below in the listed sequence. Platform supported: Windows 7 SP1 or newer		
 ActiveX Java Detection 			
🔲 - Java	AnyConnect VPN Alternatively, retry the automatic installation.		
- Download			

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.**

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N	Remote Desktop Connection			
Computer: User name: You will be as	BIS03IT02L None specified sked for credentials when you con	nect.]	
Show Q	ptions	Connect	Н	elp

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.