

## Know IT: How To

### *Connect to the VPN Using an RP Laptop and an On Demand Token*

This Know IT procedure describes how to connect to the Virtual Private Network (VPN) using your Roswell Park network username, a PIN number, and an on demand token code.

#### Key Learning Objective:

After reading this procedure, you will be able to:

- Use an RP laptop to connect to the VPN using your Roswell Park network username, a PIN number, and an on demand token code.

#### Here's how:

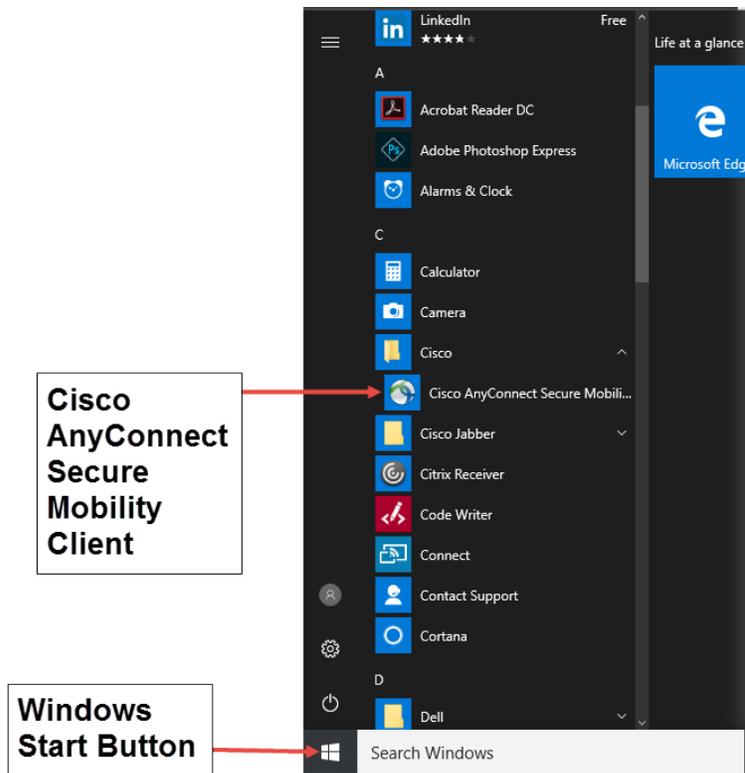


#### Tip:

Before you start, be sure that your laptop is connected to the Internet.

**First Time Users and PIN Resets**—if you requested VPN access or a PIN reset, the Service Desk sent an e-mail with a temporary PIN number.

If you have not received your temporary pin number, then please contact the Service Desk (716) 845-8465.



1. On your computer, go to the **Windows Start** button and click it.
2. For Windows 10 computers: Select **Cisco > Cisco AnyConnect Secure Mobility** and open **Cisco AnyConnect Secure Mobility**.  
For other Windows versions, in the **Windows Start** menu select: **All Programs > Cisco > Cisco AnyConnect Mobility Client** and open **Cisco AnyConnect Mobility Client**.
3. **For First Time Users and PIN Resets:** follow steps 4-13.  
**For VPN Users:** If you are not a First Time User and already have a PIN, then go to step 14 for instructions.



4. **For First Time Users and PIN Resets:** In the Cisco AnyConnect Secure Mobility Client popup window, enter: <https://rpcivpn.roswellpark.org> and click **Connect**.

In Group drop-down menu, select RPCI-Users

Enter Roswell Network Username

Enter Temporary Pin Number

5. In the **Awaiting user input** window, in the **Group** field, click the drop-down menu to select **RPCI-Users**.

6. In the **Username** field, enter your Roswell Park network username.



**Tip:**

**First Time Users and PIN Resets**—if you requested VPN access, you received a temporary pin number in an e-mail from the Service Desk. If you have not received your temporary pin number, then please contact the Service Desk (716) 845-8465.

7. In the **Passcode** field, enter the temporary pin number that you received from the IT Service Desk.

Enter your new pin number and enter it again to verify it.

**Continue**

Continue

Cancel

8. In the **New PIN** field, enter a four or eight character alphanumeric pin.



**Tip:**

Do not use 1234 or multiple like characters such as 2222.

9. In the **Verify PIN** field, enter your new pin again to confirm it.

The screenshot shows a web browser window titled "Cisco AnyConnect | https://rpcivpn.roswellpark.org". The main content area has a lock icon on the left and a "Passcode:" label followed by an empty text input field. Below the input field is a scrollable text box containing the instruction "Enter new PIN with the next card code to complete authentication." At the bottom of the window are two buttons: "Continue" and "Cancel".

