FTCC_MIS_018_v2.1

VPN CLIENT INSTRUCTIONS

Date of Current Revision: March 9, 2020
Primary Responsible Officer: AVP for MIS

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE

1. PURPOSE

The purpose of this procedure is to define the process and uses of VPN (virtual private network) at Fayetteville Technical Community College (FTCC). VPN is used as a remote access tool to connect to your desktop computer to access information that cannot be accessed within Self-Service and WebAdvisor. It also allows for accessing other systems and files (such as J: and L: drives, OneDrive, etc. that are not accessible from off campus.

Self-Service and WebAdvisor can be used to view and advise student as long as you have been assigned as an Advisor within Colleague. The following systems are internal only and require access back through VPN:

- Informer
- Etrieve
- Clarity
- Colleague UI

This document will assist you connecting to the FTCC VPN client, then connect using it. If after using this document you still have problems with any portion of the FTCC VPN client, please contact the FTCC Help Desk at 910-678-8502.

2. SCOPE

This procedure applies to all College faculty and staff, whether full- or part-time, paid or unpaid, temporary or permanent, as well as to all other members of the College community. This procedure applies to all information collected, stored or used by or on behalf of any operational unit, department and person within the community in connection with College operations. In the event that any particular information at FTCC is governed by more specific requirements under other College policies or procedures the more specific requirements shall take precedence over this procedure to the extent there is any conflict.

3. ACRONYMS / DEFINITIONS

Information Resource. Data, information, and information systems used by FTCC to conduct College operations. This includes not only the information or data itself, but also computer, network, and storage systems used to interact with the information.

Information Security. The protection of information against unauthorized disclosure, transfer, modification, or destruction, whether accidental or intentional. The focus is on the confidentiality, integrity, and availability of data.

RSA. Rivest–Shamir–Adleman is an algorithm used by modern computers to encrypt and decrypt messages. It is an asymmetric cryptographic algorithm.

Remote Desktop. A remote desktop (RDP) is a separate program or feature found on most operating systems that allows a user to access an operating computer system's desktop. The access occurs via the Internet or through another network in another geographical location and allows users to interact with that system as if they were physically at their own computer.

VPN. A virtual private network, or **VPN**, is an encrypted connection over the Internet from a device to a network. It is useful for corporate traffic over the Internet.

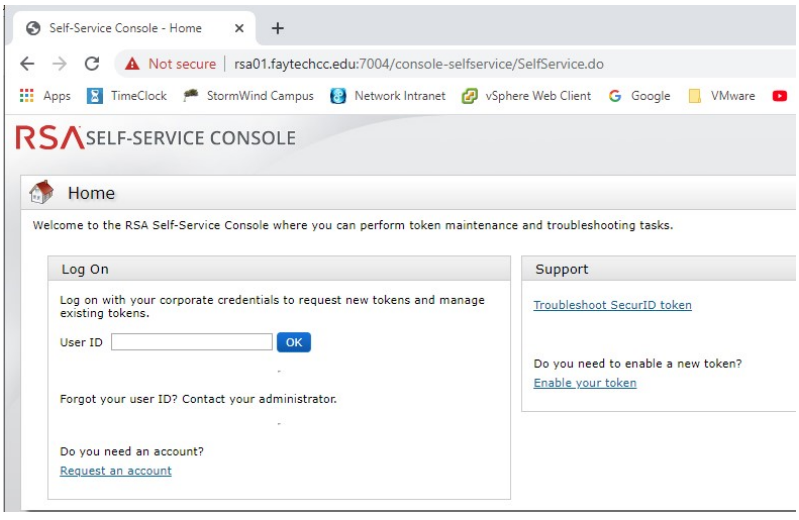
WebAdvisor. WebAdvisor is a web interface that allows you to access information contained in the administrative database used by FTCC. The application system that creates this database, Colleague, is the product of Ellucian. WebAdvisor consists of the forms and supporting infrastructure to extract and deliver information from this database to your desktop browser.

4. PROCEDURES

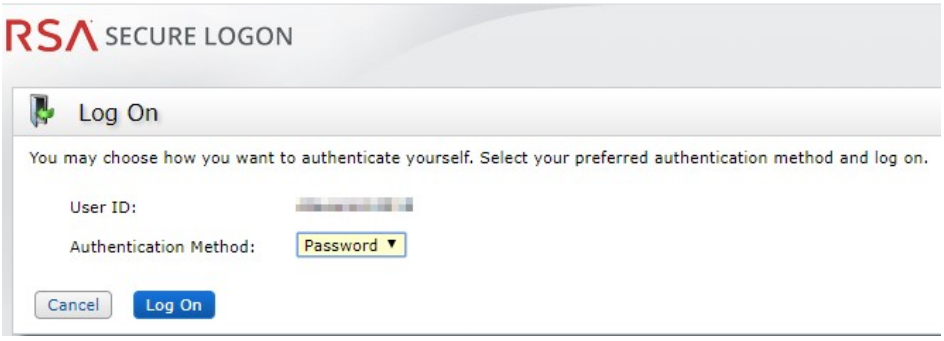
This document will show you how to log on to the RSA self-service console for generating your token code for two-factor authentication.

