

Overview

If you are away from the DCRI and you need to access DCRI/Duke network resources, the recommended remote access option in the DCRIconnect family is **AnyConnect** from Cisco Systems. Employees and contractors with Windows 10 laptops owned by DCRI already have this application installed. This quick reference guide (QRC) summarizes how to log on and access DCRI/Duke resources using the Cisco AnyConnect application—also known as *Duke Health VPN* (Virtual Private Network) or just *VPN*.

About AnyConnect

With this Virtual Private Network application, you can use your DCRI-issued Windows 10 laptop anywhere (where you can connect to the Internet) as if you were seated at your desk at work. Specifically, you can access remotely:

- Resources on the DCRI Intranet (DCRI Pulse), protected websites, and web applications (such as EPM Time Card), secure SharePoint sites, and shared network drives you have permission to access.
- (if applicable) A Virtual Machine (VM) or a DCRI-issued Windows computer running at your desk at a DCRI facility.

Logging On

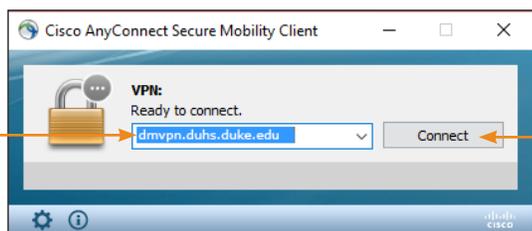
1 Ensure you are connected to the internet.

2 On your DCRI-issued computer, look in the System Tray or conduct a Search for **Cisco AnyConnect**.



3 Launch the application.

The Cisco AnyConnect Secure Mobility Client dialog appears.

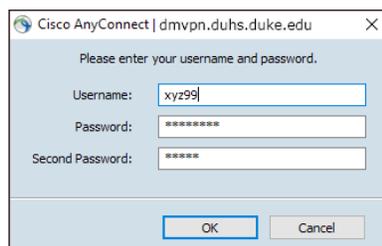


4 Enter into the address box:
dmvpn.duhs.duke.edu

5 Click **Connect**.

Wait for the log on dialog to appear.

6 In **Username**, enter your Duke NetID, and then enter your network **Password**.



7 In the **Second Password** field (sometimes labeled as **Security Key**), enter the method you want to use for multi-factor authentication (MFA):

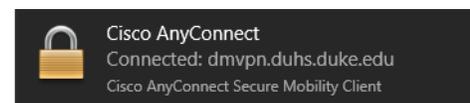


Enter into this field a **Duo Mobile** app code (by tapping the app's key icon), YubiKey code, or an unused SMS (Short Message Service) code. Otherwise, you are expected to enter one of the following *words*:

- Enter **phone** to have the system call the top phone you listed on the Duke Office of Information Technology (OIT) MFA website. You can enter **phone2** or **phone3** to have the system call the second or third phone on your list.
- Enter **push** to have the system push notification to the Duo Mobile app on the top smartphone or tablet you listed in the OIT website. You can enter **push2** or **push3** to send to the second or third device on your list.
- Enter **sms** to have the system send you a few passcodes. Enter one into the **Second Password** field to authenticate your session.

8 Click **OK**.

After you complete your MFA verification, the application securely logs you on to the DCRI/Duke network. When done, the following banner appears in the lower right area of the computer screen for a few seconds, and then fades away.



Cisco AnyConnect works “behind the scenes”—there are no application-specific screens or other controls.

Accessing DCRI Intranet, Internal Web Apps, and Secure SharePoint Sites

After logging on, you can use your choice of a modern browser to reach resources on the DCRI Intranet and Duke network sites, internal web apps [e.g., EPM (Enterprise Project Management) Time Card], and secure SharePoint site collections (e.g., Team, Collaboration, and TMF [Trial Master File] sites).

Here are a few commonly visited sites on the DCRI Intranet.

DCRI Intranet (DCRI Pulse) Home Page	https://dcrihome.dcri.org
Duke LMS (Learning Management System)	https://lms.duhs.duke.edu/Saba/Web/Cloud
Duke-wide phone directory	https://directory.duke.edu/directory/search
Duke@Work portal	hr.duke.edu/selfservice
DCRI Service Desk (FootPrints)	servicedesk.dcri.duke.edu
EPM Time Card	http://timecard.dcri.duke.edu

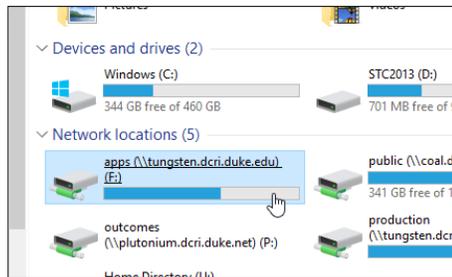
Accessing Shared Network Drives

AnyConnect supports shortcuts you created to network drive locations. Also, you can use **This PC**.

Click the drive you need under **Network Locations**.

Access to folders on shared network drives is by

permission. If you are denied access to a folder required for your work, contact the DCRI Service Desk (see “Getting Help”).



