

AnyConnect

Chromebook

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Installing VPN for a Chromebook

Before installing and starting VPN make sure all your browsers are shut down.

Note: Cisco AnyConnect on Google Chromebook requires the latest version of Chrome OS. Ensure you have checked and updated your Chromebook OS before downloading and installing AnyConnect. For more information about updating your Chromebook, [please see these details](#).

This documentation was created using Chrome OS Version **88.04324.208**.

1. On your tablet, click the launcher and navigate to the **Google Play Store**.



The Google Play Store can also be accessed by using the launcher.



2. Search for the **Cisco AnyConnect** app.

- Next to the listing for Cisco AnyConnect, click **Install**. If prompted to confirm the new app, click **Add**. **NOTE:** *To proceed with installation, you will need to provide your Google account credentials from the Google Play Store.*



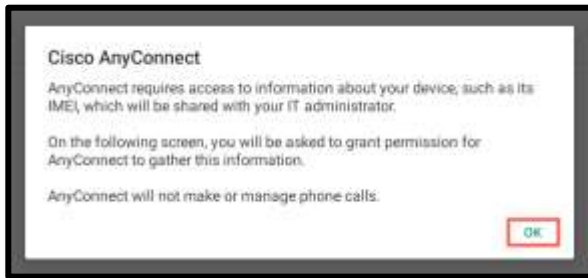
- Once the app has been installed, double-click to open the app.



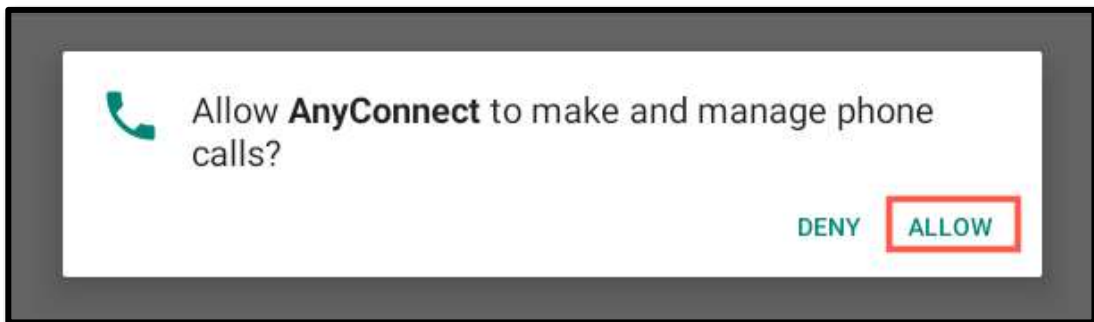
- Agree to the terms when prompted by clicking OK.



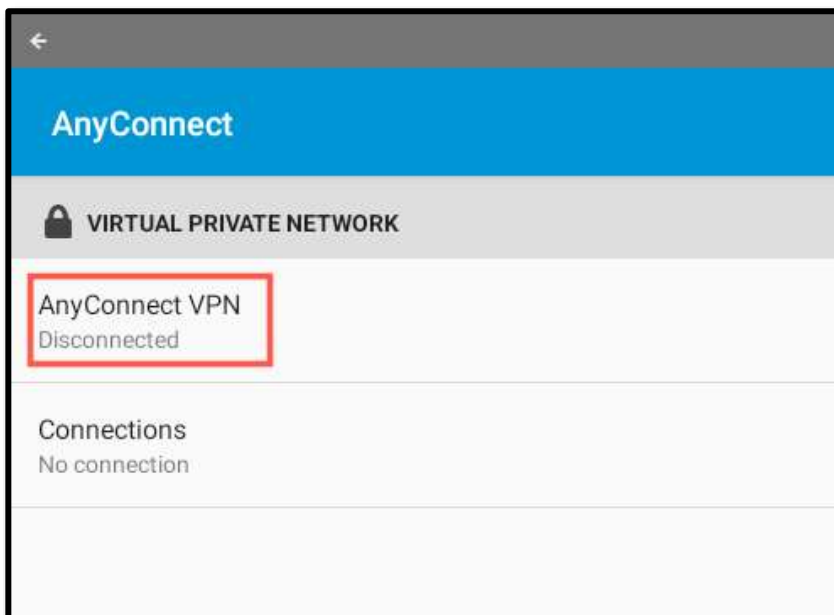
6. Next, a screen a screen will pop up and ask you to OK. Click **OK**.