4.1 HOW TO LOG ON TO THE RSA SELF SERVICE WEB SITE

- Click on the following website https://rsa01.faytechcc.edu:7004/console-selfservice/ **4.2** Use the username and password you were supplied via email.

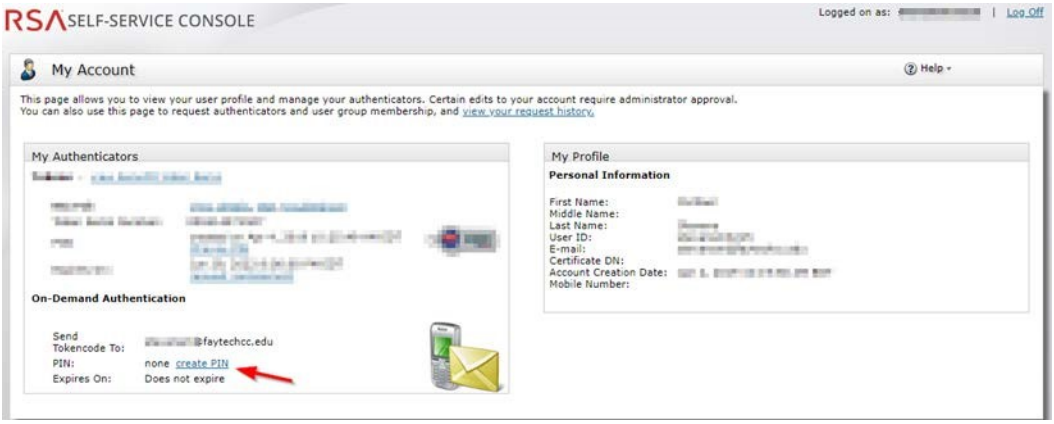


4.3 After you enter your username and click ok, you'll be prompted with an authentication method. Please leave it set to password and click "Log On"

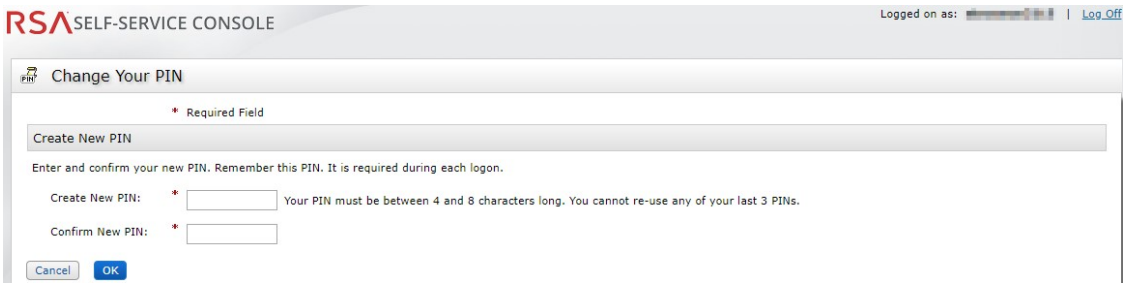


Note – If this is your first-time logging onto the self-service site, you will have to change your password. Requirements can be found by hovering the mouse over the link to the right.

