

SSL VPN Support Guide

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Before calling the Support Desk, please complete the following steps:

- ü Verify that you are able to get to <https://accessaz.bannerhealth.com> in Arizona or <https://accesswr.bannerhealth.com> in the Western Region. If you are unable to access the site, please contact your Internet Service Provider (Cox, Qwest, etc.) to troubleshoot your internet connection.



- ü Verify that your username and password are valid by logging into Outlook Web Access at <https://bhsmail.bannerhealth.com>. If you are unable to login to OWA, you can attempt to reset your password by using the "Need to Reset your Password? Click Here" link at the bottom of the page. You may also call the Support Desk to have your password reset.



Support Desk Contact information:

Arizona users can contact the Support Desk at 602-747-4444 or 877-247-3499. Western Region users can call 970-350-6669 or 800-424-8930. Non-urgent issues can also be sent via email to ITSupportDesk@bannerhealth.com. Emails will be responded to within 24 hours.

The Support Desk can assist with:

- Resetting your password
- Verifying that the SSL VPN system is operational
- Installation of the SSL VPN client and verification of correct laptop configuration for Banner-owned devices ONLY. (This support is only provided during business hours, while the laptop is onsite at a Banner facility and connected to the Banner network.)

The Support Desk cannot assist with:

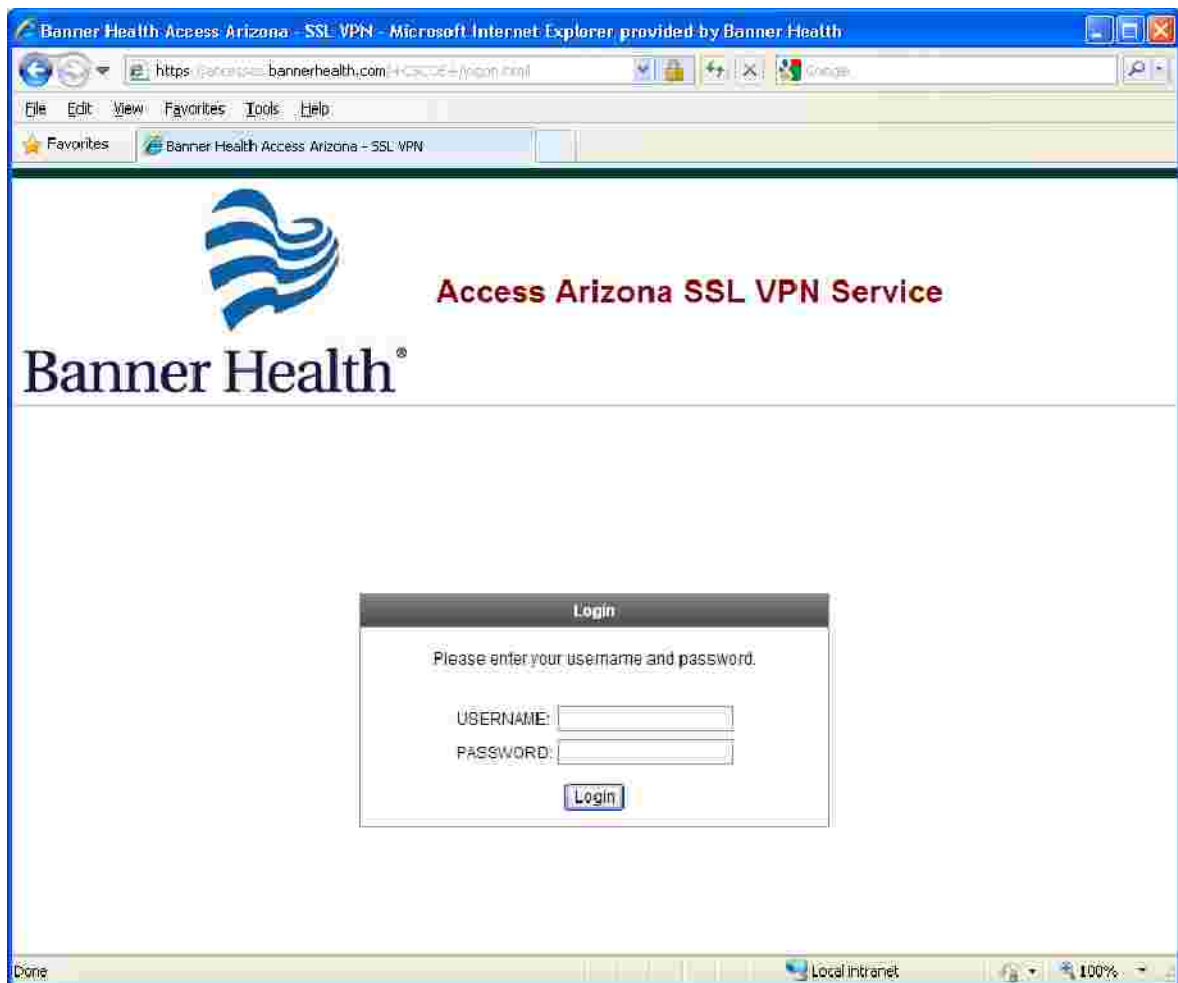
- Troubleshooting your internet or home network connection
- Installing the SSL VPN plug-in on your home PC
- Any error messages that are related to the SSL VPN or Remote Desktop software on your home PC
- Any configuration of your personal PC or printer.

How to access SSL VPN:

SSL VPN requires that a browser plug-in be installed the first time that you access it on your PC. The exact steps depend on the browser you are using (Internet Explorer on Windows, Safari on Mac OSX, etc.).

Internet Explorer on Windows XP:

1. Open <https://accessaz.bannerhealth.com> in Arizona or <https://accesswr.bannerhealth.com> in the Western Region in your web browser



2. Login into the website with your network user ID and password.

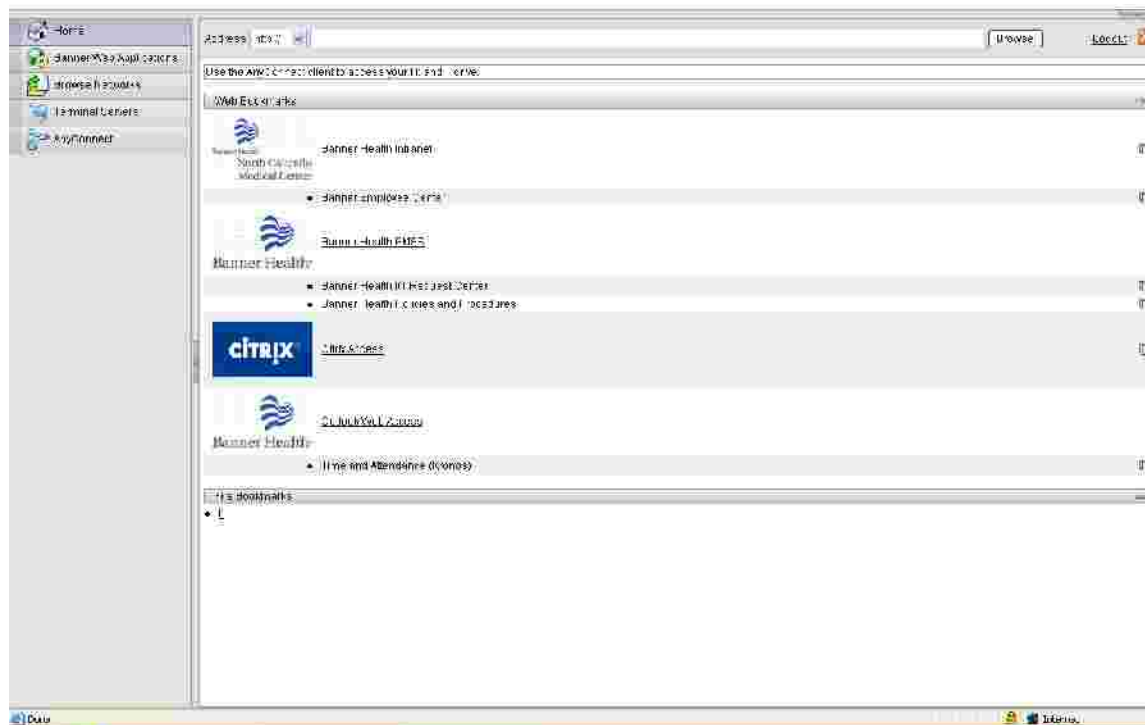


Hint: Your network ID is typically your first initial with your last name. The password is the same you use to login to your computer at work.

