How to install & use the Cisco AnyConnect Secure Mobility Client for your computer

The Cisco Virtual Private Network (VPN) Client is the software you need to remotely access your work computer. This document will help employees install the Cisco VPN client on their personal computer, which is not included on the City of Gainesville's corporate network.

Prerequisites to use the Cisco VPN Client:

1. VPN remote access granted.
    a. Use the WISDOM Account Setup Forms to add or modify your VPN access.
    b. Use the **Change** button related to your organizational area, GG or GRU.
    c. VPN can be found under **Remote Access > VPN**. It requires manager approval.
2. Google Authenticator must be downloaded on your mobile device and set up for 2-Factor Authentication (2FA).
    a. 2FA provides more security for your account by requiring a second step of verification when you sign in. To learn more about 2FA:
        i. Go to **ClipTraining > Gainesville > Google Authenticator** to learn more about this app and how to set it up.
        ii. Check out 2-Factor Authentication Instructions.
3. You will need to know your work computer's **domain name**. City of Gainesville Employees fall into two domain groups:
    a. **GG** – General Government domain name
    b. **GRUADMIN** – Gainesville Regional Utilities domain name

Not sure if you have the Cisco VPN Client installed?

Search for the application on your computer to see if it is installed. Consult help documentation for your computer's operating system if you aren't sure how to do this.

Important: Cisco VPN Client Versions 3.x to 4.x

If have the **Cisco AnyConnect Secure Mobility Clint Version 3.x** already installed this documentation will help you to update it. Make sure the **Cisco AnyConnect Client** is closed before attempting to install this new version. The installer should update your older version to **Cisco AnyConnect Secure Mobility Client Version 4.x**.

If you have problems installing v. 4.x with v. 3.x installed **will need to uninstall your previous version**, then go through the install process again. We encourage you to attempt to update first. Especially for those using laptops provided by the City of Gainesville.
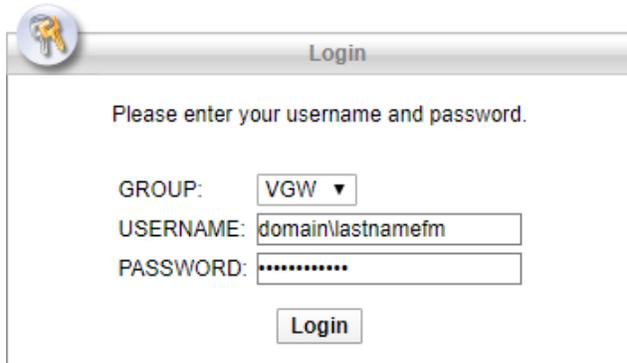
How I find my Cisco VPN Client version?

When the client is open, click this icon ⓘ to see your version.
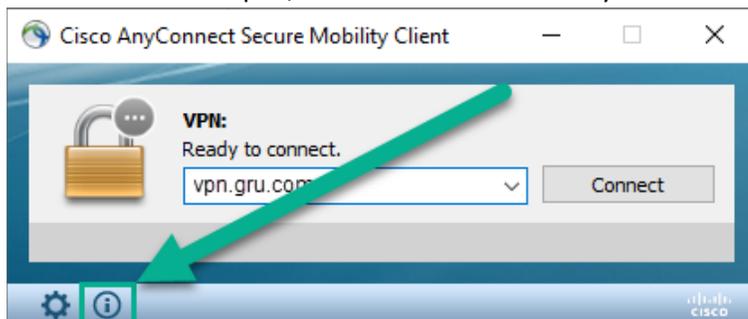
How to Download, Install and Use the Client

This process will help you install the **Cisco AnyConnect Secure Mobility Client Version 4.6**.