**Enter your new PIN**

10. In the **Passcode** field, enter your new PIN number (the same PIN number that you entered for step 8).

The screenshot shows the same web browser window. The "Passcode:" label is now replaced by "Token code:" followed by an empty text input field. The scrollable text box below now contains the instruction "Enter the next card code to complete authentication." The "Continue" button at the bottom is highlighted in yellow.

**Enter Token Code**

**Continue**

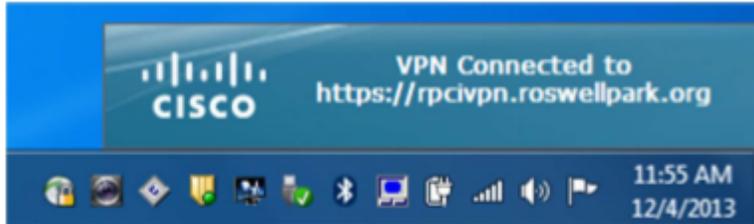
11. Your token code will be sent to your RP e-mail or texted to your mobile device. If the Service Desk does not have your mobile phone number, then you will receive an e-mail message by default.



**Tip:**

Token codes are good for 30 minutes for a one time use.  
After the token code is issued, if you do not login within 30 minutes, the code will expire.  
When the code expires, another code will need to be created and reissued to you.

12. In the **Token Code** field, enter the **token code** that was sent to you and click **Continue**.

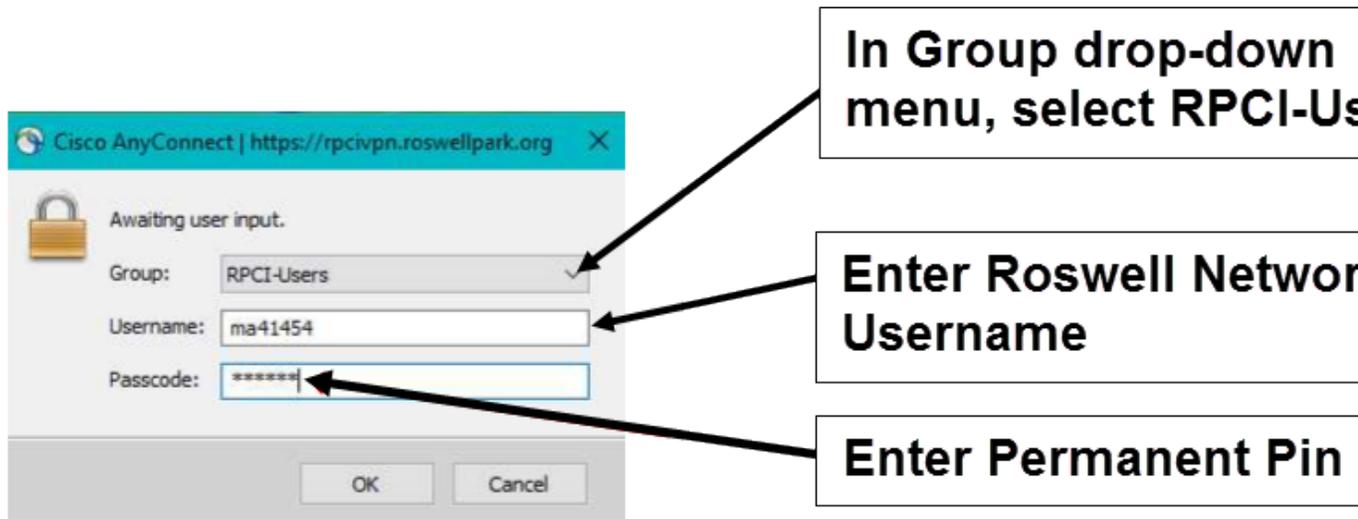


13. Next, you will be connected to the VPN on your computer, and you will see the Cisco confirmation message as shown in the screen capture above. With your VPN connection, you can browse Windows Internet Explorer, and you will see your Network Directory shares.