3. Agree to the terms and conditions of use by selecting "Continue".

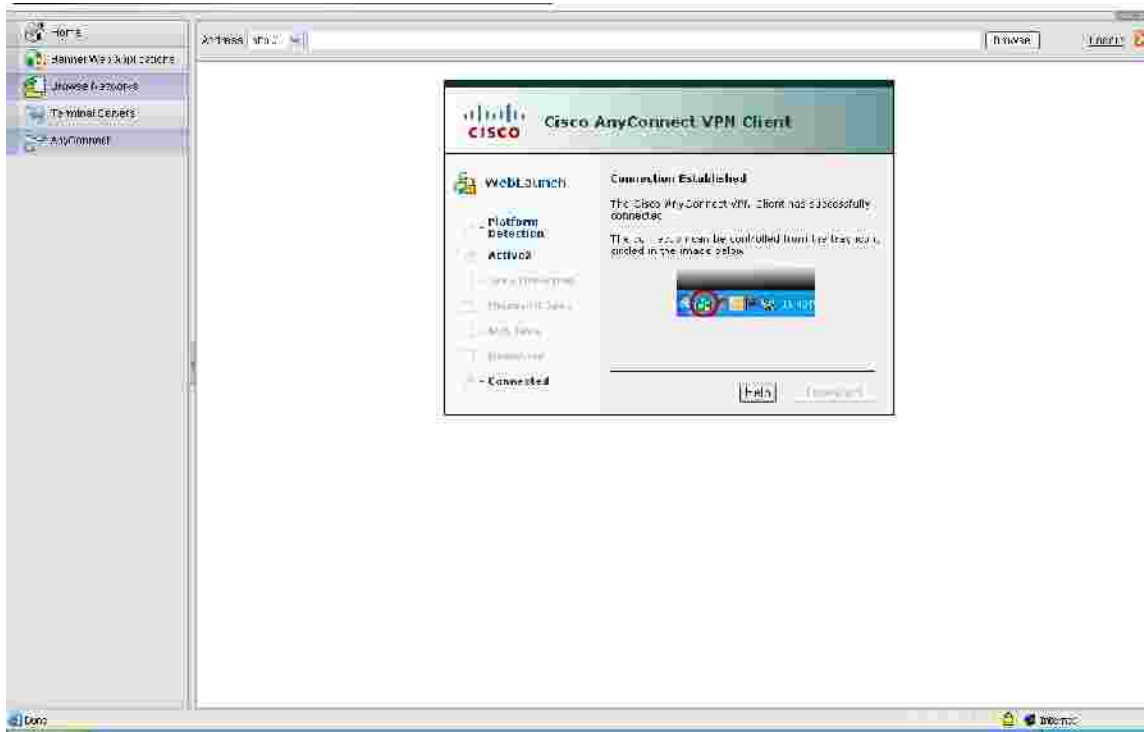


4. At this point you should be at the VPN home page. It should look something like the following:



You may not see certain options based on your security access.

7. After the installation is completed, you should see the following:



On the system tray (at the bottom right of your screen, next to the clock), you should see a symbol looking like a green “bar bell” with a padlock.



Note – you can logoff from the AnyConnect client by right-clicking the green “bar bell” or selecting the Logout link at the top right of the page.



Safari on Mac OSX:

1. Open <https://accessaz.bannerhealth.com> in Arizona or <https://accesswr.bannerhealth.com> in the Western Region in your web browser



Login

Please enter your username and password:

USERNAME:

PASSWORD:

Login

2. Login into the website with your network username and password.

A screenshot of a login form titled "Login". The form contains the instruction "Please enter your username and password." Below this are two input fields: "USERNAME" with the value "cscce1" and "PASSWORD" with masked characters. A "Login" button is located at the bottom of the form.

3. Agree to the terms and conditions of use by selecting "Continue"




4. On the post-login portal page, select the AnyConnect menu option



5. If this is the first install, allow Cisco Web launch to detect the platform and install the appropriate AnyConnect VPN client.



8. Confirm that the Cisco AnyConnect icon () is visible at the top right of your screen.



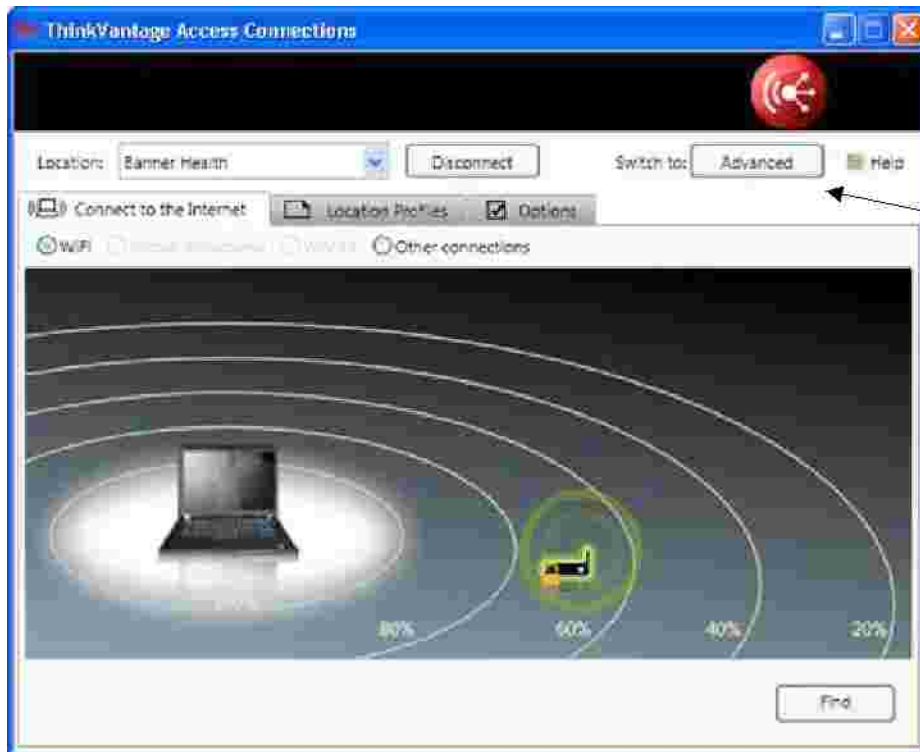
Note – you can logoff from the AnyConnect client by selecting the Logout link at the top right of the page.



Configuring Your Banner Laptop to Access Your Home Network

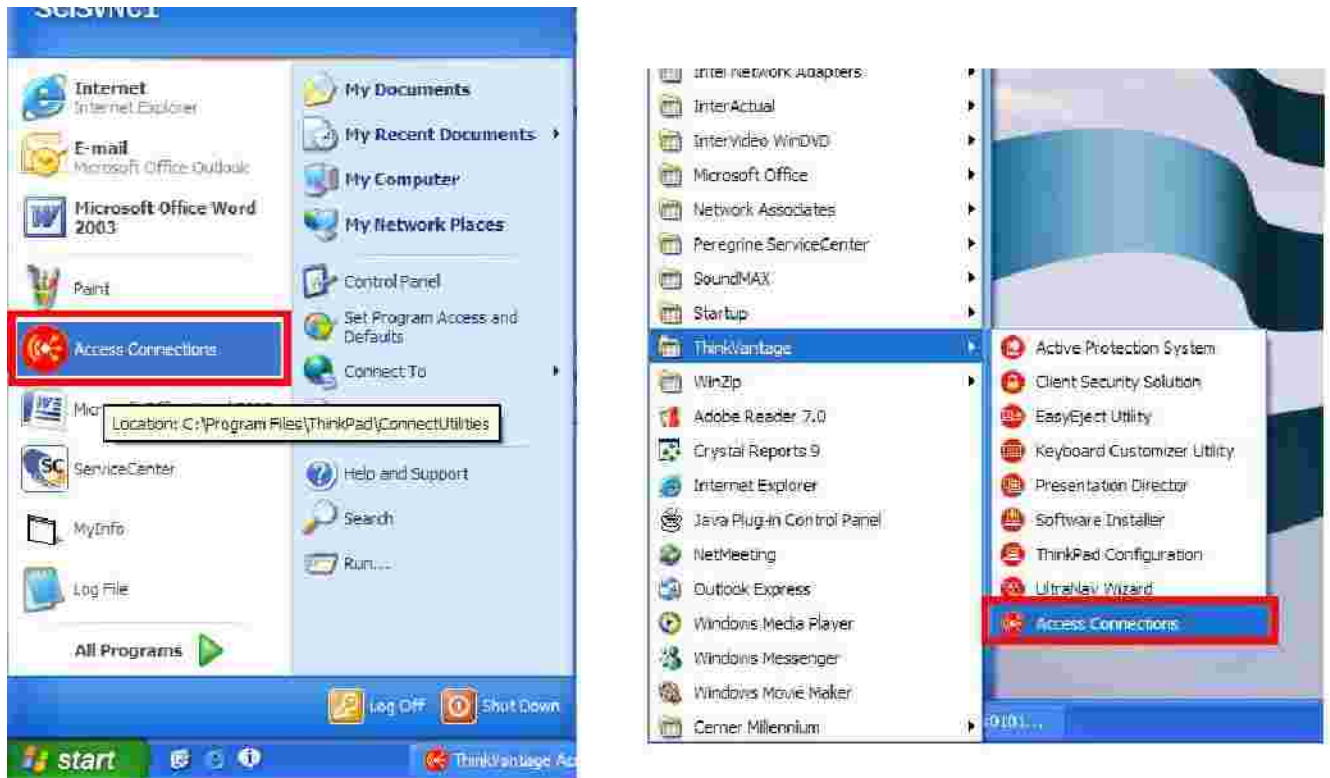
This document will walk you through configuring your Banner laptop to connect to your home network. The Support Desk does not support home or outside networks, but this guide will walk you through the necessary steps to configure your connection.

