

SSL VPN Support Guide

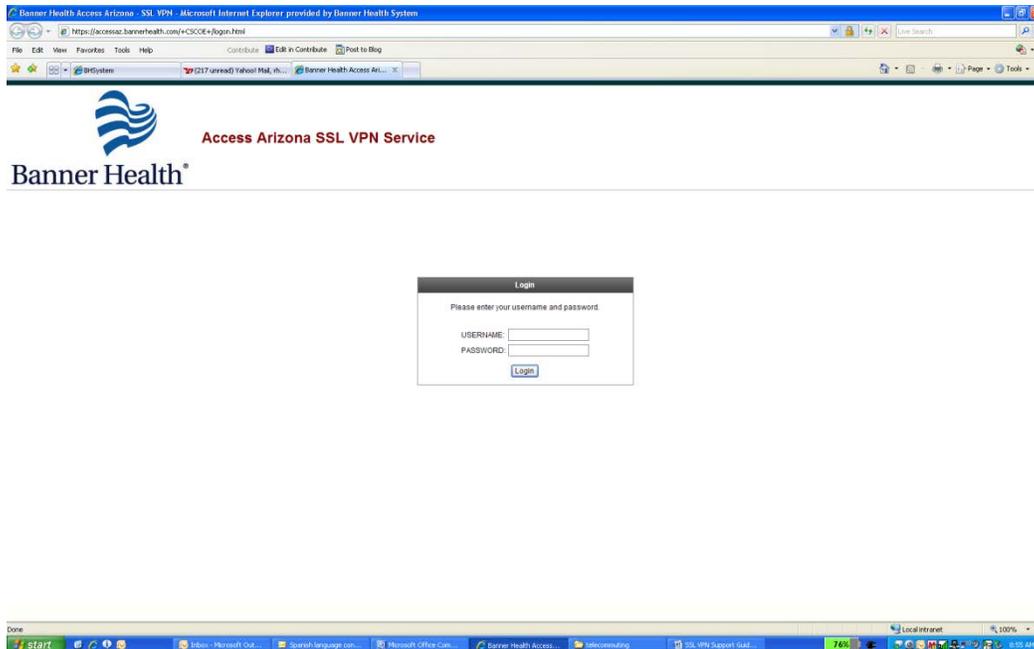
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Before calling the Service Desk, please complete the following steps:

- ✓ 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 verify you are connected to your home internet (the Service Desk can provide generic instructions on configuring your wireless adapter for your home network). If you feel you are properly connected, please contact your Internet Service Provider (Cox, Qwest, etc.) to troubleshoot your internet connection.



- ✓ 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 Service Desk to have your password reset.

Service Desk Contact information:

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

The Service 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 Service Desk cannot assist with:

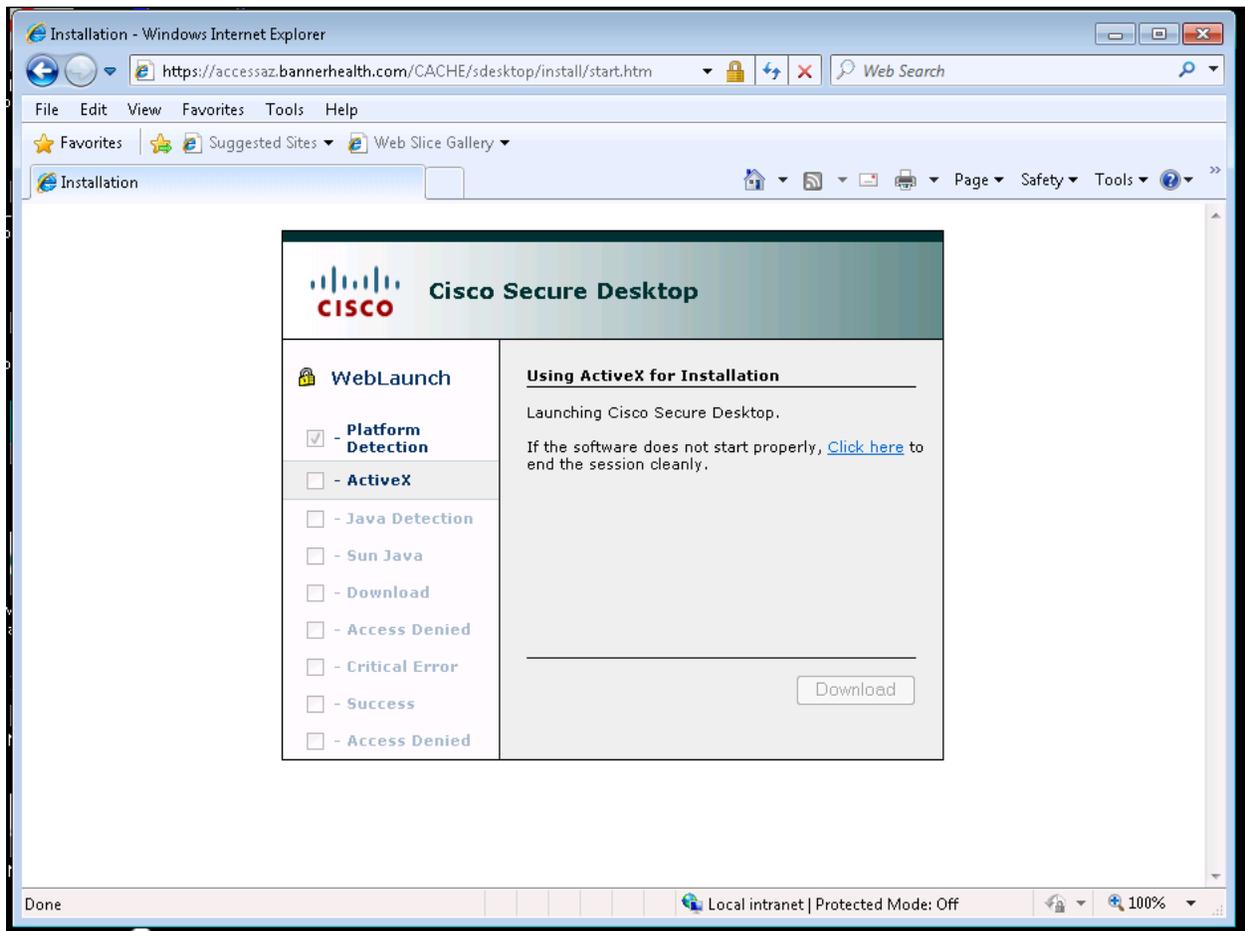
- Troubleshooting your internet or home network connection
- Installing the SSL VPN plug-in on your home PC
- Any error messages that are related to the SSL VPN or Remote Desktop software on your home PC
- Any configuration of your personal PC or printer.

How to access SSL VPN:

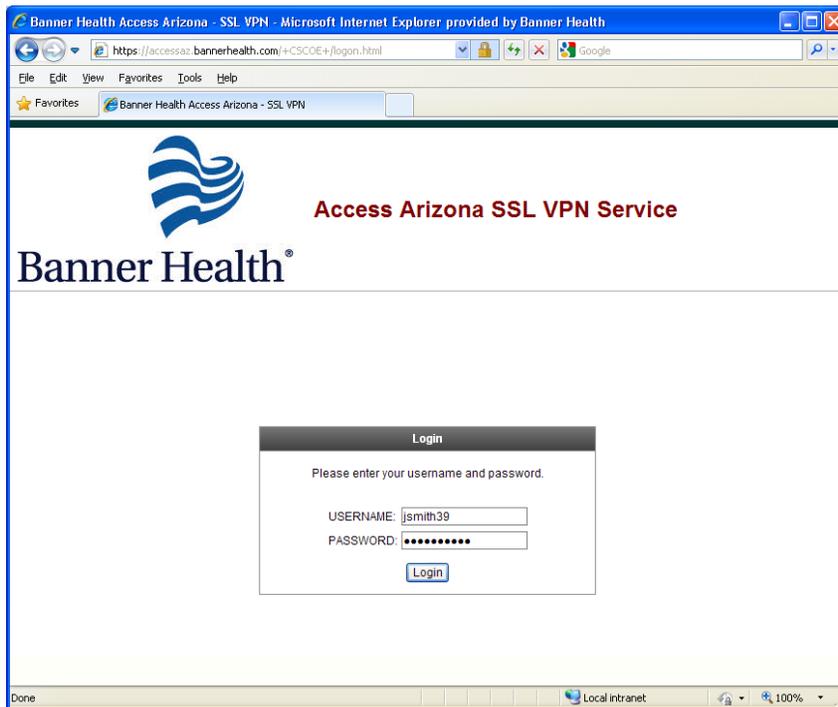
SSL VPN requires that a browser plug-in be installed the first time that you access it on your PC. The exact steps depend on the browser you are using (Internet Explorer on Windows, Safari on Mac OSX, etc.).

Internet Explorer on Windows:

1. Open <https://accessaz.bannerhealth.com> (Arizona) or <https://accesswr.bannerhealth.com> (Western Region) in your web browser. You will see the following page first and then eventually the login page

