AnyConnect
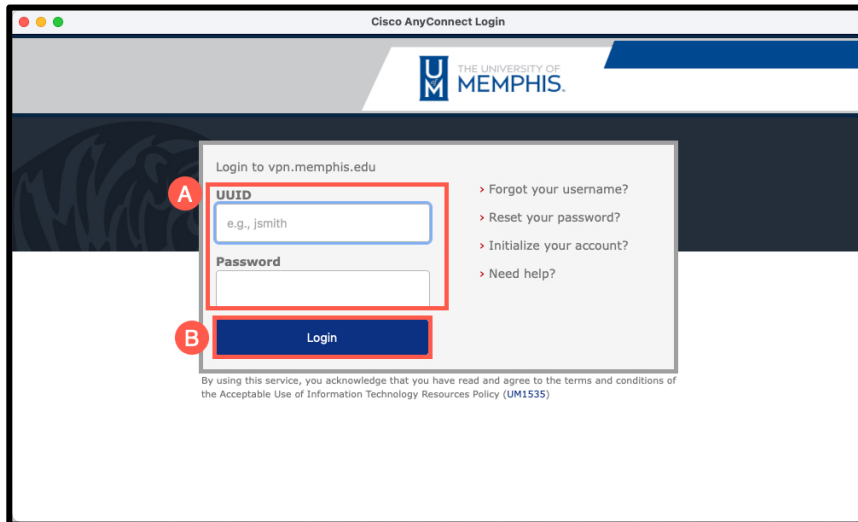
Mac

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These instructions are for installing the AnyConnect Virtual Private Network (VPN) Client on a Macintosh and using it to connect to the University of Memphis network. You must be logged into your computer or laptop as an **Administrator** to install the AnyConnect VPN client.

1. Go to https://netweb.memphis.edu/vpn and log in using your UUID and password (the same password you use for umMail and all other campus resources).

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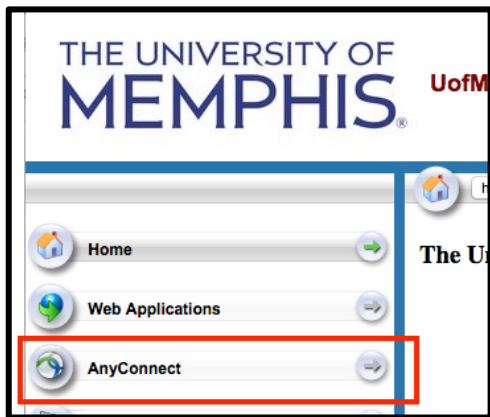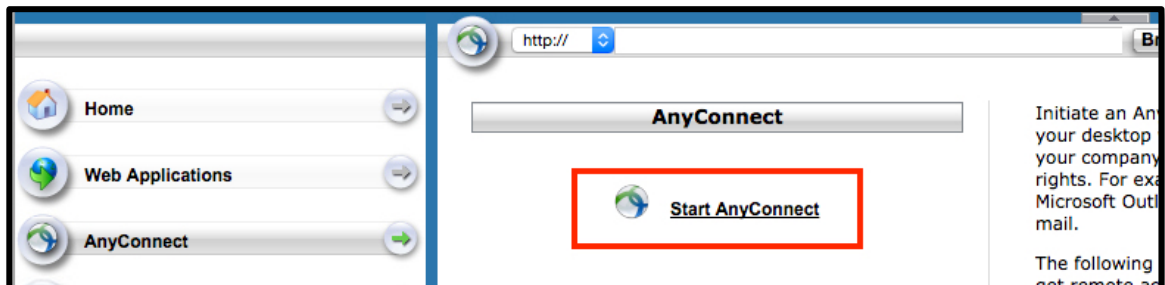

3. Authenticate with DUO.

4. Agree to policy, click **Continue**.
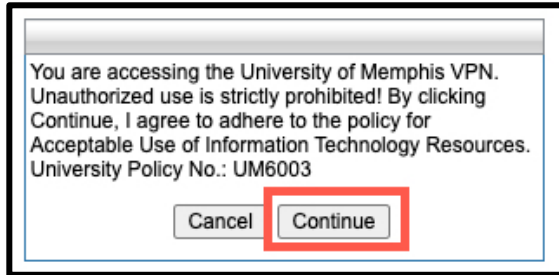
5. Click the arrow to **Install VPN Client** in the left navigation bar.