4.4 After changing your password if necessary, you will see the screen below.

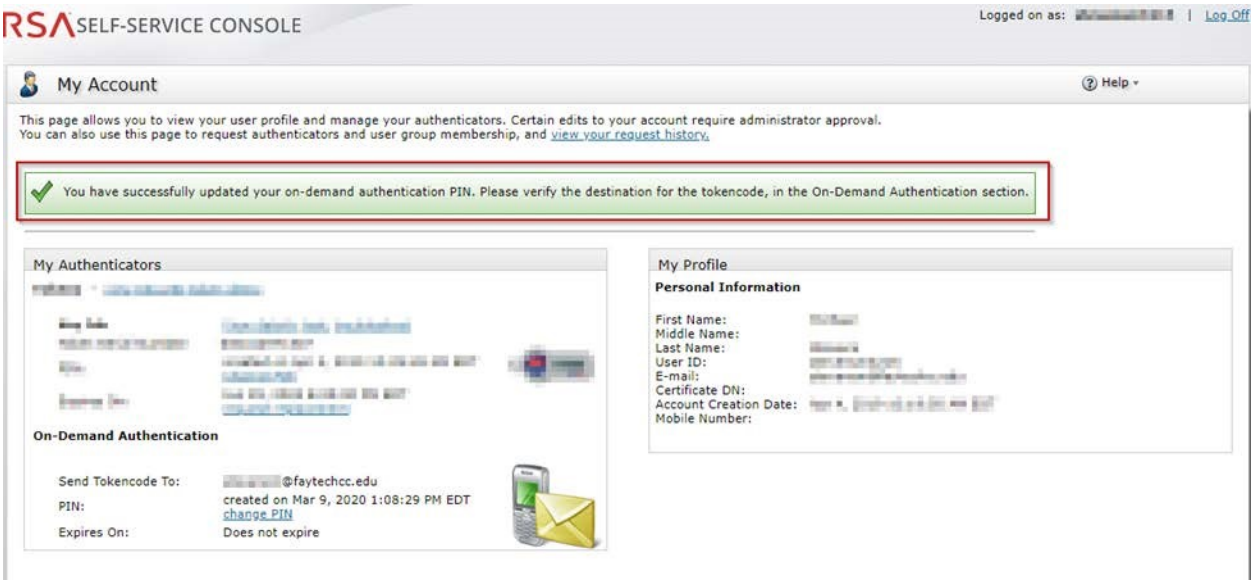


4.5 Please click the link for "create PIN"



4.6 Your PIN can be all numbers or a combination. Enter your PIN twice then click ok.

You'll be returned back to the main page and you'll see the green bar at the top stating that you have successfully updated your PIN.



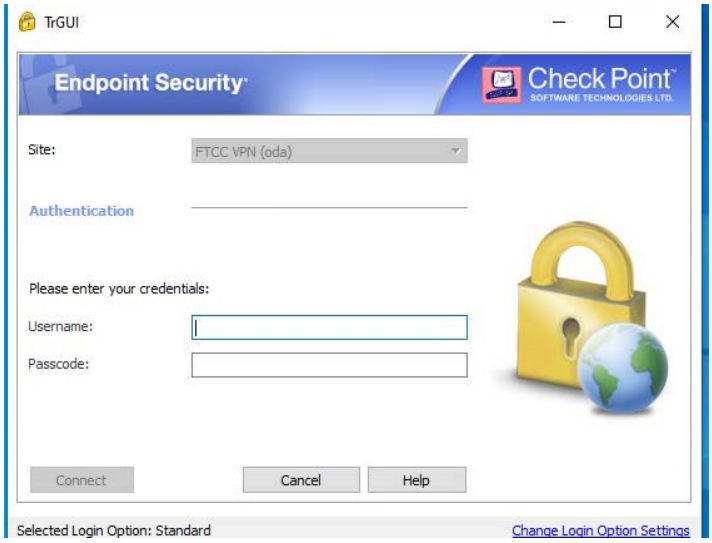
4.7 You may come back and change your PIN should you ever need to only if you know what your current PIN is. If you do not remember, please contact the help desk so someone can reset it for you.

You may now connect to VPN. Once you start the login process via the VPN client you will receive a token code in your email automatically. Access your email account to get your token code, and utilize the VPN service.

Note - Token codes are only good for 15 minutes or when used, and not after. If you log out or take longer than 15 minutes to use the code, another will have to be requested from the system. The token code is only part of your password for VPN access.

5. CONNECTING TO FTCC VPN

5.1 Click “Windows Button” in the lower left corner of the screen, type in "Check Point”, and click on “Check Point Endpoint Security VPN in the start menu.

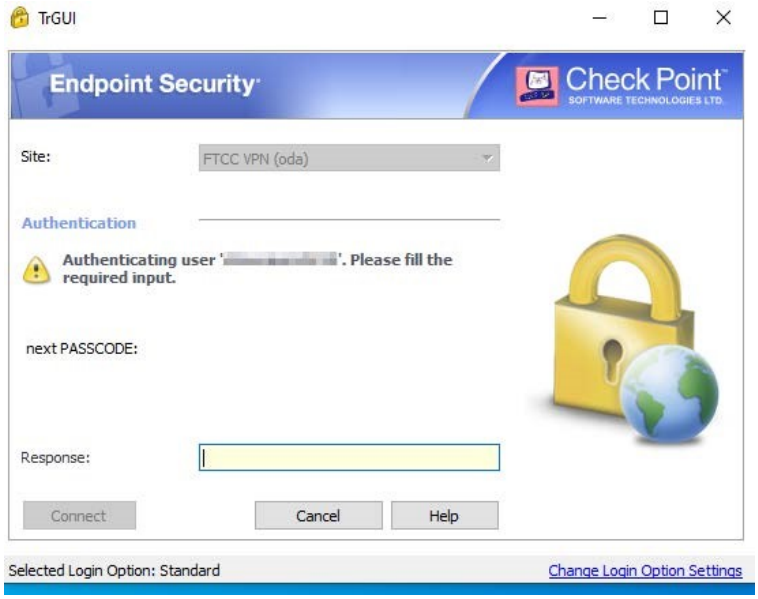


Note - If at any time you do not see the above screen, please click

Start Button -> Check Point -> Check Point Endpoint Security VPN to launch the client

