

VPN Web Portal Usage Guide

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What is VPN Web Client

VPN Web client provides web-based access to internal Rockefeller University (RU) network websites, the Central File Store (CFS) or your campus connected computer. All communications between your remote system and the RU network takes place using HTTPS, which is a secure, encrypted way of communicating privately over the Internet.

Users may also obtain the desktop Pulse Secure client for PC or Mac from the VPN Web client. Users cannot establish a campus connection (obtain a campus IP) using the VPN Web client directly. The stand-alone VPN client can be downloaded from IT's website at <http://it.rockefeller.edu/vpn>

Supported Web browsers

To use VPN Web, you will need to use one of the following supported browsers, in addition to have Java version 7 or newer installed

- Windows 7 and newer: Current version of:
 - Internet Explorer
 - Firefox
 - Google Chrome
- Mac OS X 10.12.x and newer: Current version of:
 - Safari
- Linux
 - Firefox

Logging into VPN Web Client

In order to login and utilize the features of VPN Web, users must ensure that Java is installed. To see if Java is installed, go to <http://www.java.com/verify>. Users must be running version 7 or newer of Java.

1. Point your browser to <http://vpn.rockefeller.edu>
2. Enter your **RUNet username** and **passphrase**
3. Click **Sign In**
4. Authenticate using Duo 2factor (refer to Duo's FAQ page for assistance on how to use Duo - <http://itservices.rockefeller.edu/duo-faq>)

Internet Explorer:

Windows users using Internet Explorer, will receive an ActiveX message. Users can either click the click here in the middle of the message or wait for the ActiveX to auto enable.

Installation of Pulse Secure setup ActiveX control requires your attention.

Please click on the Internet Explorer Information Bar located at the top or bottom of your browser to continue the installation. If you do not see the information bar or you want to skip installation, please [click here](#) to continue. If you choose to skip, you will not be prompted for ActiveX installation unless browser cookies are cleared.

ActiveX installation will be automatically skipped in **2 seconds**.

For more information, please [click here](#).

To avoid receiving this message each time (until the browser is reset), users can click on Allow on the information bar message, located at the bottom of the page:

The previous webpage wants to run the following add-on: 'JuniperSetupClientATL ActiveX Control Module' from 'Juniper Networks, Inc.'.
[What's the risk?](#)

Allow

Once successfully logged in, you will see the main portal page:

The screenshot shows the main portal page of the Rockefeller University VPN. At the top left, it says "THE ROCKEFELLER UNIVERSITY" with the tagline "Science for the benefit of humanity". On the top right, there is a navigation bar with "Logged-in as:" followed by a home icon, "Home", "Preferences", "Session 4d 03:59:31", "Help", and "Sign Out". Below this is a search bar with a "Browse" button and a "(tips)" link. The main content area has a welcome message: "Welcome to the Rockefeller University VPN portal, You last signed in on Mon, 13-Jan-2020 06:03:40 EST from". There are two main sections: "Client Application Sessions" which shows a "Pulse Secure" session with a "Start" button, and "Web Bookmarks" which includes "VPN Client Download" and "Rockefeller Directory".

Establishing a VPN Connection

To establish a VPN connection to the campus network to be able to gain access to internal resources such as printing, campus servers, users will need to download, install and configure a standalone VPN client. Full VPN access is not available via the VPN Web interface. Users must install and use a local client on their computer/device.

IT recommends users download the full client from <http://it.rockefeller.edu/vpn>. Alternately, users can download and install the full desktop client from within the VPN Web client by clicking the Start button.

Windows Users:

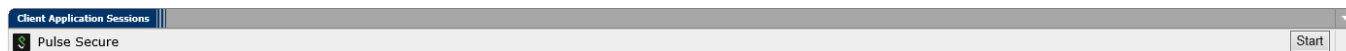
1. Internet Explorer - manually download and install the client from IT's website at <http://it.rockefeller.edu/vpn> or users must have ActiveX enabled prior to using this method and follow the instructions to install the Pulse Secure client
2. Firefox – manually download and install the client from IT's website at <http://it.rockefeller.edu/vpn> or users must have Java installed prior to using this method and follow the instructions to install the Pulse Secure client
3. Chrome: manually download and install the client from IT's website at <http://it.rockefeller.edu/vpn> or follow the instructions to install the application launcher first and then follow the instructions to install the Pulse Secure client)

Mac Users:

1. Manually download and install the client from IT's website at <http://it.rockefeller.edu/vpn> or follow the instructions to install the application launcher first and then follow the instructions to install the Pulse Secure client)

Unix/Linux

1. Follow the instructions from IT's website at <http://it.rockefeller.edu/vpn>



Access Intranet (Internal) Web Sites

To access a campus intranet (internal web site), enter the name of the site in the blank field located on the upper right corner and click Browse



A horizontal grey bar containing a white text input field on the left and a grey button with the text "Browse" on the right.

