

VPN Log On Procedure

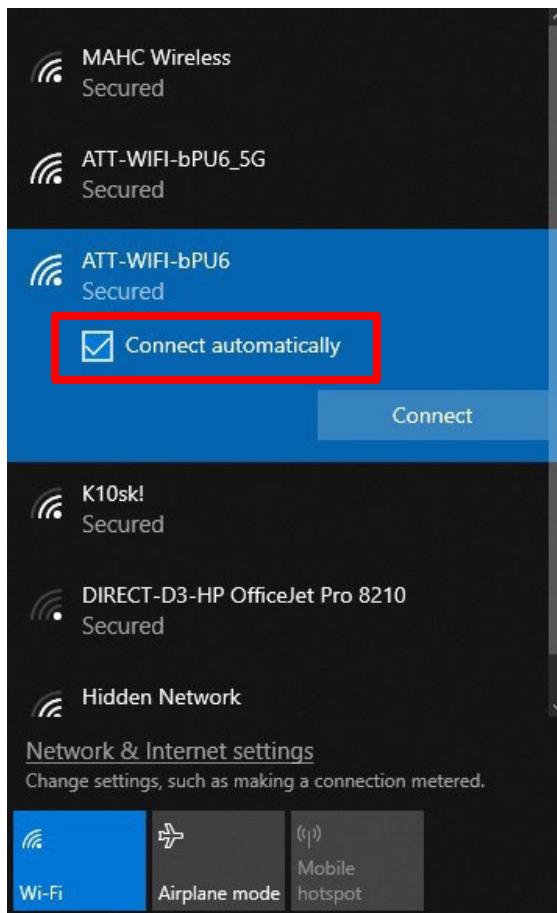
(As of 18 NOV 2025)

Following are the steps necessary to gain access to both the VPN and your assigned share drives.

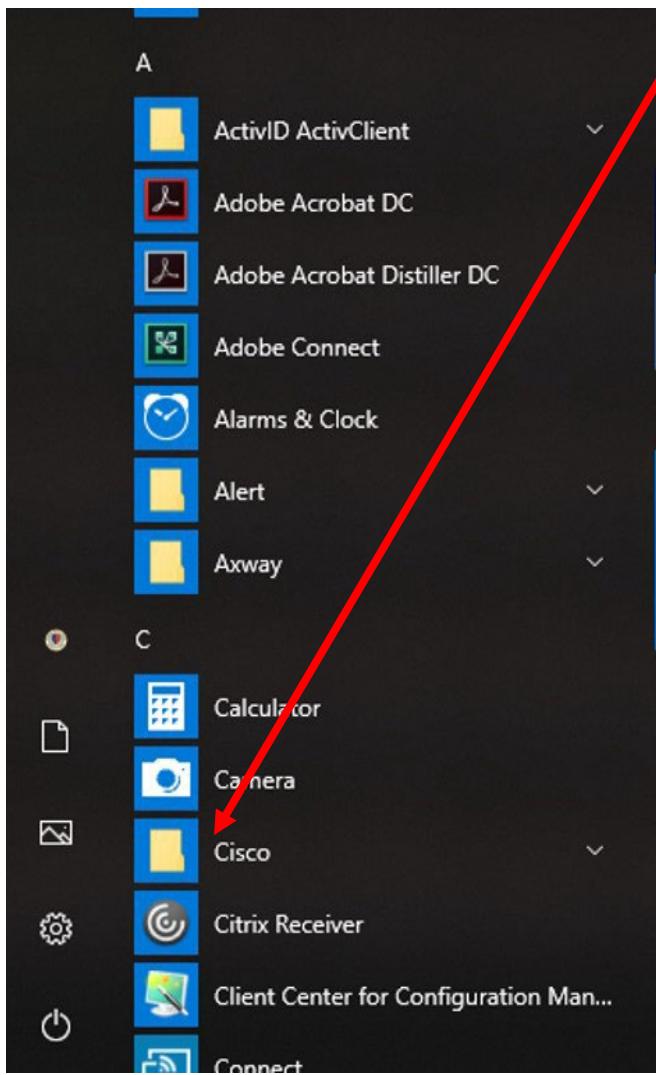
1. Before attempting any login outside of the Munson network, you will need to first login to your assigned device, **while connected to the MAHC network via hard line**, to build your user profile and cache your CAC credentials.
2. Once your system account has been established on the device, shut the system down, while it is still connected to the Munson Network, and bring to your offsite location.
3. Power on your device and log on to the system. Select the WiFi Icon located in the task bar, lower right-hand corner of your screen. This Icon may also look like a white globe before it is connected.