6. Click **Start AnyConnect**.

7. The web-based installation should automatically install. If the Web-based installation was unsuccessful, you can manually install Cisco AnyConnect Secure Mobility. Click on the provided link for **Mac OS** to download the AnyConnect installer.
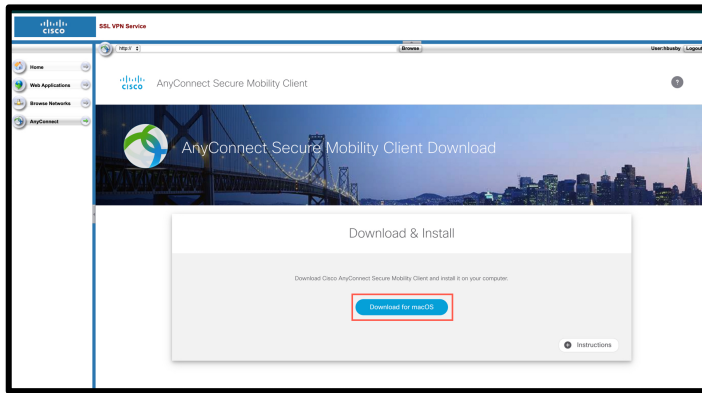
8. Double-click to run the AnyConnect VPN installer package after it has downloaded.

9. Alternately you can also Go to VPN install site: (https://netweb.memphis.edu/vpn). Select the MAC OS version to download and install.
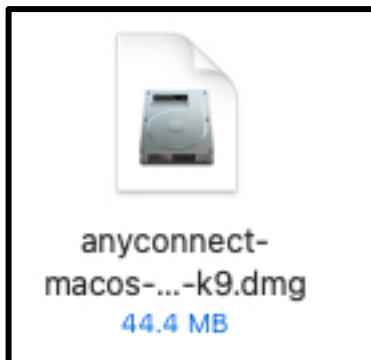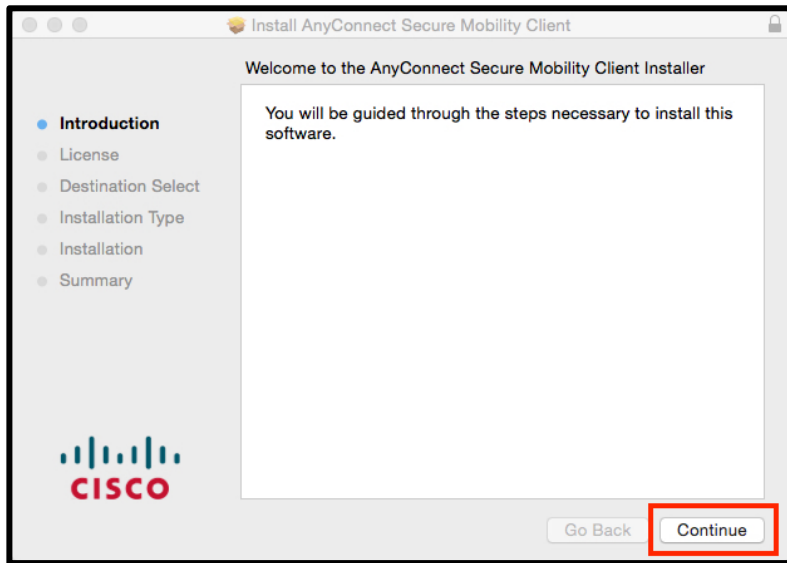