Web Bookmarks

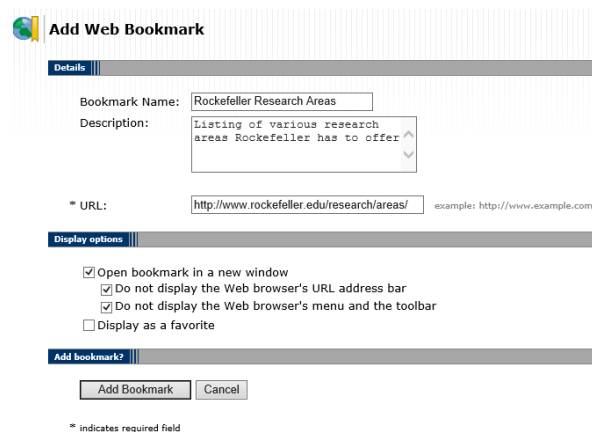
Web bookmarks are links to internet campus websites. To access a preset website such as the online campus directory, click RU Directory

Users can add their own bookmarks by

1. Click the + sign



2. Enter a name for your bookmark (This field is optional, but recommended)
3. Enter a description (This field is optional)
4. Enter the full URL/website address
5. Select your display options
 - If you select the Open bookmark in a new window, the follow sub options are available:
 - **Do not display the URL address bar:** if you want to remove the address bar from the browser window. Users will not be able to enter another website address from this new window as the address bar (URL field) will not be visible.
 - **Do not display the menu and the toolbar:** this option will remove the menu (File, Edit, etc) and the toolbar (browser buttons – back, forward, browser bookmarks) from the browser window.
6. Click **Add Bookmark**



A screenshot of a dialog box titled "Add Web Bookmark". It has a "Details" section with fields for "Bookmark Name" (Rockefeller Research Areas), "Description" (Listing of various research areas Rockefeller has to offer), and "URL" (http://www.rockefeller.edu/research/areas/). Below is a "Display options" section with checkboxes for "Open bookmark in a new window", "Do not display the Web browser's URL address bar", "Do not display the Web browser's menu and the toolbar", and "Display as a favorite". At the bottom are "Add Bookmark" and "Cancel" buttons, and a note that an asterisk indicates a required field.

Editing an Existing User Created Bookmark

To edit the URL or preferences for a bookmark you created, click **Item Properties**. Users cannot modify a predefined bookmark created by Information Technology.

 Rockefeller Research Areas



Deleting an Existing User Created Bookmark

To delete the bookmark you created, click **Delete Bookmark**. Users cannot delete a predefined bookmark created by Information Technology.

 Rockefeller Research Areas



Access Central File Store via VPN Web

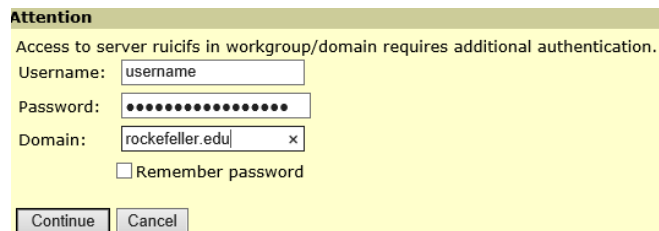
Users can access their files stored on the Central File Store (CFS) via VPN Web client. Users can download and upload files to and from the CFS.

To access the CFS:

1. Click **RU Central File Store** under the **Files** section



2. Enter your **RUNet username** in the **Username** field
3. Enter your **RUNet passphrase** in the **Password** field
4. Enter **rockefeller.edu** in the **Domain** field
 - Do not check Remember password
5. Click **Continue**

A screenshot of a Windows authentication dialog box. The title bar says 'Attention'. The main text reads: 'Access to server ruicifs in workgroup/domain requires additional authentication.' Below this, there are three input fields: 'Username:' with the text 'username', 'Password:' with a masked password of 12 dots, and 'Domain:' with the text 'rockefeller.edu' and a small 'x' icon to the right. Below the domain field is a checkbox labeled 'Remember password' which is unchecked. At the bottom, there are two buttons: 'Continue' and 'Cancel'.

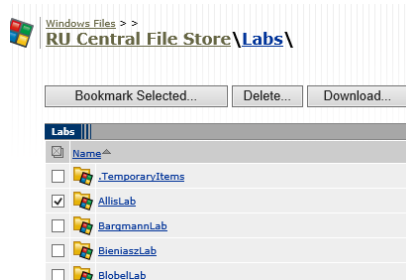
6. Maneuver to your CFS share location
 - If you are unsure of where your groups CFS share is, you may refer to the CFS configuration document located at <http://it.rockefeller.edu/cfs-configuration>



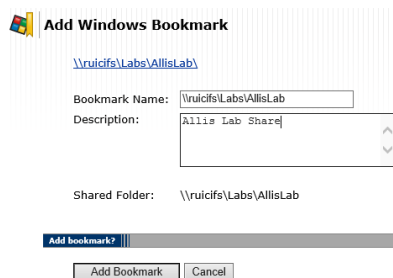
Bookmark your groups CFS Share

Users may bookmark their groups CFS share for quicker access.

