Secure Remote Access (VPN)

Purpose

LETU's Secure Remote Access (VPN) solution provides limited access to specific critical resources on LETU's network. This document describes the procedure for connecting and disconnecting.

IMPORTANT. Read this stuff before you go to Step 1:

The following items are required in order to complete these instructions:

1. A laptop or desktop computer running Microsoft Windows
2. A cell phone or other device capable of running the Microsoft Authenticator application (or equivalent, compatible application from another company).
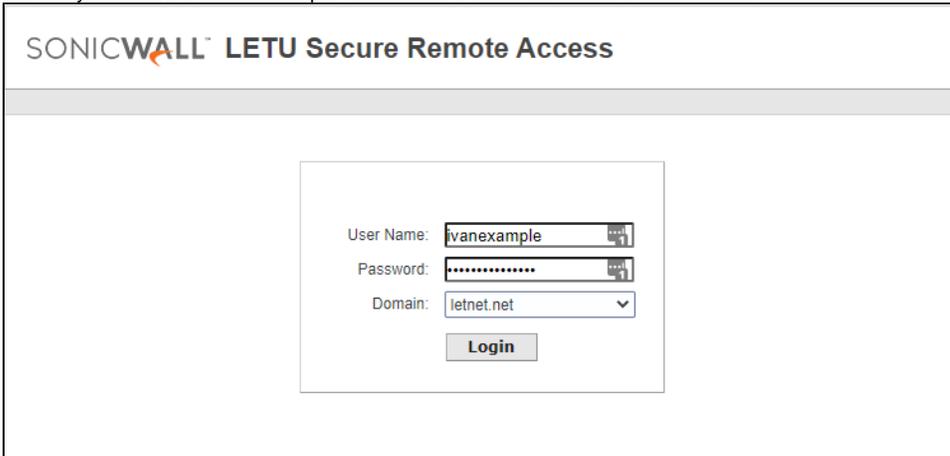
Also:

- While connected to Secure Remote Access, your access is restricted to LETU resources that you have been granted access to.
- While connected to Secure Remote Access, all letu.edu resources must be accessed from the LETU remote computer (not your personal one).
- You can access non-letu.edu resources from your local computer while connected to the VPN.
- If you are idle for a period of time, you will be disconnected.

Step 1. Initial setup for Secure Remote Access on your local computer

You will need to setup Multi-factor Authentication (MFA) and install the NetExtender client the first time you attempt to connect.

1. **Download and configure the Microsoft Authenticator application to your phone**
   a. https://www.microsoft.com/en-us/account/authenticator
   b. You may also be able to use authenticators from other companies such as Google.
2. **From your local computer, login to the Secure Remote Access Portal**
   a. Browse to https://secure.letu.edu:4433/
   b. Enter in your LETU username and password. Make sure the Domain is set to letnet.net

3. **Setup MFA (here, described as 2FA)**
   a. You will see a QR Code that you can use with your Microsoft authenticator app. You can use a variety of applications for this, including ones from Google or Microsoft. You'll just need to add a new account through your respective app.

b. Add a new account in your authenticator application. While authenticator applications vary in their wording, you will want to choose "Other account" or its equivalent during setup. This screenshot is just an example of what you might see:
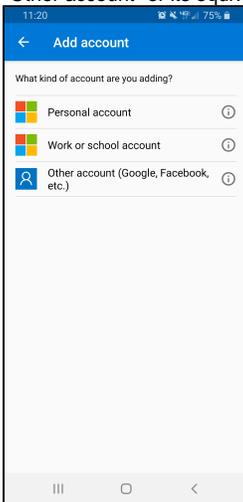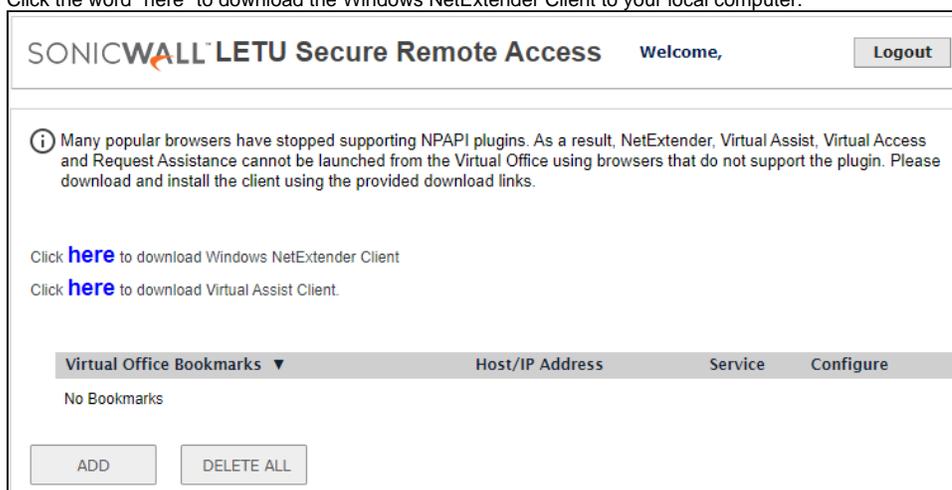