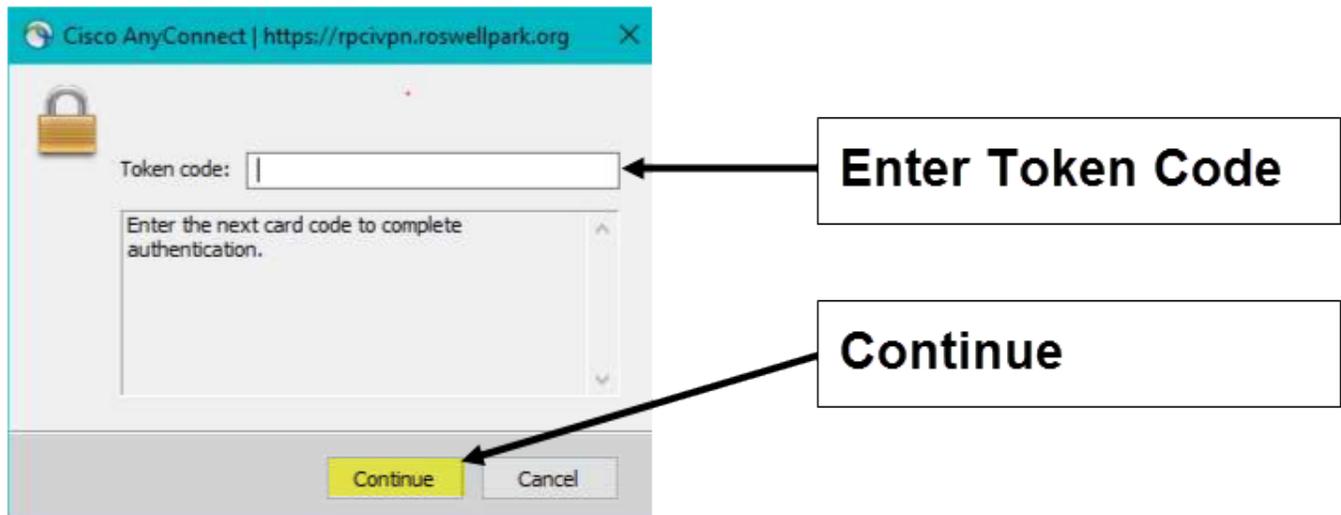
**Tip:**

To disconnect from the VPN, see step 20.



14. For **VPN Users that have already have their PINs**: In the **Awaiting user input** window, in the **Group** field, click the drop-down menu to select **RPCI-Users**.

15. In the **Username** field, enter your Roswell Park network username.



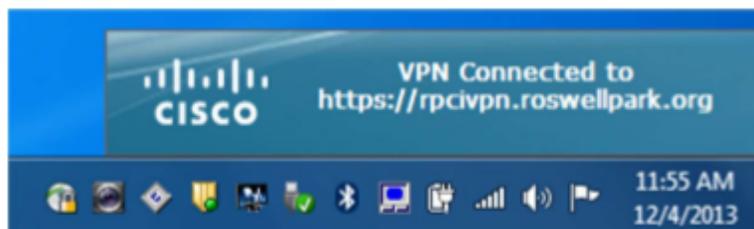
16. Your token code will be sent to your RP e-mail or texted to your mobile device. If the Service Desk does not have your mobile phone number, then you will receive an e-mail message by default.



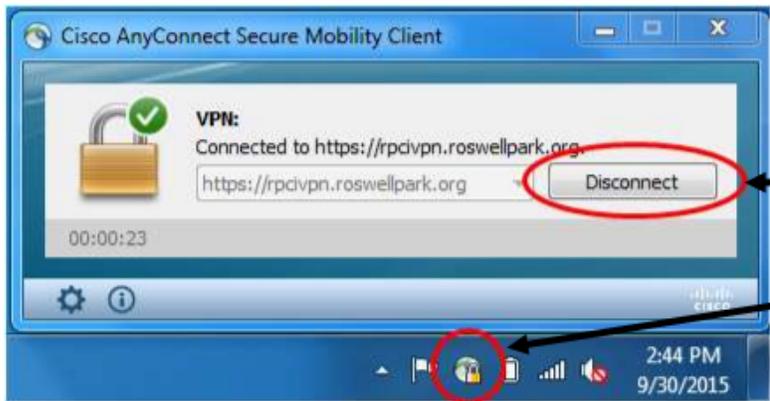
**Tip:**

Token codes are good for 30 minutes for a one time use. After the token code is issued, if you do not login within 30 minutes, the code will expire. When the code expires, another code will need to be created and reissued to you.

17. In the **Token Code** field, enter the **token code** that was sent to you and click **Continue**.



18. Next, you will be connected to the VPN on your computer, and you will see the Cisco confirmation message as shown in the screen capture above. With your VPN connection, you can browse Windows Internet Explorer, and you will see your network directory shares.



**Disconnect**

**Cisco AnyConnect  
Secure Mobility Clie**

19. In the bottom System Tray task bar, click the **Cisco AnyConnect Secure Mobility Client** icon and the Cisco AnyConnect Secure Mobility Client window appears.

20. Click **Disconnect** to disconnect from the VPN.