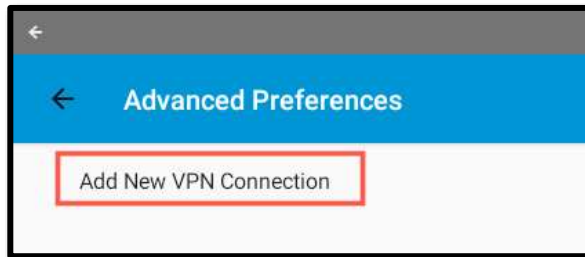
7. A screen will ask if you allow VPN to manage phone calls you can click **Deny** or **Allow**.



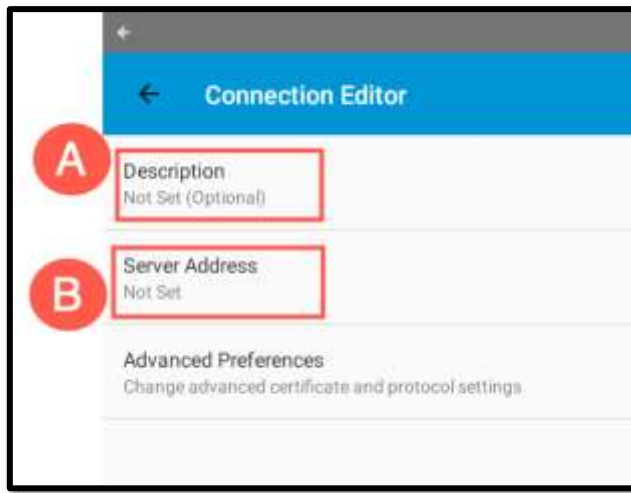
8. Click on **AnyConnect Disconnected**.



9. This will Bring you to Advanced Preferences, Click **Add New Connection**.



10. You will now enter **A) Description** and **B) Server Address**.



11. Click on **Description** to enter the following information in the fields. **A) Description** (UofM VPN) and **B) Click OK**.



12. Click on the server address to enter the following information.

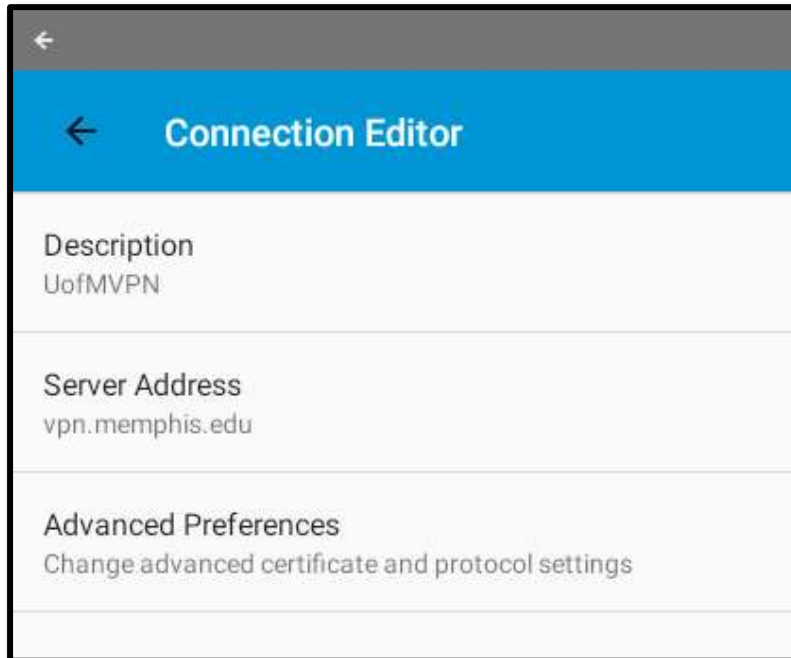
Next, **A)** Enter the Server address (*all lowercase*)

vpn.memphis.edu.

