AnyConnect

Tablet

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Installing VPN on a Tablet

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

1. On your tablet, navigate to the Google Play Store.

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

3. Next to the listing for *Cisco AnyConnect*, click **Install** on a tablet. From the Google Play Store, you must provide your Google account credentials to proceed with installation.
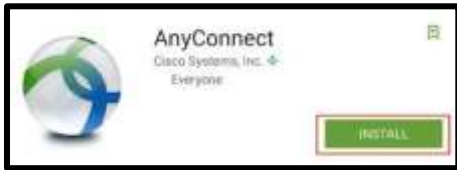
4. Once the app has installed, open the app.

5. You will receive a dialog box that reads *AnyConnect needs access to: Device and App history, Photos/Media/Files, Wi-Fi connection information Device ID & call information.* Click **Accept.**

6. Upon launching the application, the Supplemental End User Agreement appears. Click **OK.**

7. In the next dialog box, Tap **Connection** to add a new VPN connection.

8. Click on the words **Add New VPN Connection**.

9. In the Add VPN Connection box, enter the following:

A) Description: Name the connection anything meaningful. For example, UofM or Memphis.

B) Server Address vpn.memphis.edu (all lowercase, no spaces) When you have finished, click **OK**.

Leave all other fields at their default setting.

10. **C)** Click **Done** in the lower right corner.
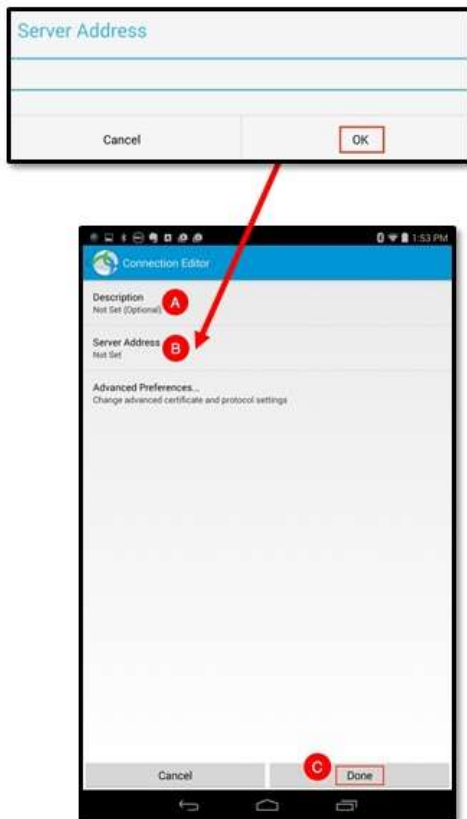
11. Once the connection is set up, turn on the AnyConnect VPN by sliding the toggle to On (to the right). The switch will say "On" when activated.

12. In the box, enter your UUID and Password; click **Connect** in the lower right corner.
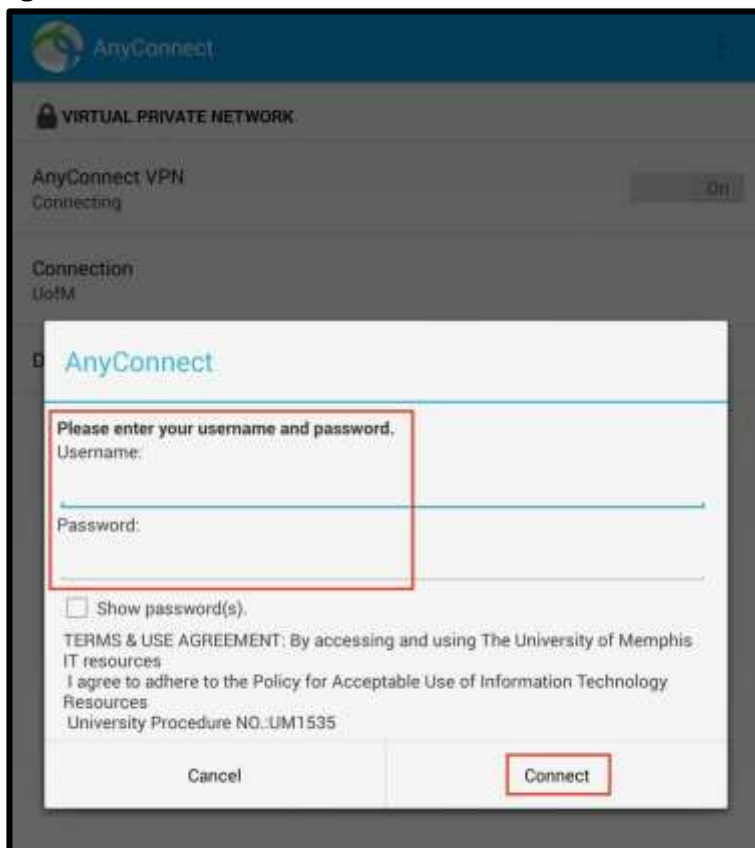
13. You will receive a dialog box called (**Cisco AnyConnect, Please Respond to Banner**) with the University's Acceptance Use Policy. You must click **Accept** to continue.
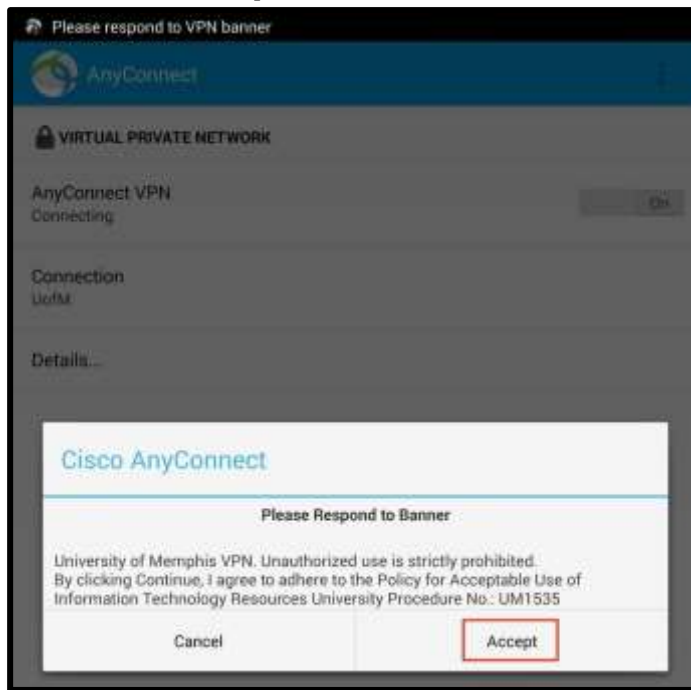
14. Next, sign in with SSO. Singe Sign On – the same username and password you log into myMemphis.) **A)** Enter your UUID, enter the password associated with your UUID, and **B)** Click **Login**.

15. Authenticate with DUO.

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

17. **To close the VPN connection**, you will need to go back to the Cisco AnyConnect app 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. (**Note:** *Using this email will automatically generate a service request.)*

Important Links

Explore the umTech Website
Search the Solutions Page