

## Overview

If you need to access DCRI/Duke network resources, but are remote from a DCRI facility, the recommended remote access option is **AnyConnect** from Cisco Systems, also known as *Duke Health VPN* or just *VPN*. This quick reference card (QRC) summarizes how to install AnyConnect on an Apple desktop or MacBook running OS X that you own.



## About AnyConnect

With this VPN (Virtual Private Network) application, you can use your own OS X computer to access from a remote location:

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

## Requirements

To access this service, you have:

- OS X version 10.10 (Yosemite) or later.
- A high-speed Internet connection (wired or wireless).
- A valid NetID and working password.
- Multi-Factor Authentication (MFA) enabled. For more information, see the MFA QRC at <http://library.dcri.duke.edu/dtmi/IT/Remote/Q/MFA.pdf>.

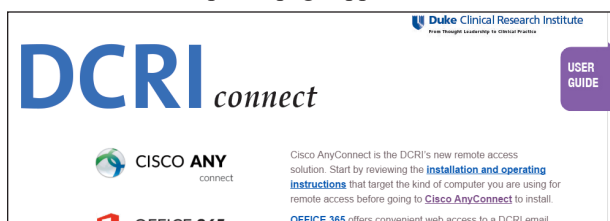
## Installing the Client Software

The following is specific to OS X 10.12 (Sierra) using Safari 10. Adjust steps, as needed, if you use different releases.

**Important!** The installer first attempts to load the client software automatically. It is *normal* for this automatic process to fail and you will proceed with a manual installation.

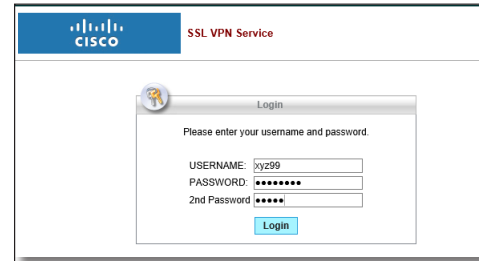
- 1 Click this link (or point your browser to):  
[connect.dcri.org](http://connect.dcri.org)

The DCRIconnect portal page appears.



- 2 Click the **Cisco AnyConnect** icon, text, or link.

The Cisco SSL VPN Service page appears.



- 3 Enter your NetID as **Username**, and then enter your network **Password**.
- 4 In the **Security Key** field, enter the method you want to use for Multi-Factor Authorization (MFA):



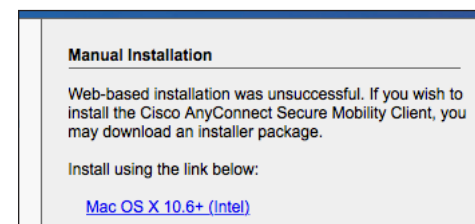
Enter into this field a **Duo Mobile** app code (by tapping the app's key icon), YubiKey code, or an unused SMS (Short Message Service) code. Otherwise, you are expected to enter one of the following *words*:

- 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.

- 5 Click **Login** and complete your MFA verification.

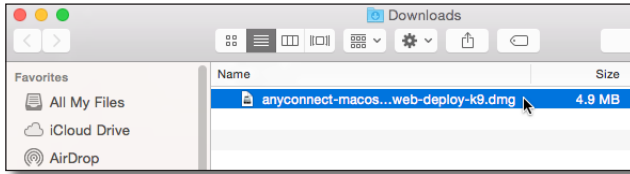
When the **AnyConnect Secure Mobility Client** window appears, the system tries to automatically install Cisco AnyConnect for you. It is *normal* for this automatic installation to fail.

- 6 When the following appears, click the Mac OS X link.

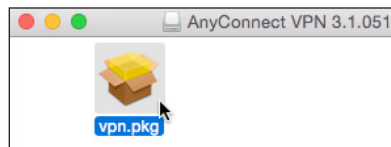


The AnyConnect image file loads into your computer's *Downloads* folder.

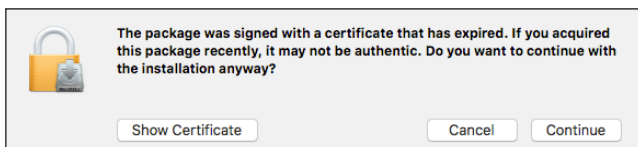
- In your **Downloads** folder, double-click the **.dmg** disk image file.



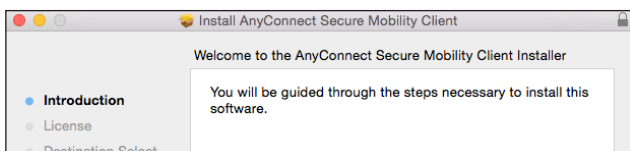
The AnyConnect VPN dialog opens containing a **vpn.pkg** package file.



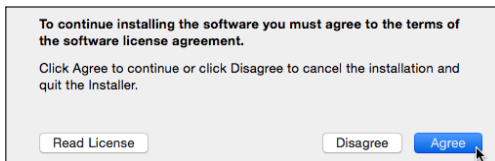
- Double-click the **vpn.pkg** file.
- If a message appears, alerting you that the certificate for the application has expired, click **Continue**.



A multi-page *Install AnyConnect Secure Mobility Client* window opens to the Introduction page.



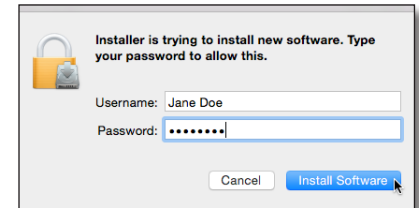
- Click **Continue**.  
The Software License page appears.
- Scroll to read the license, then click **Continue**.  
A confirmation message drops down.



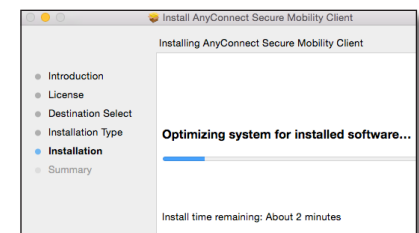
- Click **Agree**.  
The drop-down message rolls up as the Installation Type page appears.



- Click **Install**.  
A message appears, prompting you to enter administrator log on credentials
- Enter the computer's administrator **Username** and **Password**, and then click **Install Software**.

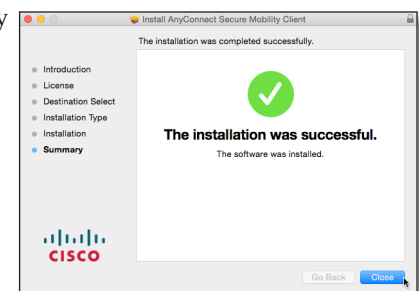


The Installation page appears, showing the progress of the software installation.



Wait for the Summary page to appear.

- Click **Close**.
- If prompted, you can **Move to Trash** the installer file.



- Close all other windows opened during this installation.
- Tip:** If you will use the application often, consider placing it on your Dock or creating an Alias to it where you can find the application quickly.

## Getting Help

For details on how to operate the AnyConnect application, refer to the quick reference guide that pertains to you:

- Cisco AnyConnect: Fundamentals on a Non-DCRI OS X Computer QRC.*
- Cisco AnyConnect: Fundamentals on a DCRI Macbook QRC* (begin at the "Starting a Session" section).

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.