10. Once the installer has downloaded, double-click to run the AnyConnect VPN installer dmg package.
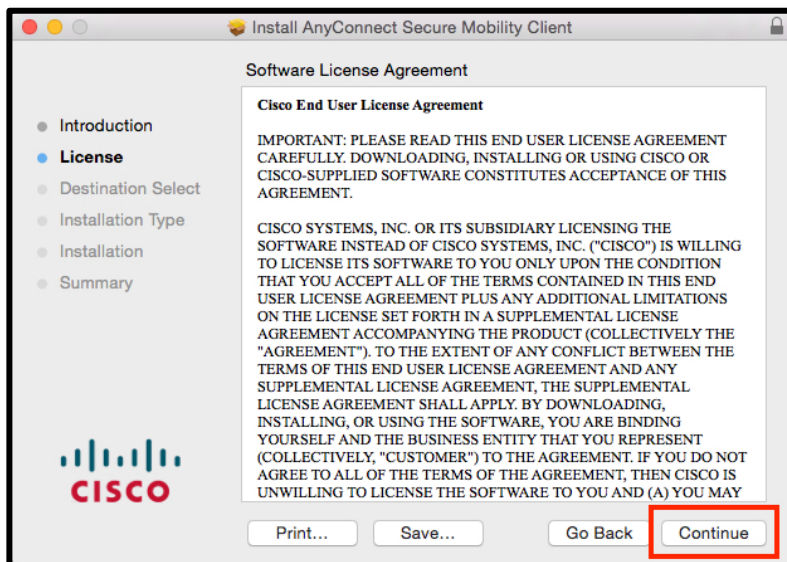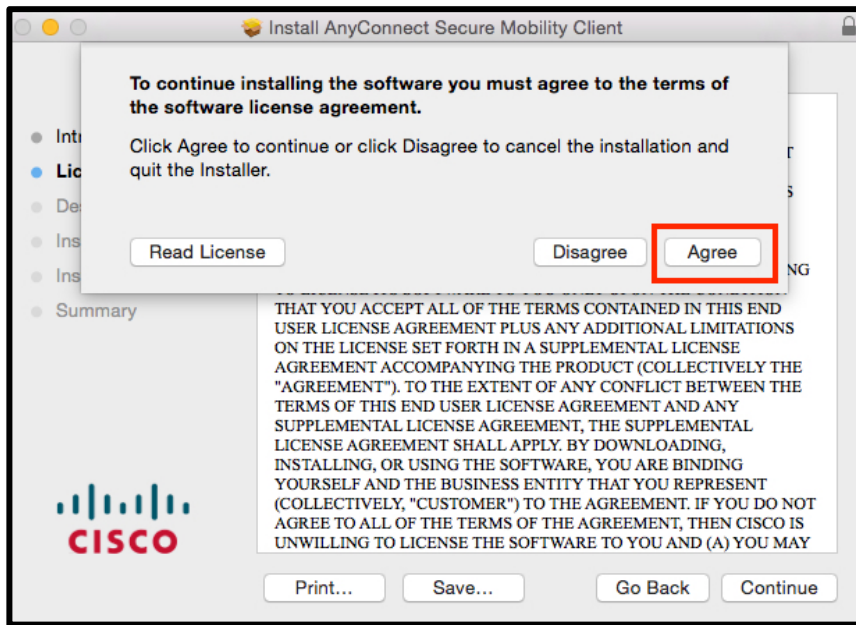

11. Double-click the DMG to install.
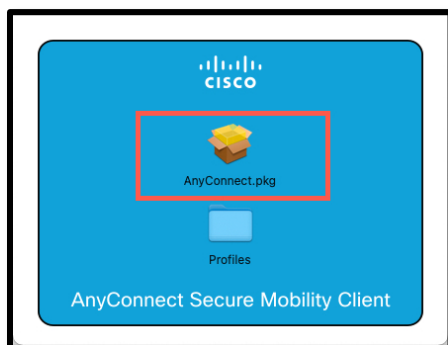
12.   Click **Continue** and follow the on-screen directions for installation.

13.   Click **Continue** to Agree with the Software License Agreement.
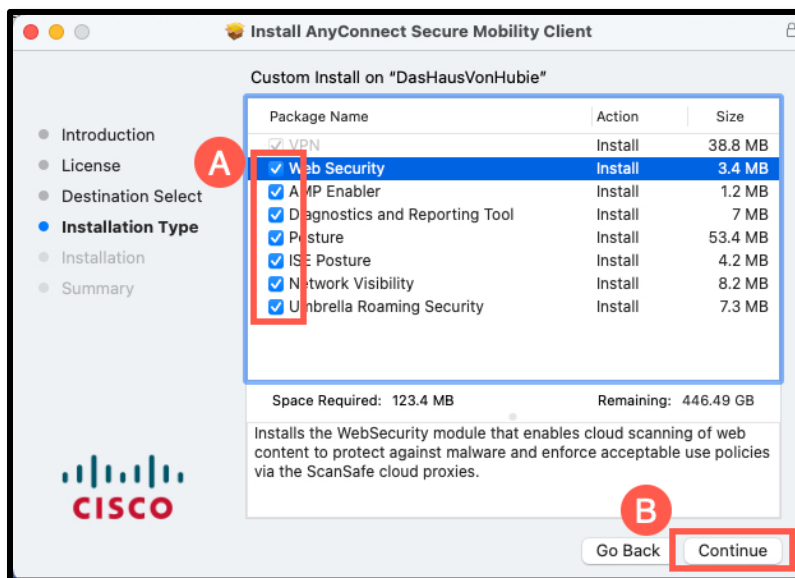
14. Click **Agree**.

