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Cisco SSL-VPN instructions for Alameda Alliance for Health

The following instructions are for remote users to access Alameda Alliance for Health resources via Cisco SSL VPN through a web browser on a non-corporate device. This access must be approved by a manager and granted by the Service Desk prior to logging in.

System Requirements:

- 1. Microsoft Windows 10
- 2. Internet Explorer 11
 - a. Pop up blocker disabled
 - b. Protected mode disabled
 - c. Java & Cisco add-ons enabled
 - d. Trusted site entry for AAH SSL VPN site
- 3. Java installed

Before you begin:

1. Internet explorer pop-up blocker must be disabled in Internet Options under Privacy:

Turn on Pop-up Blocker	Settings
InPrivate	

Enable Protected Mode (requires restarting Internet Explorer)

Custom level...

Default level

3. 'https://webvpn.alamedaalliance.org' must be added to trusted sites in Internet Options under Security:

You can add and remove websites from this zone will use the zone's security se	
Add this website to the zone:	Add
Websites: https://webvpn.alamedaalliance.org	Remove
Require server verification (https:) for all site	es in this zone
	Close

Step 1: Starting AAH SSL-VPN Access

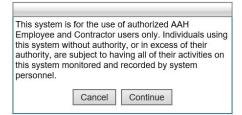
- 1. Launch Internet Explorer and go to our home page at: <u>http://www.alamedaalliance.org/</u>'
- 2. Click on "Employee Access" at the bottom of our home page

	Alameda Alliance for Health Privacy Practices Accessibility Statement Site Map	Employee Access © 2019 Alameda A
3.	3. Click on "Cisco SSL-VPN" <u>Alameda Alliance for Health</u> Employee Access	
	Employee Access	
	Employee Email Access	
	Secure File Transfer Website	
	SSL-VPN Access	
	Cisco SSL-VPN	

4. Enter your Windows Username and Password. Click "Login". Make sure the group is 'AAH-SSL-VPN'

	Login	
Please enter y	our username and pa	assword.
GROUP:	AAH-SSL-VPN	~
USERNAME:		
PASSWORD:	:	

5. Click 'Continue' at security banner



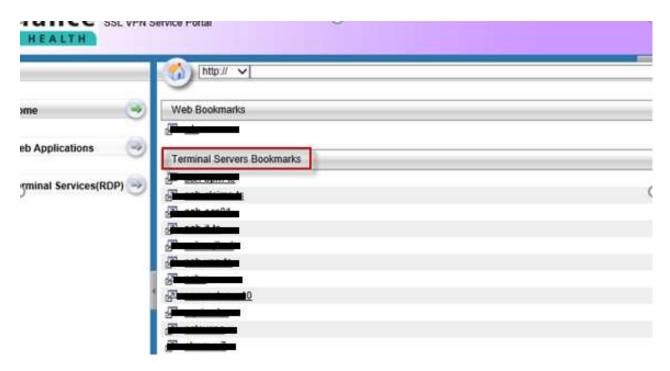
6. For security purposes, choose "Not for this site" when prompted to save password

Would you like to store your password for alamedaalliance.org? More info	Yes	Not for this site	ŀ
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Step 2: Using AAH SSL-VPN Access

Method 1 (Bookmark):

 Locate your bookmark under 'Terminal Servers Bookmarks' and select it to access your Server or PC. If your bookmark is outdated or missing, please submit a TrackIt ticket to request an add/change for SSL VPN bookmarks.



Method 2 (RDP by computer name):

1. From the menu on the left, choose 'Terminal Services (RDP)'

	rdp:// ~	
Home 🥑	Terminal Service	s(RDP)
	·	3
Web Applications 🥹	· gainstainents	3
	· .	4
Terminal Services(RDP)	· · ·	4
	·	3
	•	20 22 23 20 20 20 20 22 20 2
	· .	3
	• 	3
	• .	3

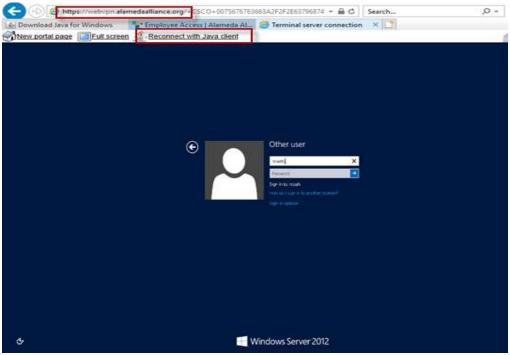
2. From the RDP command line, type in the name or IP address of the computer or server you wish to connect to and click 'Browse'

	24 AVE 2		
rdp://	 Computer or Server name 	×	Browse
	rdp://	rdp:// V Computer or Server name	rdp:// V Computer or Server name

3. On the 'Remote Desktop Connection' window, click the 'Connect' button.

Nemo	ote Desktop Connecti	วท	×
٢	A website is trying to	start a remote connection.	
	ote connection could har lection came from or hav	m your local or remote computer. Do not connect unless you know when a used it before.	re
	Type:	Remote Desktop Connection	
28	Remote computer:	127.1.2.3	
Allow the	e rem <mark>ote computer to acc</mark>	ess the following resources on my computer:	
	Clipboard		
Changes	to these options apply t	this connection only.	
Hide	Details	Connect	el

4. Log into computer or server using your network account. You may need to type your username in as NTAAH\username or username@alamedaalliance.local:



Step 3: Leaving AAH SSL-VPN Access

When you log out of AAH SSL-VPN Access, be sure to take the following steps.

1. Log out of computer or server

Change a	ccoun	t settings
Lock		
Sign out		
-	22	Acrobat Keader DC
8		Adobe Photoshop Express

2. Log out of Cisco SSL VPN

 Browse	Logout
	<u> </u>

Troubleshooting

If you are unable to connect, please verify the following:

- a. Internet Explorer & 3rd party (i.e. Google toolbar) pop up blockers disabled
- b. Internet Explorer protected mode disabled
- c. Internet Explorer trusted site entry for AAH SSL VPN site: https://webvpn.alamedaalliance.org
- d. Make sure Java is installed Uninstall or change a program

To uninstall a program, select it from the list and then click Uninstall, Change, or Repair

Organize Uninstall	
Name ^	Publisher
Java 8 Update 144	Oracle Corporation
Java 8 Update 144 (64-bit)	Oracle Corporation
	100000 a 2

e. Java & Cisco Internet Explorer add-ons enabled

Manage Add-ons					
View and manage your Internet E	xplorer add-ons				
Add-on Types	-Norse	Publisher	Status	Architecturp	Load tin
S Toolbars and Extensions	(Not verified) Cisco Systems CISCO Portforwarder Control	(Not verified) Cisco Syste	Enabled	32-bit	
P Search Providers	Microsoft Corporation	(NOT VERNED) CISCO Syste	Enabled	32-Dit	
Accelerators	XML DOM Document	Microsoft Corporation	Enabled	32-bit and	
S Tracking Protection	Not Available	VICEO SI SPO ARIUSINES.			
Statistical and the second	Send to OneNote	Not Available	Enabled	32-bit and	
	OneNote Linked Notes	Not Available	Enabled	32-bit and	
	Oracle America, Inc.				
	Java SE Runtime Environment 8	Oracle America Inc	Enabled	32-bit and	
200 C	Java(tm) Plug-In SSV Helper	Oracle America, Inc.	Enabled	32-bit and	0.00 s
Show:	Java(tm) Plug-In 2 SSV Helper	Oracle America, Inc.	Enabled	32-bit and	0.00 s