1. Open a web browser and type in https://vpn.gru.com.
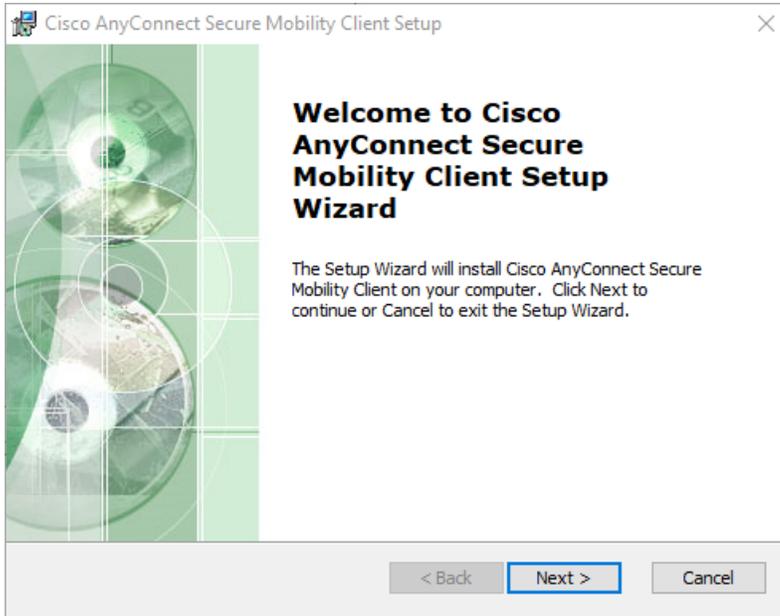2. Login on the **CISCO SSL VPN Service** page.

   a. Use the default **GROUP** to **VGW**.
   b. Enter your work **USERNAME**.
      i. Examples: **gruadmin\lastnamefm** or **gg\lastnamefm**
   c. Enter the **PASSWORD**.
      i. This step requires the Google Authenticator app
         1. The PASSWORD is your **6 digit PIN** followed by the **6 digit code generated by the Google Authenticator app**
   d. Click **Login**.
3. AnyConnect Secure Mobility Client **checks your system** for the correct client to download.
   a. Use the button provided to Download & Install your client.
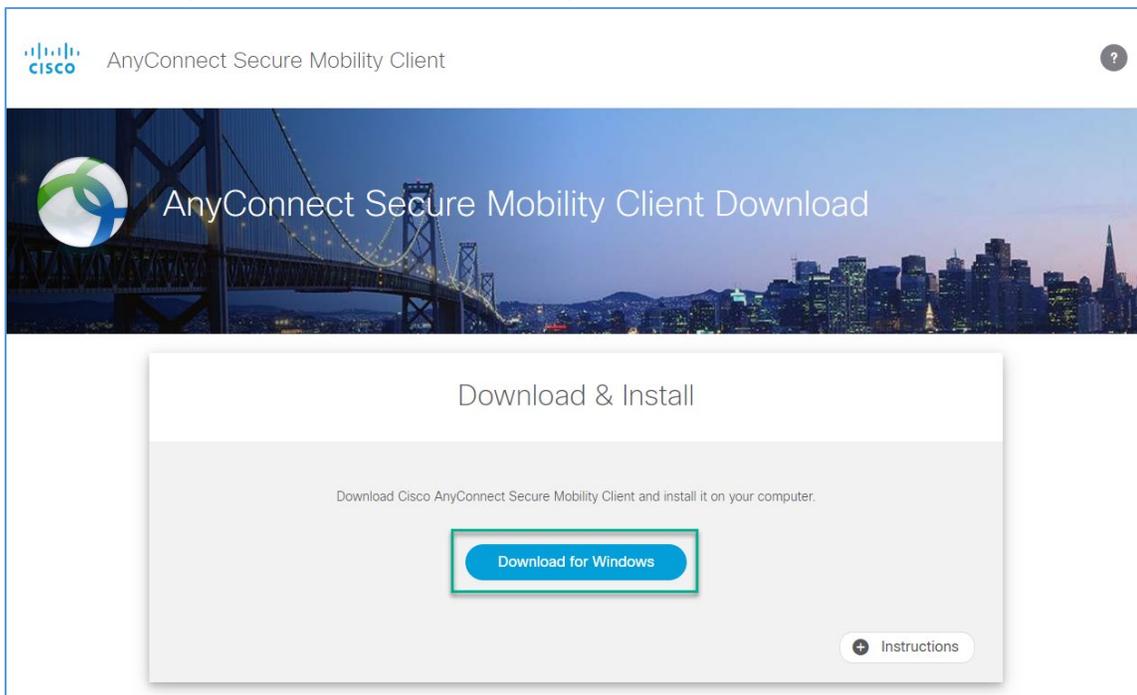
4. After the software downloads, go to the location of the download to open and install the software.