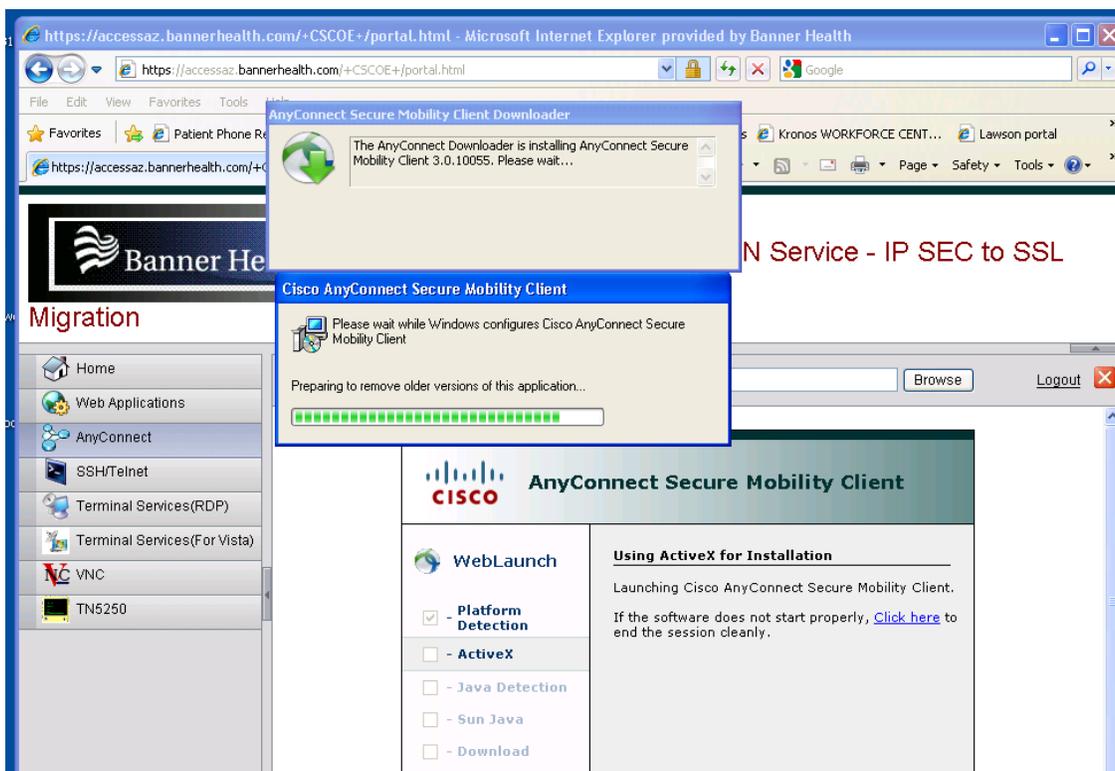


2. Login into the website with your network user ID and password.

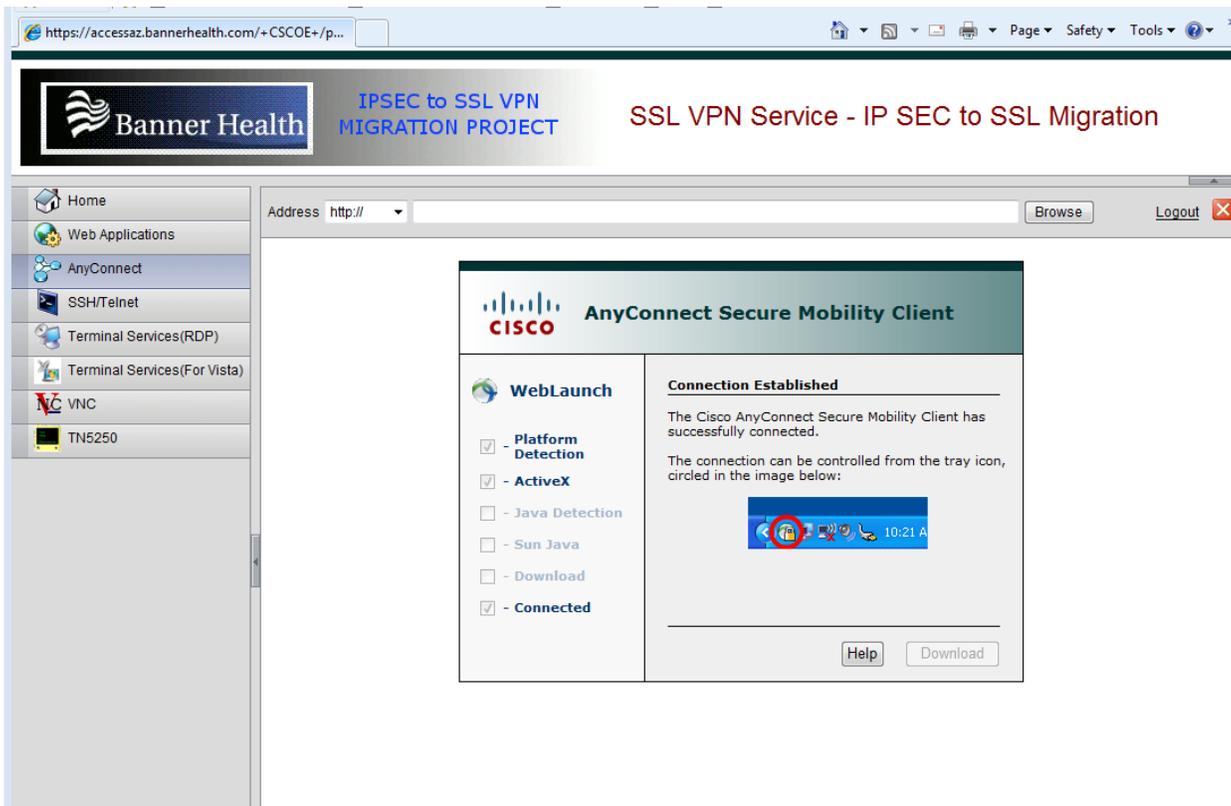


Hint: Your network ID is typically your first initial with your last name. The password is the same you use to login to your computer at work.

