

How to Use the New Penn Medicine VPN

Authenticating



01. Open the Penn Medicine VPN Client on your PC

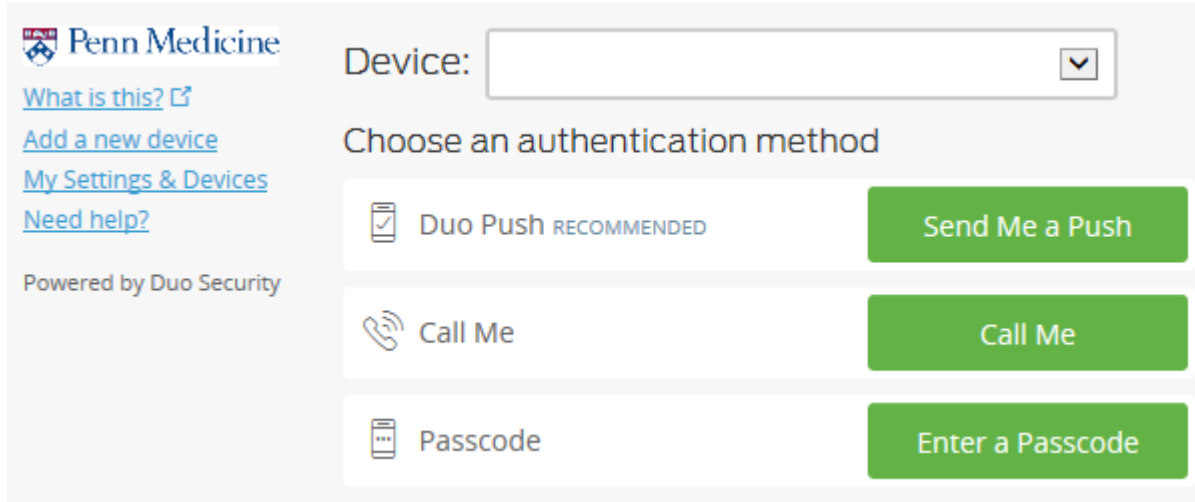


02. Click "Connect"



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03. Enter your UPHS Credentials
04. Click "Logon"



The screenshot shows the Penn Medicine VPN login page. On the left, there is a sidebar with the Penn Medicine logo, a "What is this?" link, "Add a new device", "My Settings & Devices", and "Need help?" links, and a note "Powered by Duo Security". The main area has a "Device:" dropdown menu. Below it, the heading "Choose an authentication method" is followed by three options: "Duo Push RECOMMENDED" with a "Send Me a Push" button, "Call Me" with a "Call Me" button, and "Passcode" with an "Enter a Passcode" button.

05. Authenticate again using your preferred method



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

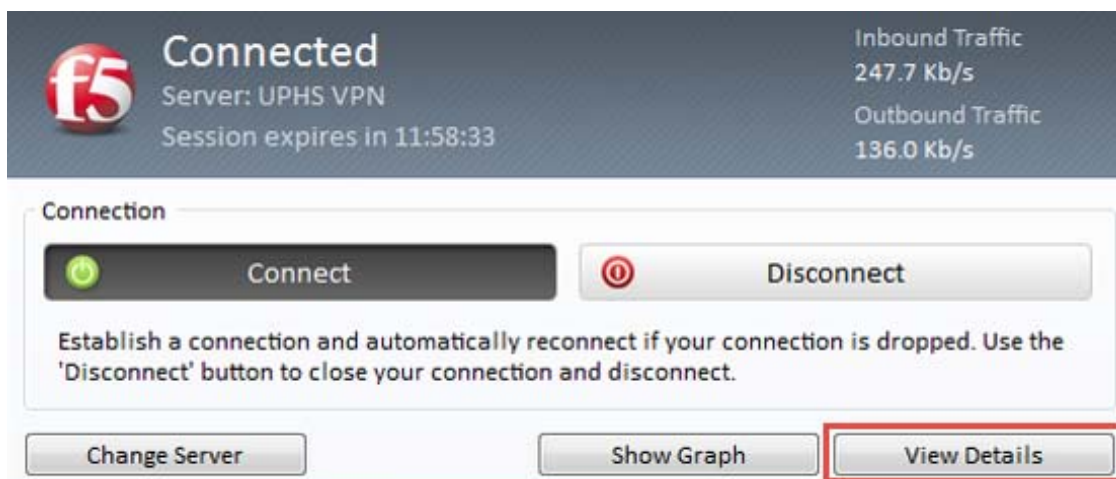
1. Open the Penn Medicine VPN Client
2. Note "Status" and "Server"



The screenshot shows the VPN client interface in a disconnected state. At the top left is the 'f5' logo. To its right, the word 'Disconnected' is displayed in a large font, with a red box around it. Below it, 'Server: UPHS VPN' is also boxed in red. On the right side, traffic statistics are shown: 'Inbound Traffic 0 b/s' and 'Outbound Traffic 0 b/s'. In the center, there are two buttons: 'Connect' (with a green power icon) and 'Disconnect' (with a red stop icon). Below these buttons is the text 'Close a connection and disconnect.' At the bottom, there are three buttons: 'Change Server', 'Show Graph', and 'View Details'.

IP Address

1. Open the Penn Medicine VPN Client
2. Click "View Details"



The screenshot shows the VPN client interface in a connected state. At the top left is the 'f5' logo. To its right, the word 'Connected' is displayed in a large font. Below it, 'Server: UPHS VPN' and 'Session expires in 11:58:33' are shown. On the right side, traffic statistics are shown: 'Inbound Traffic 247.7 Kb/s' and 'Outbound Traffic 136.0 Kb/s'. In the center, there are two buttons: 'Connect' (with a green power icon) and 'Disconnect' (with a red stop icon). Below these buttons is the text 'Establish a connection and automatically reconnect if your connection is dropped. Use the 'Disconnect' button to close your connection and disconnect.' At the bottom, there are three buttons: 'Change Server', 'Show Graph', and 'View Details', with the 'View Details' button highlighted by a red box.

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- Note the "Client IPv4 Address"