Please note – the screenshots below are from ThinkVantage version 4. If your laptop is running version 5 please click on the “switch to advanced” button before proceeding with these instructions.



Step 1: Open ThinkVantage Access Connections

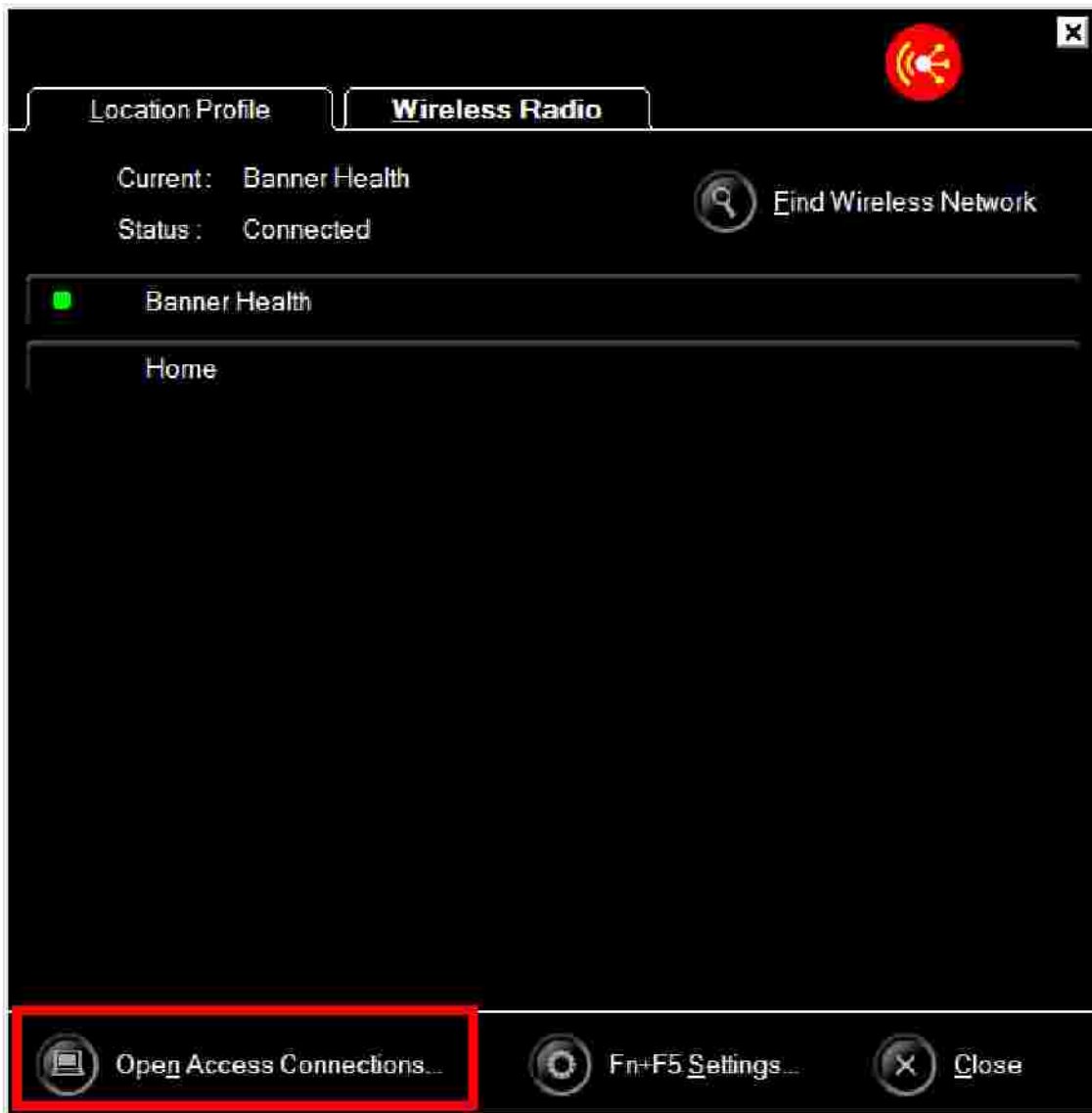
This can be found at several places on your computer. It may show on the start menu as a recently used program. You can also access it by going to Start->All Programs. Highlight ThinkVantage and then select Access Connections.



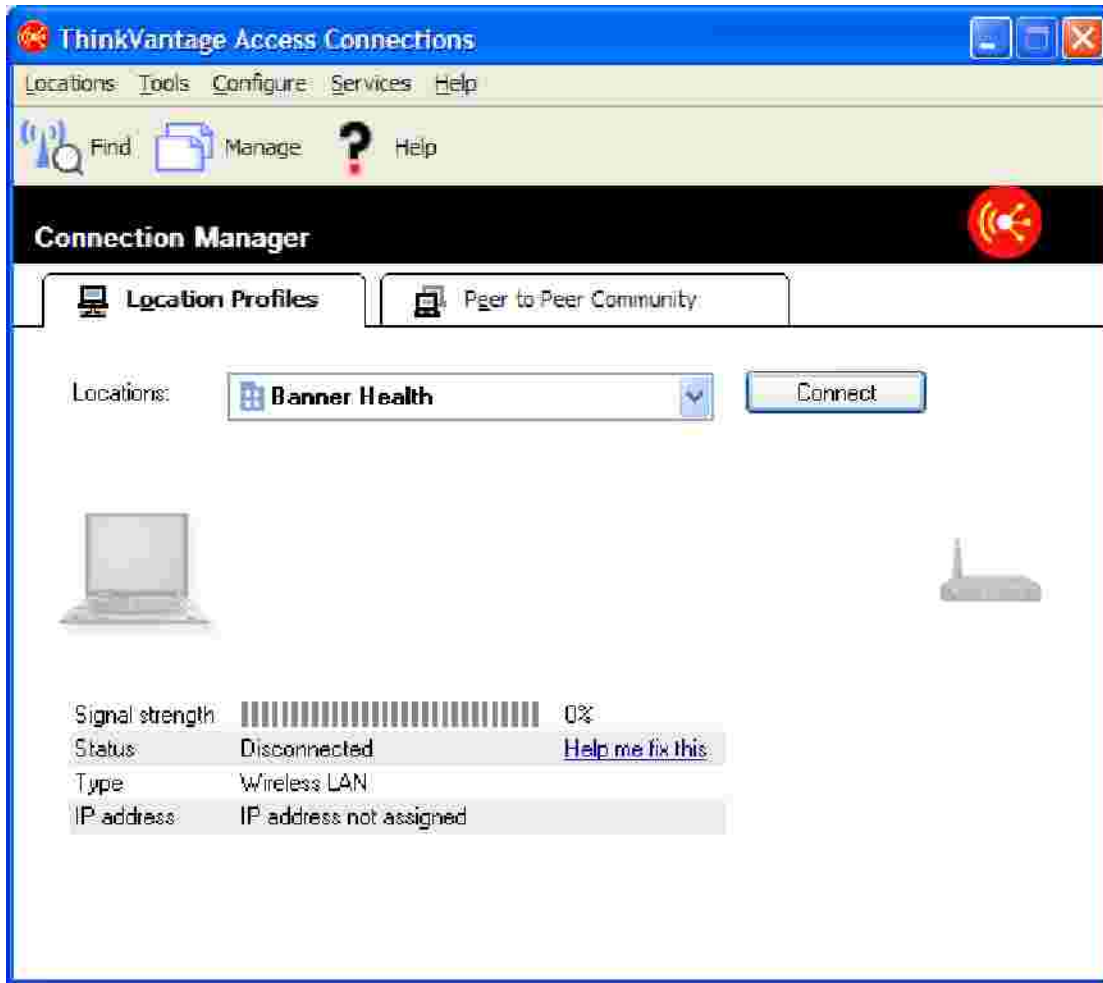
You can also access it through the ThinkVantage icon in the system tray. Right-click on the icon and select launch ThinkVantage Access Connections Note: the icon will have a red x through it if not connected.