15. **A)** Uncheck the following boxes, **B)** Click **Continue**.

Note: You must uncheck these boxes, if not you will need to uninstall AnyConnect and reinstall.

16. **A)** Make sure the VPN is the only box checked, B) Click **Continu**e.
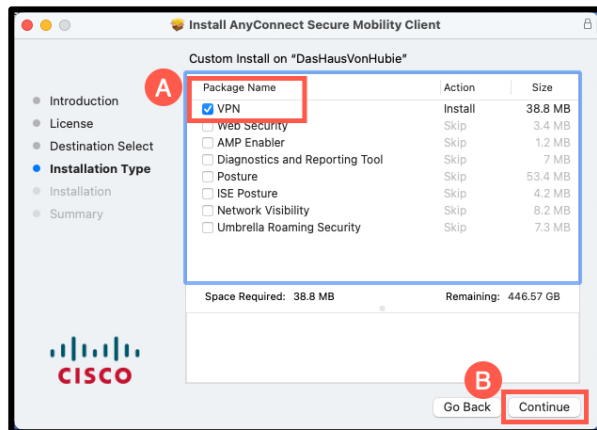
Note: *If VPN is greyed out, you have already installed VPN.*

17. Click **Install**.
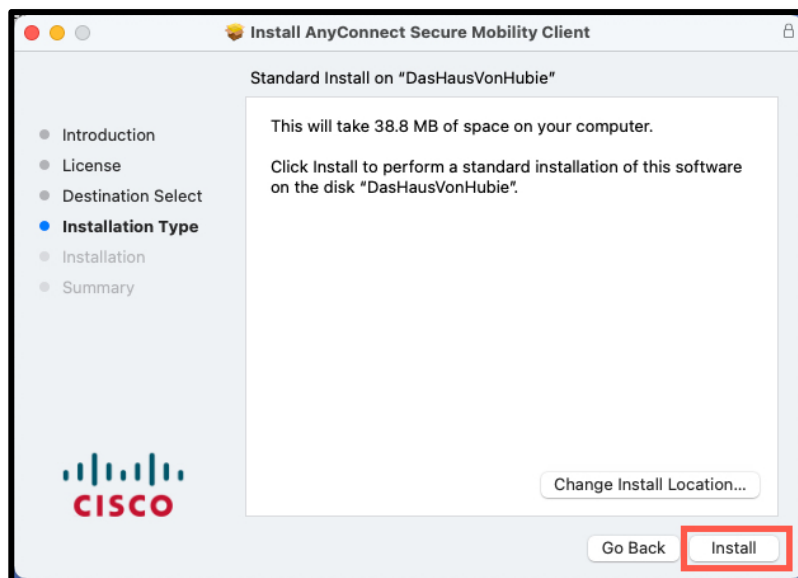
18.   Enter your computer's administrative name and password and click **Install Software**.
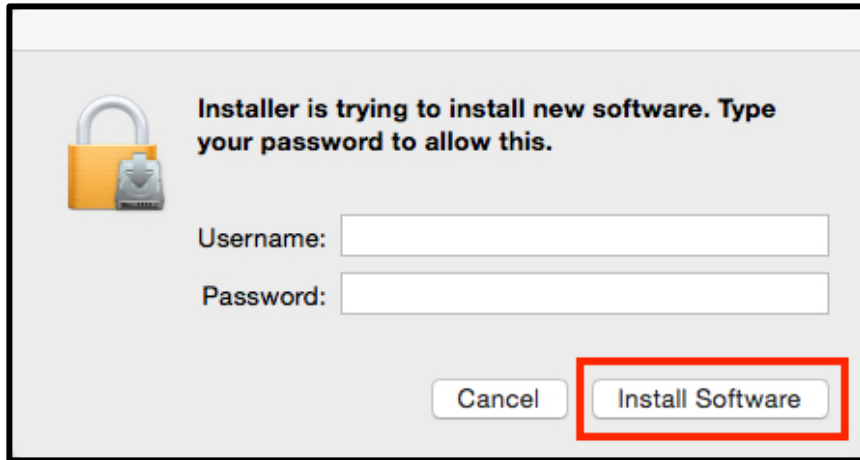
19.   Wait while AnyConnect VPN installs.
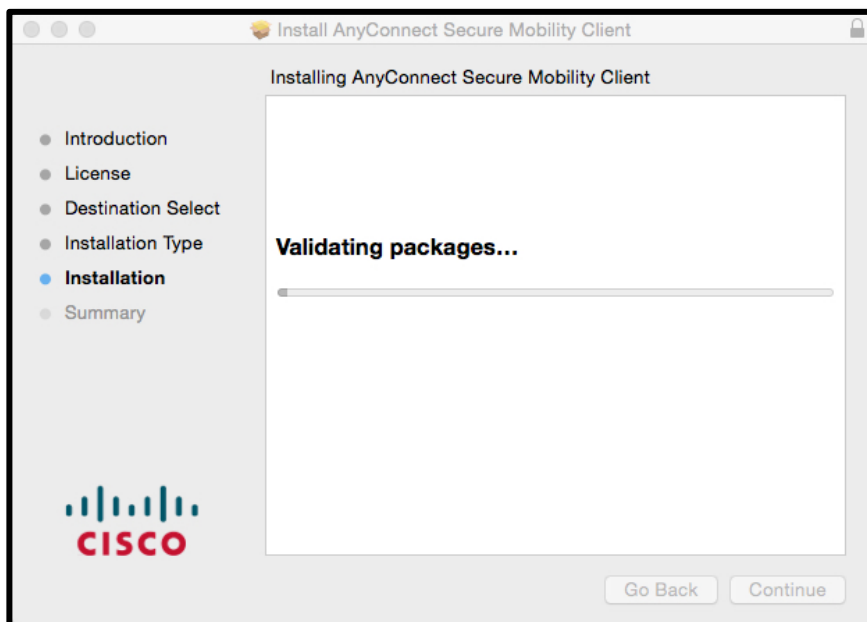
20. Enable your Cisco extensions by clicking **Open Preferences**.