B) Click **OK**.



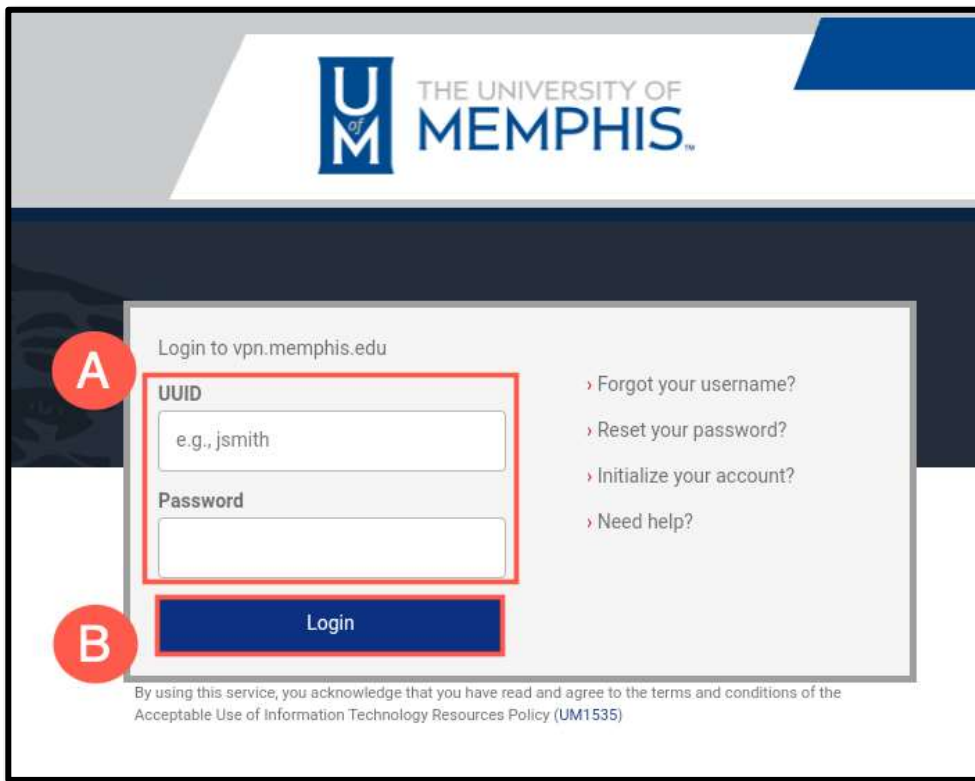
13. The settings should now look like this:



14. To activate the VPN, slide the Switch located to the far right to ON. The Button will turn green when connected.



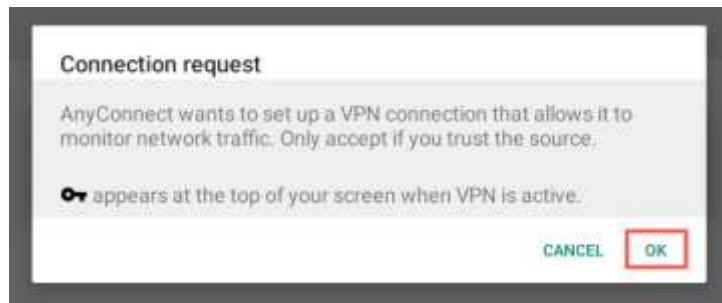
15. Next, sign in with SSO (Single Sign On – the same username and password you log into myMemphis). **A)** Enter your UUID and the password associated with your UUID, and **B)** Click **Login**.