c. Scan the QR Code with your authenticator application, then enter in the two-factor authentication code (2FA) from your app in the blank provided.
d. You should see a confirmation screen once your 2FA Code has been verified
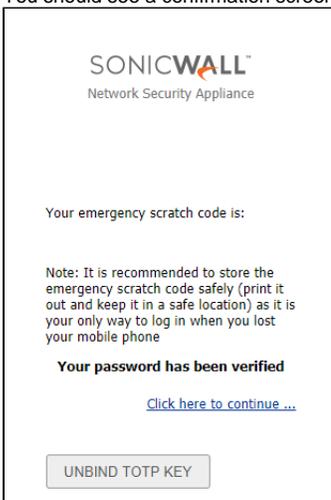
e. Click the "Click here to continue..." link

4. **Install the Windows NetExtender Client**

a. Click the word "here" to download the Windows NetExtender Client to your local computer.

SONICWALL LETU Secure Remote Access   Welcome,   Logout

(i) Many popular browsers have stopped supporting NPAPI plugins. As a result, NetExtender, Virtual Assist, Virtual Access and Request Assistance cannot be launched from the Virtual Office using browsers that do not support the plugin. Please download and install the client using the provided download links.

Click **here** to download Windows NetExtender Client
Click **here** to download Virtual Assist Client.

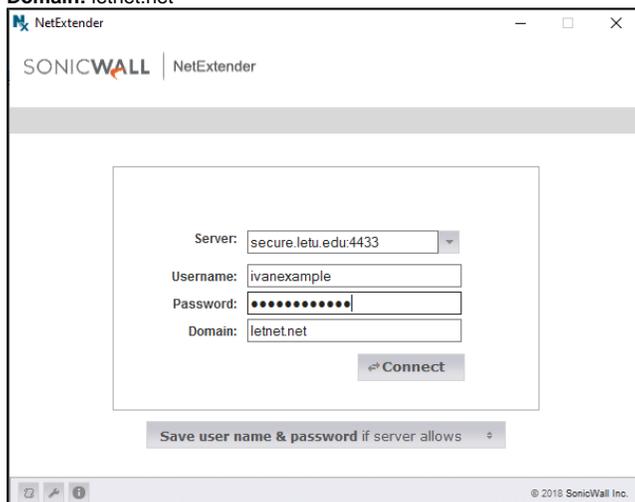| Virtual Office Bookmarks ▼	Host/IP Address	Service	Configure
No Bookmarks			

ADD   DELETE ALL

b. Install the Windows NetExtender Client on your computer.

Step 2. Connect to LETU Secure Remote Access

Once you have your authenticator application configured and the NetExtender application installed on your local computer, you are ready to connect.
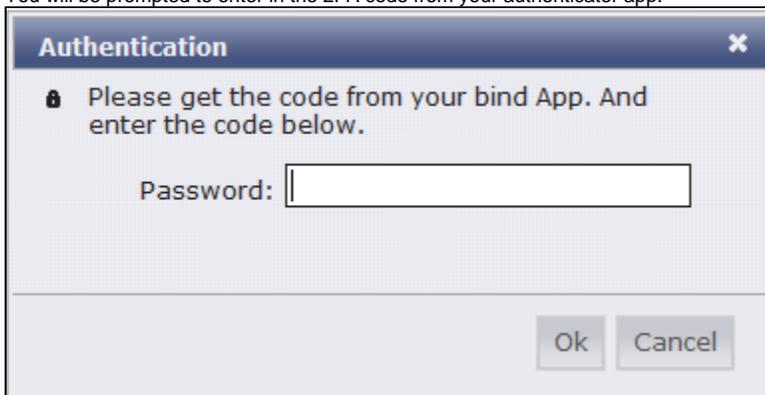
1. **Connect to LETU Secure Remote Access**
   a. On your computer, launch the NetExtender client
   b. In the NetExtender client window, enter in the following information:
   Server: secure.letu.edu:4433
   Username: Your LETU username
   Password: Your LETU account password
   Domain: letnet.net