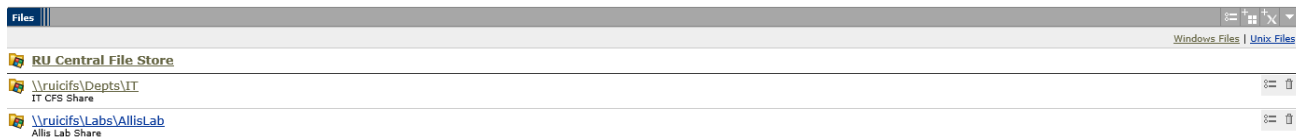
1. Maneuvered to your groups CFS share and know which location you would like to bookmark.
2. Put a check mark next to the share name by clicking on the box next to the share name
3. Click **Bookmark Selected...**



4. Enter a name for the share as Name of Lab or Department CFS Share
5. Enter an optional **Description**
6. Click **Add Bookmark**



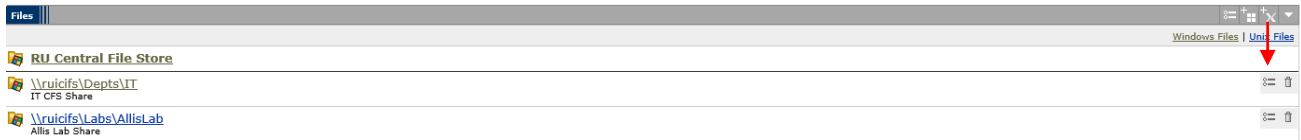
The saved share point will be listed under the Files section. Users can click on the CFS path to access the share.



Modify User Created CFS Share Location

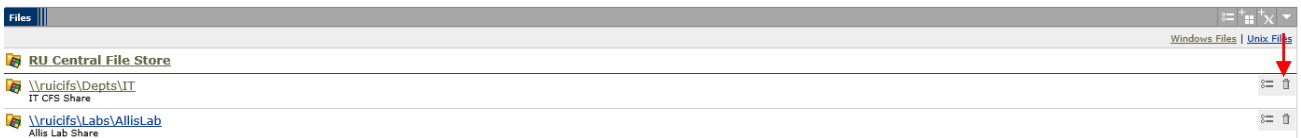
To modify a CFS share location users created:

1. Click **Item Properties**
2. Make the changes
3. Click **Save Changes**



Delete User Created CFS Share Location

To delete a CFS share location users created, click on the trash icon



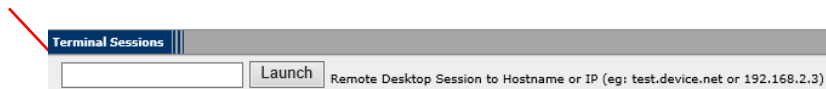
Windows Remote Desktop

Users can access their campus Windows computers from VPN Web client. Users will need to enable Remote Desktop Connections on their campus Windows computers first. For instructions on how to enable Remote Desktop, go to IT's website at <http://it.rockefeller.edu/remote-desktop-connection>

Mac users must ensure that their browsers Java security settings were modified first. For instructions, see the [Known issues with Mac computer](#) section

Connect to Your campus Windows Computer

To connect to your campus Windows computer, users can either enter the hostname of their computer in the Terminal Sessions field or click **Launch**



To add custom configuration to the remote session, users can add their computer as a bookmark which will appear in the Terminal Sessions section, follow the instructions below.

Bookmark Your Computer for Remote Access

Remotely connecting to a Windows computer from a bookmark only works from a Windows computer. Mac users, in order to remotely connect to a Windows computer must manually enter the hostname of the Windows computer.

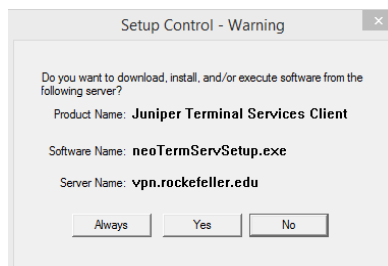
To add your campus Windows computer, in the **Terminal Sessions** section:

1. Click the computer icon



2. Select **Windows Terminal Services** from Session Type pull down
3. Enter a name for your entry such as My Campus PC
4. Enter a description (optional)
5. Enter your computer's hostname in the format of hostname.rockefeller.edu
6. Select and enter any other optional settings
7. Click **Add**

When connecting remotely to your Windows computer, users will see Setup Control – Warning message. Click **Always**.



Modify Existing Remote Session Profile

To modify an existing configuration, click **Item Properties**



Delete Existing Remote Session Profile

To delete an existing configuration, click the trash icon



VPN Web Client Menu Bar

The menu bar is located in the upper right corner.



VPN Web Client Preferences

Users may customize their portal page by clicking **Preferences**. Once preferences have been set, click **Save Changes**

VPN Web Client Detailed Help

There is a built-in Help section which provides more in depth information on how to use the VPN Web Client.

Note, that not all features listed are available.

Sign Out of VPN Web Client

To sign out, click Sign Out, located on the top right corner