5. Follow the steps and default settings defined in the installation.
   a. **iOS/Mac exception:** Do not worry if you get an alert that the "package…certificate…expired." Click **Continue** to install the software.
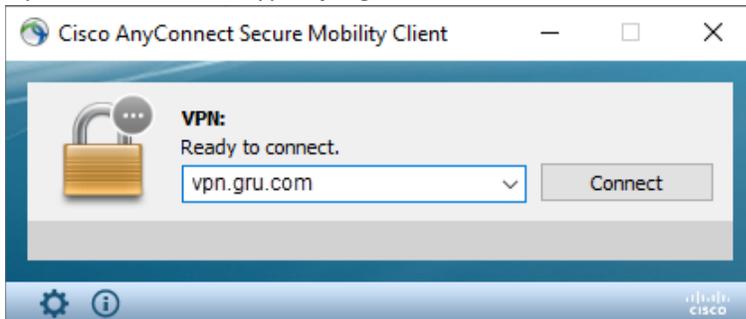

1 Windows 10 example

6. You will see the new application listed among your apps after installation.
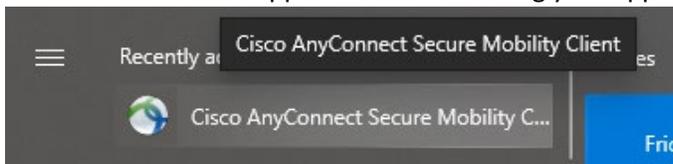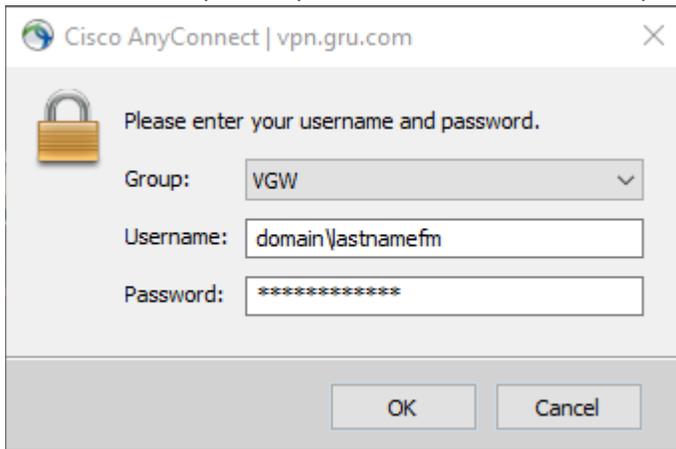

