

# AnyConnect

*iPad*

## umTech

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## Installing Cisco AnyConnect

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

1. On your iPad, navigate to the App Store or the Google Play Store.
2. Search for the Cisco AnyConnect app.

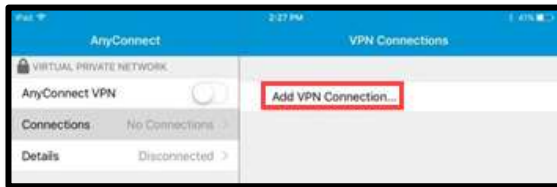


3. Next to the listing for Cisco AnyConnect, click Get on an iPad and Install on a tablet. To proceed with the installation, you must provide your Apple ID credentials from the Apple Store.
4. Once the app has been installed, open the app.

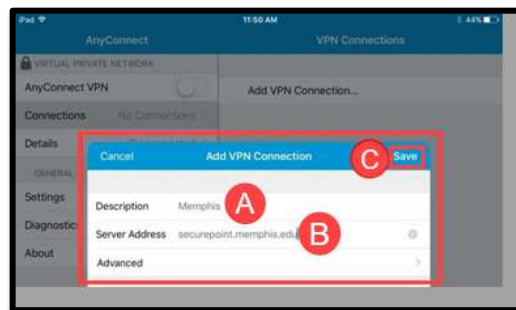


## Adding VPN Connection

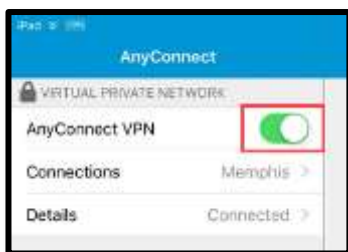
1. You will receive a dialog box that reads Cisco AnyConnect Secure Mobility Client extends the Virtual Private Network (VPN) capability of your device. Do you want to enable this software? Click OK.
2. In the next dialog box, click Add VPN Connection.



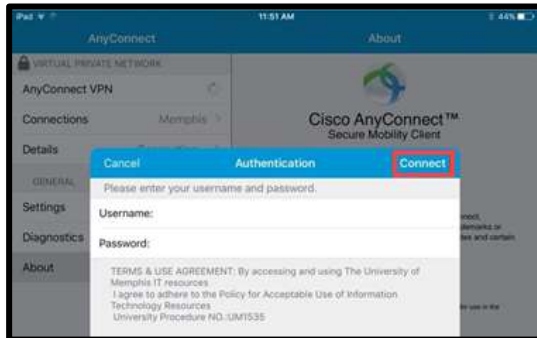
3. In the Add VPN Connection box, enter the following:
  - A) Description: Name the connection anything meaningful. For example, Memphis.
  - B) Server Address is vpn.memphis.edu (all lowercase, no spaces, Leave all other fields at their default setting)
  - C) Click Save in the upper right corner.



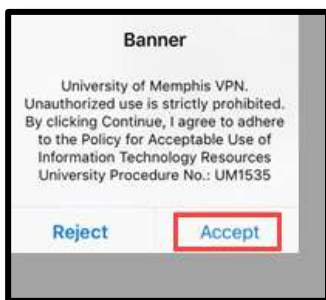
4. Once the connection is set up, you should turn on the AnyConnect VPN by sliding the toggle to the right. The switch will change to a green color when activated.



5. In the box, enter your UUID and Password; click **Connect** in the upper right corner.



6. You will receive a dialog box with the University's Acceptance Use Policy. You must click **Accept** to continue.



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



8. Authenticate with DUO.



9. You are successfully connected to the VPN when the VPN icon is in the upper left corner of the screen.



## Closing the VPN connection:

You will need to go back to Cisco. The AnyConnect app is in the top left corner. Slide the button to the left to select OFF. **Note:** 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](mailto:umtech@memphis.edu). (**Note:** Using this email will automatically generate a service request.)

## Important Links

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