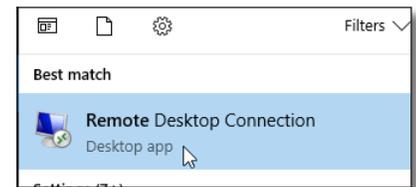
Accessing a VM or the Desktop of a DCRI-issued Windows Computer at Work

If you can access a Windows Virtual Machine (VM)—or, in addition to a DCRI-issued laptop, you also have a DCRI-issued Windows computer currently powered on at your desk in a DCRI facility (rare)—you can use Cisco AnyConnect on your laptop to remotely access the Windows Desktop of the VM or computer.

For this feature to work, the following must be in place.

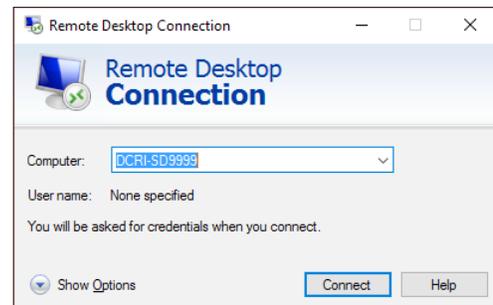
- To access a VM, you must have its address available to complete Step 2.
- To access a DCRI-issued Windows computer, you must have:
 - The DCRI computer’s name (the number that begins with “DCRI-” on the asset tag) available to complete Step 2.
 - The DCRI computer powered *on* and connected to the wired network, with you logged *off*. External monitors, if used, can be powered *off*.

- Find and open the **Remote Desktop Connection** application.



Tip: Using search or Cortana, just entering **remote** generally finds the application.

The initial dialog appears.

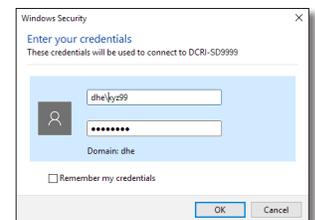


- In the **Computer** field, enter the VM’s address or the DCRI Computer name.

- Click **Connect**.

The *Enter your Credentials* dialog appears.

- In the top box, enter **dhe**, followed by your Duke NetID (example: dhe\xyz99).



- In the bottom box, enter your network password, and then click **OK**.

Note: For security, do **not** select *Remember my credentials*. A bar shows the progress of connecting.

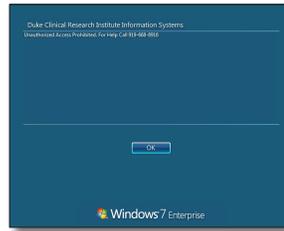
- If the Remote Desktop Connection certificate message appears, complete the following.

- (optional) You can select the **Don’t ask me again for connections to this computer** checkbox near the bottom.

- Click **Yes**.



- 7 When the full-page blue screen appears, click the **OK** button near the center.



A full-screen version of your work computer's Windows Desktop appears.

At the top of the window is a blue toolbar.



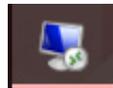
Use your local keyboard and mouse as if you were seated in front of your computer at work, including browsing to folders on network drives (that you have permission to access).

- 8 To reduce the page size (so you can cut and paste files to or from your local computer), click  on the blue toolbar.

Note: To return to full screen, double-click anywhere in the window's title bar (across the top).

- 9 To minimize, click  on the blue toolbar.

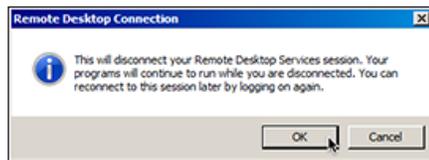
The window minimizes while the icon on the right appears in the Taskbar. Click this icon to maximize the window.



▶ Ending the Remote Desktop Session

- 1 To end the session, click  on the blue toolbar.

A confirmation message appears.



- 2 Click **OK**.

Both the window to the remote computer and the Remote Desktop Connection application close.

Ending Your AnyConnect Session

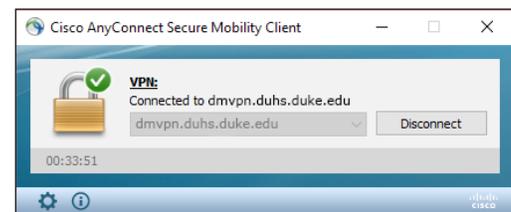
Whenever you are not actively using Cisco AnyConnect, please end your session to free up network resources for the benefit of other users.

- 1 Do either of the following.

- In the System Tray, click the AnyConnect icon.
- If you have the application pinned to your Taskbar, click the app's icon.



The main Cisco AnyConnect Secure Mobility Client dialog appears.



- 2 Click **Disconnect**.

After the dialog shows the app is *Ready to connect*, you can close this application.

Getting Help

If you have questions or comments about the content of this QRC, please email [IT Training \[dcrittrain@dm.duke.edu\]](mailto:dcrittrain@dm.duke.edu).

If you experience any technical problems working with Cisco AnyConnect that you are unable to resolve, email the [DCRI Service Desk \[dcriservicedesk@dm.duke.edu\]](mailto:dcriservicedesk@dm.duke.edu) or, for time-sensitive issues, call them Monday through Friday (6 a.m. to midnight, Eastern time, except holidays) at 919.668.8916.