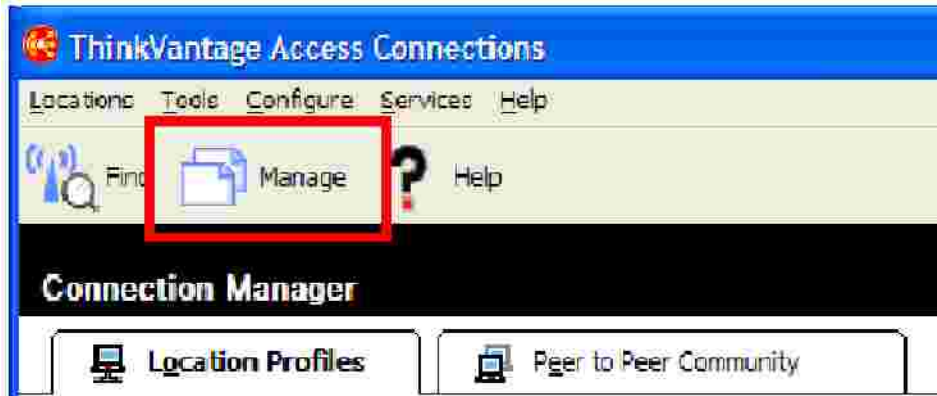
Finally, you can press Fn +F5 on your keyboard to open the wireless radio screen below and select open Access connections.



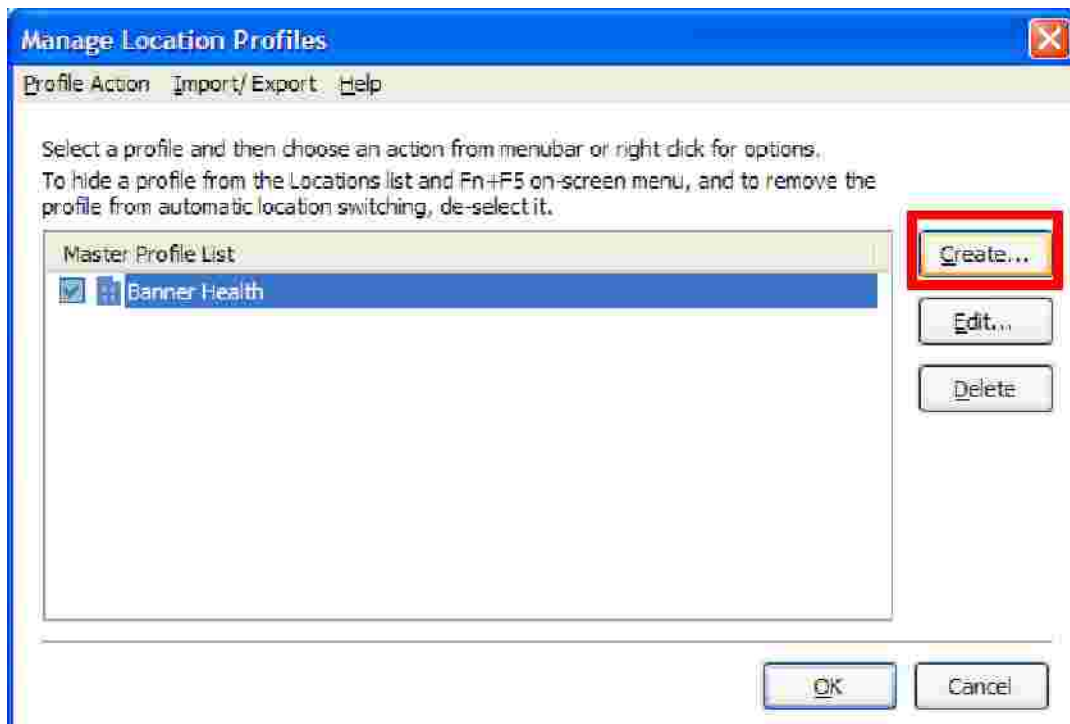
This should bring up the main ThinkVantage Access Connections screen. Since this is a Banner laptop, it should already have a Banner Network connection entry.



Step 2: Click on the "Manage" icon.



Step 3: This brings up the Manage Location Profiles page. Select Create.



Step 4: Enter the name for the Location Profile and then click "Next."

Create New Profile

1. Name of location profile:
Home

2. Type of network connection:
Best Available Network

3. Choose the network adapter you want to use at this location:

Adapter name	Adapter status
<input checked="" type="checkbox"/> Intel(R) PRO/1000 MT Mobile Connection	Enabled, 1000.0 Mbps
<input checked="" type="checkbox"/> Intel(R) PRO/Wireless LAN 2100 3B Mini PCI Adapter	Enabled, 11 Mbps

Higher
Lower

Enable IEEE 802.1x authentication for Ethernet
Authentication Properties...

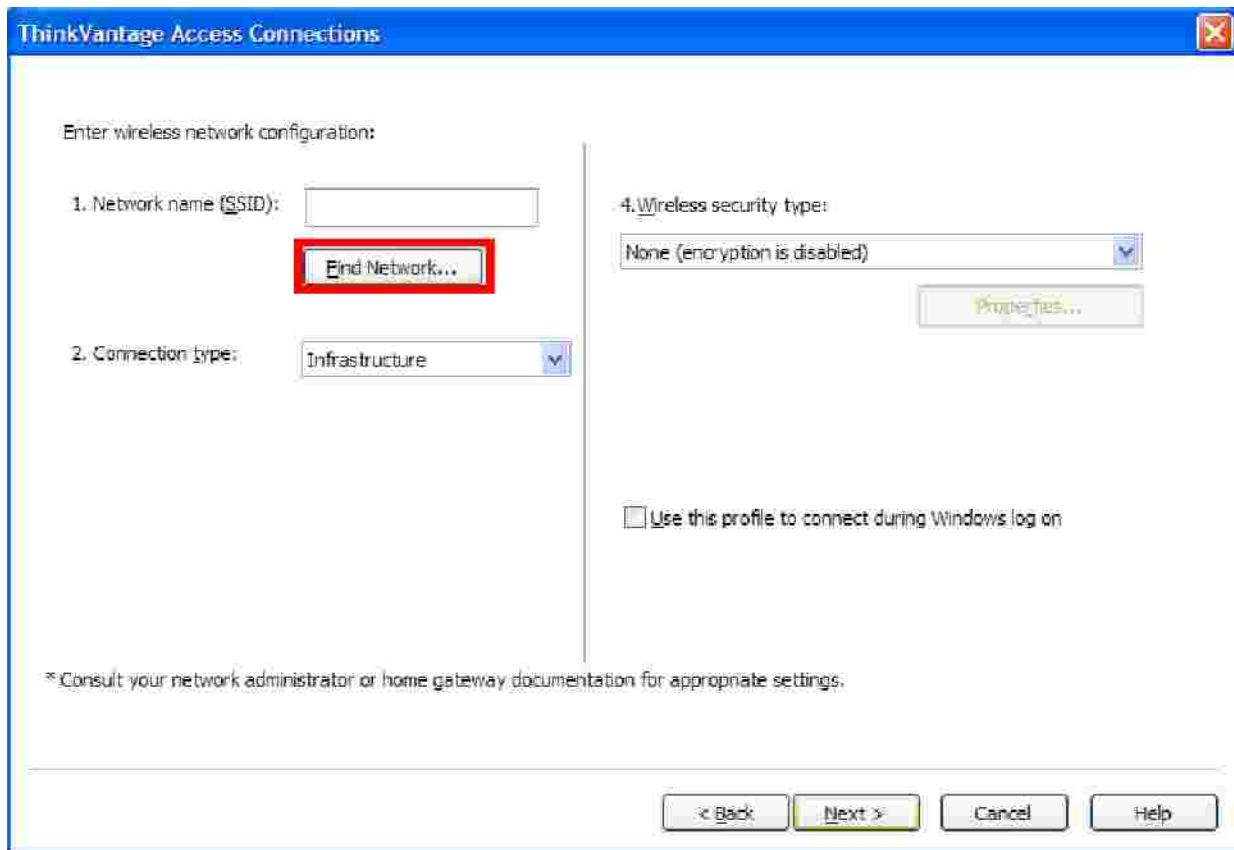
Disconnect from the network and power off any wireless radio associated with this profile when switching to a different location

< Back Next > Cancel Help

Step 5: This screen will allow you to configure your computer to connect to the wireless network. If you are not configuring a wireless connection, press "Next" to bypass this screen.