21. Click **Allow** to enable the System extension.

22. When the installation is completed successfully, click **Close**.

23. When the program is completely installed you will see a Cisco folder in your Applications folder.

24.   You may get a message asking you to restart your computer.
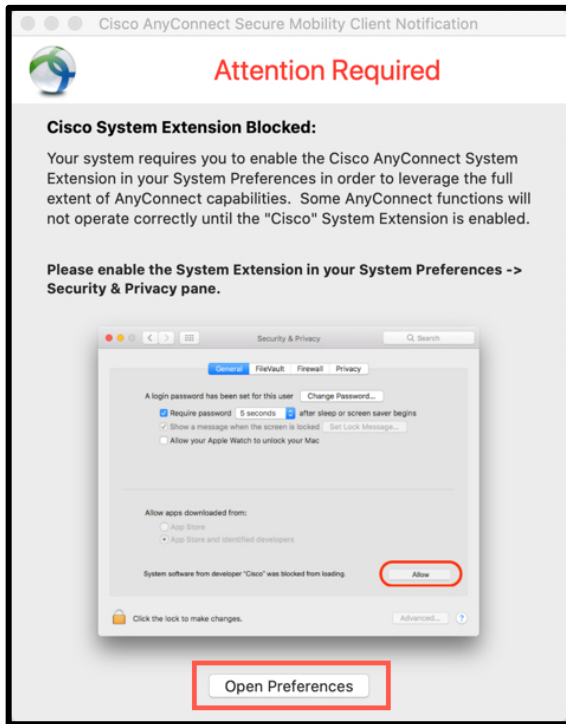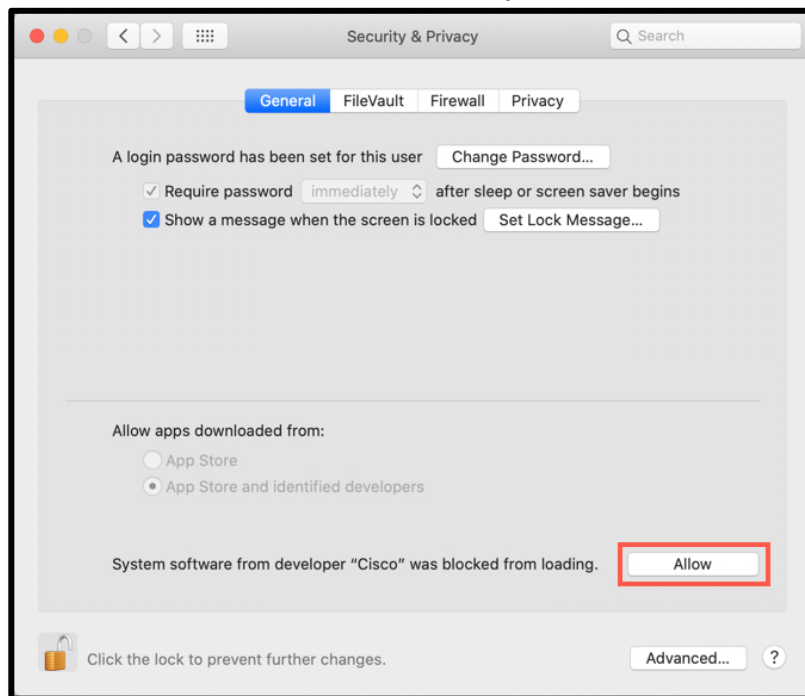