3. At this point you should be at the VPN screen which should automatically begin the download and install of the Cisco AnyConnect Secure Mobility Client; you screen should look like the following:



4. 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 the Cisco AnyConnect Mobility Client symbol with a padlock in front of it.



You can logoff from the AnyConnect client by right-clicking the icon in the system tray and selecting “VPN Disconnect”

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:

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



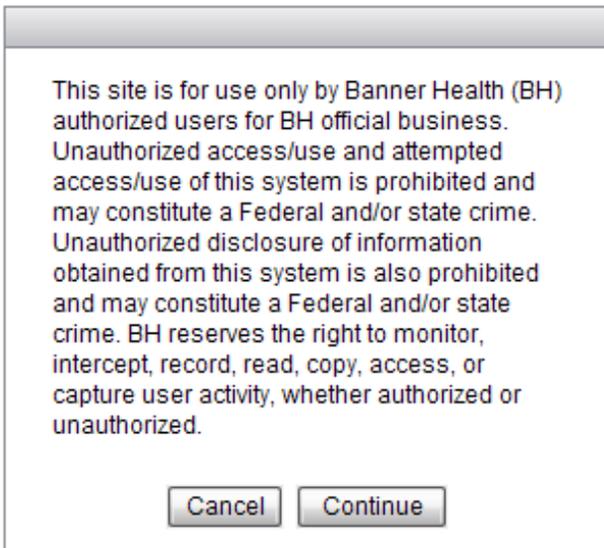
Login

Please enter your username and password.

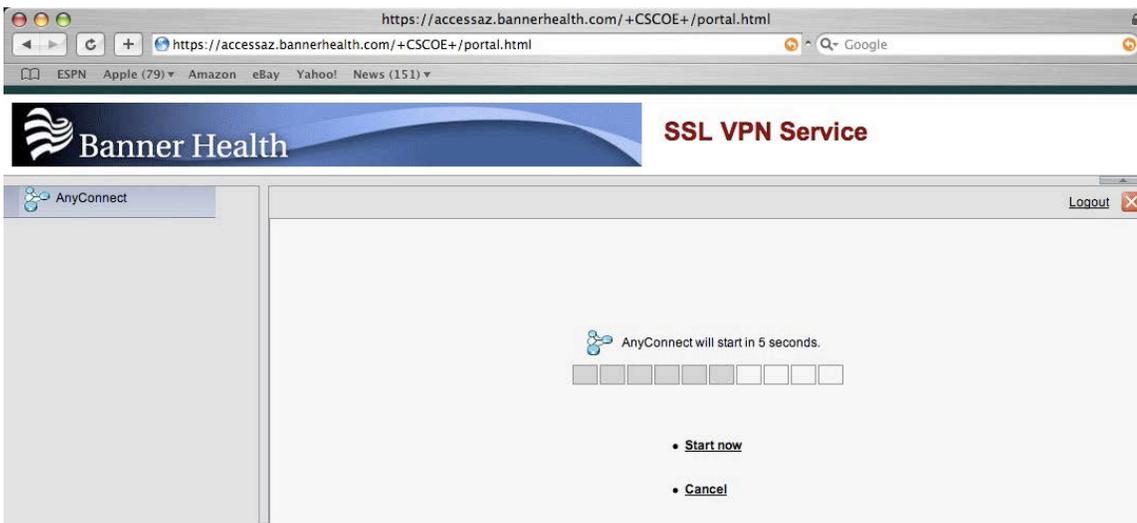
USERNAME:

PASSWORD:

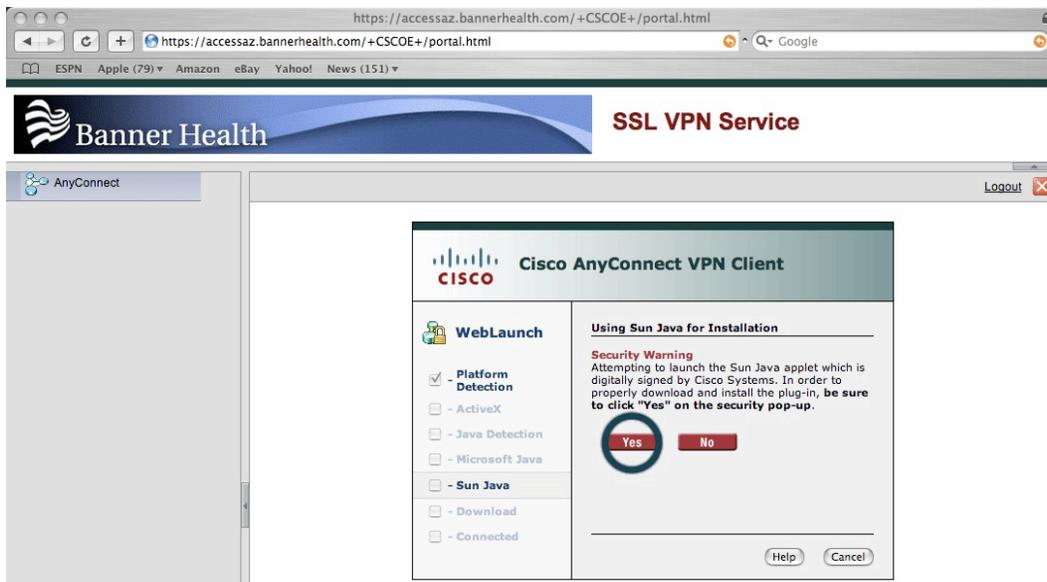
3. Agree to the terms and conditions of use by selecting “Continue”



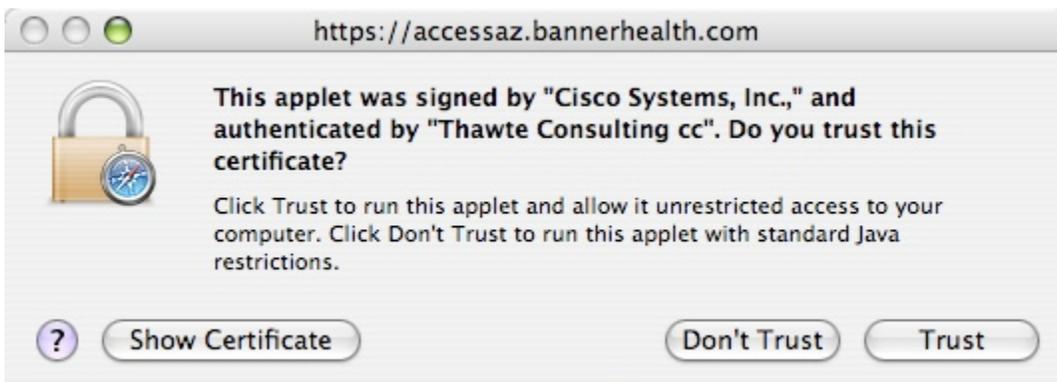
4. On the post-login portal page, select the AnyConnect menu option