At this point you will need to enter information about the network you are trying to connect to. The Support Desk will not be able to provide this information. If you are in a hotel or other business, you can find out from them what information needs to be selected under Network name (SSID) and Wireless security type. Usually they have instruction sheets for wireless for their business or the staff will be able to assist. If you are at home, whoever set up the wireless work should know the settings. Your wireless router manufacturer can also provide this information. You will need to know the network name (SSID), type of security (if any) and the passwords in order to configure this properly.

Find your wireless network name (SSID) by clicking the "Find Network" button.

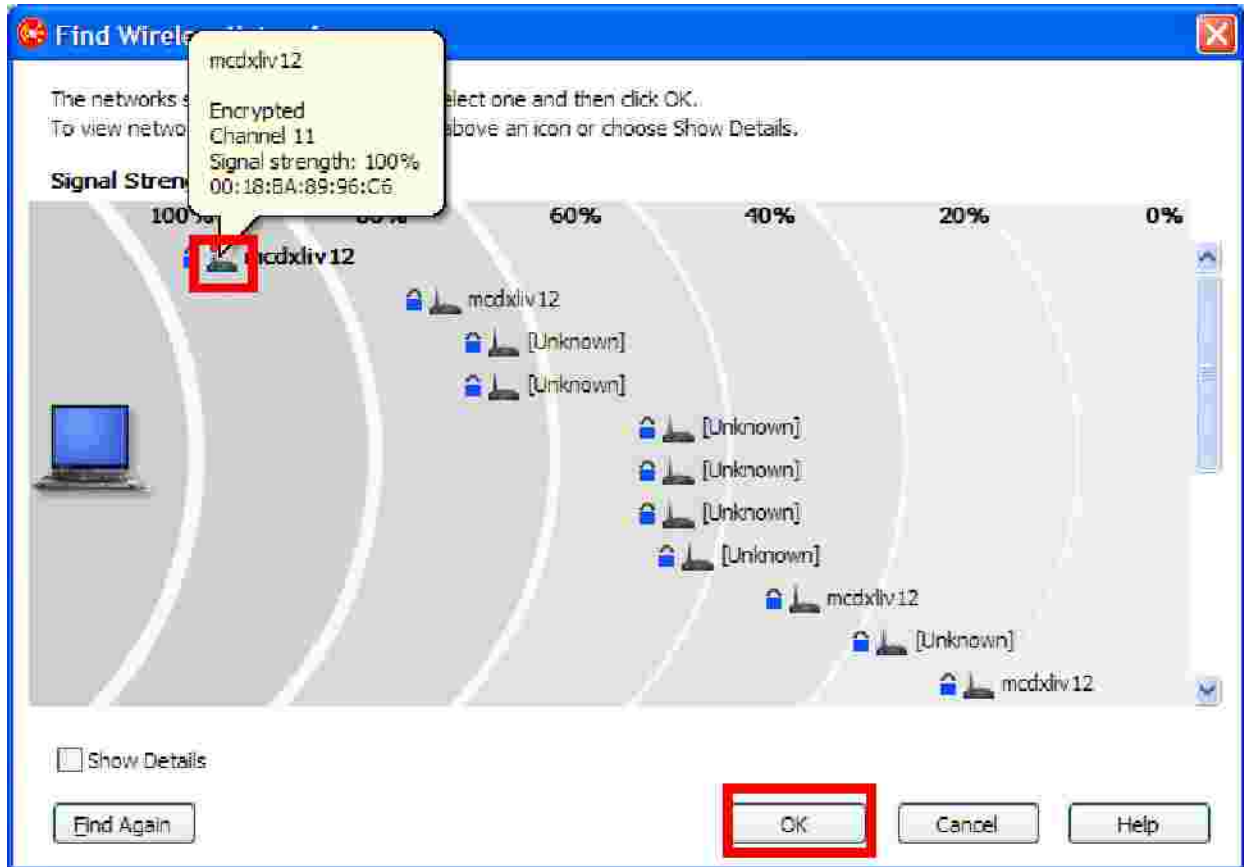


The screenshot shows a Windows dialog box titled "ThinkVantage Access Connections". The main area is titled "Enter wireless network configuration:" and is divided into four numbered sections:

- 1. Network name (SSID): A text input field with a "Find Network..." button below it, which is highlighted with a red rectangle.
- 2. Connection type: A dropdown menu currently set to "Infrastructure".
- 3. Wireless security type: A dropdown menu currently set to "None (encryption is disabled)", with a "Properties..." button below it.
- 4. A checkbox labeled "Use this profile to connect during Windows log on", which is currently unchecked.

At the bottom of the dialog, there is a note: "Consult your network administrator or home gateway documentation for appropriate settings." and four navigation buttons: "< Back", "Next >", "Cancel", and "Help".

This should bring up the Find Wireless network Screen. Select the network from the displayed choices by clicking on it with your mouse and then clicking on "OK".



This should populate the network name automatically into the Network Name (SSID) box.

Enter wireless network configuration:

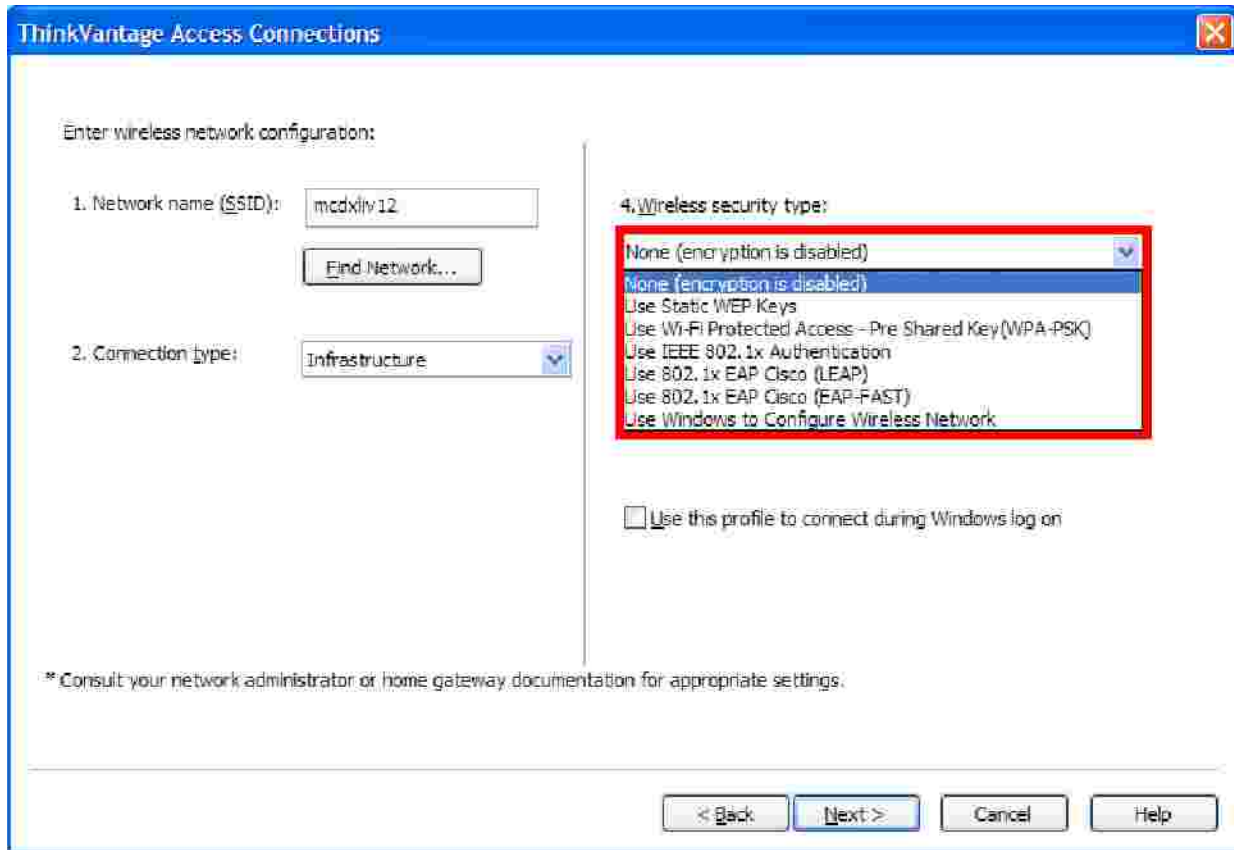
1. Network name (SSID):

mcdxlv12

Find Network...