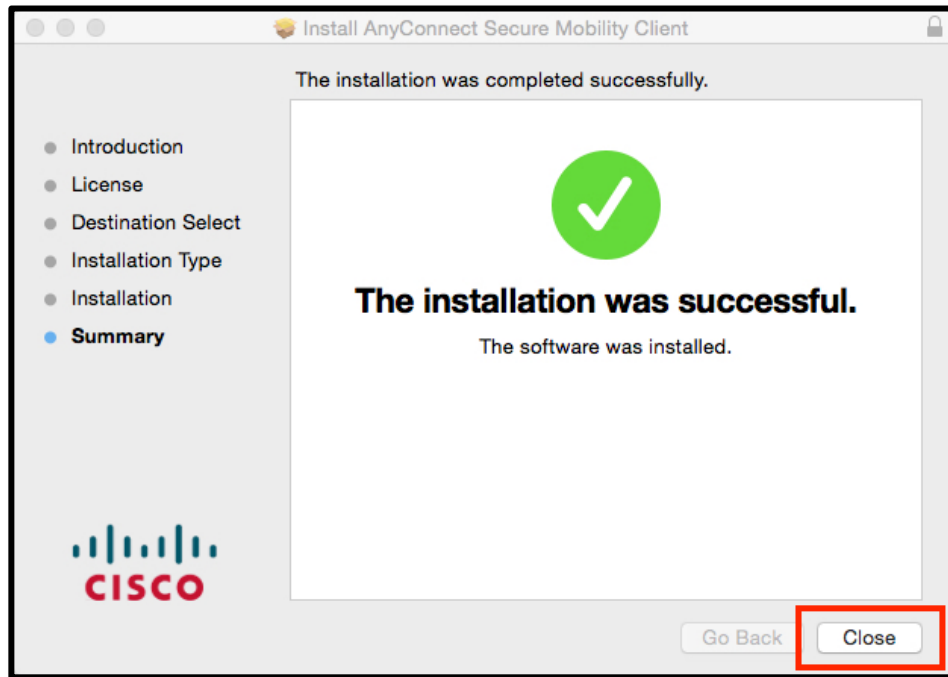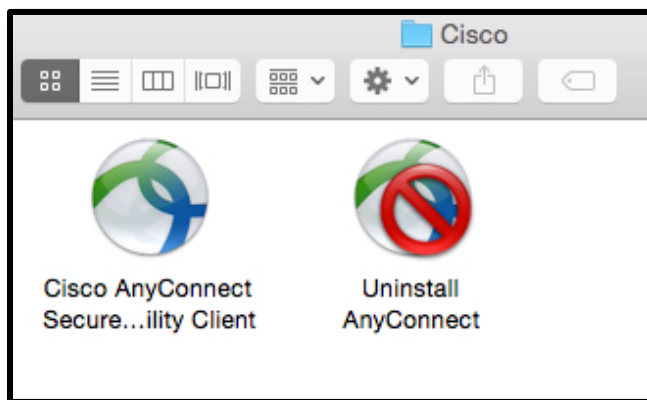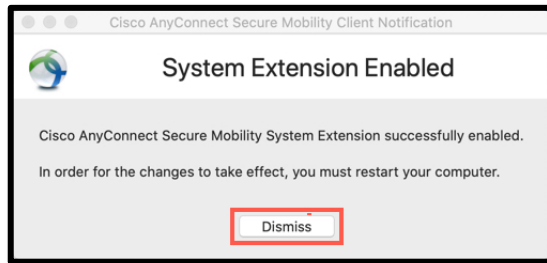

Note: *Be sure before launching the Cisco AnyConnect that you have closed all browsers and completely quit them. You can make a shortcut to AnyConnect by dragging the Application icon to your dock.*

Next, Launch the application by double clicking.