SONICWALL | NetExtender

Server: secure.letu.edu:4433
Username: ivanexample
Password: ••••••••••••
Domain: letnet.net
↵ Connect

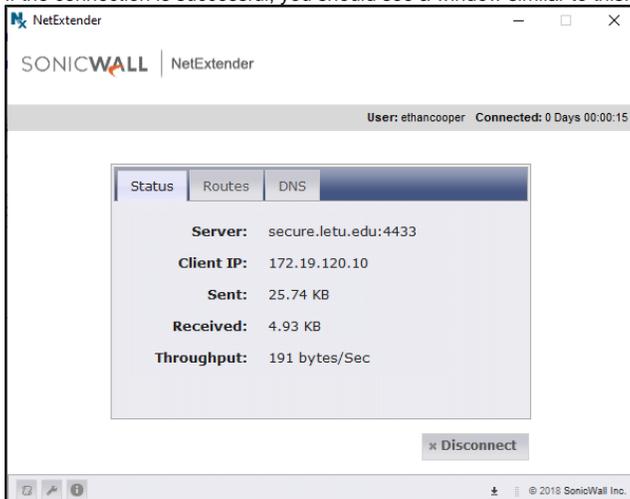Save user name & password if server allows ⇕

© 2018 SonicWall Inc.

   c. Click Connect.

d. You will be prompted to enter in the 2FA code from your authenticator app.

e. If the connection is successful, you should see a window similar to this:

f. If you see this window, you are successfully connected to LETU Secure Remote Access.

Step 3. Connect to remote resources

Once you are connected to LETU Secure Remote Access, you will be able to access any resources you've been given permissions to by using the Microsoft Remote Desktop Connection app.