Note: Some wireless networks are setup to not broadcast the SSID and will not show on this screen. In this case, you will need to manually enter the name of your network.

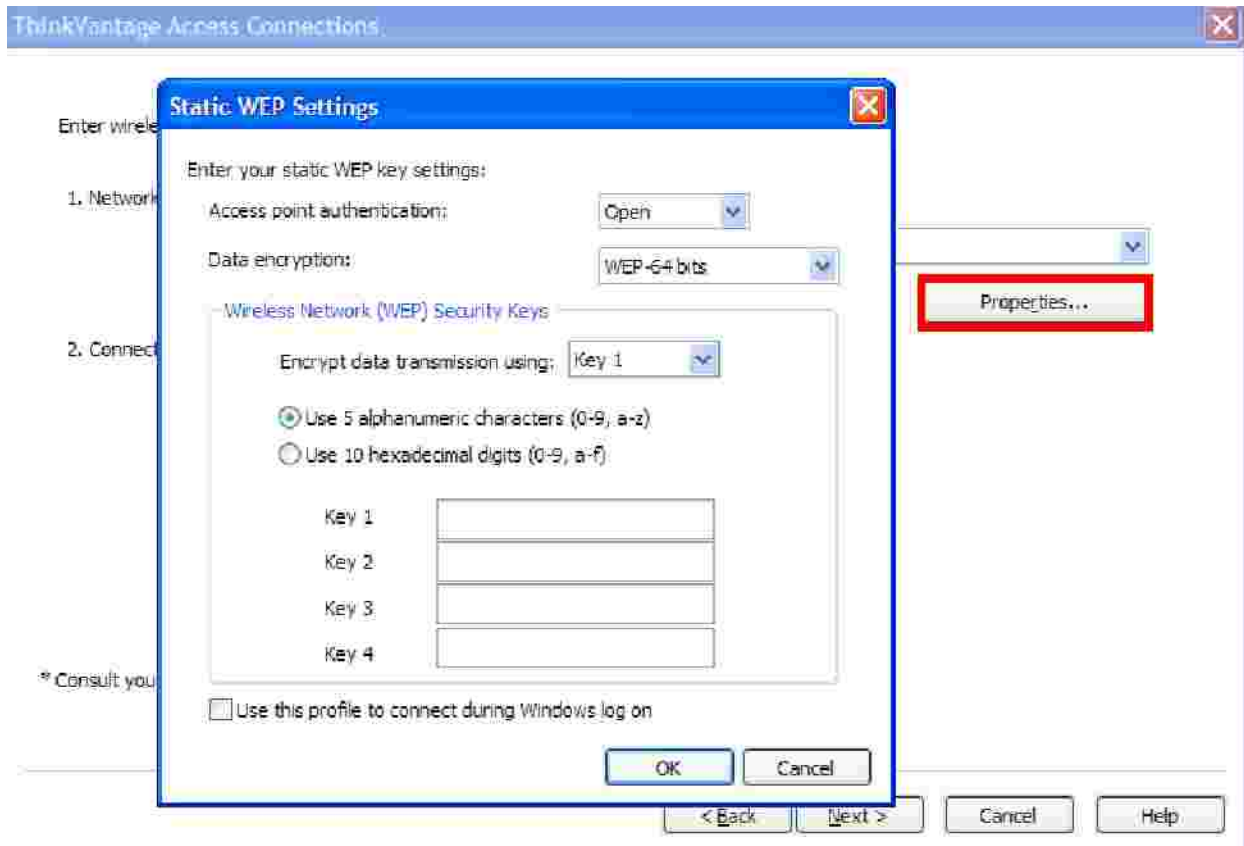
Step 6: Next, select your Wireless security type.



The screenshot shows the 'ThinkVantage Access Connections' dialog box. The title bar is blue with the text 'ThinkVantage Access Connections' and a close button. The main area is white and contains the following elements:

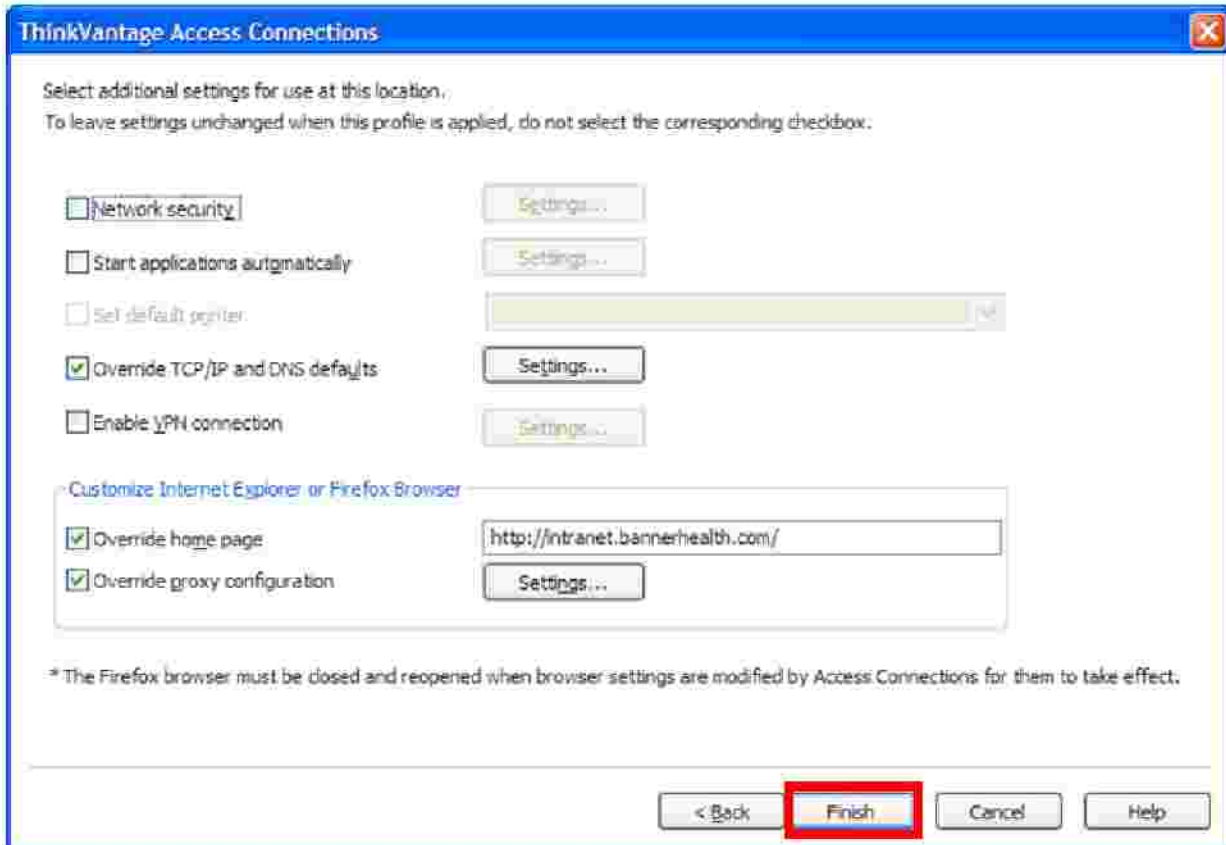
- Enter wireless network configuration:**
 - 1. Network name (SSID): A text box containing 'mcdxlv12' and a 'Find Network...' button.
 - 2. Connection type: A dropdown menu set to 'Infrastructure'.
 - 4. Wireless security type: A dropdown menu with a red border. The menu is open, showing the following options:
 - None (encryption is disabled) - This option is highlighted in blue.
 - Use Static WEP Keys
 - Use Wi-Fi Protected Access - Pre Shared Key (WPA-PSK)
 - Use IEEE 802.1x Authentication
 - Use 802.1x EAP Cisco (LEAP)
 - Use 802.1x EAP Cisco (EAP-FAST)
 - Use Windows to Configure Wireless Network
- Use this profile to connect during Windows log on
- A note at the bottom: '* Consult your network administrator or home gateway documentation for appropriate settings.'
- Navigation buttons at the bottom: '< Back', 'Next >', 'Cancel', and 'Help'.