5.2 Enter your username (provided in the email) and the PIN you just created. Then click the Connect button.

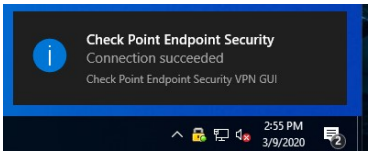
5.3 The next screen will ask for a PASSCODE, this will be an 8 digit code that is sent to your email.



5.4 Next check your email, you should have one (typically within 1 minute) from RSAadmin@faytechcc.edu with a subject of On-Demand Token code. Enter that in the "Response" textbox then click connect. If you have

received multiple emails from RSAadmin@faytechcc.edu, always use the last email you received as the other codes are invalid.

5.5 After a few seconds you should hear a sound and a pop-up may occur by the system tray (clock area) notifying you have been connected. Once you have connected with the VPN client you may now remote to your desktop with the following command.

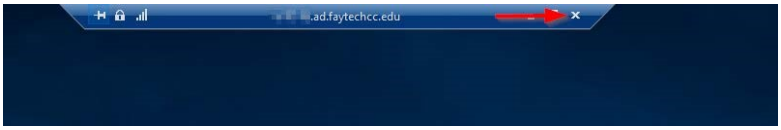


5.6 Click on the "search" (magnifying glass)  and type Mstsc.exe /v:w10-xxxxxx.ad.faytechcc.edu (replace xxxxxx with the last 6 numbers of your state id of your office pc.

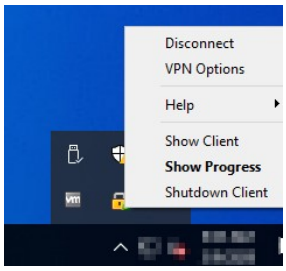
Note - If your office pc is not turned on, you **will not** be able to connect using remote desktop.

5.7 To end the remote session to your desktop you can simply click the "X" (will depend on your screen resolution)

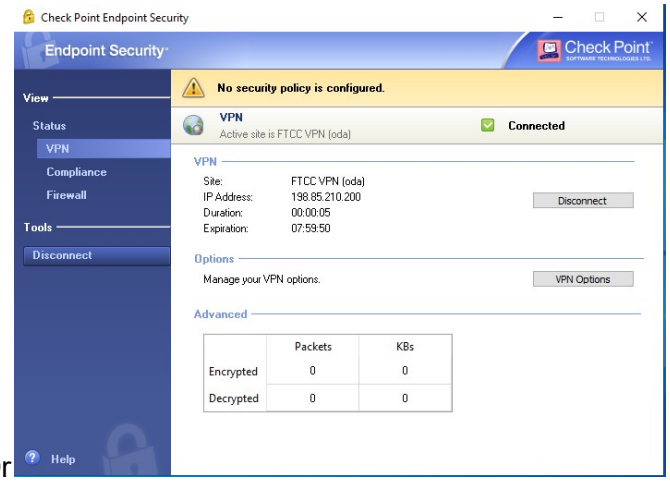
Or



5.8 To disconnect from VPN, simply right-click on the Gold padlock in the lower right corner of your screen and click "Disconnect". Or, you can double-click the padlock and the screen below will appear. You can simply click "Disconnect" here as well.



Or



6. EXCLUSIONS / EXCEPTIONS

No approved exceptions exist at this time.

7. RELATED COLLEGE DOCUMENTS, FORMS, AND TOOLS

8. DOCUMENT ADMINISTRATION

8.1. DOCUMENT OWNER

This document is owned by Management Information Services Office which is responsible for its content and maintenance. For questions or comments, please email help@faytechcc.edu.

8.2. DOCUMENT REVIEW

This document is subject to periodic review to validate the content remains relevant and up-to-date. Significant or material changes to this document must be submitted to the AVP for MIS and ISE for review and comment prior to adoption.

8.3. CHANGE HISTORY

Version	Description	Author	Date
1.0	Initial publication	PLS	3/9/2020
2.1	Change section 5	MS	3/9/2020
2.1	Change Approval	PLS	3/9/2020

8.4. APPROVAL HISTORY

Version	Name	Title	Date
2.0	Pamela Scully	AVP for MIS	3/9/2020
2.1	Pamela Scully	AVP for MIS	3/9/2020

9. APPENDIX
N/A