25.   When you launch the program for the first time, you will be asked to enter the VPN address (**vpn.memphis.edu**). Click **Connect**.
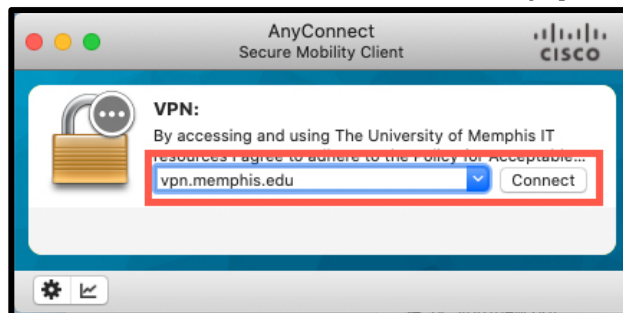
26.   Next, sign in with SSO. **A)** Enter your UUID, enter the password associated with your UUID, and **B)** Click **Login**.
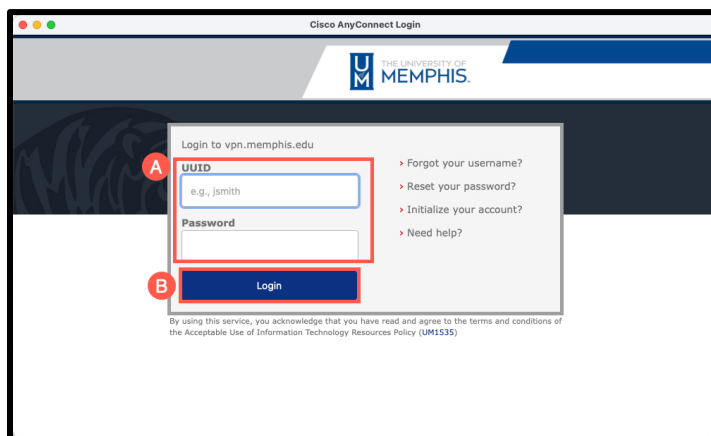
27. Authenticate with DUO.

28. You will be prompted to enter your UUID and password. Click **Accept.**
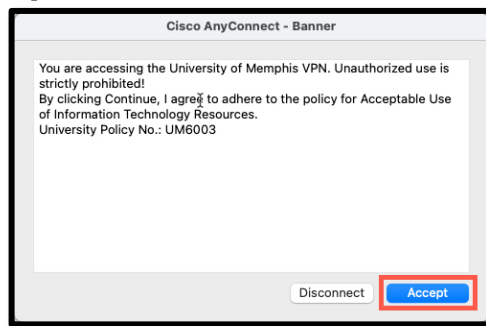
27.   When you successfully connect to the VPN, the yellow lock VPN icon will appear in your desktop toolbar. Once you have successfully connected, you may now launch your browsers.

28.   You will remain connected to the VPN until you disconnect. Turn off your machine. To disconnect, click **Disconnect**.
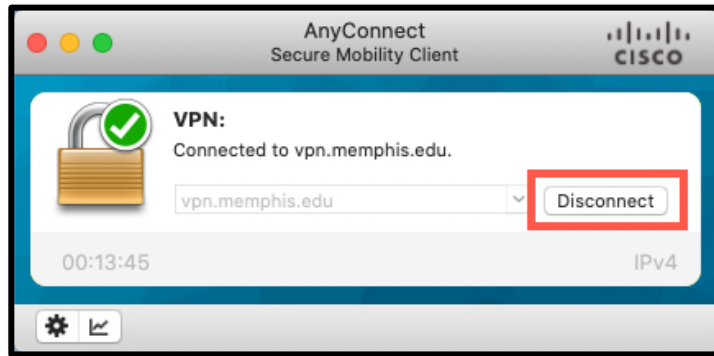
Note: *Please always disconnect from the UofM campus network once you are done.*

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. *(**Note:** Using this email will automatically generate a service request.)*

Important Links

Explore the umTech Website
Search the Solutions Page