2 Recently added, Apps list from Windows 10 Menu

7. Open the client and type **vpn.gru.com.**
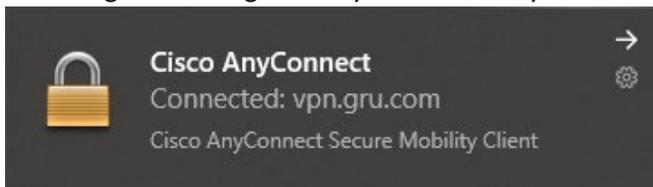

8. Click **Connect**.

9. A new window opens. Input the same information required for the download.

    a. Use the default **GROUP** to **VGW**.
    b. Enter your work **Username**.
        i. Example: **gruadmin\lastnamefm** or **gg\lastnamefm**
    c. Enter the Password.
        i. This step requires the Google Authenticator app
            1. The PASSWORD is your **6 digit PIN** followed by the **6 digit code generated by the Google Authenticator app**
    d. Click **OK**.
10. The software will indicate any issues or errors.
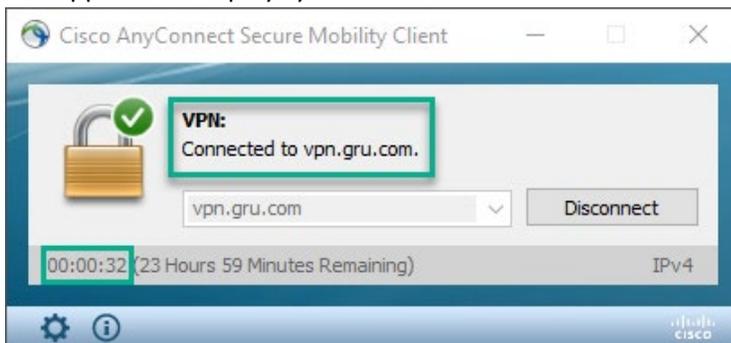11. You will get a message when you successfully connect.

3 Windows 10 example

12. The application minimizes when it connects.
    a. You can **click the application icon on your taskbar or dock to view it**.
13. The application displays your connection status and the time you've been connected.

14. After establishing the VPN connection you can open your **Remote Desktop Application** on your computer to access the City of Gainesville's computer network.
15. Use **Disconnect** when you are done with your VPN session.
    a. You can also right-click the Cisco AnyConnect icon in your taskbar or dock to disconnect.

Remote Desktop Connection Information

Search for the **Remote Desktop Connection** application on your computer. Both Windows and iOS/Mac computers will have this built into their operating system.

Prerequisites:

You will need to know your work computer's **domain name**. City of Gainesville Employees fall into two domain groups:

1. **GG** – General Government domain name
2. **GRUADMIN** – Gainesville Regional Utilities domain name

You will also need to know your **computer number**. This number can be found on the outside case of your work computer. If you can't find the number on your case, here is a Microsoft support article on how to find your computer number/name.

The computer number is used to identify the computer you want to log into with the VPN connection.
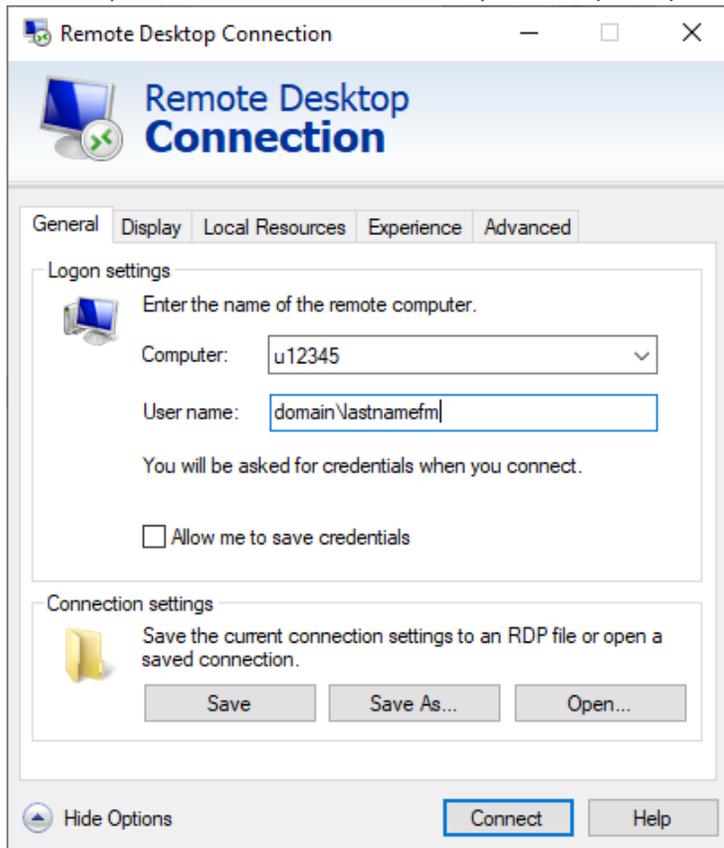
4 Windows 10 example

1. Open your **Remote Desktop Connection** application
2. Enter your computer number into the **Computer** field
3. Enter your domain name, backslash and username, with no spaces, in the **User name** field
4. Click **Connect**.
5. A remote desktop session will begin.
6. Once you are connected, you will log into your computer with the same username and password you use at work.