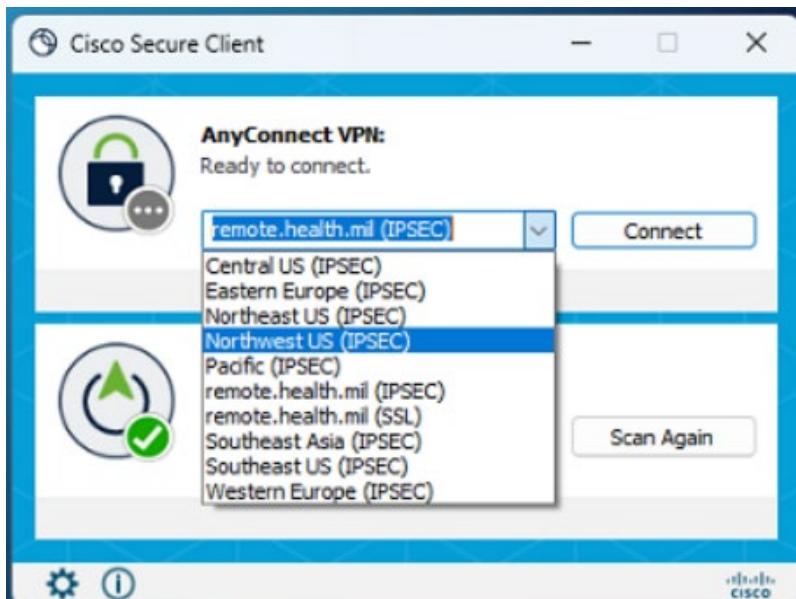
4. Ensure that the “Connect Automatically” box is checked.



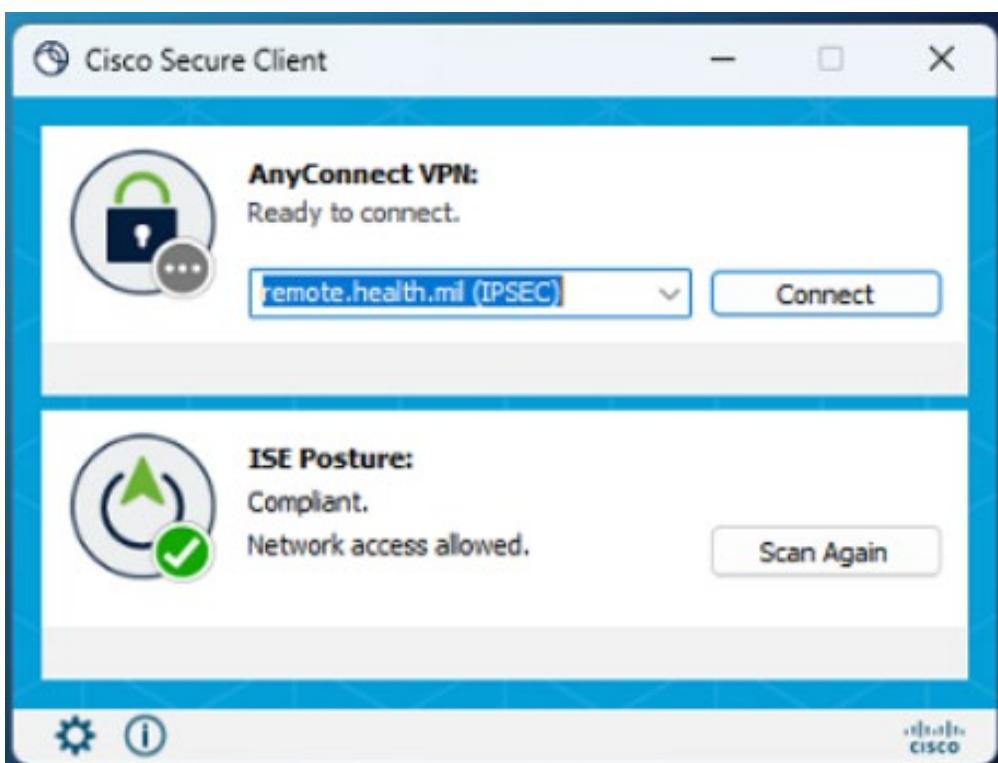
5. Once you have established a wireless connection, you now need to Select the Cisco Folder and then the “Cisco Secure Client.”



6. When the Cisco Secure Client starts you will be presented with the following options:



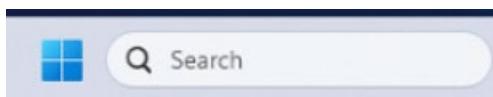
7. IMD suggests that you start with Northwest US (IPSEC). If that does not work, then move to Central US (IPSEC)
8. Select correct certificate and provide pin when requested.
9. Click Accept
10. Once you have successfully connected to the VPN, Cisco Secure Client will run the ISE Posture scan before fully connecting to the network. Allow this scan to proceed before trying to complete any work.



Troubleshooting:

My Genesis icons are not on my desktop:

- Locate the Search field on your computer (lower left corner of screen)



- Type this in the search field then press enter **gpupdate /force**
- This will cause a command prompt to display on your system. After command prompt closes check your desktop to see if Genesis icons have returned.

My share drives will not connect:

- Log off computer (**do not restart**, this will cause your computer to lose its connection to your WiFi)
- Go through the motions of logging back onto the computer but stop at the point where your systems is asking for your CAC.

- In the lower right corner of the screen locate the following icons:



- Select the lock and key icon to reconnect to the VPN.
- After successfully reconnecting to the VPN wait a couple of minutes before reauthenticating back onto the computer.
- After you have waited the appropriate time, reauthenticate back onto the computer and check to see if your share drives have been reconnected.