If the network is secured, you will also need to enter _____ under the “Properties” tab and click “OK”. Each type of security settings has different password requirements. The screenshot below is just an example. Again, the Support Desk will not be able to provide this information to you.



Once you have configured the network security settings, click on “Next”. This will take you to the additional settings screen.

Step 7: You should leave all the default settings as they appear on this screen. You should not need to make any changes in order to successfully create a connection.



ThinkVantage Access Connections

Select additional settings for use at this location.
To leave settings unchanged when this profile is applied, do not select the corresponding checkbox:

<input checked="" type="checkbox"/> Network security	Settings...
<input type="checkbox"/> Start applications automatically	Settings...
<input type="checkbox"/> Set default printer	
<input checked="" type="checkbox"/> Override TCP/IP and DNS defaults	Settings...
<input type="checkbox"/> Enable VPN connection	Settings...

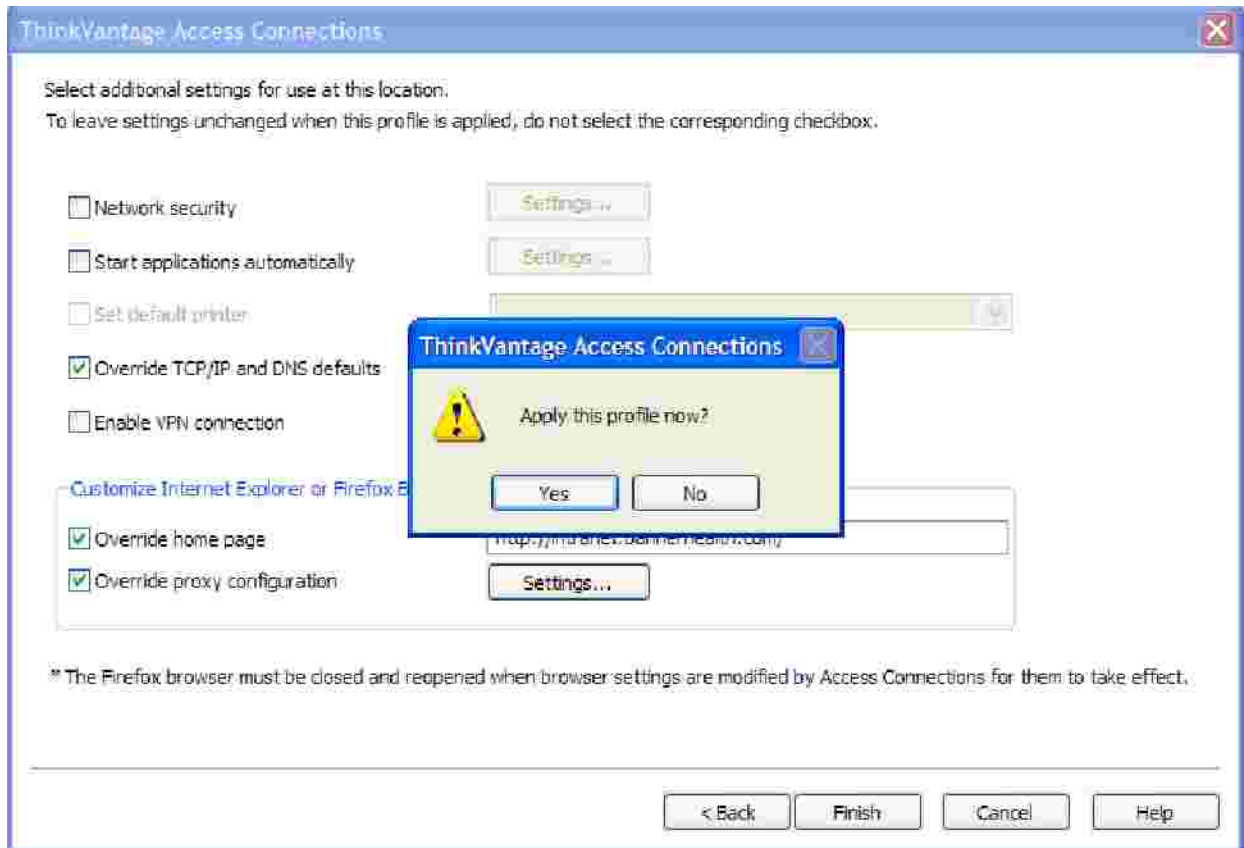
Customize Internet Explorer or Firefox Browser

<input checked="" type="checkbox"/> Override home page	http://intranet.bannerhealth.com/
<input checked="" type="checkbox"/> Override proxy configuration	Settings...

* The Firefox browser must be closed and reopened when browser settings are modified by Access Connections for them to take effect.

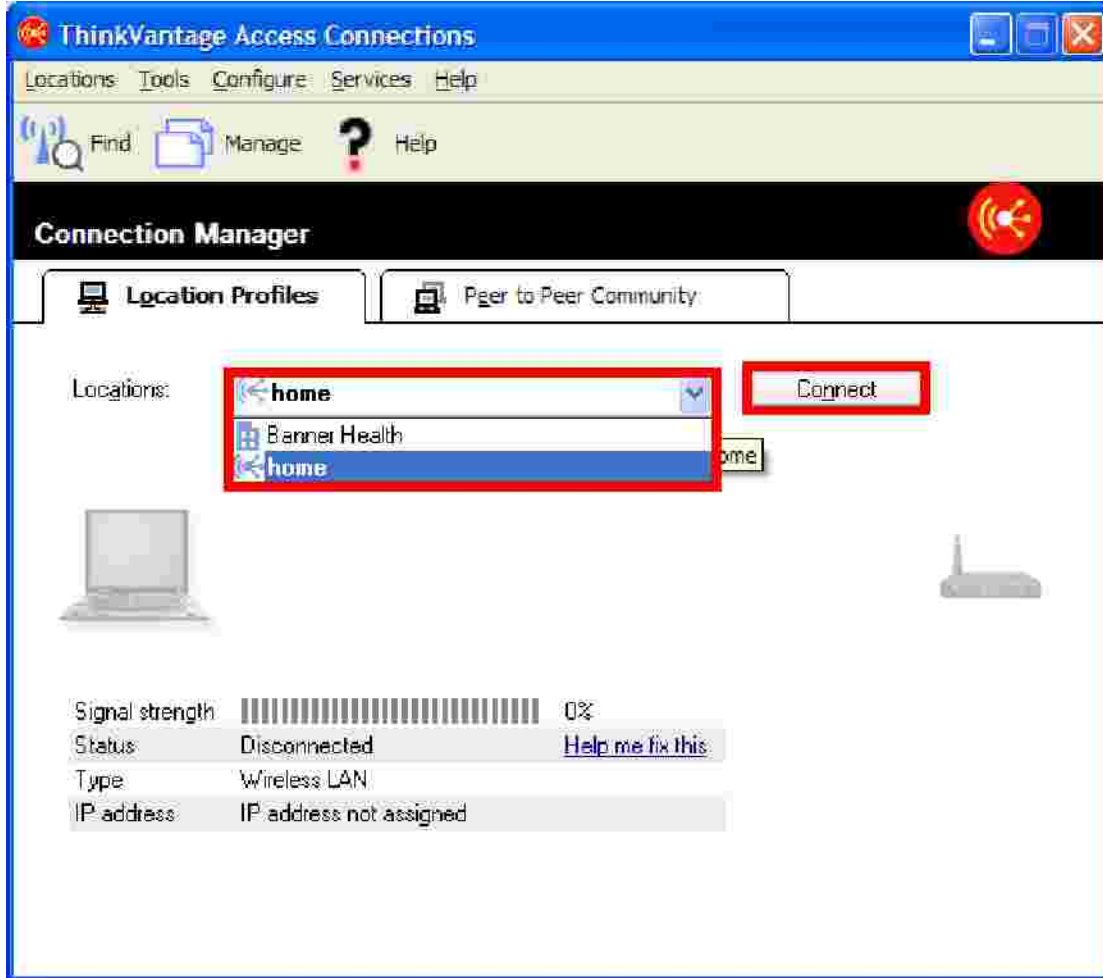
< Back **Finish** Cancel Help

Click "Finish". It should ask you if you wish to apply the profile you just created.



Click "Yes". ThinkVantage Access Connections will attempt to connect to the network using this new network connection. You should then be able to log onto your network.

When you log into the computer you will have to open ThinkVantage Access Connections and select the appropriate connection entry from the dropdown menu and click on "Connect".



Frequently Asked Questions:

What is SSL VPN?

SSL VPN is a web-based method of securely connecting your PC to the Banner network from outside of the facilities.

