# VPN User Guide

## For PC

## System Requirements

Operating System: Windows XP, Windows Vista, or Windows 7.
(Windows 8 is not officially supported, but does work for some users.)

Internet Browser: Internet Explorer versions 6, 7, 8, or 9.
(Internet Explorer 64 bit, Firefox, and Google Chrome are **NOT** currently compatible.)

## Disclaimer

Your computer must have the system requirements listed above to use the VPN access software. **Help Desk x48889 (909-558-8008)** can give suggestions on how to add needed components to your home computer; however, these may impact other applications you currently have installed.

Please understand that we cannot be responsible for your home computer. If Help Desk is unable to help you set up the VPN, you may wish to have computer looked at and upgraded by a PC specialist. Documentation on how to connect is provided, but support beyond that is not.

## Setting Up the VPN on a PC

1. Before using any clinical applications (LLEAP, IMPAX, etc.), you will need to install the Citrix ICA Client. If you already have the Citrix client installed, skip down to step 5. To install Citrix this, navigate to www.citrix.com. Click on the "Downloads" link at the top of the screen:
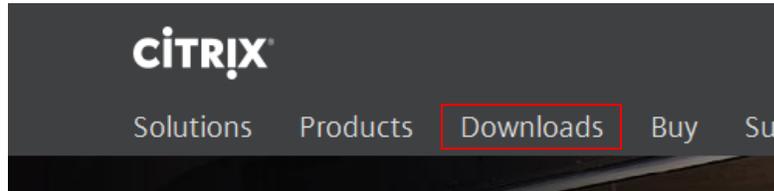


2. On the next page, select the option for "Citrix Receiver (ICA)":



3. Click on the download button that shows up on the next page:



4. You will be prompted to agree to the software license, and then RUN or SAVE the Citrix installation file. Once downloaded, follow the on screen prompts to install the software.

5. If you have Windows XP: Open Internet Explorer and type in the address bar: https://mcvpn.llumc.edu/secureauth

If you have Windows Vista or 7: Close out Internet Explorer, go to your Start Menu and click All Programs. **Right click** the Internet Explorer icon and left click the "Run as Administrator" option. If there are two icons for Internet Explorer, make sure to **NOT** use the one that has "64 Bit" on it. You may be prompted to allow administrator access to Internet Explorer, make sure to press "Yes". Once Internet Explorer opens, type in the address bar: https://mcvpn.llumc.edu/secureauth

The following website should come up:
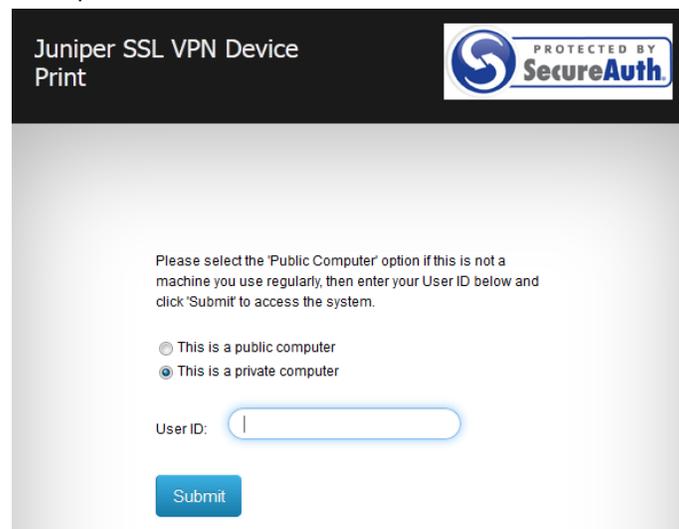
2. Once you are on the "Juniper SSL VPN" website, you will be prompted for a username. For the username, enter in the same username you use for your email or workstation (example: jsmith). If you are on a personal PC, leave the option for "This is a private computer" selected. This will skip the authentication process for your PC the next time you try to log in. If it is a public PC, select the "This is a public computer" option and you will be prompted to authenticate the next time you log in. If you have previously completed steps 3 and 4, skip down to step 5 to enter in your network password.

3. The system will then send you a four digit code through either email, text message, or a phone call depending on how your account is set up. The default set up is to send to your email. In that case, we recommend you open a new Internet Explorer window or tab to access the email. You will then enter the code on the following screen:



4. At this point, you may be prompted to log in with a password. This is the same password that you would use to log into your email or your network account:



5. If this is your first time logging in, you will be prompted to install the "Juniper Networks" client. Make sure to click on and allow any prompts that may come up during your first log in:

This website wants to install the following add-on: 'JuniperSetupClient.cab' from 'Juniper Networks, Inc.'. If you trust the website and the add-on and want to install it, click here...