1. **Launch the Remote Desktop Connection application.**
   a. From Windows, you should see a window similar to the following:
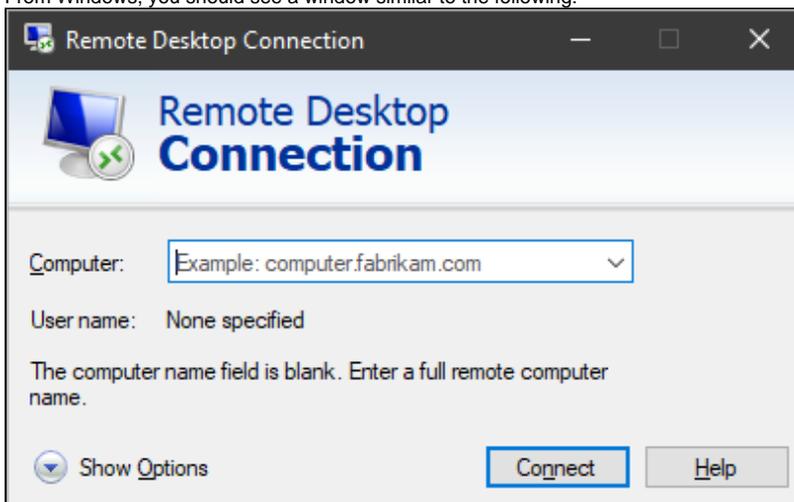
✓ If you are accessing from MacOS - click here for instructions on getting the Remote Desktop Client installed on MacOS
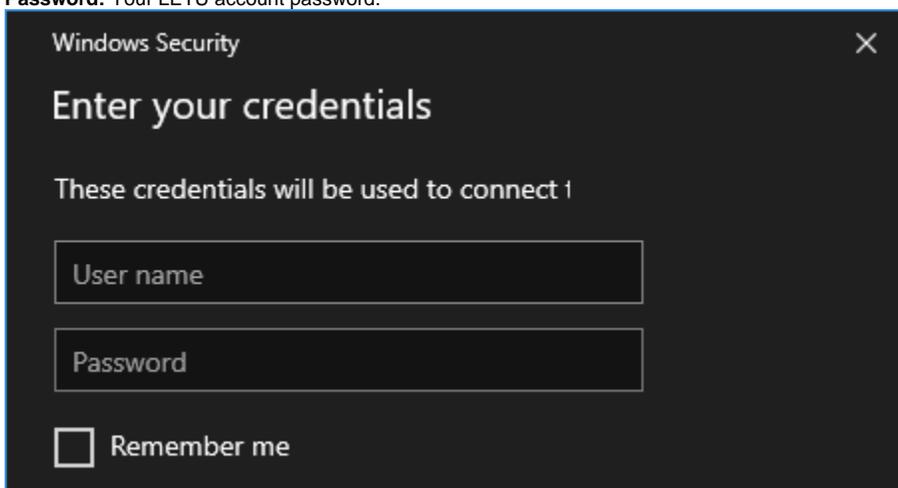
b. Enter in name of the computer you've been given access to. This computer name should have been provided to you when permissions for remote access were requested.
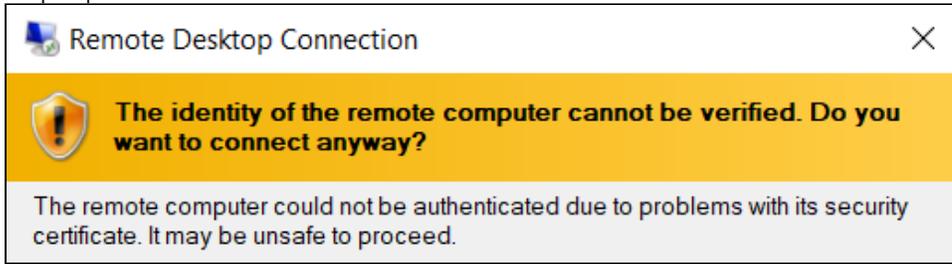c. Click Connect.
d. When prompted, click More Choices.
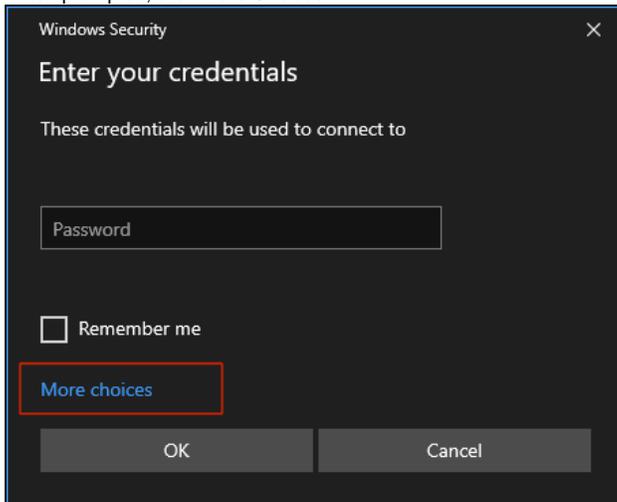
e. Choose Use a different account.
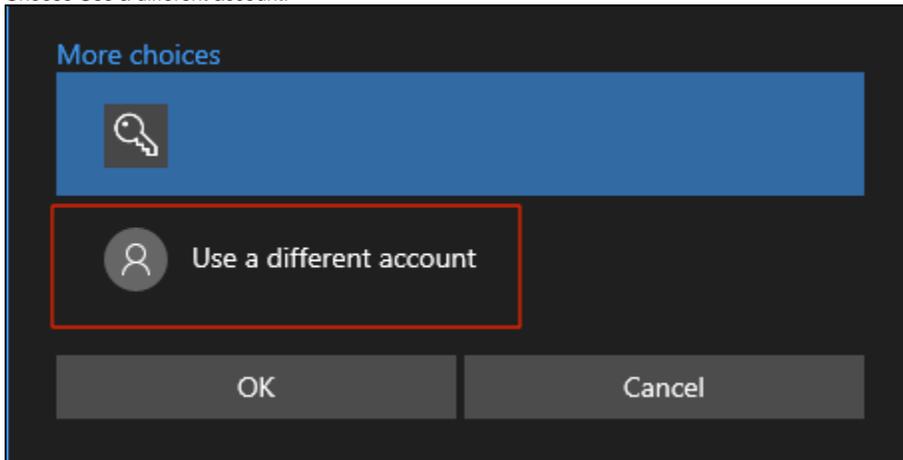
f. When prompted, login using:
Username: letnet\username
Password: Your LETU account password.

g. You may be prompted about your personal computer not being able to verify the identity of the remote computer. It is safe to click Yes at this prompt.

Disconnecting from Secure Remote Access

While you will be disconnected after a period of inactivity, you can manually disconnect at any time.

1. **Disconnect from Secure Remote Access**
   a. Right click the SonicWall NetExtender icon in the system tray at the bottom right of your screen.
   b. Select Disconnect