




Overview

If you are away from a DCRI facility and you need to access DCRI/Duke network resources, the recommended remote access option in the DCRIconnect family is **AnyConnect** from Cisco Systems. DCRI employees and contractors with Windows laptops owned by DCRI will have this remote access application automatically installed behind the scenes. This quick reference guide (QRC) summarizes how to log on and access DCRI/Duke resources using the Cisco AnyConnect application.

Is Your DCRI Laptop Ready?

You can tell that Cisco AnyConnect is loaded on your DCRI-owned laptop and ready for use when you see these three shortcuts on your Desktop.

Shortcut	Description
	Cisco AnyConnect. Opens the application.
	Mapdrives. Connects your laptop to DCRI/Duke network resources <i>after</i> you log on to AnyConnect.
	Remote Desktop. Opens the Remote Desktop Connection application for connecting to Virtual Machines or (if applicable) to your Windows work computer.

If you do not see these shortcuts, then your laptop has not had Cisco AnyConnect installed. Power down, and then log back on to the DCRI network to get updated automatically. If AnyConnect still does not install on your DCRI-issued Windows laptop, then contact the DCRI Service Desk (see “Getting Help”).

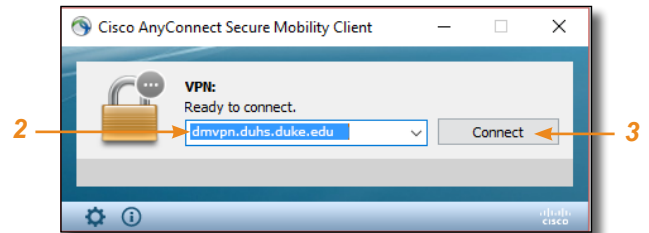
About AnyConnect

With this Virtual Private Network (VPN) application, you can use your DCRI-issued Windows laptop as if you were seated at your desk at work. Specifically, you can access remotely:

- Resources on the DCRI Intranet and protected web applications and websites, such as the Duke LMS (Learning Management System), 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

- Click the **Cisco AnyConnect** shortcut on your Desktop.
The Cisco AnyConnect Secure Mobility Client dialog appears.

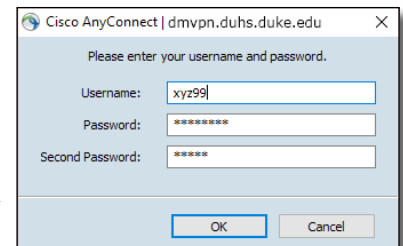


- Enter into the address box:
dmvpn.duhs.duke.edu

- Click **Connect**.

Wait for the log on dialog to appear.

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



- In the **Second Password** field (sometimes seen as **Security Key**), enter your [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*:

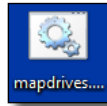
- Enter **phone** to have the system call the top phone you listed on the Duke Office of Information Technology (OIT) MFA website. You can enter **phone2** or **phone3** to have the system call the second or third phone on your list.
- Enter **push** to have the system push notification to the Duo Mobile 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 batch of passcodes. Enter one of them into this field to authenticate this session.

- 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.



- Click the **mapdrives** shortcut on your Desktop.
Wait for the Desktop Authority to fully load before using your laptop.



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

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

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 [such as the Duke LMS (Learning Management System)], and secure SharePoint site collections (e.g., Team, Collaboration, and TMF [Trial Master File] sites).

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

DCRI Intranet Home Page	https://dcrihome.dcri.org
Duke LMS (Learning Management System)	https://lms.duhs.duke.edu/Saba/Web/Cloud
Duke@Work portal	hr.duke.edu/selfservice
DCRI Service Desk (FootPrints)	servicedesk.dcri.duke.edu
EPM Time Card	timecard.dcri.duke.edu (if a Certificate warning appears, you can click Continue to this website)

You are also able to open folders on shared network drives that you have permission to access (the same way you do at work, such as shortcuts or the **Computer** control panel).

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 Desktop of the VM or computer.

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

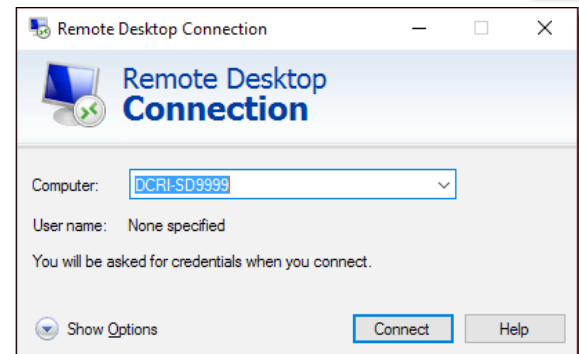
- To access a VM, you must have its address available to complete Step 2.
- To access a DCRI-issued Windows computer, you must have:
 - The DCRI computer’s name (the number that begins with “DCRI-” on the asset tag) available to complete Step 2.

- The DCRI computer powered *on* and connected to the wired network, with you logged *off*. External monitors, if used, can be powered *off*.

- After logging on, click the Remote Desktop shortcut on your Desktop.



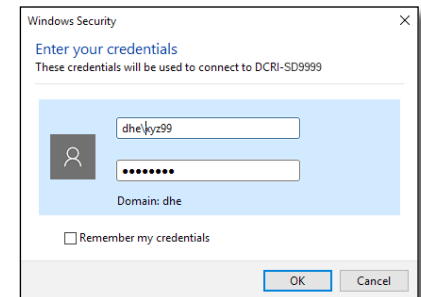
The initial dialog appears.



- 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.

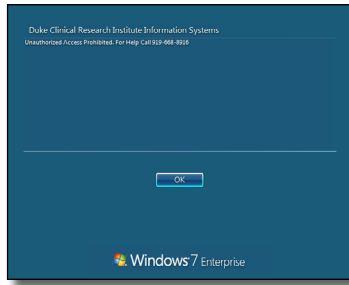
- If the Remote Desktop Connection certificate message appears, complete the following.

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

- Click **Yes**.



- 7 When the blue DCRI Information Systems 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).

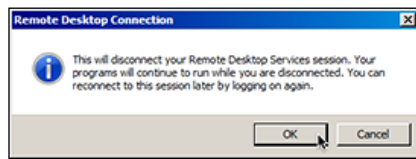
- 9 To minimize, click  on the blue toolbar.

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



▶ Ending the Session and Logging Out


- 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.

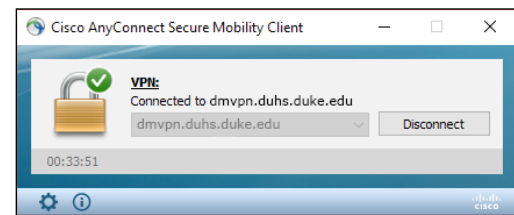
Ending Your AnyConnect Session

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.
- If you have the application pinned to your Taskbar, click the app's icon.
 - In the System Tray, click the AnyConnect icon (if not seen, click the triangle  to view hidden icons).



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 window.

Getting Help

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