

# Virtual Private Network (VPN)

## Submitting a Request for VPN Access

1. Visit the ServiceNow Service Portal URL: <https://queens.service-now.com/sp>
2. Navigate to: **IT Services** → **VPN**
3. Fill out the form and submit the request

## Access Notification

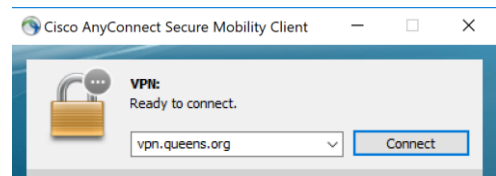
Once approved for access, the requestor will receive an automated system notification from ServiceNow, indicating their request has been approved. Before VPN can be used, the user will need to set-up Symantec VIP on their mobile device for multi-factor authentication, as well as install the AnyConnect VPN Client on their computer.

Please refer to the document titled “How to Install VPN and Symantec VIP” for instructions on how to complete the install.

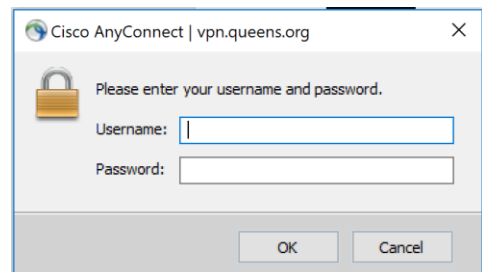
## Accessing VPN

To access VPN from your computer, click on the Cisco AnyConnect application: 

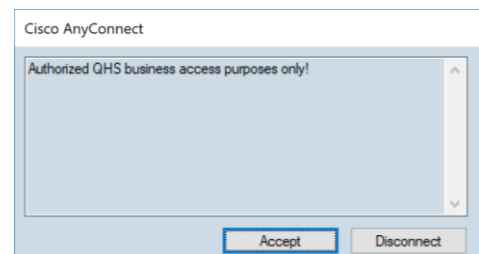
The “Cisco AnyConnect Secure Mobility Client” will appear. The VPN address should auto-appear as “vpn.queens.org”, which should have been configured when installing the VPN client. Click on **Connect**:



Enter your Windows username and password:



Once entered, the system will send the multi-factor authentication request to the Symantec VIP app on your mobile device. Open the app and approve the request by selecting the checkmark. Your VPN client will send you an authorization on your computer. Select **Accept**:



Cisco AnyConnect will configure the VPN access, and network resource access will be allowed.

## VPN and Symantec VIP Support

Users experiencing issues with either installing the Symantec VIP application on their mobile device, or the Cisco AnyConnect client on their computer, as well as experiences any issues with accessing or using either of the applications, should contact the Queen’s IT Help Desk.

The Queen’s IT Help Desk is accessible via phone, e-mail, or self-service portal:



808-691-HELP [4357]



helpdesk@queens.org



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

