How to Use the New Penn Medicine VPN

Authenticating

01. Open the Penn Medicine VPN Client on your PC

02. Click “Connect”
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03. Enter your UPHS Credentials
04. Click “Logon”

![VPN Connection Screen]

05. Authenticate again using your preferred method

![Authentication Method Selection]

06. After a few moments, your status should show as “Connected”
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**Troubleshooting**

If you are experiencing VPN issues, you will most likely be placing a call to the Service Desk.

Here are the ways of looking at the VPN Client to obtain common troubleshooting information.

**VPN Status and Server**

1. Open the Penn Medicine VPN Client
2. Note “Status” and “Server”

**IP Address**

1. Open the Penn Medicine VPN Client
2. Click “View Details”
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3. Note the “Client IPv4 Address”