6. If everything goes well, you should then see the Juniper Networks home page:
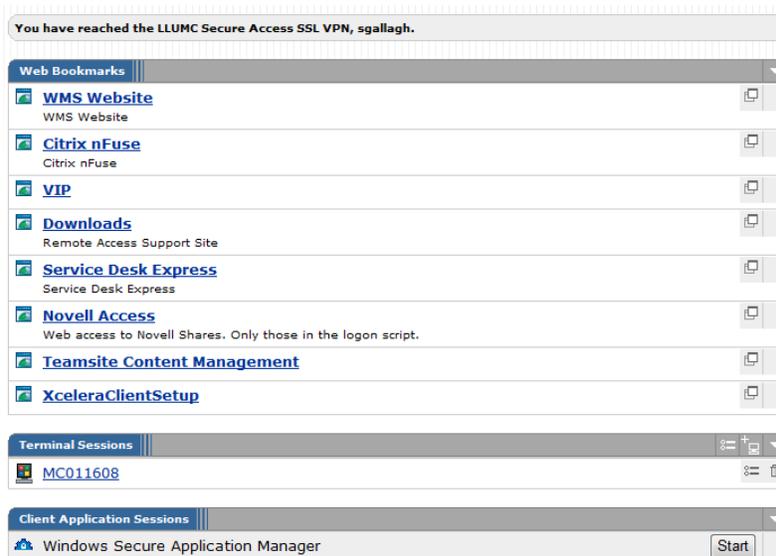


7. If you are only accessing clinical applications, such as LLEAP, skip down to step 8. If you would like to set up a Terminal Session connection (to remote into a PC), click the "Add Terminal Sessions" button:



On the next screen, fill out the bookmark name and the host name with the name of the computer you want to connect to followed by ".mc.llumc.edu". Example: MC012345.mc.llumc.edu . Change the Color Depth setting from "8" to "16". Leave all of the other settings default and press the "Add" button at the bottom. **Note:** Do not fill in the "Username" and "Password" fields on this window. The Terminal Session conection will not work if you do so.

10. You should now have the required software to run clinical applications. If you want to run LLEAP, you cannot run it from the VIP page. You can click the link listed on the Juniper page or the icon listed under Citrix nFuse:
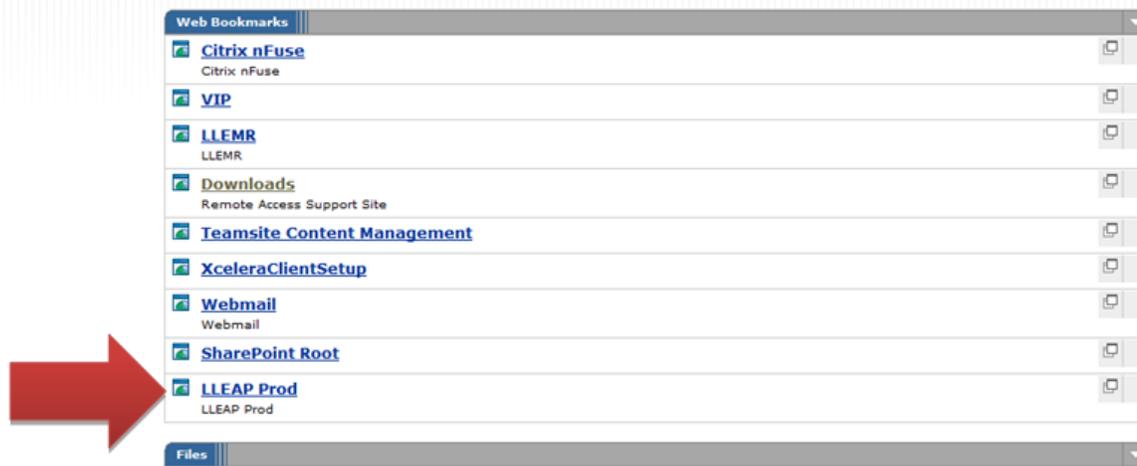


11. Other clinical applications can be accessed by opening Citrix nFuse:



12. If you would like to open PowerChart, you can still do this from the LLEMR link on the Juniper Bookmark page:

# Troubleshooting FAQ

**ERROR: Internet Explorer freezes up with just a blank white page when trying to access the** [https://mcvpn.llumc.edu/secureauth](https://mcvpn.llumc.edu/secureauth) **website.**

This error is caused by an incompatible version of Java or if Java is not installed.

1. Go to your start menu and then open the Control Panel.
2. Go to "Uninstall a Program" and find any entries for Java.
3. There may be more than one entry for Java; uninstall all that you find.
4. Go to [http://www.java.com](http://www.java.com) and install the newest version of Java.

**ERROR: "If you are seeing this you need to do one of the following"**

This error may be caused by several different things:

1. You have not installed the Citrix ICA client. Refer to step 1 on page 2.
2. You are using Internet Explorer 9 and need to access your applications using either the LLEMR link or the Citrix nFuse link listed on the Juniper home page.
3. You are using an incompatible browser. Refer to the system requirements on page 1.
4. You are using Internet Explorer but it is the 64 bit version. Refer to step 5 on page 2.
5. The Citrix ICA client needs to be re-installed. First go to your Start Menu and click on Control Panel. Select Programs and then click on Uninstall a Program. Look through the list for any entries that start with Citrix. Un-install any entries that you might find. Once uninstalled, re-install Citrix by doing step 1 on page 2.

**ERROR: Citrix loading screen loads indefinitely.**

This error occurs when the Juniper client has not been installed properly.

1. To re-install the Juniper client, first go to your Start Menu and click on Control Panel. Select Programs and then click on Uninstall a Program. Look through the list for any entries that start with Juniper. Uninstall any entries that you might find. Once they are uninstalled, re-install Juniper by doing step 5 on page 2 and make sure to run the browser as administrator and to allow any Juniper installation prompts that might come up.

**If you have any problems with the steps above, please call the Help Desk at x48889 (909-558-8008) at any time and we can troubleshoot the problem.**