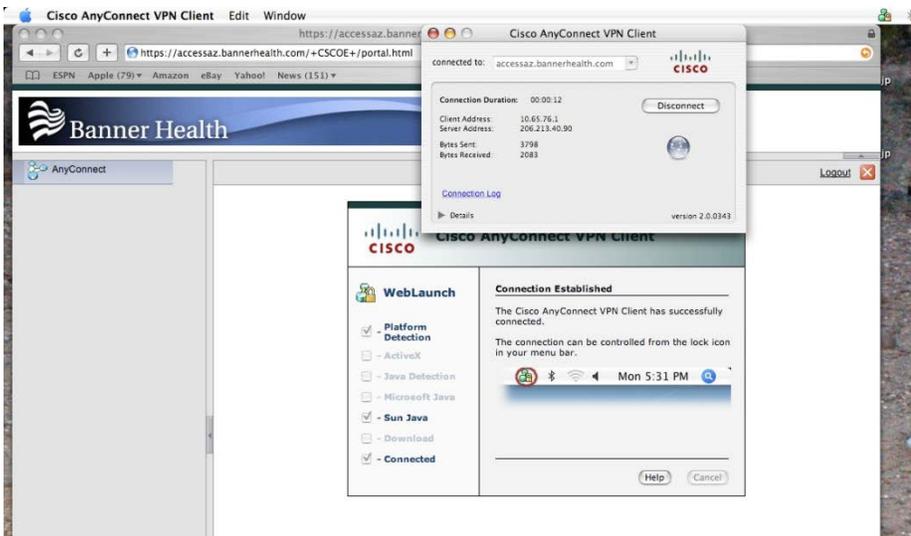
5. If this is the first install, allow Cisco Web launch to detect the platform and install the appropriate AnyConnect VPN client.



6. Click "Trust" to accept the certificate warning.



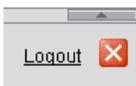
7. Wait for the Cisco AnyConnect client to automatically make the connection.



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.



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 (such as the Intranet) while 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 7 this can be found by going to 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.msp>. The Service 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.

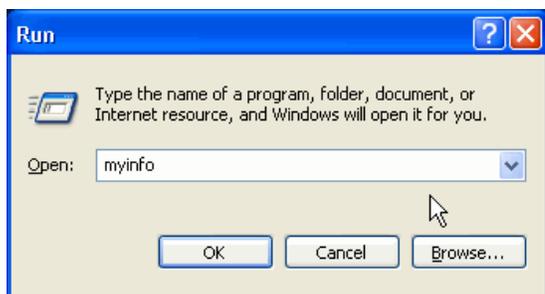
How do I find my work PC name?

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?

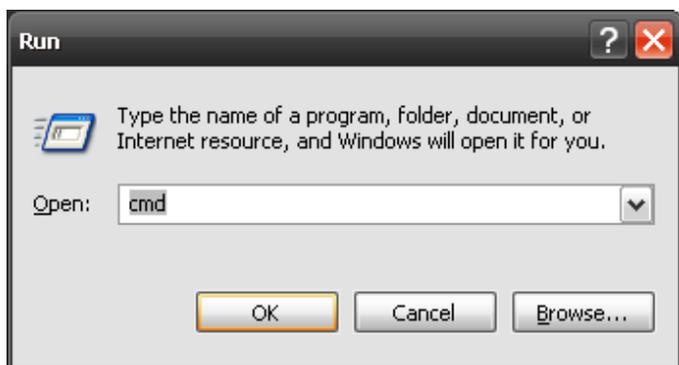
When you are connected, Windows will show the following icon by the clock at the bottom right of your screen:



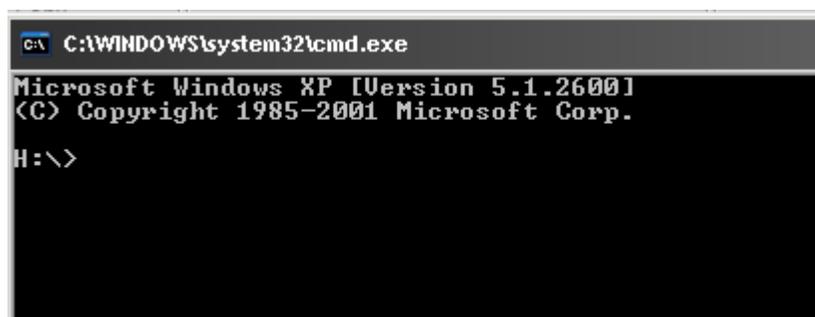
Mac OSX will show the same symbol by the clock at the top right of the screen.

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:



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 work 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 verify 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 remoteing to a Banner PC using a Mac?

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