What is Remote Desktop Connection?

Remote Desktop Connection is a tool used to connect to your work PC from your home PC. Once connected, you will see the same screen you would see if you were physically at your work PC and you will have access to any applications, network drives for files that you would see while at work. You must first connect to SSL VPN in order to use Remote Desktop Connection.

What does SSL VPN give me access to?

SSL VPN securely connects your PC to the network. If you are on a Banner PC, it will function just as it would if you were on the PC at work. If you are on a home PC, you will be able to access websites that are normally only available from a Banner PC (such as the Intranet), but will not have access to shared drives, email through Office Outlook or non-web-based Banner applications. If you need access to these types of resources, you will need to remote control your work PC with Remote Desktop Connection.

Do I need a PC at work for SSL VPN to work?

A PC at work is not required to access Banner websites le on SSL VPN. You will
need to use Remote Desktop Connection to remote control a PC at work if you would like to access your network drives, non-web-based applications or email through Office Outlook.

If so, does the office PC need to be turned on for me to access it remotely?

Yes, the PC must be turned on in order for you to remote control it. In addition, if you need to access network drives remotely, you must lock the PC instead of logging out when you leave the work. To lock the PC, press Ctrl-Alt-Del and then choose "Lock Computer".

Can I connect to a PC that I share with my coworkers?

Only one person can be logged into the PC at a time, whether they are accessing it locally or remotely. Remote Desktop should not be used on shared PCs for this reason.

How do I connect to my work PC?

First, connect to SSL VPN using the steps above. Once you are connected, you will need to open Remote Desktop Connection. On Windows XP this can be found by going to Start->All Programs->Accessories-

>Communications->Remote Desktop Connection. On Vista, it is located under Start->All Programs->Accessories->Remote Desktop Connection.

You will see the following screen once Remote Desktop Connection is opened:



Type in your work PC name and click "Connect". Once you are connected, you will be prompted to login to your work PC. After logging in, you will see your work desktop as if you were sitting in front of your PC at work. You can go to Start->Disconnect when you are done and wish to disconnect from your work PC.

Note: Mac users can download the Remote Desktop Client from <http://www.microsoft.com/mac/downloads.mspx>. The Support Desk does not support the installation or configuration of this application.

You will receive the following error message if you are unable to contact your work PC:



The main causes of this issue are not being connected to SSL VPN or the remote PC being turned off. Please see the "How can I verify that I am connected to SSL VPN?" section of this document if you receive this message.

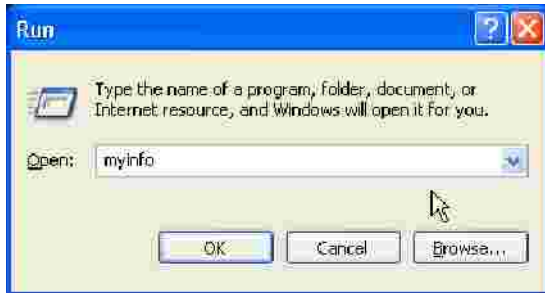
How do I find my work PC name?

You can find your work PC name by running the Myinfo application. There are three ways to access it.

You can access it by clicking the Myinfo icon by your Start button in Windows:



You can go to Start->Run, type "myinfo" and press OK:



You can also go to Start->All Programs->Banner Programs->Myinfo.

Your PC name will be the third item listed on the Myinfo screen.

How can I verify that I am connected to SSL VPN?

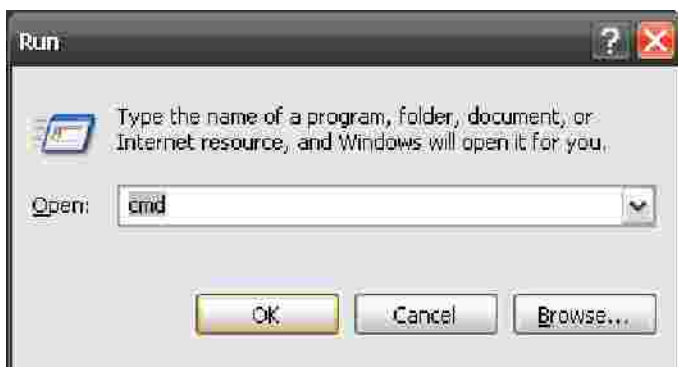
When you are connected, Windows will show the following icon by the clock at the bottom right of your screen:



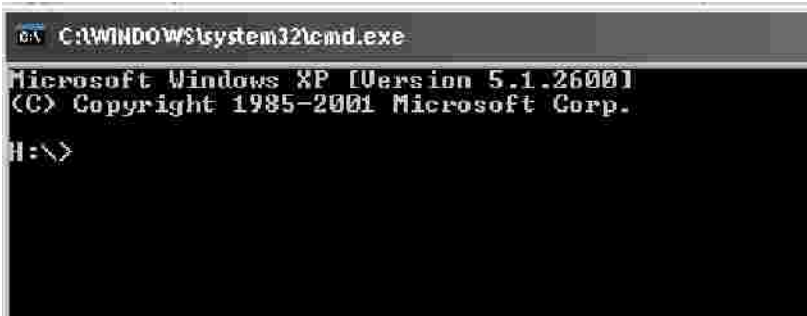
Mac OSX will show the same symbol by the clock at the top right of the screen.

You can also verify connectivity by attempting to ping network resources that are only available while on VPN. Ping is a simple tool that verifies that your PC is able to communicate with a website or server.

To run a ping test on Windows, go to Start->Run, type "cmd" and press OK:

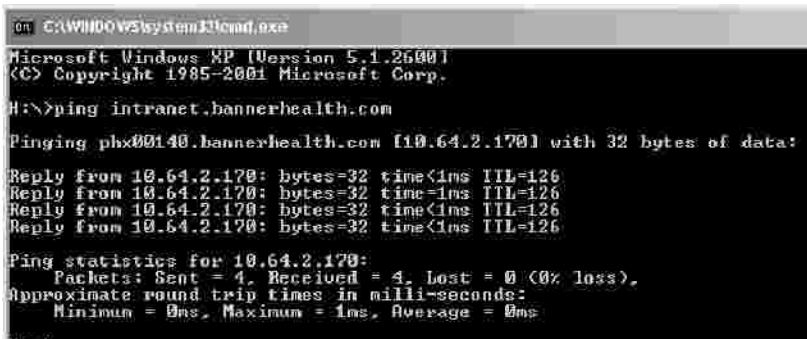


This will bring up a command line window:



```
C:\WINDOWS\system32\cmd.exe
Microsoft Windows XP [Version 5.1.2600]
(C) Copyright 1985-2001 Microsoft Corp.
H:\>
```

Type “ping intranet.bannerhealth.com” and press Enter. If you are connected, you will see the following result:



```
C:\WINDOWS\system32\cmd.exe
Microsoft Windows XP [Version 5.1.2600]
(C) Copyright 1985-2001 Microsoft Corp.
H:\>ping intranet.bannerhealth.com
Pinging phx00140.bannerhealth.com [10.64.2.170] with 32 bytes of data:
Reply from 10.64.2.170: bytes=32 time<1ms TTL=126
Reply from 10.64.2.170: bytes=32 time<1ms TTL=126
Reply from 10.64.2.170: bytes=32 time<1ms TTL=126
Reply from 10.64.2.170: bytes=32 time<1ms TTL=126
Ping statistics for 10.64.2.170:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 0ms, Maximum = 1ms, Average = 0ms
```

If you are not connected, it will say “Request timed out”.

You can use the same process to verify that your work PC is online. Type the word “ping” followed by your work PC name (e.g. “ping phx10111111”) and press Enter. You will receive replies from your PC’s IP address if it is currently online. If the PC is not online, it will say “Request timed out”. The most common cause of this problem is the PC not being turned on. If you receive this message, you can contact someone who has access to the PC to have them y it is powered on.

These steps can also be completed on a Mac by using the Network Utility. You can access it by double-clicking your Hard Drive and going to the Applications folder. Double-click the Network Utility icon to launch it. Click on the Ping tab, type the address you wish to ping (e.g. “intranet.bannerhealth.com” or “phx10111111”) and click the Ping button.

How can I fix the error message “The VPN Client Driver has Encountered an Error”?

Cisco has provided a possible fix for this error message. The steps are located at:

http://www.ciscopress.info/en/US/products/ps6120/products_tech_note09186a00809b4754.shtml#rty

How can I enable the numeric keypad when remoting to a Banner PC using a Mac?

If you are remoting a Banner PC with a Mac and the numeric keypad is not working, press the "Clear" key on the keypad to enable it.