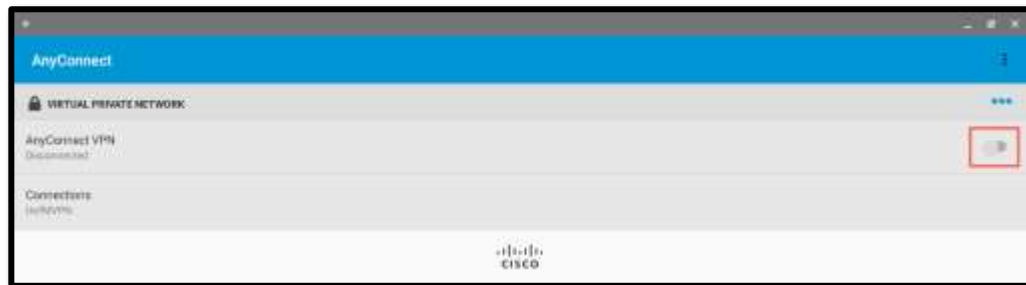
16. Authenticate with **DUO**.



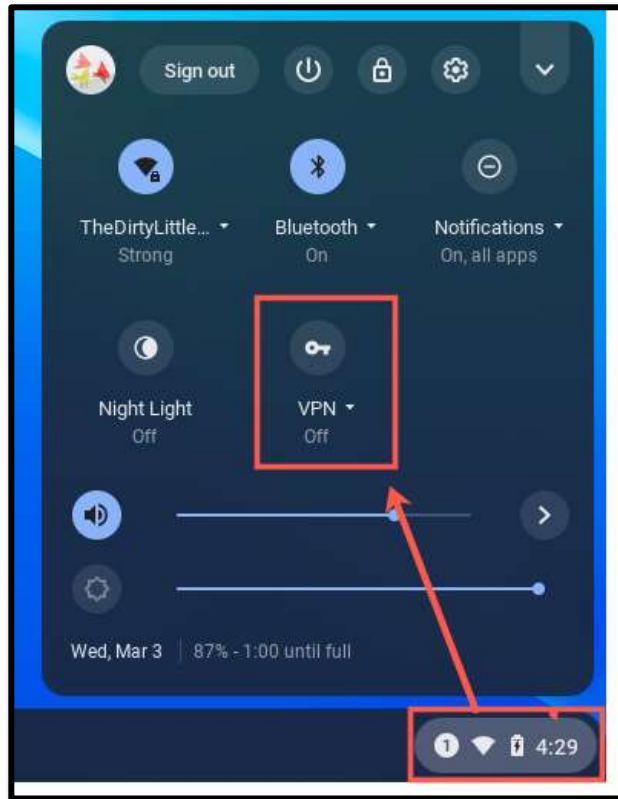
17. You will see a window asking you to trust the source; click **OK**.
A key icon will appear at the top of your screen when connected.



18. You are now connected with the VPN.
19. **To close the VPN connection:** You will need to go back to the Cisco AnyConnect app in the top right corner and slide the switch to off to **Disconnect**.



20. You Can also turn the VPN on and off using the control panel at the bottom right-hand side of the screen. Click on the controls, and this window will appear, allowing you to switch the VPN on and off. **Note:** *Each time you connect with the VPN you'll Authenticate with SSO Single Sign On and DUO.*



Please always disconnect from the UofM campus network once you are done.

Locating Help Resources

umTech offers technical support and resources to faculty, staff, and students. Assistance can be found through any of the support services below:

Submitting a Service Request

Login URL: [Click here to access our service desk ticketing system.](#) After logging in, choose the appropriate form to request services.

Contact the ITS Service Desk — 901.678.8888 any day of the week! (*Excluding Some Holidays*)

ITS Service Desk Walk-In hours (Admin Building Room 100):
Monday – Friday 8:00 am – 4:30 pm

The ITS Service Desk Call Center hours:
Monday – Friday 8:00 am – 8:00 pm
Saturday 10:00 am – 2:00 pm
Sunday 1:00 pm – 5:00 pm

Contact the Service Desk for assistance with technical login problems or issues. Voicemail services will handle ALL incoming calls after hours. If you require assistance after 8:00 pm, please leave a message or [submit a service request](#).

Voice messages will be checked regularly and will receive a priority response the following business day. You may also email umTech at umtech@memphis.edu. (**Note:** Using this email will automatically generate a service request.)

Important Links

[Explore the umTech Website](#)
[Search the Solutions Page](#)